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SECOND QUARTERLY REPORT  
SERVICES FOR THE ELDERLY  
AND THE HANDICAPPED

Prepared By

Rapid Transit and Surface Planning  
Southern California Rapid Transit District

July 7, 1975

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# SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT

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JACK R. GILSTRAP  
GENERAL MANAGER

July 7, 1975

To: Members of the Board of Directors

From: Jack R. Gilstrap

Subject: Second Quarterly Report  
Services for the Elderly and Handicapped


Since the presentation of the First Quarterly Report in March, substantial progress has been made on our program. Much has been brought to the attention of the Board of Directors since April, and a strong position has been taken to provide accessibility on the District's services, even at the delay of our expansion programs.


The Second Quarterly Report covers the progress during the past three months on the procurement of new, accessible buses; the development of a reduced fare program; the advancement of our demographic information; as well as other related projects.

As indicated by our request to retain our Special Consultant, the District plans to continue by focusing on explaining our programs and plans to the general public, continuing refining estimates, and teaching the elderly and handicapped how to use the available services, as well as continuing information as to when accessible buses will be put in service.

Respectfully,

  
Jack R. Gilstrap

  
By: George L. McDonald  
Manager of Planning & Marketing

  
By: Stephen T. Parry  
Coordinator of Special Services

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## REDUCED FARE PROGRAMS

Several programs offering reduced fare have been modified or implemented during the past several months. Current guidelines for federal operating assistance require that all elderly and handicapped persons be allowed to ride for one-half fare at off-peak hours. Proposed regulations for federal capital assistance will so require within one year.

The District has been a forerunner in reduced fare programs, beginning with senior citizen discounts as early as 1961. Our present programs are not limited by time restriction, rather, reduced fares are applicable at all times. Apart from exceeding federal requirements, greater freedom of mobility is allowed for all trip purposes, promoting evening events, and greater potential use of service.

On May 1, 1975, the District inaugurated a reduced fare program for the physically, mentally, and emotionally disabled. A detailed application has been designed by our Service Coordinator with comment from the State Department of Rehabilitation, our Citizens Advisory Committee, our Consultant, medical officials, and the General Counsel. Completed applications when signed by a licensed physician, or accompanied by a copy of a Medicare card, disability award letter, or some proof that the applicant is handicapped, are processed and, special cards, with a photograph of the individual, are issued:

temporary disability - valid 1 year

permanent disability - valid 3 years

Current data is maintained by computer so that read-outs will provide information on the number of cards, age, disability, location, and mobility dysfunction. This information will remain as current as possible because of renewal policies on the card.

The data base will be compared with our statistical projections on the types and number of disabilities within the service area, and for substantiation in the placement of accessible buses as they arrive.

Effective July 6, 1975, with the new tariff adopted by the Board of Directors, the reduced fare program will include the following, valid at all times, within the County of Los Angeles:

1. Senior Citizens age 62 or older ride for 10¢, no zone charge, with no minimum financial requirement, upon presentation of County identification or Medicare card.
2. Physically, mentally, and emotionally handicapped persons ride for 10¢, no zone charge, with special card issued upon receipt of an approved application.
3. The legally blind ride free.
4. Monthly passes, valid on all regular lines for unlimited riding, are offered to senior citizens at \$4.00 a month, with no zone charges.

Similar programs are being negotiated for the three other counties in the District's service area. Riverside County has adopted the same reduced fares for all services, Orange County is in the process of negotiation, and San Bernardino County is working with staff at this time for a similar program.

Since the program for reduced fare for the disabled is relatively new, staff is handling the many applications as fast as possible. It will be possible to assess the program within a few months and make any necessary adjustments in the process. In addition to normal press coverage and radio announcements, staff has sent information on the program to over 300 groups, agencies, clubs, or corporations known to serve the disabled. This information emphasizes that all disabled persons should apply for a reduced fare card, even if they cannot presently ride our services. With this approach, the District hopes to create a more accurate data base on the total handicapped population.

