

LOS ANGELES COUNTY TRANSPORTATION COMMISSION

PUBLIC HEARING ON THE DRAFT TRANSITION PLAN
(Pursuant to Section 504 of the
Rehabilitation Act of 1973)

Thursday, September 18, 1980

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AFTERNOON SESSION (3:00 to 5:00 p.m.)

Hearing Board: Commissioner John Zimmerman
Commissioner Robert Reeves
Executive Director Rick Richmond

EVENING SESSION (7:00 to 8:00 p.m.)

Hearing Board: Commissioner Wendell Cox, Chairman
Commissioner Robert Reeves
Commissioner Will Simendinger
Executive Director Rick Richmond

1 LOS ANGELES, CALIFORNIA, THURSDAY, SEPTEMBER 18, 1980, 3:00 P.M.

2

3 MR. ZIMMERMAN: Good afternoon, ladies and gentlemen.
4 On behalf of the Los Angeles County Transportation Commission,
5 I welcome all of you here today to share your views on
6 a plan for providing handicapped accessible transportation
7 for all of Los Angeles County. My name is John Zimmerman,
8 and I am a member of the Los Angeles County Transportation
9 Commission and I am vice chairman of the Service Coordination
10 Committee. Also here from the Commission is Bob Reeves,
11 sitting here to my left, and Rick Richmond, Executive
12 Director of the Commission, is the third member of the
13 panel. The panel is here to hear your comments on the
14 draft transition plan for handicapped accessibility in
15 Los Angeles County.

16 Before we start our discussion, I would like to
17 introduce our interpreter -- we have a sign-language
18 interpreter -- I would like him, Dave, to introduce himself
19 at this time. Dave, would you please.

20 A VOICE: Is there anybody here who needs interpreting?
21 Deaf?

22 A VOICE: Yes.

23 MR. BATEMAN: I will wait and see if any more
24 come in.

25 MR. ZIMMERMAN: Thank you, Dave.

26 The Los Angeles Transportation Commission was created
27 by the California State Legislature in 1976. It was
28 established to better respond to the transportation

1 needs of Los Angeles County, and is responsible for allocating
2 the over \$540 million in Federal and State monies which
3 come into the county annually for transportation.

4 As the local policy and programming agency, the commission
5 is responsible for the adoption of a countywide transition
6 plan to comply with Section 504 of the Rehabilitation Act
7 of 1973. This public hearing is being held as a part of
8 the public review process for the plan. A series of five
9 public workshops were held during the week of August 25
10 to enable residents from all geographic areas to comment.
11 Both the workshops and the public hearing are being recorded
12 and transcripts will be maintained. Substantive comments
13 we receive from you this afternoon will be summarized and
14 will be attached to the final transition plan.

15 Section 504 states essentially that handicapped persons
16 shall have rights equal to those of able-bodied persons
17 to use services and programs that receive funding through
18 the Federal Government.

19 On May 31, 1979, the U.S. Department of Transportation
20 issued a rule implementing Section 504 regulations with
21 respect to mass transportation services and facilities.
22 This required that specific levels of accessibility in
23 vehicles, services, facilities, and policies and procedures
24 be achieved by July 1, 1982, and that transition plans
25 outlining measures to achieve compliance be submitted by
26 all transportation operators who receive or benefit from
27 Federal Department of Transportation funds.

28 In Los Angeles County, there are thirteen transit

1 operators, who have prepared transition plans for their
2 systems. The Commission has used these transition plans
3 to prepare the draft countywide transition plan, which
4 contains compliance measures for the county as a whole.
5 We would like to hear your comments today, primarily on
6 the draft countywide plan.

7 Executive summaries and full copies of the plan are
8 available at the sign-in desk where you entered. In addition,
9 copies of the plan have been widely distributed to interested
10 community groups, public libraries and local governments.

11 In preparing this plan, the Commission has been assisted
12 by its Elderly and Handicapped Transportation Advisory
13 Council. This group of 18 organizations and individuals,
14 representing the elderly and handicapped communities, has
15 assisted in insuring compliance with the 504 regulations,
16 assisted in the scheduling and selection of sites for the
17 public workshops, this public hearing, and otherwise offered
18 valuable insight and recommendations to the Commission
19 during our efforts to prepare the draft transition plan.

20 We are here to get your comments about the plan.
21 Your participation is most important, because it assures
22 that the Los Angeles County is -- its goal of providing
23 accessible services to meet the needs of the elderly and
24 handicapped communities, and, very frankly, you are the
25 people that know the needs.

26 We have here this afternoon, as I said here before,
27 Rick Richmond, who is the Executive Director of the County
28 Transportation, to present the plan overview, and, Rick,

1 if you would introduce the members of the staff here, that
2 are present, so that people might be able to identify them
3 at the meeting, I would appreciate that.

4 MR. RICHMOND: Okay. Thank you, Commissioner Zimmerman.

5 My name is Rick Richmond, and I am the Executive
6 Director of the County Transportation Commission. With
7 us from the staff today are Ray Maekawa, sitting right
8 back there, who has been heading up our effort to develop
9 this plan; and Becky Reardon, who has been helping Ray
10 establish the workshops and this public hearing. Also
11 with us today are Subhash ^{Mandle}~~Mandel~~, from Simpson & Curtin,
12 who has assisted us in developing the plan; Dennis Cannon,
13 from Synergy, Incorporated, who also was of help to us
14 in this.

15 To put the transition plan in proper perspective,
16 it should be kept in mind that a large number of agencies
17 are involved and the cooperation of all is needed to implement
18 and operate the extensive transportation system we have
19 in Los Angeles County. From the Commission's perspective,
20 this system is composed of the streets, highways and freeways;
21 public transit operators; numerous special transportation
22 services operators, generally referred to as paratransit,
23 and other transportation systems, which include the commuter
24 rail services, the downtown people mover system, and the
25 Wilshire starter line.

26 Some basic questions relating to the transition plan
27 are: What is a transition plan? Who is required to prepare
28 transition plans? What are the key provisions which must

1 be met?

2 The transition plan is a description of efforts by
3 existing operators to achieve program accessibility. It's
4 a staged, multi-year program for compliance with the 504
5 regulations. All transit operators receiving Urban Mass
6 Transportation Administration funds that employ 15 or more
7 persons are required to prepare transition plans. Thirteen
8 operators in Los Angeles County receive UMTA funds. Nine
9 are primarily fixed-route/fixed-schedule operators, indicated
10 in this map by the blue circles: The Southern California Rapid
11 Transit District -- which, of course, covers the entire
12 county -- the Long Beach municipal systems in Long Beach,
13 Santa Monica, Montebello, Gardena, Torrance, Norwalk, Culver
14 City, and Commerce.

15 For additional operators which receive Federal funds,
16 operative Dial-a-Ride services, those are shown in this
17 map in green. Those specifically are La Mirada, Arcadia,
18 Claremont, and Redondo Beach.

19 Pursuant to the 504 regulations, the Commission is
20 responsible for preparing a countywide plan which shows
21 how these operators will mesh to achieve countywide "program
22 accessibility." The regulations define program accessibility
23 as each program or activity which, when viewed in the entirety,
24 is accessible to handicapped persons; that is, those who
25 cannot use steps as well as those who can use steps. This
26 paragraph further states that this does not necessarily
27 mean that each existing facility must be made accessible.

28 The draft transition plan, which the consulting

1 firms of Simpson & Curtin and Synergy, Inc., have helped
2 us prepare, addressed four broad issue areas. First: vehicle
3 and service accessibility; second, fixed-facility accessibility;
4 third, 13 policies and practices of operating agencies;
5 and fourth, community participation. As Commissioner Zimmerman
6 mentioned, you should have received a summary of the transition
7 plan when you signed in today. If not, they are available
8 in the front, and also the outer lobby.

9 In summary, the requirements for accessible vehicles
10 and services essentially calls for one-half the peak-hour
11 services of fixed-route operators to be accessible. The
12 deadline for purchasing sufficient vehicles to satisfy
13 this requirement is July 1, 1982. In Los Angeles, all
14 of our operators will have enough accessible vehicles to
15 meet this deadline.

16 To give you an idea of the magnitude of our program,
17 the total number of vehicles we have amount to 3,054. The
18 peak-service requirement is 2,408 vehicles. The total
19 required in turn to meet the accessibility requirements
20 is 1,269. The number of accessible vehicles expected to
21 be purchased by July 1, 1982, is 1,630, which is an excess
22 of 361 vehicles over that required by the regulation. The
23 lift equipment will cost approximately twenty-five million
24 dollars. Fixed facilities which need to be accessible
25 include administrative offices, transit centers, park-
26 and-ride lots, consumer assistance and ticket sales offices,
27 bus shelters and curb cuts. Our review indicates that
28 transit facilities used by the general public throughout

1 the county are currently or are programmed to be accessible
2 by July 1, 1982. It is our finding that the included L.A.
3 County operators will comply with the required policies
4 and procedures. In general, operators have instituted
5 or are already cooperatively working with one another to
6 achieve compliance.

7 Other types of transportation service which exist
8 or are in the developmental stages include: commuter rail
9 services. Caltrans is the lead agency in the implementation
10 of this service. Three routes are in the developmental
11 stages. These are the Oxnard-to-Los Angeles, San Bernardino-
12 to-Los Angeles (Santa Fe Line) and the Pomona-to-Los Angeles
13 (Union Pacific Line). Discussions with Caltrans indicate
14 that actions will be taken by the use of portable lifts
15 or other equipment to provide access to the rail cars.

16 In the paratransit area, as I mentioned at the onset,
17 we currently have four paratransit operators which receive
18 UMTA funds. These operators were reviewed and their systems
19 were programmed to achieve program accessibility by July
20 1, 1982.

21 In addition to these operators, we have a large number
22 of social services transportation operators. To make better
23 use of these paratransit transportation services, the Commission
24 is conducting a paratransit brokerage study. We retained
25 the consulting firm of Carter-Goble-Roberts, Inc., and
26 began work in January of this year. It is aimed at better
27 coordinating and/or consolidating, where possible, paratransit
28 operations. Functional areas where economies might

1 be effected include joint purchases, driver training, risk
2 insurance procedures, maintenance programs, dispatching,
3 and combination of funding sources.

4 In the area of improving the streets and roads for
5 the handicapped, the curb cut and highway program requires
6 the cooperative efforts of the public works-type agencies
7 like Caltrans, County Road Department and the many city
8 engineering and traffic departments with the public transit
9 operators. For the most part, we have this cooperation
10 among these agencies in establishing bus stops and the
11 construction of curb cuts.

12 The Wilshire starter line and the Downtown People
13 Mover System are still in their preliminary engineering
14 or design state. Accessible features will be incorporated
15 into the design of these systems.

16 The fourth part of the transition plan relates to
17 community participation efforts. As Mr. Zimmerman stated,
18 the Commission established an Elderly and Handicapped Transportation
19 Advisory Council. This 18-member advisory council is composed
20 of representatives of handicapped persons, advocacy organizations
21 of handicapped persons, public and private social services
22 agencies, public and private operators, and other interested
23 and concerned persons. The full draft transition plan
24 was distributed to libraries throughout the county. Announcements
25 were published in the Los Angeles Times and the Herald
26 Examiner, and eight community daily publications. We also
27 arranged with the transit operators to have over 3,000
28 bus cards announcing this hearing installed in all the

1 buses in the county.

2 Finally, because of the vast geographic size of this
3 county and the diversity of interests and concerns, we
4 held five public workshops in West Los Angeles, the San
5 Fernando Valley, the South Bay area, San Gabriel Valley,
6 and the Mid-Cities area. Transcripts of comments made
7 at the workshops, as well as this hearing, will be prepared
8 and will be made a part of the transition plan. Responses
9 to substantive concerns are being prepared.

10 I would like to now return the meeting to Mr. Zimmerman.

11 MR. ZIMMERMAN: Thank you, Rick. I have been provided
12 with a list of those who have indicated they have some
13 questions or input. Are there any priorities, other than
14 one, two, three, as they sign in here?

15 MS. REARDON: Just one, two, three.

16 MR. ZIMMERMAN: Any need for any special requirement?

17 Okay. You are listed here numerically. If for any
18 reason any of you need to make a presentation other than
19 as you are listed, if you would notify me, I would change
20 the order here, just for your information, and then I will
21 go back over it and call them as you are listed: Miss
22 Jan Johnson, Cleo Thorpe, Susan Gross, Miss -- Mr. Floy
23 Kabot, William Bolte, Miss Wolffe, Mike RavenKamp, Ms.
24 Marla Seto, Lola Mattingly, and Brother Robert Kleeger.

25 For any of you that need to have special consideration,
26 let me know.

27 I call now first Miss Jan Johnson. Will you step --
28 come to the microphone.

1 MR. ZIMMERMAN: Jan, before you commence -- and for
2 the benefit of all of you -- we want to give everybody
3 an opportunity to be heard, and so in view of that, we
4 would ask you to limit your testimony to five minutes each,
5 and then if there is any time left, we'll go back over
6 the list and get additional testimony from any of you that
7 want to be heard in addition to that.

8 Please state your name and your address when you
9 get to the microphone, for the record. State your name,
10 name of any organization you may be representing, or are
11 affiliated with in any way. Give me the -- your name and
12 your address and the organizations that you are affiliated
13 with.

14 MS. JOHNSON: Jan Johnson --

15 MR. ZIMMERMAN: A little louder, please.

16 MS. JOHNSON: Janice Johnson, 2870 North Towne Avenue, #15,
17 Pomona, California.

18 I would like to --

19 A VOICE: Can't hear.

20 MS. JOHNSON: I would like to address the issue --
21 it seems to me Get/About is a very good concept, but seems
22 to penalize the people who need to use it at nights, since
23 it doesn't run at night and doesn't run on Saturdays, so
24 any handicapped person who would use it for shopping or
25 any kind of business outside of work is more or less out
26 of luck. Of course, I ride at night, but if a person should
27 need to go from one city to another -- at least, in my
28 area -- which is Pomona -- that is at the moment impossible,

1 and although I personally could use the buses, most of
2 them don't ride by, either. There are some problems I
3 would like to see some solutions -- at least proposals
4 for solutions suggested at some point or other. Thank
5 you.

6 MR. ZIMMERMAN: Before you leave the mike, maybe
7 somebody wants to address some questions to you.

8 Is it clear in your mind, Rick, what Janice is pointing
9 out to us?

10 MR. RICHMOND: Yes. I think we are aware of the
11 problems. As you probably all know, we have a proposal
12 with the Commission -- the Commission has proposed to put
13 on the ballot for this fall to raise some additional funds.
14 The basic problems with night service and additional service
15 in general is in the funding -- really isn't the funding
16 available. Right now we have the sales tax proposal for
17 this fall, which would provide a funding base which could
18 allow those kinds of improvements. In the interim, it's
19 really a problem with available funds.

20 MR. ZIMMERMAN: As I understand, there is more attention
21 paid to the work-time traffic than the off-peak hours.
22 That is a concern that we do have to deal with, and it's
23 not shelved, and it will be considered, Jan. We appreciate
24 your comments and input as we go along. Thank you for
25 your appearance here today.

26 The second person to sign in was Mrs. Cleo Thorpe.

27 MS. THORPE: I'm Cleo Thorpe, 1641 East Kingsley,

28 #10 --

1 A VOICE: Closer.

2 A VOICE: Can't hear.

3 MR. ZIMMERMAN: Just a moment.

4 MS. THORPE: I'm Cleo Thorpe, 1641 East Kingsley,
5 #10, in Pomona, California, and I would just like to read
6 my comments on the transition plan.

7 I find the LACTC Transition Plan speculative. It
8 does not include what steps will be taken if accessibility
9 to comply with the 504 Rehabilitation Act is not met by
10 July 1, 1982.

11 The Plan assumes that one-half of peak-hour service
12 will be provided with workable lifts. Experience with
13 current lifts does not mean that because a number of buses
14 have lifts, they will be workable.

15 The statement, page 99, that fixed-route buses will
16 be accessible to all types of handicapped persons remains
17 to be proven. The new accessible buses still have high
18 steps. I must crawl up on hands and knees, as I cannot
19 use my chair, which I use as a walker, on the lifts, because
20 it does not have brakes and standees are not allowed on
21 lifts of the SCRTD.

22 One aspect that was not mentioned is funding. Up
23 to five percent of Section 5 money can be spent on specialized
24 transportation. The only reference in the Transition Plan
25 on funding, page 96, is that the LACTC is conducting a
26 Paratransit Brokerage Study that will provide effective
27 coordination services at current levels of funding. I
28 understand only about one and one-half percent of Section
29 5 funding now goes to specialized services.

1 I question the statement, page 73, "There are no
2 regulatory constraints to these paratransit services."
3 Each paratransit system has its own regulations and past
4 experience has shown that jurisdictional barriers do exist
5 as cities want to retain local jurisdiction. It is unknown
6 at this time what will be encountered as intermodal transportation
7 systems develop.

8 As a Transition Plan has to be submitted at this
9 time, and public transportation for the handicapped is
10 still in the infancy stages, I would like to see this Plan
11 reviewed by LACTC and its Elderly and Handicapped Advisory
12 Council on an ongoing basis. The Plan will have to be
13 revised and closely monitored as experience is gained to
14 make public transportation available to all handicapped
15 persons. Thank you.

16 MR. ZIMMERMAN: Thank you very much. You raised
17 a number of valid points there. I hope I made clear this
18 is an input session, testimony session, in which we will
19 record each one of your remarks and then get those remarks --
20 give those remarks consideration in drafting the final
21 plan. We won't try to answer any individual points that
22 you bring up unless there is someone on the panel who wishes
23 to address anything. If there is none, at this time we
24 will call on Miss Susan Gross.

25 MS. GROSS: My name is Susan Gross, and I live at
26 1756 North Verdugo Road, Apartment 6, in Glendale. I am
27 here representing the Glendale College Student Center,
28 and we are very concerned about transportation because

1 that is one of the primary barriers to employment and education,
2 both of which our students need.

3 One of the problems that is not addressed in this
4 plan is the need for identification for a handicapped person.
5 You must have one handicap pass from SCRTD, you need another
6 one from the paratransit. We qualify for our handicapped
7 identification many times over. There is a limit to the
8 number of times you can go to your doctor and say, "I need
9 another form of handicapped identification." I feel one
10 form of identification would be very useful.

11 On page 2, where the transit systems of Los Angeles
12 County, which prepared transition plans, are listed, the
13 new Galleria Dial-a-Ride in Glendale is not listed. Their
14 contract is new, but they are to start serving the elderly
15 handicapped within 60 days. They are not planning to serve
16 the handicapped in as wide an area as the able-bodied elderly.
17 They will have four vans that are not accessible. Only
18 three will be used on the street at any one time, so there
19 will be a reserve van to use in the event of mechanical
20 failures. However, the one accessible van will not have
21 any reserve capacity and there is no provision for a back-
22 up van for the elderly handicapped.

23 Burbank provides a subsidy to a taxicab company for
24 handicapped riders. However, it is only able to serve
25 those who can use a sedan. No vans are available. Those
26 severely disabled individuals who need transportation are
27 unable to obtain it. I do not find a transition plan for
28 Burbank in this report.

1 On page 50, the discussion of sensitivity training
2 for operators seems to need periodic reinforcement. Get/About
3 transportation has periodic meetings with operators to
4 hear their problems and increase their sensitivity. This
5 seems essential to improve transportation for the disabled.
6 I recommend that all transit operators do so.

7 One of the most unpleasant experiences I have had
8 involved the use of my SCRTD handicapped pass. I was at
9 the City of Hope when I was picked up by an SCRTD driver.
10 I was lectured on how healthy I looked. I feel that this
11 is not an isolated incident. My friends with visible disabilities
12 have been thrown when drivers started buses before they
13 were seated. The handicapped advisory board of SCRTD,
14 CACAT, on which I serve, have never seen their training
15 program. We keep asking to be allowed to participate in
16 development of this program and never have been allowed
17 to do so. I feel allowing handicapped individuals to aid
18 in the development of training modules is essential.

19 On page 93 a statement of the study Caltrans is making
20 of the unmet transportations is talked of. I urge Caltrans
21 to look at the foothill areas of La Crescenta-La Canada,
22 Glendale, Burbank, and Sunland-Tujunga. Today there is
23 no service for the handicapped who need vans. Tomorrow
24 there will only be service for the elderly handicapped
25 using one van in Glendora. Being disabled does not automatically
26 make you 62 years old.

27 Thank you very much.

28 MR. ZIMMERMAN: Thank you.

1 Mr. Floy Kabot.

2 MS. KABOT: I'm sorry to disappoint you. I'm Floy
3 Kabot, 1756 North Verdugo --

4 A VOICE: Can't hear you.

5 MS. KABOT: I'm Floy Kabot, 1756 North Verdugo, Glendale.
6 I'm a member of CAPH, Chapter 12, of TED -- T-E-D -- which
7 is revised -- Advisory Board for Transportation in the
8 foothill area. La Crescenta, La Canada, Glendale. And
9 I'm a retired teacher. Over the plan -- or lack of plans --
10 I have the feeling that was current in World War II. The
11 lady on the bus said, "I have never been on one of these" --
12 explained why, what she should do -- and she took a lot
13 of time. Finally she was settled, and the driver said,
14 "Lady, we haven't missed you." And I think that is the
15 way the handicapped -- they haven't missed -- because --
16 therefore, because you have been able to deal with the
17 problem, many things that are not being affected. The
18 Galleria ride in Glendale has no service. They promised
19 an accessible van within 60 days. There will be no back-
20 up, and there is no way that people at night can use this.
21 I would urge again that operators be given sensitivity
22 training all along the line, because most of them are adequate,
23 some are more than adequate, but there are still some who
24 don't understand that mobility is impaired. And the priority
25 seating that the sign says is reserved -- side seats --
26 sometimes those are not available, and we think the drivers
27 should suggest that they get up and let there -- people
28 who need those.

1 On page 93, the survey omits the whole Glendale-
2 Burbank-La Crescenta-Sunland-Tujunga area. There is nothing
3 there that is accessible at this time.

4 Thank you.

5 MR. ZIMMERMAN: Thank you. I'm sorry for the mistake.

6 William Bolte.

7 MR. BOLTE: I'm on the Executive Committee of the
8 California Association of Physically Handicapped. I don't
9 consider myself as much of an expert as --

10 MR. ZIMMERMAN: Give your address.

11 MR. BOLTE: My name is William T. Bolte, 3455 Emerald
12 Street, Torrance, California 90503.

13 I don't consider myself to be as much of an expert
14 as many of the people who are speaking here today. I think
15 they have done a beautiful job, and you may note that many
16 of us are from the California Association of the Physically
17 Handicapped. But I would like to emphasize one thing that
18 I have observed, and add another one that I think needs
19 to be emphasized, too, in the plan. The observation is
20 that simply specifying the number of buses to be equipped
21 does not guarantee that those buses will be on the street
22 and working as accessible buses. I believe that the plan
23 should emphasize very strongly the requirement that they
24 be on the streets, because we found one day -- we found
25 what? -- five or six buses that just didn't work, was it? --
26 when they said they were going to send us buses.

27 A VOICE: Five.

28 MR. BOLTE: No buses came. Not one bus. We captured

1 one on -- not one lift bus came that worked. Yet I'm informed
2 by others that the same lift, though not trouble-free,
3 is being used relatively successfully in San Jose, Contra
4 Costa County, I believe it is, and so I think that an important
5 thing would be a requirement that the busing be operable,
6 that there be a system for checking out their operation
7 by some sort of an independent agency. This is very concernful
8 to us. We have spoken to the Executive -- whatever his
9 name is -- the Director of the union about checking into
10 the lifts-out each time -- running them through their paces
11 before the buses go out of their -- whatever they call
12 it these days -- and we seem to have got some cooperation
13 from him. But he's not in management.

14 So I would suggest that this be very highly emphasized,
15 the maintenance function, because I personally am extremely
16 doubtful of the attitude and the will of the RTD board
17 or management in carrying out this system. It would have
18 been more successful already if that will power was there. We
19 don't want to hear about a big explanation about how, "Well,
20 we didn't commit ourselves to this and that, but we don't
21 have the repairmen," and all of that stuff, and we end
22 up with a paper system. Okay.

23 The other thing I would like to mention is the fact
24 that I think an emphasis should be put on -- in whatever
25 is necessary -- the publicity, the advertising function --
26 because if the handicapped people of Los Angeles and environs
27 are already impressed with the fact that the lift is on
28 the buses -- on the supposedly accessible lines don't work,

1 it will be just that much of a chance for some people who
2 will be working in Washington to -- all of those nice people
3 to try to work our way backwards from the plant, because
4 they will claim that chicken-and-egg kind of thing, "Well,
5 no one uses it," and we'll say, "Well, we don't use it
6 because they don't know about it. It's broken, anyway."

7 I would emphasize from our point of view the importance
8 of maintenance and the importance of a substantial effort
9 in advertsing and actually trying to work their way out
10 of the bad reputation for the service that they already
11 have.