SCRTD REDUCED FARE PROGRAM (HANDICAPPED)

July 10, 1975

SIX WEEK PROGRESS REPORT

Applications Mailed

Individual Persons	-----	925
Organizations	-----	4,000
Total Mailed	-----	4,925

Applications Received

Individual Persons	-----	316
Organizations		
Park Manor	-----	12
Goodwill Ind.	-----	13
Chatsworth Rehab.	-----	6
Portals Mental Ctr.	-----	4
Continuing Care	-----	5
Total Org.	-----	40
Total Received	-----	356

Applications Denied (9)

7 Due to Medical Info. Supplied  
2 Over age

Identifications Cards Mailed	-----	226
Applications Without Pictures	-----	3

## LEGISLATION

District staff continues to monitor and present testimony before the legislative bodies, committees, and agencies of all levels of government. Most of the testimony presented by the District includes a summary of our programs, and mentions the need for additional funding which is necessary to provide special equipment and lower fares.

On the municipal level, the City of Los Angeles scheduled several days for public hearings on the subject of the handicapped. Part of the overall discussion centered on transportation. Our consultant presented the District's program including our plan to purchase accessible coaches for fixed-route services. This plan, when considered with the reduced fare programs now in effect for both elderly and handicapped persons, has received praise and support from both the City Council and the Mayor of the City of Los Angeles.

Los Angeles has established the Los Angeles Advisory Council on the Handicapped, comprised of handicapped persons, to act as a clearing house for the many issues concerning accessibility. The Council recommends to appropriate agencies changes ranging from the construction of ramps for wheelchairs to proposing new City ordinances. Several other municipalities within the County of Los Angeles are actively developing programs which will improve mobility of these groups as well, including the County itself



which recently established the Los Angeles County Commission on the Handicapped.

Two important bills have been submitted on the State level this year. Introduced by Assemblyman Antonovich in the Spring, AB 846 proposes to create a permanent commission of seven members which will serve as an independent body, specifically concerned with transportation for the handicapped, and providing information to the legislature. The Commission would also participate in an informational program for the general public which is intended to alert them of the special needs of these groups. A small staff is also envisioned which will serve to identify the number of disabled, their locations, needs, current problems, and present difficulties regarding mobility. A review process will be instituted so this Commission may respond to plans of the State's planning and transportation agencies. AB 2361, introduced in May by Assemblyman Vicencia, proposes to modify the present vehicle code so buses may become accessible. Present regulations prohibit a vehicle to be longer than 40 feet. An exception to this is proposed so the length may exceed 40 feet if caused by a device located in front of the forward axle installed for the use of wheelchairs. Present bus design must be altered to move the axle to provide enough space for a wider front door to accommodate wheelchairs, requiring retooling of assembly lines. If this bill passes, delivery of accessible buses might be hastened.

Several federal agencies are in the process of issuing regulations with similar effect. The Urban Mass Transportation Administration is working on a final draft of regulations which will guarantee accessibility on future rapid transit systems, extensions and modernization programs. Exacting specifications for surface systems are also proposed, with implementation dates scheduled for the inauguration of Transbus. UMTA's regulations also will require reduced fares for both senior citizens and the disabled; half-fare is presently required in the Urban Mass Transportation Assistance Act, as amended in 1973. Special sections are proposed for grant applications which will require the regional planning agency and/or the transit operator to include special studies of these groups, prior to filing applications. National hearings were held twice during the past nine months; testimony was presented each time by the major transit properties and several handicapped organizations. It is expected that UMTA will release the final regulations in the near future.

Most recently, our General Manager presented testimony before the Senate Committee on Banking, Housing, and Urban Affairs regarding S 662, introduced by Senator Williams. This proposed legislation identifies several tasks to develop a national policy which would:

1. Ask the Secretary of Transportation for a detailed study of numbers of handicapped persons and their mobility needs;

2. Require a biennial update on transportation to be presented to Congress; and
3. Further clarify and strengthen the UMT Act.

This legislation indicates that Congress wishes to be apprised of the transit industry in general, and on the industry's progress on improving mobility for the elderly and the handicapped.

The trend among lawmakers on all levels of government appears to be the same: legislation is necessary to regulate and monitor transit system development with special effort to insure that accessible services are included from the planning process, and not ignored or forgotten as before.