12 Thank you.

13 MR. ZIMMERMAN: Okay. Next person is Mr. Chris Wolffe.

14 MR. WOLFFE: My name is Chris Wolffe. I live at
15 320 The Village, Redondo Beach 90277, and I am visually
16 and physically impaired, and represent today the South
17 Bay Committee on Housing and Paratransit, and Torrance
18 Senior Center. I represent the Committee on Housing and
19 Paratransit, and the South Bay Senior Services in Torrance.
20 We have had --

21 MR. ZIMMERMAN: I think if you remain facing that
22 way, the lady could -- she is making a note of everything
23 that she will transcribe. How about if you just speak
24 up.

25 MR. WOLFFE: My concern is -- today is the lack of
26 programming for supplemental paratransit systems to supplement
27 SCRTD. I believe there is no plan to in fact make a system
28 to accompany the fixed-route system. I realize this plan

1 dealing with fixed-route systems, but I have noticed other
2 504 plans have dealt with their supplemental paratransit
3 systems, and I think I will point out to SCRTD right here
4 and now that due to the different terrains around the different --
5 different parts of the county, a paratransit system is
6 essential to bring people who are in chairs to the fixed-
7 route system.

8 An exempl^e of this is the Silverlake area -- of
9 course, La Crescenta, La Canada, Sunland-Tujunga also --
10 you know, the different hilly sections -- and we have a
11 real problem in that if a fixed-route bus stops to pick
12 up someone at a very hilly area, the person is going to
13 be flipped off the lift. And this issue has been not looked
14 at at all. However, how does this plan deal with that
15 in only being accessible to the handicapped on a flat surface
16 and not necessarily accessible on a hilly surface?

17 Hopefully there is a hole right there -- I am wondering,
18 shouldn't the plan deal with such crucial things as terrain
19 differings, from area to area, and I think the reason why
20 you haven't dealt with it is because you do not have representation
21 to the advisory from different regions to -- from the people
22 who live in the region and who in fact know these problems.

23 So I would point out just basically two different
24 points here: one, that there -- it's not an adequate plan,
25 in the sense that it's going to make accommodations to
26 handicapped people -- the essential services as being right
27 now provided, if you bring it up to peak, 50 percent of
28 the period of time most handicapped will not be able to

1 use the vehicles who live in these -- in hilly-terrain
2 areas, and that the representation on the Advisory Council
3 does not make accommodations to regional differences. And
4 if there is any comments from the board, I would appreciate
5 it.

6 Thank you very much.

7 MR. ZIMMERMAN: Thank you. We did think we had the
8 county fairly well geographically represented. We may
9 have missed some areas, and we'll take a look at that to
10 see if we have -- areas that should be represented.

11 MR. RavenKamp.

12 MR. RAVENKAMP: I'm Mike RavenKamp from the San Gabriel
13 Valley Services for the Disabled. And 2231 North Garvey,
14 West Covina 91790.

15 At our center we have a number of people who are
16 in wheelchairs and would like to use the RTD buses. However,
17 one of our persons has tried on numerous occasions to get
18 aboard one of these so-called accessible buses, and in
19 many cases it was not because the lift was not in working
20 order, but that the driver did not know how to operate
21 the lifts.

22 A VOICE: Right, right.

23 A VOICE: Definitely.

24 MR. RAVENKAMP: One thing that has to be addressed
25 in this plan is establishing some kind of procedure whereby
26 all employees, bus operators of RTD, are taught how to
27 operate the lifts under any conditions that they could
28 reasonably run across when you're out on the road.

1 Another thing that has to be addressed, if the people
2 in the wheelchairs are to take advantage of the new modifications
3 for accessibility, is to know that these things do in fact
4 exist.

5 Now, the best way for people to know that these exist
6 would be to have members of the disabled community employed
7 in teaching other persons how to ride the RTD buses with
8 the lifts. So in order to do this, the UMTA needs to provide
9 funding in order to hire disabled persons from various
10 agencies dealing with handicapped persons who would know
11 how to use the lifts already. These designated teachers
12 would then teach their clients how to use the system more
13 effectively, and this would be one way RTD could increase
14 its ridership, and the whole community would know that
15 the RTD is trying to make their system accessible.

16 Do you have any comments? I'm ready to hear them.

17 MR. ZIMMERMAN: We appreciate your remarks very much.
18 Training personnel is going to be a big problem -- going
19 to be time-consuming. There are a lot of drivers to be
20 taught, and the mechanism is new to the trade, so there
21 aren't too many people who know how to operate them --
22 not too many people yet who know how to maintain them.
23 There are problems, and one of the items is sensitivity
24 and personnel training. It will be a very important part
25 of the program.

26 Miss Marla Seto.

27 MS. SETO: My name is Marla Seto, with Trans-West
28 Transportation, 1235 Fifth Street, Santa Monica, California.

1 A coordinated effort of the Westside Community for
2 Independent Living, in West L.A., and in Santa Monica,
3 Westside Volunteer Bureau, Senior -- we have a small paratransit
4 program in the West Side-Santa Monica area, and I would
5 like to suggest that there is a population out there that
6 at present isn't being taken care of in the plan. Those
7 are the standees -- the walkers, the people who use walkers,
8 who use canes, who are not able to make the step up into
9 the van. I understand there are some bus services who
10 are available to use the lifts for walkers, and I brought
11 up at the West Los Angeles workshop that I hope that RTD
12 and the other Los Angeles County Municipal buses will look
13 into this problem -- be it problem of insurance or problem
14 of getting the proper handholds on the lifts to make that
15 available to those people.

16 As a paratransit operation, we are interested in
17 feeding into the transit operators. Our services are very
18 limited to special-targeted areas, and if we could do this
19 for the people -- not only our clients who use wheelchairs,
20 but also our clients who are mobility impaired, just using
21 walkers or canes -- we would like to make this available
22 to them also.

23 MR. ZIMMERMAN: Thank you very much.

24 Miss Lola Mattingly.

25 MS. MATTINGLY: I'm Lola Mattingly. I live at 4218
26 East 10th Street, Long Beach, and I will read my remarks.

27 The available services that are offered to the handicapped
28 are not as described in the transitional plan. The 36

1 accessible fixed-route buses in Long Beach were received
2 a year ago, but the lifts are not being operated, so these
3 buses are not available to the handicapped, although they
4 are being used by the general public. I believe this is
5 a serious error in your printed plan and should be corrected.
6 The RTD bus lifts are not maintained in such a way that
7 they are kept in operation. Therefore, handicapped persons
8 cannot rely on a bus being there according to the schedule.

9 Recently I had two experiences with the situation,
10 in Long Beach on Atlantic Boulevard, during a three-hour
11 wait for Line 36. There were no accessible buses.

12 In Westwood, on Wilshire Boulevard, the lifts on
13 three out of four accessible buses were not in working
14 order.

15 Under these circumstances, handicapped people are
16 not going to try to use the buses. It appears that the
17 system is designed to fail. There needs to be specific
18 coordination from each locality with major transportation
19 modes.

20 For instance, for Long Beach, which is the second
21 largest city in Southern California, there is no way to
22 get to the airport, to the train station, or the harbor.
23 Although it appears that many -- oh, every community has
24 found representatives to advise on transportation for the
25 handicapped, it's my experience that these advisers are
26 in name only and are really not being used and communicated
27 with by the transit officials.

28 For instance, I found out about this hearing through

1 two advocacy organizations that I belong to, consumer advocacy
2 organizations, and although I have been very active in
3 working with the transit company in Long Beach, I'm --
4 I received no notification from them on this hearing or
5 any other hearing that they have held in Long Beach.

6 MR. ZIMMERMAN: Thank you.

7 Rick, you may want to comment on the conditions as
8 they are now, as they might be after the adoption of it.

9 MR. RICHMOND: In terms of the Advisory Council?

10 MR. ZIMMERMAN: Well, many references have been made
11 today about the equipment is not working, and we do not
12 have a plan in effect as of today. That is what we are
13 hearing.

14 MR. RICHMOND: The maintenance and operation of the
15 lifts, I think we have to do more work in developing a
16 final plan. My comment on the Council, is it's time to
17 use the Council as a continuing sounding board on how well
18 the plan is being implemented as we proceed through it.
19 That is the intent on forming that group. We hope we can
20 address that issue.

21 MR. ZIMMERMAN: Thank you.

22 Next on our list is Brother Robert Kleeger.

23 MR. KLEEGER: Yes. I'm Brother Robert Kleeger, and
24 I live in Reseda, which is in the county of Los Angeles,
25 7406 North Wilbur Avenue. And, well, I have been riding
26 the RTD buses ever since they -- they usually have some
27 express stand that they are really equipped to use, and
28 then it has been -- without the express stand, I believe,

1 regularly is fine, and then I won't have to have it like
2 no other way around, of like if I was on the freeway express,
3 they say it's a flier, but mostly they call it like an
4 express, and it's good to -- you can go to like -- it's
5 five days a week, meaning you can catch some buses early
6 if desired, and then in the late afternoons you can catch
7 them too late -- any time early, if desired, but don't
8 get -- anyplace, you know, later than after it's -- when
9 it runs and it stops running altogether. Then we -- on
10 weekends, there will be buses running regularly -- let's
11 say if I was in the Valley, supposing if I wanted an express
12 bus, wanting to get on and use downtown Los Angeles, get
13 on the next bus, sometimes either express or bus that don't --
14 mainly is the express, it goes like -- like all the rest,
15 so on -- oh, Garvey or Valley Boulevard -- and each route
16 like the others, they say they go to El Monte station first,
17 and then you get -- then the choice is, you can pick out
18 any which bus you want, specifically if you want to go
19 into Pomona or the institution of the -- and then what
20 we have before -- one thing we're -- really bothers me
21 and bothers all the rest, it's like, number one, I feel
22 toward other people, guys that go to the beach, and gals --
23 anybody like that -- and we got very tired -- and hearing
24 like if they came on the bus, supposing they bring all
25 kinds of things -- bottles or something -- like studio
26 chairs or tape recorders, radios, that I'm aware of --
27 and then, well, I go around and carry those things -- no,
28 because I leave things at home. What is going to become

1 of others when they carry those things-- number one, they
2 wish they never want to ride a bus again; two, sometimes
3 they can mouth off, or something like that -- the driver
4 will say -- either silence -- be quiet while he's driving --
5 or else going to have to force them to leave off the bus,
6 go like -- like you do any other thing -- but don't go
7 coming on the bus. Or if he gets a dollar bill or such-
8 and-such a thing, well, just to be unaware of that, too,
9 because like most people, we can be sort of like others --
10 we can go to any selected place that is interesting, and
11 just say, "Well, can I have change for a dollar?" or something
12 like that, and you can -- aboard, anyways -- the RTD express,
13 now, when I have -- it's a regular monthly pass on me,
14 then it goes -- I like to ride the local buses, that's
15 fine, except half the time, once in a while, I like to
16 ride also, too, the express. So I'm urging that some of
17 them -- like every day, five days a week, can use a bus,
18 like going to work, they can do almost anything, but, you
19 know, local part of the bus. So others when they ride,
20 just like to be careful who you meet, or something like
21 that, if he has a dollar, if he has small -- maybe not
22 too much amount of change -- somebody you don't know --
23 and sometimes if they bring like radios or tape recorders
24 or -- body -- what you call those things that they take
25 them out to the beach - so just be careful, any of them,
26 when you meet, and everything else, that you don't know.
27 It's because if one -- if they all chit-chat, or anything,
28 laughing, or something like that, or whistling or teasing,

1 or something like that, then it goes, well, they can be
2 like that, leave the bus, leave the whole premises of the
3 bus, and then we can show that we have our own rights,
4 like we can be like in front of the bus, inside, where
5 the driver is, and he knows what he's doing in driving
6 the bus, and we just want to become ourselves -- safe --
7 all those things.

8 MR. ZIMMERMAN: Thank you.

9 Jeanne Katy.

10 MS. KATZ: It's Katz. My "z" looks more like a "y,"
11 I'm afraid.

12 3940 Grandview Boulevard, #160, Los Angeles 90066.

13 I was just coming from a meeting at the bus RTD,
14 425 Main --

15 MR. ZIMMERMAN: Can you hear her?

16 THE REPORTER: No.

17 MR. ZIMMERMAN: Could you come over to this microphone,
18 please.

19 MS. KATZ: Sure.

20 My name is Jeanne Katz, and I live at 3940 Grandview
21 Boulevard in Mar Vista, Los Angeles. I see very few accessible
22 buses being used at the present, unfortunately, and I work
23 for the Santa Monica bus lines as a statistical checker.
24 I'm supposed to count the passengers on a few trips. It's
25 not a full-time or part-time job, I'm afraid. However,
26 I'm also visually handicapped myself. I have been since
27 I was a little girl. And I also now have a special hearing
28 handicap, not being able to take too much noise due to
29 ringing in my ears.

1 I don't see how the current new Flex buses --
2 bus is placed in operation on RTD and Santa Monica bus
3 lines can help anyone until they do something -- especially
4 the ones in wheelchairs -- until they do something about
5 the noise coming from the heat or air conditioner in the
6 back of these buses. And I would like to read a letter
7 in response to mine from the Environment Protection Agency
8 in San Francisco, in hopes of having some feedback. Do
9 you think that it's possible I could get any feedback on
10 this? I don't want to sound as though I'm not for the
11 people in wheelchairs, or I wouldn't be here, if I wasn't.
12 What I'm trying to say is that if I were in a wheelchair
13 and I had to be on a bus that was extremely noisy, I would
14 feel very uncomfortable about it.

15 "Dear Ms. Katz" -- as you can see, it's by Richard
16 Huniar, the one I was referred to by a safety -- noise
17 inspector at City Hall.

18 "Thank you for your recent letter regarding noise
19 problems on the Santa Monica Blue Bus and RTD buses. At
20 the present time, there are no Federal regulations setting
21 maximum-allowable noise levels in buses. EPA is currently
22 developing such regulations. When issued, these regulations
23 will apply to new buses and will phase in increasingly
24 stricter noise-level standards over a period of years.
25 For buses now in use, local transit districts may be able
26 to reduce interior noise levels through retrofitting. The
27 grants for this purpose are available from the Urban Mass
28 Transportation Administrative Regional Offices, San Francisco,

1 and local transit officials may contact UMTA at" such-
2 and-such a number -- "for information on these grants.
3 We hope you will be able to resolve the noise problem you
4 are experiencing through your local transit district. Please
5 let us know if we may be of further assistance. We appreciate
6 your concern."

7 You may be interested in knowing that I haven't been
8 too successful with my bus company, the Santa Monica Bus
9 Company, in trying to get them to apply for such a grant.
10 And I had the misfortune of also living in a senior citizen
11 service -- new development, and have to listen to terrible
12 loud noises coming from the solar heater on the roof, which
13 I'm unfortunate to have one of the apartments mostly affected
14 by this. So I'm especially interested in some feedback
15 about the buses. I think it's really a crime to let them
16 go the way they are now, and if anybody else agrees with
17 me on that.

18 MR. ZIMMERMAN: Thank you.

19 Nancy Steinman.

20 MS. STEINMAN: I'm Nancy Steinman. I'm a member
21 of the Junior League of Los Angeles and chairman of their
22 publication committee. I would like to ask you --

23 MR. ZIMMERMAN: Your address?

24 MS. STEINMAN: My address is 3648 McAnang Way, Malibu,
25 California.

26 I would like to know exactly what sensitivity programs
27 are provided for the drivers of RTD to the needs of the
28 handicapped and elderly.

1 MR. ZIMMERMAN: You want an answer to that now?

2 MS. STEINMAN: Is it possible?

3 MR. ZIMMERMAN: No, because the program hasn't been
4 developed yet. You will be notified.

5 MR. RICHMOND: We will be responding to comments
6 raised at the hearing such as yours, and we will -- the
7 program requires that progress be made to do that, and
8 we'll get back to you with what is being done. We have
9 your address.

10 MS. STEINMAN: Thank you.

11 MR. ZIMMERMAN: We have completed the list. Is there
12 anyone who wants to add any testimony or anyone who wants
13 to testify who did not --

14 Okay. Susan Gross, is it?

15 MS. GROSS: Yes. I serve on the RTD's Handicapped
16 Advisory Board, CACATs. I serve on CACAT, the Citizens
17 Advisory Board on Accessible Transportation for the Rapid
18 Transit District. And we, like the Junior League, would
19 like to see their sensitivity training, and we have requested
20 it for three years, and we still haven't been able to see
21 that. I feel RTD has an obligation to let us have some
22 input on that sensitivity training, and we really need
23 to find out what is happening there.

24 Thank you.

25 MR. ZIMMERMAN: Thank you.

26 MR. RICHMOND: I'm going to take this opportunity
27 to indicate that we have received a letter from Gail Williams,
28 President of the California Association of Physically Handicapped,

1 who is unable to be here today, but has requested this
2 be entered into the record. We will make it a part of
3 the record of this afternoon's proceedings.

4 MR. ZIMMERMAN: The letter you have will be made
5 a part of the record of today.

6 MS. DYKEMAN: I'm Helen Dykeman, 560 East Villa in
7 Pasadena. I would like to have remarks on our senior citizens.
8 When you get on the buses, why can't they -- the drivers
9 ask some of these people who are sitting up in the seats
10 to move? They expect us to go to the back of the buses.
11 And I have noticed that a good many of those buses do not
12 have the signs on there for seats for the handicapped and
13 the aged. That does keep a lot of our seniors off the
14 buses.

15 MR. ZIMMERMAN: That is part of what we'll be addressing
16 in this sensitivity issue, and we know you are right.

17 A hand back there. Speak from there, if you want
18 to, and speak up loudly.

19 MR. WOLFFE: As for South Bay, I feel that the record
20 should read that there is no program or any plan to specifically
21 help the coordination effort of the paratransit systems
22 within South Bay. This is a large problem for a person
23 who is -- let's say, takes a bus down Artesia and ends
24 up up in Gardena, and he's not a resident of Gardena, cannot
25 get to anywhere off of the line due to the barriers, number
26 one, on the way. There really has not, nor is there expressed
27 in the plan, any kind of effort by the RTD to participate
28 in a plan. It's very gray and sketchy, as is the maintenance

1 plan or the fixed-rail systems going to work out. Very
2 gray. These areas are very important to be very specific
3 about it, not very gray. I wish that you would address
4 this to me and to people here at another time and include
5 these points in your plan exactly how are you going to
6 do it; stating it is not enough -- you know, hell was paved
7 on good intentions -- the road to hell, you know.

8 The point is, you do not express specifically how
9 you intend to participate, whether there is going to be
10 creation and CTC and you are going to participate in the
11 paratransit subcommittee, or there is even going to be
12 the activation of this committee, any of these. There
13 really should be in the transitional plan, so people who
14 read this plan back in Washington, D.C., can see you really
15 are making an effort. As this stands right now, I think
16 the effort is luke warm, and very, very poor.

17 Thank you.

18 MR. ZIMMERMAN: For the record, that was Chris Wolffe.

19 THE REPORTER: Thank you.

20 MR. ZIMMERMAN: There is an indication here of Mr.
21 Peter Fichera.

22 MR. FICHERA: I'm Peter Fichera, F-i-c-h-e-r-a, of
23 319 Palos Verdes Boulevard, 311, Redondo Beach 90277.

24 I have only got a couple questions here which I haven't
25 seen addressed. I have seen the -- didn't see the general
26 plan, didn't take the time to look at it. I hadn't seen
27 it on any of the notes that it was available at the library.
28 But how many people are going to be served by these wheelchair

1 lifts?

2 MR. ZIMMERMAN: How many individually or how many --

3 MR. FICHERA: What is the number -- talking about
4 twenty-five million dollars -- if there are a hundred thousand
5 people being served by it, that's one thing; only a thousand
6 people being served by it, perhaps that is not the best
7 way to solve the problem.

8 MR. ZIMMERMAN: We are not in a position to answer
9 that technical type of question today.

10 MR. FICHERA: Well, all I'm saying is this is something
11 I hope has been considered --

12 MR. RICHMOND: Based on prior studies, I think we
13 have good ideas of the population that could potentially
14 use the services, until the services are in place, and
15 I think there are -- some people, until they are dependable
16 and reliable, you won't get as much usage -- will not probably
17 be as high as you would like -- that is one of the things
18 you have heard here today.

19 The other point I would like to make is that the
20 accessible buses, the accessibility features we are talking
21 about today are the requirement of law -- in other words,
22 regardless as to whether we feel they make sense or don't
23 make sense, we are required by law to provide this program.

24 MR. FICHERA: I want to make certain that had been
25 addressed. Thank you.

26 MR. ZIMMERMAN: The gentleman in the back, come up
27 and give your name and address.

28 MR. BURNS: I'm John A. Burns, Jr., a member of

1 the Committee for the Rights of the Disabled. I'm a member
2 of the Committee for the Rights of the Disabled, 2942 West
3 Pico Boulevard. My address is 2037 East 112th Street,
4 Los Angeles, California.

5 I show the group this -- all of these names and addresses
6 of locations -- especially this one here (indicating) --
7 they are a funded agency, similar to what you have here,
8 County. And I don't see a one here. And I was wondering,
9 could I get some -- one of you before 5:00 p.m. and call
10 them and ask them why they don't participate in events
11 people inform them of -- getting big salaries -- don't
12 seem like they are here.

13 MR. ZIMMERMAN: There will be another hearing just
14 like this starting at 7:00 p.m.

15 MR. RICHMOND: The sites on there, the five workshops
16 locations identified on there, those took place the last
17 week of August. Each of those locations -- the one on
18 the right is a public hearing.

19 MR. BURNS: But as I say, check with these people
20 and see that they attend any of these meetings, because
21 they are funded -- you are funded here with the County,
22 and we are young, we are growing.

23 MR. RICHMOND: This Commission was the one that sponsored
24 those workshops.

25 MR. BURNS: But there is no one attending from the
26 Committee for the Rights of the Disabled. They are getting
27 paid to attend.

28 MR. RICHMOND: I see.

1 MR. BURNS: Someone should call these people and
2 ask them why they are not here. They are getting paid
3 to serve the public.

4 MR. ZIMMERMAN: I don't know whether we have a name
5 and address.

6 MR. BURNS: 2942 West Pico. I'm a member of the
7 Rights of Disabled. If someone is not doing anything --

8 MR. ZIMMERMAN: They might be at the meeting this
9 evening. I doubt if they would be able to get here --

10 MR. BURNS: I'd appreciate very much if tomorrow
11 or some other time the people would like to know more about
12 it -- the other people.

13 MR. RICHMOND: Thank you.

14 MR. ZIMMERMAN: Thank you.

15 Barbara Sturm.

16 MS. STURM: My name is Barbara Sturm, 13708 Carnaby
17 Street, Cerritos 90701.

18 We don't have much of an RTD in Cerritos. We have
19 no taxicab, no Dial-a-Ride. I have been fighting the City
20 Hall in Cerritos, but they say we don't need it. But I
21 see a lot of elderly out -- I can drive, I'm fortunate,
22 but there is a lot of them that can't, and the complaints
23 from some of the elderly is they get their purse snatched.
24 Now, things like this happen to them, and our main service,
25 if you live past the Cerritos Mall, you are in trouble.
26 It goes down Artesia, down Carmenita, and back down south.
27 And we have tried to get like minibuses such as Norwalk
28 has, anything for the poor little old ladies and guys

1 to get out, and some of the handicapped, but we don't have
2 near the handicapped that the senior citizens have. I
3 just keep fighting and I have called RTD and talked with
4 them, and he says, "We don't have that much need for it."
5 But I think that we do, you know, people don't get out,
6 they don't know they are there, and they are stuck at home.
7 So, hopefully, we can get something going for Cerritos,
8 because the City Hall there won't.

9 Thank you.

10 MR. ZIMMERMAN: Thank you. In Norwalk we found we
11 didn't even dream that we had as many handicapped people
12 that we had in Norwalk that we had, until we started our
13 handicapped bus service, and then there are people all
14 over the city that we never knew about before, some of
15 them who had never been out of their homes to go out for
16 dinner or things like that. It's proved to be a very definite
17 blessing. In all the testimony I have heard today, I haven't
18 heard a great deal said about the difficulty of getting
19 from your homes in whatever disability you have to the
20 main line -- bus line, which may be as much as a half a
21 mile away. So that is one of the things that we will be
22 studying that I'm surprised I didn't hear more about it
23 today.

24 Do we still have a little time left before our time
25 of adjournment?

26 MR. KLEEGER: I'm Brother Robert Kleeger, and in
27 my two backgrounds of goals -- one, I'm interested -- wanted
28 to go to work as -- at the neuritis workshop in Sepulveda,

1 and there is a bus line -- either Line 57 on to Sepulveda --
2 you get off, there is Parthenia Street --

3 (A discussion is held off the record.)

4 MR. KLEEGER: My name is Brother Robert, and my two
5 goals of background is, one that I want to go -- really
6 want to work at the neuritis workshop in Sepulveda on Parthenia
7 Street; two, my second goal is I'm a christian member,
8 meaning Association Lutheran, also, and then, mainly, like
9 on Sundays I go to church early in the morning, and then
10 sometimes at nights that when I receive the newsletter,
11 that will tell me all kinds of interesting things about
12 their times and hours of things to get involved with --
13 for us -- organizations to know -- and there are buses
14 available at this time, like -- like 62, like it runs like
15 in the morning, and then you take the bus -- I would suggest
16 like late in the afternoon if desired, and you can get
17 there anytime between 6:00 o'clock on, 7:00, before their
18 hours of Line 62 ever come up, and it don't run no more.
19 And as for like riding the bus going to work, like the
20 workshop or what-have-you, sometimes there is two choices:
21 number one, if you ride 157 on Sepulveda Boulevard, like,
22 say, then you can get off -- Parthenia Street and just
23 walk about west, which is up Sepulveda going to -- and
24 some others feel that, well, Line 52 on Roscoe, you can
25 get off, too -- also there is Haskell, which you come like
26 to the north, like on Haskell to Parthenia, and like someone
27 who rides on the 75, Sepulveda, they want to come like
28 to the west on Parthenia Street, so it's meaning is to

1 meet up each other at the same time.

2 MR. ZIMMERMAN: Thank you very much.

3 Are you Lola Mattingly?

4 MS. MATTINGLY: Yes. This is Lola Mattingly again.

5 MR. ZIMMERMAN: Have you thought of something you
6 didn't think of to say before?

7 MS. MATTINGLY: As long as you have a few minutes,
8 I did want to ask for a response, if you can give it to
9 me, on that business of including in the plan that there
10 were 36 accessible fixed-route buses in operation in Long
11 Beach. Will that go in that way when it's not true?

12 MR. ZIMMERMAN: I will let Rick answer that.

13 MR. RICHMOND: We'll have to follow up with the Long
14 Beach Transit, understand what the status of those buses
15 is, and we'll cite that in the plan, whichever is the case,
16 and they will have to be in service, certainly, by the
17 time that the requirement comes into effect. My
18 assumption is they will be in service a lot sooner than
19 that, but we'll address that in the final plan.

20 MS. MATTINGLY: The other thing I want to mention
21 is that there is a need for handicapped people -- or people,
22 if they are able-bodied, to be very aware of handicapped
23 in leaving out information. For instance, when I sent
24 in for a copy of plan of -- I asked for information as
25 how to get from Long Beach to this building, and I was
26 told to take a certain bus which would let me off in the
27 Greyhound bus station. After reading the plan, I learned
28 that the Greyhound bus station was not accessible, and

1 then it said I could walk four blocks and get another accessible
2 bus. Well, I didn't know whether there were curb cuts,
3 you know, between where I could barely walk four blocks.
4 It said, if I couldn't do that I could take a taxi. Well,
5 accessible taxi to call a taxi, are the taxis low enough
6 for me to get into, and maybe I was in an electric wheelchair
7 and couldn't even get into a taxi. Then I called RTD for
8 the same information, and they gave me a really good route
9 to take, three buses, I transferred three different buses,
10 and would end up here, which would really have been a nice
11 adventure to go on today since it was such nice weather.
12 But, of course, I really couldn't depend on whether or
13 not each of those buses would be accessible. I might be
14 stuck somewhere, and then when I got here I noticed the
15 curbs out there are very high, you know -- I'm not sure
16 if there are curb cuts at the corners -- and I couldn't
17 come into the building. So all of these things need to
18 be included when giving out information to handicapped
19 people to use the routes.

20 MR. ZIMMERMAN: Thank you very much. I think you
21 were pointing up the need for including the information
22 for operators in the sensitivity training, too, aren't
23 you?

24 A VOICE: Yes. Good.

25 MR. ZIMMERMAN: Mr. Reeves, do you have any comments
26 or questions of anyone? Anything you would like to leave
27 with the meeting?

28 MR. REEVES: No. The only thing I think each and

1 every one that is here should be commended very highly
2 for being here and showing your interest in the need of
3 the communities and the people, and we are just thanking
4 you very, very much, and certainly these comments which
5 you have said would be given our undivided attention, and
6 we do hope, sincerely, there will be better transportation,
7 not only for the handicapped, but for each and every one
8 of us in the future. That is what we're working for. Especially
9 you folks, you need something, transportation so you can
10 get around, and from what we've heard here, there are people
11 that need more training, too, to handle the situation.
12 Thank you again for being here and showing us what you
13 have on your mind. I know everyone in your community appreciates
14 it very much. On behalf of them, they thank you, too.

15 MR. ZIMMERMAN: Thank you, Bob. I was handed a note
16 that Dorothy Brown would like to testify. Dorothy Brown.

17 MS. BROWN: Dorothy Brown. 918 South Crolo Street,
18 Los Angeles. I represent the United Cerebral Palsy and
19 Spastic Children's Foundation. We are currently in a project
20 going from our school, which is located at 105th and Normandie
21 in the county, and we are taking the Vermont bus -- Lord
22 help us -- it has accessible buses, but they do not work.
23 We have been there 7:00 in the morning until probably 9:00
24 trying to get a bus that the lifts will work. They don't.
25 If we are fortunate enough to get to school on the bus,
26 which is L.A. City College, over here off of Melrose, we
27 get off there, we have waited from 1:00 o'clock in the
28 afternoon until 7:30 at night with two wheelchair girls
29 who are on medication trying to get -- and further their

1 education -- cannot be done, unless we get a supervisor
2 who is halfway human and will request a bus pulled off
3 of Wilshire Boulevard at Union and come and get us and
4 take us personally back to the Foundation, and then bring
5 me home at 9:00 o'clock at night. That is ridiculous,
6 to say the very least. And I have documentary proof from
7 the RTD drivers. And what we would like to have is someone
8 to hire some mechanics that know how to fix the lifts,
9 and in the new buses, please put them into operation, the
10 96th bus, the Normandie bus would be ideal. We do not
11 have to cross three junior and senior high schools, where
12 we do on the Vermont bus. And two young ladies -- I'm
13 not very keen on that idea of getting up at 6:30 in the
14 morning and taking them down three or four blocks to get
15 on the Vermont, where we can go right around the corner
16 on Normandie, get on, and it's about a ten-minute walk
17 from -- I walked it this morning with their school books,
18 their college educational books -- I walked it from Normandie,
19 down through Ramona and Monroe Avenue in less than 15 minutes,
20 which would have been ideal, because the girls had cut
21 curbs. If not the curbs are cut, it's a residential area,
22 which is easy for every people that is trying to get there --
23 there is also driveway, which are a blessing in disguise
24 for us -- us wheelchair people -- and I'm a foster grandparent
25 who is trying to help the youngsters further their education,
26 and would like to see something done about it. Can you
27 folks help me?

28 MR. ZIMMERMAN: That is the point of this hearing

1 today. We need to include in our items of study why the
2 lifts are not properly working right.

3 Rick, can you sum this up and tell the people what
4 will happen to the information that is here today?

5 MR. RICHMOND: What we'll do with the comments we
6 have received today, along with earlier comments made at
7 the public workshops, is revise the plan as best we can,
8 to address the issues that have been raised, the final
9 transition plan for adoption by the Commission, and Commission
10 to the Federal Government, and, as I think was pointed
11 out today, the need to keep following the program
12 in which we fulfill the plan, and your advisory council --
13 try to monitor the complaints to the plan in the future,
14 and will in addition be responding directly to a few of
15 the comments requested today for further information.

16 MR. ZIMMERMAN: Very good. Any questions on that?

17 A VOICE: Will we each receive a copy of the new
18 plan?

19 MR. RICHMOND: That can be arrnaged, yes.

20 MR. ZIMMERMAN: You sign in with your name and address.

21 Further questions?

22 If not, then speaking for myself and for the rest
23 of the Commission, thank you for taking the time out to
24 come out here and give us your thoughts on what should
25 be included in this new plan, and we will hope that we
26 are able to carry out the wishes that you have expressed
27 here today. Thank you very much for coming.

28

1 LOS ANGELES, CALIFORNIA, THURSDAY, SEPTEMBER 18, 1980, 7:00 P.M.

2

3 MR. COX: Can you hear me back there, Dennis?

4 Okay. Thank you.

5 Welcome to this hearing this evening, being conducted
6 by the Los Angeles County Transportation Commission, seeking
7 views of the public on the Draft County-wide Transition
8 Plan.

9 I would like to introduce the members of our Hearing
10 Board this evening. On the far side here, Councilman Will
11 Simendinger of the City of La Mirada, and he is also an
12 alternate member of the L.A. County Transportation Commission.

13 Right next to me, former County Counsel, Robert Reeves
14 from Hawthorne, who is now an alternate member of the
15 Transportation Commission, appointed by Supervisor Kenneth
16 Hahn.

17 On my other side is Rick Richmond, the Executive
18 Director of the L.A. County Transportation Commission.

19 I am Wendell Cox, an appointee of the City of Los Angeles
20 to the County Transportation Commission.

21 We have also this evening an interpreter, a sign
22 language interpreter, Terry Stark. I wonder if Terry could
23 introduce herself.

24 MS. STARK: My name is Terry Stark. Are there any
25 hearing-impaired people here? Does anyone need any sign
26 language?

27 Thank you.

28 MR. COX: Thank you, Terry.

1 The Los Angeles County Transportation Commission was
2 created by the State Legislature in 1976 and began operations
3 in 1977. It is the top transportation policy body in the
4 County, has wide-ranging authorities in public transit
5 planning, and each year this body allocates approximately
6 \$540 million worth of state and local money that come into
7 this County for transportation purposes.

8 One of the responsibilities of this Commission is
9 to prepare an overall county transition plan in compliance
10 with Section 504 of the Rehabilitation Act of 1973, Federal
11 Act. In pursuance of this function, we have conducted
12 workshops in late August, five workshops, where there was
13 significant public input on the plan, and there is, also, of
14 course, this hearing this evening and the hearing which
15 preceded it a little earlier today. Included in our plan
16 will be summaries of the transcripts of the workshops
17 and of these hearings today.

18 Section 504 of the Rehabilitation Act of 1973 states
19 that the handicapped shall have essentially equal rights in
20 access to facilities which are funded with Federal funds.
21 In the transportation area, that means there are specific
22 regulations that require a certain level of accessible
23 service among the public transit agencies of this country by
24 July 1 of 1982. In order to bring us to the point of
25 meeting those requirements, it's necessary to provide this
26 countywide transition plan.

27 Within Los Angeles County there are 13 operators who
28 receive Federal funding for transportation purposes. Each

1 of these operators, the largest, of course, being SCRTD and,
2 also, municipal systems in cities such as Santa Monica,
3 Long Beach, Gardena and so on, each of these has already
4 provided a transition plan of their own, which will bring
5 them total compliance by that July 1, 1982 date.

6 Our task is to merge the provisions of those plans
7 and evaluate those plans and merge them all into a countywide
8 transition plan. We would like to hear your comments this
9 evening on the plan which is before you. There are, out
10 at the table in front of the hall, out by the door,
11 executive summaries of the provision of the plans, and the
12 plan. We'll also shortly be giving you a little more
13 significant review of that plan.

14 Additionally, the full text of the plan has been
15 distributed to interested governmental agencies and interested
16 community groups, the people that have asked for it over
17 the course of the last few weeks.

18 In addition to that, the Commission has an Elderly
19 and Handicapped Advisory Committee. This Committee has
20 worked very closely with us over the last couple of months
21 in the preparation of this plan, and I would imagine and
22 expect this Committee will continue to work with us over the
23 period of time during which this plan is actually put into
24 effect.

25 Now I will turn it over to Rick Richmond, our Executive
26 Director, who will give a brief resume of the plan as it
27 is given here.

28 MR. RICHMOND: Thank you, Mr. Cox.

1 My name is Rick Richmond, and I am the Executive
2 Director of the County Transportation Commission.

3 To put the transition plan in proper perspective,
4 it should be kept in mind that a large number of agencies
5 are involved and the cooperation of all is needed to
6 implement and operate the extensive transportation system we
7 have in Los Angeles County. From the Commission's
8 perspective, this system is composed of the streets, highways
9 and freeways; public transit operators; numerous special
10 transportation services operators, generally referred to as
11 paratransit, and other transportation systems, which
12 include the commuter rail services, the downtown people-
13 mover system, and the Wilshire starter line.

14 Some basic questions relating to the transition plan
15 are: What is a transition plan? Who is required to prepare
16 transition plans? What are the key provisions which must
17 be met?

18 The transition plan is a description of efforts by
19 existing operators to achieve program accessibility. It's
20 a staged, multi-year program for compliance with the 504
21 regulations. All transit operators receiving Urban Mass
22 Transportation Administration funds that employ 15 or more
23 persons are required to prepare transition plans. Thirteen
24 operators in Los Angeles County receive UMTA funds. Nine
25 are primarily fixed-route/fixed-schedule operators, indicated
26 in this map by the blue circles: The Southern California
27 Rapid Transit District -- which, of course, covers the entire
28 county -- the Long Beach municipal systems in Long Beach,

1 Santa Monica, Montebello, Gardena, Torrance, Norwalk,
2 Culver City and Commerce.

3 For additional operators which receive Federal funds,
4 operative Dial-a-Ride services, those are shown in this
5 map in green. Those specifically are La Mirada, Arcadia,
6 Claremont and Redondo Beach.

7 Pursuant to the 504 regulations, the Commission is
8 responsible for preparing a countywide plan which shows
9 how these operators will mesh to achieve countywide "program
10 accessibility." The regulations define program accessibility
11 as each program or activity which, when viewed in the
12 entirety, is accessible to handicapped persons; that is,
13 those who cannot use steps as well as those who can use steps.
14 This paragraph further states that this does not necessarily
15 mean that each existing facility must be made accessible.

16 The draft transition plan, which the consulting
17 firms of Simpson & Curtin and Synergy, Inc., have helped
18 us prepare, addressed four broad issue areas. First: vehicle
19 and service accessibility; second, fixed-facility access-
20 ibility; third, 13 policies and practices of operating
21 agencies; and fourth, community participation. As Commissioner
22 Cox mentioned, you should have received a summary of
23 the transition plan when you signed in today. If not, they
24 are available in the front, and also the outer lobby.

25 In summary, the requirements for accessible vehicles
26 and services essentially calls for one-half the peak-hour
27 services of fixed-route operators to be accessible. The
28 deadline for purchasing sufficient vehicles to satisfy this

1 requirement is July 1, 1982. In Los Angeles, all of our
2 operators will have enough accessible vehicles to meet this
3 deadline.

4 To give you an idea of the magnitude of our program,
5 the total number of vehicles we have amount to 3,054. The
6 peak-service requirement is 2,408 vehicles. The total
7 required in turn to meet the accessibility requirements
8 is 1,269. The number of accessible vehicles expected to
9 be purchased by July 1, 1982, is 1,630, which is an excess
10 of 361 vehicles over that required by the regulation. The
11 lift equipment will cost approximately \$25 million. Fixed
12 facilities which need to be accessible include administrative
13 offices, transit centers, park-and-ride lots, consumer
14 assistance and ticket sales offices, bus shelters and curb
15 cuts. Our review indicates that transit facilities used
16 by the general public throughout the county are currently or
17 are programmed to be accessible by July 1, 1982. It is our
18 finding that the included L.A. County operators will comply
19 with the required policies and procedures. In general,
20 operators have instituted or are already cooperatively working
21 with one another to achieve compliance.

22 Other types of transportation service which exist
23 or are in the developmental stages include: commuter rail
24 services. Caltrans is the lead agency in the implementation
25 of this service. Three routes are in the developmental
26 stages. These are the Oxnard-to-Los Angeles, San Bernardino-
27 to-Los Angeles (Santa Fe Line) and the Pomona-to-Los Angeles
28 (Union Pacific Line). Discussions with Caltrans indicate

1 that actions will be taken by the use of portable lifts
2 or other equipment to provide access to the rail cars.

3 In the paratransit area, as I mentioned at the onset,
4 we currently have four paratransit operators which receive
5 UMTA funds. These operators were reviewed and their systems
6 were programmed to achieve program accessibility by July
7 1, 1982.

8 In addition to these operators, we have a large number
9 of social services transportation operators. To make better
10 use of these paratransit transportation services, the
11 Commission is conducting a paratransit brokerage study. We
12 retained the consulting firm of Carter-Goble-Roberts, Inc.,
13 and began work in January of this year. It is aimed at
14 better coordinating and/or consolidating, where possible,
15 paratransit operations. Functional areas where economies
16 might be affected include joint purchases, driver training,
17 risk insurance procedures, maintenance programs, dispatching
18 and combination of funding sources.

19 In the area of improving the streets and roads for
20 the handicapped, the curb cut and highway program requires
21 the cooperative efforts of the public works-type agencies
22 like Caltrans, County Road Department and the many city
23 engineering and traffic departments with the public transit
24 operators. For the most part, we have this cooperation
25 among these agencies in establishing bus stops and the
26 construction of curb cuts.

27 The Wilshire starter line and the Downtown People
28 Mover System are still in their preliminary engineering or

1 design state. Accessible features will be incorporated
2 into the design of these systems.

3 The fourth part of the transition plan relates to
4 community participation efforts. As Mr. Cox stated,
5 the Commission established an Elderly and Handicapped
6 Transportation Advisory Council. This 18-member advisory
7 council is composed of representatives of handicapped persons,
8 advocacy organizations of handicapped persons, public and
9 private social services agencies, public and private
10 operators, and other interested and concerned persons. The
11 full draft transition plan was distributed to libraries
12 throughout the county. Announcements were published in the
13 Los Angeles Times and the Herald Examiner, and eight
14 community daily publications. We also arranged with the
15 transit operators to have over 3,000 bus cards announcing
16 this hearing installed in all the buses in the county.

17 Finally, because of the vast geographic size of this
18 county and the diversity of interests and concerns, we
19 held five public workshops in West Los Angeles, the San
20 Fernando Valley, the South Bay area, San Gabriel Valley and
21 the Mid-Cities area. Transcripts of comments made at the
22 workshops, as well as this hearing, will be prepared and will
23 be made a part of the transition plan. We will also be
24 responding directly to concerns expressed this evening and
25 earlier today.

26 Now I would like to return this meeting over to Mr. Cox.

27 MR. COX: Thank you.

28 We would like to ask that speakers attempt to keep

1 their comments to about five minutes or less, if we could.
2 And when you begin your remarks, please indicate your name,
3 and if you are representing any organization, please let
4 us know that, as well. And please, also, try to speak
5 directly into the microphone, because even with just a few
6 of us here, it is sometimes difficult to understand what
7 is being said.

8 Becky, do we have a list, an order of people here?

9 (A discussion is held off the record.)

10 MR. COX: Mr. Lou Nau.

11 MR. NAU: My name is Lou Nau. I am Chairman of the
12 Los Angeles City Council for the Handicapped.

13 I would like to point out some -- what I believe
14 misleading wording in the transition plan. On page 100 of
15 the plan, it says:

16 "Operators of fixed-route and paratransit service
17 will have enough accessible vehicles to satisfy
18 the program accessibility requirements. These are:
19 Paratransit operators shall provide service for
20 handicapped persons which is generally equal to
21 the service provided for non-handicapped persons."

22 Most handicapped people will assume that means that they will
23 receive paratransit service equal to fixed-route service for
24 non-handicapped. This is not what it means at all. It
25 means that handicapped people will receive paratransit service
26 that is equal to what non-handicapped persons will receive
27 on paratransit service. Though I think that this is highly
28 misleading and should -- we should tell it the way it is,

1 that paratransit is not going to give handicapped people
2 service equal to fixed-route service, now or in 1982, or ever,
3 probably.

4 A similar wording on page 27, Section 2, says:

5 "Each operator will be able to provide one-half
6 of its fixed peak hour service with accessible
7 equipment by July 1, 1982."

8 It does not say that it will be operational accessible service,
9 and there is a big difference between operational accessible
10 service and buses with accessible lifts. At the present
11 time, a large percentage of the RTD buses on the road do not
12 have accessible lifts. So I think that it should specify
13 that the accessible service should be with operational
14 equipment.

15 On the Caltrans commuter service, my understanding is
16 that Caltrans has no plans or intention of making these
17 proposed commuter service accessible, at least in the first
18 three years, and if they are put in operation for three
19 years, unaccessible, there will be a big hue and cry if
20 anybody says stop after three years because they are not
21 accessible.

22 Thank you.

23 MR. COX: Do we have any questions for Mr. Nau?

24 I do, then.

25 The concern about your comments about the Caltrans
26 commuter service, you indicated it is your understanding that
27 their intentions aren't quite as we stated them. Could you
28 give some indication of what the basis of that is.

1 MR. NAU: Yes. A representative of Caltrans made
2 that statement last Saturday at a symposium on transportation,
3 which he was invited to speak.

4 MR. COX: Okay. We have been told otherwise; is
5 that right, Rick?

6 MR. RICHMOND: Yes.

7 MR. COX: We will look into that. And, also, thank you.
8 I am very pleased -- sorry about -- I am very pleased that
9 the first speaker has taken the trouble to read the whole
10 thing and refer to things on page 100. Our compliments
11 to you.

12 MR. NAU: Thank you.

13 MR. COX: Sharon Fay Ferguson.

14 MS. FERGUSON: My name is Sharon Fay Ferguson, 1343
15 West Mt. Rainier Road, San Pedro, California.

16 Mr. Richmond, I wrote you a letter a little over a
17 month ago concerning problems in the South Bay area for the
18 handicapped. And this is about how people in unincorporated
19 area of the South Bay area.

20 And right now I would like to show you a map and give
21 all of you a copy of this so you know what one specifically
22 I am talking about (indicating), of literally no paratransit
23 system. What is bad about this is it takes literally three
24 bus lines to go a distance of seven miles to the hospital.
25 Now, this isn't bad, of course, if you are not handicapped,
26 but if you are handicapped and, therefore, you are going
27 to be required to take the bus, you can literally get sicker
28 going to the hospital.

1 Because of this, you will see I also hand you a
2 petition, 299 signatures on it. This is so that Torrance
3 will extend its number 9 line. Either that way, or if you
4 would rather, I have been talking with Dave Talcott and
5 with Ray Maekawa, to have some sort of way these
6 unincorporated areas can get onto the San Pedro Share-Ride
7 or, also, one of the other types of paratransit systems,
8 because right now a person can literally get sicker. You can
9 imagine having to go on three different buses, transferring
10 twice when it's raining outside, to go to the hospital.

11 Whichever way you would like to, I tell you the people
12 that signed the petition, at least 70 percent of them
13 were bus riders. Also, on top of that, at least 92 percent
14 of the people that I presented this petition to, saying
15 either the Torrance Number 9 line should be extended or --
16 that's what the petition is for -- or, if you gentlemen
17 would prefer, I have -- have a different type of paratransit,
18 did sign it. And, also, I don't have a copy of this, but
19 I was -- it was mentioned to me how you could have a
20 different paratransit, so I would like you to see how other
21 people are in favor of that. I would appreciate it if you
22 check into it.

23 I want to make it known -- according to the Urban
24 Mass Transportation Administration, part of their laws on --
25 Volume 40, Number 39, requires also that we have adequate
26 transportation. And I hope, sir, please, if you could make
27 it adequate. What good is it to a handicapped person if
28 it is accessible and not adequate and the person becomes sicker

1 because of this? Please, sir, if you could take some time
2 to solve this problem, and let me know how it is. I will
3 let you know. And those areas outlined in yellow are
4 the very specific ones I am talking about.

5 I will answer any questions that you have about this,
6 either tonight or any other time. Please do tell me how
7 you plan to solve this or why you are going to say you are
8 allowing these inadequacies to exist when you do ask for
9 Federal funds.

10 MR. COX: Any questions?

11 May I ask -- I want to make sure we are understanding
12 basically what you are asking for. On one hand, you are
13 seeking an extension of the Torrance line, and on the other
14 hand you are looking for some better coordination of
15 paratransit service in the South Bay. Is that basically it?

16 MS. FERGUSON: The basic thing I want is better
17 service for the -- May I turn this? It is hard for me to
18 talk with you and facing that way.

19 What I am basically looking for is better service
20 for the handicapped. It can be done either one of these ways.
21 If you choose to extend the Number 9 line, the Torrance line,
22 then it would only take two buses to get to Ross Loos or
23 Torrance Memorial, which is on Lomita Boulevard, about one
24 block east of Hawthorne. Now, of course, you have some
25 sort of a Dial-a-Ride only for use when someone has to go to
26 the hospital. Say if they have a temperature of 102 --
27 when my dog accidentally got my finger the other night, I
28 wouldn't have to call a Dial-a-Ride -- Dial-a-Ride. You are

1 not going to get sick taking three buses that way. But
2 say once there, you have any idea of a temperature of 102?
3 They told me to wait and not come in because of the poor
4 bus system. Because of that, I did become more sick.
5 And I don't want anyone else to suffer this way. That is
6 the main thing that started me doing this.

7 Also, with Dave Talcott and Mr. Maekawa saying it
8 sometimes takes a case like yours to get something going,
9 and, sir, I am willing for you to use me, if necessary,
10 whatever is necessary, so nobody will suffer, you know, because
11 of this. Just something I think you just weren't aware of.
12 I am trying to bring it to your attention.

13 Any other questions?

14 MR. COX: No. Thank you very much. We have been
15 aware and have been working with the bus operators in the
16 South Bay to try to improve the situation we know is
17 inadequate, and some very significant, I think, changes have
18 been recently made, and it may be that more need to be
19 made, as well.

20 Thank you very much for your time.

21 MS. FERGUSON: Also, I don't know if you are aware of
22 this, sir. The requirement of three buses, even with the
23 new Torrance transit lines to be implemented on August 5th,
24 that will not be changed or solved by that.

25 I need that one other petition back, because I was
26 not able to get a copy of it.

27 MR. COX: Thank you very much.

28 John Schaefer.

1 MR. SCHAEFER: I am John Schaefer, 333 North Mission
2 Drive, San Gabriel. And my being here, I hope to represent
3 some of the senior citizens who, unfortunately, have to
4 use RTD services.

5 I have been riding the RTD buses now for six weeks,
6 and I would say about every week I have seen about three or
7 four instances where the bus driver refused to pick up a
8 senior citizen because he was too slow getting into the door,
9 refused to answer a simple question, like if he stops at
10 a certain street -- I saw a bus driver wheeling his bus
11 harshly to knock an elderly person off their feet, attempted
12 to do it.

13 And, well, my feelings are, these bus drivers actually
14 have it out against the old people. All this business
15 about wheelchair lifts and rails, they all go out the window
16 when you got a dog or a social misfit driving your buses.
17 I think you should be talking not about your wheelchair
18 lifts, or anything like that -- talk about the bus drivers,
19 get rid of these misfits.

20 I have seen people go right in front of the bus driver
21 and ask him -- like I say, what street he stops at, he will
22 turn his head, he won't answer them. One woman said last
23 night, "What are you, deaf?" He still wouldn't turn to her.

24 An incident happened this week. An elderly woman
25 could barely stand up, tried to walk to the door of the bus.
26 She was outside, got within two feet of the bus door when
27 the bus driver slammed the door in her face, shut the door.
28 I jumped up and yelled -- I said, "Why don't you pick her up?"

1 He kept on going.

2 All this business about wheelchair lifts and that,
3 forget about it. Take care of your bus drivers first, get
4 rid of those misfits. Have some people go aboard the bus,
5 two people, at least, and let them observe these things and
6 make a note of it, and maybe get the bus driver's number
7 or something and report it. But get rid of these people.

8 MR. COX: Thank you very much.

9 I hope I don't mispronounce the name. Tony DeLaTorre?

10 MR. DeLaTORRE: Mr. Chairman and distinguished members
11 of the Los Angeles County Transportation Commission. I am
12 Tony DeLaTorre, Contracts Specialist for the Los Angeles
13 County Department of Senior Citizens Affairs Area Agency on
14 Aging. I welcome this opportunity to present a statement
15 relative to the Los Angeles County Transportation Commission's
16 Countywide Transition Plan referenced to Section 27.103 of
17 the United States Department of Transportation's final
18 rule implementing Section 504 of the Rehabilitation Act of
19 1973.

20 I am especially pleased to see the Los Angeles County
21 Transportation Commission take the lead in demonstrating
22 how transit operators in Los Angeles County, both fixed-route
23 and paratransit, will comply with all requirements of the
24 regulations.

25 The Area Agency on Aging (AAA) receives over \$10 million
26 dollars in Older American Act funds. These funds are contracted
27 out to public and private non-profit agencies throughout
28 Los Angeles County. Approximately \$500,000 is allocated to

1 transportation services to the elderly.

2 It is the AAA's responsibility to advocate as well as
3 plan, develop and coordinate services within the Planning
4 Service Area (PSA) to ensure that the identified needs of the
5 elderly are being met and that the AAA provides leadership
6 for all aging programs in their PSA.

7 Assuring adequate services for the transportation
8 handicapped is an important goal of our department. How that
9 goal is achieved countywide as of mutual concern to all of
10 us. We endorse the goals of the Commission as the Metropolitan
11 Planning Organization (MPO) for Section 504 Planning. This
12 allows for elderly and handicapped transportation planning
13 to be handled at the more responsive local level.

14 The Area Agency on Aging feels that the following
15 recommendations regarding the Transition Plan would enhance
16 the delivery of transportation services to the elderly and
17 handicapped countywide.

18 Recommendation Number 1: Regarding Dial-a-Ride Services,
19 page 18, Section III, (3) -- Although four (4) municipalities
20 provide dial-a-ride services, the Area Agency on Aging
21 would like to encourage the other operators to make an effort
22 to design their services to meet the needs of their elderly
23 and handicapped residents.

24 Recommendation Number 2: Regarding Accessibility for
25 Vehicles, page 22, Section IV, (4) -- The department concurs
26 with the provision that all nine (9) fixed-route operators
27 will have acquired buses with features that make them
28 accessible to handicapped persons who can use wheelchairs.

1 In addition, that the operators will have enough vehicles to
2 meet the following service requirements:

- 3 1) At least one-half of peak-hour, fixed-route service
4 will be provided with accessible vehicles;
- 5 2) Paratransit services will have enough vehicles
6 to provide a level of service for handicapped persons that
7 is generally equal to the service provided for non-handicapped
8 persons.

9 Recommendation Number 3: Regarding Features, pages
10 24-26, Section IV, (4) -- We endorse the recommendation that
11 all newer vehicles include many features which enhance
12 accessibility for handicapped passengers. These features,
13 many of which are standard equipment on the advance design
14 buses, include the following:

15 Kneeling feature to reduce the height of the first step;

16 Step risers, eight inches in height;

17 Public address system to aid hearing-impaired persons
18 and waiting passengers;

19 Improved lighting on all stairwells;

20 Additional stanchions and grab bars on seats and
21 in door areas;

22 Wider doors;

23 Operator signal tape below shoulder level rather
24 than a pull cord;

25 Improved lighting on all exterior doorways;

26 Backlit front and sign destination signs;

27 Larger destination signs;

28 Priority seating signs;

1 Edge marking stripes on the non-skid surface of step
2 treads; and

3 Two-way radios.

4 Recommendation Number 4: Regarding "Special Efforts,"
5 pages 28-30, Section IV, 3 Subcategory (1) -- We believe
6 this is an excellent recommendation. The six (6) "Special
7 Efforts" paratransit services are 100 percent accessible.
8 The other operators should be encouraged to provide "Special
9 Efforts" paratransit services for the handicapped.

10 Recommendation Number 5: Regarding Assessment of Fixed
11 Facilities, page 36, Section V -- We endorse the Transition
12 Plan describing the accessibility of each operator's transit
13 fixed facilities.

14 Recommendation Number 6: Regarding Bus Shelters,
15 page 40, Section V, 1 Subcategory (7) -- The department
16 concurs with the provision that bus shelters be installed
17 countywide by all transit operators.

18 Recommendation Number 7: Regarding Fixed Facilities,
19 page 47, Section V, 4 -- We encourage accessibility to
20 fixed-route and paratransit operators facilities by the
21 general public throughout Los Angeles County by July 1, 1982.

22 Recommendation Number 8: Regarding Sensitivity Training,
23 page 50, Section VI, 1 Subcategory (2) -- The Area Agency
24 on Aging feels that all operators should receive yearly
25 sensitivity training prior to their assignment to an
26 accessible route. Operator training should include, but not
27 be limited to the following:

28 1) Flyers and agency newsletters will be used to

1 increase awareness;

2 2) Employees should be trained to handle the special
3 needs of elderly and handicapped riders;

4 3) Drivers should also receive first aid training;

5 4) Ramp lift training should be included.

6 Recommendation Number 9: Regarding Marketing Tools,
7 page 56, Section VI, Subcategory (6) -- In this paragraph, we
8 endorse marketing aids to be distributed for individual(s)
9 and agencies. Bus stop signs with raised numbers on the
10 poles should be implemented. Also, the public needs to have
11 boarding procedures explained to them.

12 Recommendation Number 10: Regarding Aides and/or
13 Companions, page 71, Section VI, 2 Subcategory (3) -- The
14 department recommends that Los Angeles County Transportation
15 Commission provide some general guidelines as to how aides
16 or companions can accompany handicapped persons on paratransit
17 systems.

18 Our department supports Los Angeles County Transportation
19 Commission's Elderly and Handicapped Transportation Policies.
20 As stated in Exhibit VII-5, page 84 of the Transition Plan.

21 The Area Agency on Aging will make every effort to
22 improve coordination of special transportation service(s) for
23 elderly and handicapped by working with the Los Angeles
24 County Transportation Commission.

25 That concludes our testimony.

26 MR. COX: Next, then, will be Jon May.

27 I would tell you this is the last reservation for
28 speaking that I have. If there are any others out there who

1 would like to speak, please see Rebecca Reardon here very
2 quickly.

3 Go ahead, Mr. May.

4 MR. MAY: Thank you. My name is Jon May, 3728 Pine
5 Avenue, Long Beach, Transportation Chairman of the California
6 Association of Physically Handicapped.

7 Long Beach has a paratransit called Dial-A-Lift. It
8 includes sixteen (16) vans operating Sunday through Thursday
9 7:00 a.m. to 7:00 p.m., Fridays and Saturdays 7:00 a.m. to
10 11:00 p.m. The fourth Sunday, it runs 7:00 a.m. to 11:00 p.m.

11 Approximately 2,000 cards have been issued, but at
12 present it is unknown how many are active at this time. It
13 goes by ridership, because a survey would be too costly.

14 There are 21 RTD lines carrying wheelchairs, five of
15 which serve Long Beach. Long Beach has twenty-five 35-foot
16 and ten 40-foot buses. These buses are equipped with rear
17 entrance lifts. The buses have been on the road more than a
18 year. Despite the fact there has been nine days of testing
19 and a two-day seminar in San Francisco, Long Beach Transit
20 has not carried wheelchairs on fixed routes as yet. The lifts
21 operate very well. The only problem encountered is seat belts
22 had to be added because the tie-downs will not accommodate
23 all types of wheelchairs.

24 In the fall of 1979, we were told the buses would be
25 in operation by Christmas. Everytime we inquire about this
26 matter, they move the projected date up. Long Beach Transit
27 has played the waiting game far too long. It is apparent
28 they do not intend to carry wheelchairs until appropriate

1 action is taken.

2 I also wish to make a couple of further comments.
3 To my knowledge, there is not an adequate system for tying
4 Long Beach Transit into RTD, and I think this should be
5 worked on a little bit.

6 Furthermore, there should be some method of acquainting
7 the drivers with the lift problem a little bit better, as
8 well as his or her ability to park the bus and use the
9 lifts adequately.

10 I managed to take an RTD lift-equipped bus a short
11 time ago, and the driver on the return trip had all types
12 of difficulty. So if these matters could be recommended or
13 action taken, it would be very much appreciated. Because
14 with the cost of gasoline, I personally would make great use
15 of the lifts if they were in good shape.

16 Thank you very much.

17 MR. COX: Thank you, Mr. May.

18 MR. BERRYMAN: My name is Walter Berryman. I am a
19 member of CAPH, Beachwood Chapter, 1430 South, Apt. 4, Long Beach.

20 We have worked together on this transportation along
21 with our First Vice-President, who is in the back here,
22 Jim Connors, and Jim Connors also drives one of the -- a
23 Dial-A-Lift unit, and he can tell you that several hundred
24 people have gone to work since we have had Dial-A-Lift in
25 Long Beach. And if we get these buses on the routes
26 that have the wheelchair lifts on and more buses come in
27 with wheelchair lifts, more people will go to work and get
28 off of S.S.I., and we'll have a more independent feeling and

1 better feeling about themselves. I think you gentlemen, in
2 your plannings, should give this very serious thought,
3 because it is putting people back to work, people that would
4 otherwise -- see, like Dial-A-Lift, you can put in a
5 standing order five days a week, go to your job in the
6 morning, take you to your job in the morning, pick you up
7 when your work shift is through, and you go back home. These
8 people would not be able to work if it was not for that
9 lift.

10 Thank you very much.

11 MR. COX: Thank you.

12 Do we have any others that would like to speak?

13 Does it look like there are others coming, Ray?

14 MR. Maekawa. No.

15 MR. COX: Certainly we would like to have all of you
16 understand that we are very much concerned and very much
17 appreciate the comments that you have made this evening and
18 that were made earlier in our hearing this afternoon. I
19 am sure that members of the Board share concerns with me
20 about, especially, hearing of operational problems which exist
21 today.

22 And I know that, in addition to putting together this
23 plan, we are going to be much interested in making sure
24 that not only does it say what it says on paper but, in fact,
25 the buses that are expected to operate by the dates they
26 are expected to operate will operate, if you don't mind my
27 editorializing a little bit.

28 So, with that, unless there are other comments or any

1 other unfinished business, we will call the hearing closed.
2 Thank you all very much for coming this evening.

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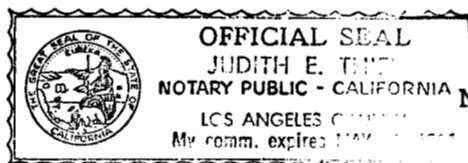
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6 STATE OF CALIFORNIA) SS

7
8 I, JUDITH E. THIEL, CSR, a Notary Public in and for
9 the State of California, do hereby certify:

10 That the above and foregoing 68 pages contain a full,
11 true and correct transcription of the Los Angeles County
12 Transportation Commission public hearing on the Draft
13 Transition Plan taken down by me in shorthand at the time
14 and place therein named and thereafter reduced to typewriting
15 under my direction.

16 I further certify that I have no interest in the event
17 of the action.

18 WITNESS my hand and seal this 19th day of September,
19 1980.



20
21
22
23
24 *Judith E. Thiel*
JUDITH E. THIEL, CSR

25 Notary Public in and for
26 the State of California.
27
28

CALIFORNIA ASSOCIATION of the PHYSICALLY HANDICAPPED, Inc.

a non-profit corporation



P.O. BOX 22552 ■ SACRAMENTO, CALIFORNIA 95822

COMMENTS ON THE TRANSITION PLAN FOR LOS ANGELES COUNTY - SEPTEMBER 18, 1980

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My name is Gale Williams. I live at 834 22nd Street, Santa Monica, California 90403 and I am the President of the California Association of the Physically Handicapped (CAPH). As the largest organization of disabled people in the State of California, with 43 chapters in the State and nine chapters in the County of Los Angeles, I am pleased to be given this opportunity to comment on the 504 Transition Plan for Los Angeles County prepared by the Los Angeles County Transportation Commission. Public transportation and the accessibility thereof have been a major concern of our organization for many years. We have participated in numerous discussions on the state, local and federal level to insure the provision of adequate transportation services for handicapped people throughout the County. We assisted in the preparation of a policy statement subsequently adopted by the California Department of Transportation (Caltrans) and the California Department of Rehabilitation. CAPH has also been involved in the preparation of the federal Department of Transportation's 504 regulation and is currently taking an active role to insure that recent federal legislation does not remove the gains we have made.

While we are generally pleased with the Transition Plans' documentation of the various operators' plans for achieving program accessibility, we have some serious concerns in a number of areas, especially regarding the operators' ability to comply with their estimates.

Accessible Service

In order to achieve program accessibility, each operator in Los Angeles County must provide 50% of their peak-hour service with accessible vehicles. Clearly, simply owning enough lift-equipped vehicles, but not actually running them, would be a failure to meet the requirements. In a similar fashion simply putting the accessible buses on the street without operable lifts would also not be providing 50% peak-hour service. While the Plan documents each transit agency's procurement plan for lift-equipped vehicles, it does not indicate whether the agency will maintain an adequate number of spares, or whether it has addressed the issues of maintenance and operator refresher training sufficiently to insure that the vehicles listed on schedules as "accessible" are in fact accessible.

Many of our members in the County have begun to use the accessible buses operated by the Southern California Rapid Transit District (SCRTD) and by Santa Monica Municipal Bus Lines (SMMBL). Several have been passed up by accessible buses, but, more frequently, they have discovered that a bus listed as "accessible" on the schedule has been replaced by an inaccessible vehicle. SCRTD personnel informs us that it is not always due to malfunctions of the lift, that any number of mechanical problems require the bus to be pulled

out of service, and, with inadequate spares, an accessible bus must be replaced with an inaccessible one. There are two solutions to this problem: (1), provide an adequate number of spares to replace accessible buses with an accessible spare or, (2), upgrade the maintenance to keep the buses running.

Our organization has considerable contact with other transit operators providing accessible service both in California and across the nation. Lifts do pose a maintenance problem, but we wonder why transit agencies such as Seattle, Washington, and Santa Clara County, California, are able to provide the service they promise without hiring any new mechanics. It could be argued that Seattle has a better lift and a better bus than SCRTD, but Santa Clara County Transit operates buses with the same lift, manufactured by Transportation Design and Technology (TDT), that SCRTD operates.

Furthermore, information from around the country indicates that many transit agencies already have borderline maintenance practices which apparently are pushed over the edge by the introduction of a new piece of equipment, including Advanced Design Buses. Apparently, lifts have become the new scapegoat on which transit agencies blame all their maintenance troubles.

We have previously testified before the SCRTD Board of Directors that if they were to set a date by which either (1) functioning lifts or (2) their Manager of Operations would be on the street, we believe those lifts would be functioning by said date. One reason that Seattle (Washington) Metro seems to be having success with their program is that the entire staff, as well as the Board of Directors, appears to be committed to making the program work. Unfortunately, we see little in the Transition Plan to indicate whether such a commitment exists on the part of the individual transit operators in Los Angeles County. From past experience, we have reason to believe that such a commitment does not exist on the staff level of SCRTD, and we wonder how the Commission intends to see that the requirement for accessible service is met.

Policies and Practices

The Transition Plan documents that each of the transit agencies in the County has "addressed" the 13 policies and practices required by the 504 Regulation. It does not, however, indicate the extent to which such "addressing" is adequate. For example, SCRTD claims to have "addressed the issue" of maintenance of accessible equipment, but the number of missed runs and lift failures indicates that SCRTD's current policies are clearly inadequate. The Plan does not tell us how SCRTD proposes to change its practices, nor what role the Commission will take to insure that adequate practices are actually forthcoming.

In addition, each operator claims to have addressed the issue of training of drivers. Yet experience of our members has indicated that many of the lift "failures" are due to operator error. Some of our members seem to know more about the lift operation than the drivers themselves, and have reported numerous occasions where the lift "failure" has been a result of

the driver's playing "Russian roulette" with the buttons. There appears to be an inadequacy in the SCRTD and SMMBL training program, which may be solved by refresher courses. That refresher training is not specified in the Transition Plan.

Part of this problem is due to the current low ridership, giving drivers little practice using the lift in actual service. However, this appears to be a vicious circle, since many of our members report attempting to ride the buses but, having been refused service (either because the bus was not accessible, the lift did not work, or the operator did not know how to operate it) they did not try again. I was personally denied service on two SMMBL buses because the driver said he didn't know how to operate the lift. Thus, the inadequacy in service leads to low ridership, which leads to driver forgetfulness which leads to service denials, and so on.

Many of our members who do not use wheelchairs, but are nevertheless disabled, also report a general inadequacy in driver sensitivity and training. At one of the Commission's workshops, a SCRTD representative indicated that there is a "policy" that drivers are to wait until handicapped people are seated before starting the bus. Apparently, this "policy" is not translated into action by the drivers and we suspect that this is a failure of proper training. If drivers are still severely reprimanded for schedule delays, this is a barrier to handicapped people's use of public transit which may not be adequately addressed. Furthermore, in actual service drivers do not generally request that priority seats be relinquished to handicapped people, and in many cases, priority seating signs do not exist even on the new buses. In addition, in the new Flxible buses overhead grab rails are virtually unusable by many handicapped people, making these buses not "accessible to handicapped people who can use steps," and therefore in violation of the 504 Regulation.

Marketing programs have also supposedly been addressed by each of the transit providers, but to date we have seen no information presented in large type, Braille, or on cassette that would be usable by people with visual impairments. Some transit agencies rely on requests for information from handicapped people but how are handicapped people to know what to request if they do not already know about the services? The SCRTD Marketing Department, for example, admits that it is taking a "low profile" in advertising its accessible service, apparently to minimize the embarrassment of advertising a service that is not actually being provided. As has been pointed out earlier, part of the reason for service unreliability has been the lack of opportunity for drivers to practice using the lift by boarding actual passengers. The SCRTD's "low profile" policy is diametrically opposed to what it should be doing, which is insuring that the service is actually available. We suspect that other transit agencies in Los Angeles County will have less than vigorous marketing programs, and we wonder what the Los Angeles County Transportation Commission will do to insure that adequate marketing does take place.

Another policy and practice supposedly addressed by the transit operators regards emergency evacuation of handicapped people. Members of our organization have previously reviewed some training materials used by SCRTD to teach drivers how to handle a wheelchair up or down curbs. In some cases, these materials have shown exactly the wrong way to accomplish these maneuvers. The procedure shown as the ideal "manufacturers' suggested procedure" for handling a manual wheelchair by an experienced person is totally inappropriate for most power wheelchairs, and is frequently not the easiest or safest procedure for an inexperienced person such as a bus driver to perform. We suggest that all such materials be reviewed by knowledgeable handicapped consumers; it is not clear from the Plan that such routine review is anticipated by the transit agencies.

Use of Lifts

Most of the transit services in Los Angeles County report they will not permit standees to ride on the lift. This is understandable in the case of the TDT lifts that SCRTD operates because they do not have hand rails at an appropriate place for standees to use. However, we wish to point out that Santa Clara County has installed a moveable hand rail on their TDT lifts, and they do permit people with crutches or walkers to use them. At the public workshops several of the transit agencies have argued that it is unsafe for people with crutches and walkers to use the lift. But further questioning has indicated that most of these determinations were made without testing by actual elderly and handicapped riders. Many assumptions have apparently been made about the ability of disabled individuals to use these lifts safely, but apparently very little attempt has been made to collect factual information. We believe that such testing must occur and a uniform policy throughout the County must be established so that individuals may easily transfer from one system to another.

Commuter-Rail Service

The proposed commuter-rail demonstration projects are another area of concern. Apparently Caltrans plans to build low platforms for all new stations. It is our contention, supported by communications with the U. S. Department of Transportation, that demonstration projects are not exempt from either federal or state accessibility laws.

The requirement for accessibility is that new facilities be constructed so as to be "accessible to and usable by" handicapped people. Certainly, it is possible to make a low platform station accessible to persons in wheelchairs by providing a level path. However, such a low platform station is not usable by those persons unless they can gain access to the train. Some means must be available to accomplish this process, either by a high platform with a car-borne bridge plate, a portable lift on the platform with an operator to run it, or a car-borne lift. Failure to provide one of these means of access in a newly-constructed station would violate both federal and state law. We understand that this is a demonstration project and may not be continued after its three-year demonstration phase.

We further understand that some methods of providing access in these stations will be expensive. Nevertheless, we believe there is no excuse for building a new transit facility which is not accessible to and usable by handicapped people including those in wheelchairs. We further wonder what "significant participation by handicapped consumers" is involved in this project.

Furthermore, Los Angeles Union Station has on its premises a portable lift which apparently is not being used. Repeated phone calls to both Caltrans and Amtrak have indicated that no one will accept responsibility for putting this system into effect, and no one seems to know when accessible service between Los Angeles and San Diego will actually begin. Calls to the Regional Amtrak Offices in San Francisco have been unable to locate any individual who is even aware of 504 Transition Planning for Amtrak, let alone the name of the 504 Coordinator. While this is a separate issue from the Transition Plan we are discussing here, it has a direct bearing on the accessibility of commuter-rail service between Los Angeles and San Diego, and we wonder what role the Commission plans to take in this matter.

Consumer Participation

While the consumer participation aspects of the Transition Plan have been far better than in some other areas of the County, we believe that the Commission provided insufficient time for full review of the Plan by consumers, and that the Commission's Elderly and Handicapped Advisory Committee was put together far too late in the process. We are also concerned that the Committee does not have a broad enough representation, and that in some cases organizations which are more correctly regarded as "provider" groups, rather than "consumer" groups, are represented. For example, why was there no representation from either the National Federation of the Blind or the American Council of the Blind or both?

Conclusion

In general, our concerns lie not so much with the Plan itself as with the commitment of the operators represented, and whether on July 2, 1982, 50% of the peak-hour service will in fact be available to elderly and handicapped people in the Los Angeles County. We hope that each of the transit agencies will further refine their policies and practices to remedy the deficiencies we see in them. We further hope that the LACTC will take an active role in insuring that the promises set forth in this document are lived up to.

We commend those operators who intend to maintain their specialized paratransit services even though the Regulation does not require it. We are looking forward to the LACTC paratransit brokerage study to help supply the specialized service which we feel is necessary to supplement accessible fixed-route service.