#### COMMUNITY PARTICIPATION

In April, the Citizens Advisory Committee on Accessible Transportation (CACAT) was created to advise SCRTD on providing transportation and services to meet the special needs of the handicapped. The Committee, one of the first such bodies assembled by a transit district, offers a broad spectrum of input and exchange between the District and the handicapped community. CACAT members not only evaluate proposed District services but, through their extensive contacts in the community, help disseminate information about such services. It is intended that the Committee be the focal point of ideas from the District's Consultant on the Handicapped, the Coordinator of Special Services, and the disabled themselves.

The Committee is composed of representatives from each of the Chapters (seven, at present) of the California Association of the Physically Handicapped (CAPH) in the SCRTD service area. There is also a representative from the California Department of Rehabilitation, The Committee for the Rights of the Disabled (CRD), the Disabled American Veterans (DAV), Disabled Student Coalition (DSC), Indoor Sports Clubs, the Los Angeles Advisory Council on the Handicapped, the National Federation of the Blind (NFB), and the Paralyzed Veterans of America (PVA). Because of overlapping membership, it was possible to select eleven people to represent these organizations.

The first meeting was held on April 4, 1975 in the District's Board Room. At that meeting it was the considered opinion of those present that there were no concentrations of the disabled and that transportation patterns can be expected to be the same as those of the able-bodied population in general. The consensus of the members was that a demand-responsive system could not be expected to adequately meet the needs of the handicapped and that anything short of a fully accessible system would be in violation of their civil rights.

The Committee provided valuable input on the Reduced Fare Program. Subsequently, at a meeting on June 25, a full scale operation was begun to inform disabled people about the program and to encourage all disabled people to apply to create the broad

data base needed by the District. Thus, if the program is successful, the District will be in the position of having more complete information about the types and numbers of disabled people in the service area than any other agency.

The Committee has also expressed an interest in helping to create a public information and training program for operators and users of the forthcoming accessible equipment.

Since the first meeting was held in April, 1975, April, 1976 was chosen as the expiration of the term of membership. To insure continuity, six members will be chosen, at random, to serve an initial two-year term. Thereafter, all seats will become vacant at the end of one year. Requests for nominations will then be sent to the effected organizations and selection will be made by the District and its Special Consultant, with particular consideration being given to individuals with membership in more than one organization. There is no limit to the number of consecutive terms a member may serve.

The Committee will continue to monitor the progress of the District's program. It is hoped that members will be asked to join other such panels presently under consideration by other local agencies.

#### SUMMARY OF MUNICIPAL QUESTIONNAIRES

The District issued the attached questionnaire to each

municipality within Los Angeles County on February 10, 1975.

The purpose of the mailing was threefold: (1) to introduce each City to the District's program for the elderly and the handicapped, (2) to learn about any special services or centers for these groups in each City, and (3) to tabulate any data or evaluate any local studies performed in an effort to further clarify needs.

Responses to the questionnaires indicate that most cities are unaware of the needs of their disabled citizens, and do not know the size of their handicapped public. It is rather disconcerting that only 55% of the cities responded. Of the respondents, the majority are sponsoring programs for both groups. Many showed interest in participating in a transportation service as well.

Although the quantitative data could not be provided in most cases, the District benefited from the summary because it produced the following:

1. An identification of special schools, centers, and other local facilities.
2. An opportunity to learn about various city plans for special transit services.
3. Input on the District's program.

This information will be used when arranging the priorities of

lines for accessible coaches.

The staff will continue to work with municipalities in the hope of refining our population estimates. Civic groups and agencies dealing specifically with the disabled will be contacted as well to help our statistical projections.

The summaries received indicate there are 120,307 non-ambulatory persons; as this number is tabulated from only 55% of the cities in Los Angeles County, it may be assumed that approximately 200,000 to 300,00 people in the entire County are non-ambulatory. This figure does not contradict our earlier projections of the transit disabled of 127,400, rather it could be regarded as another approach and is subject to variance due to the collection of data by each separate City.

MUNICIPAL SUMMARY

CITY: \_\_\_\_\_

POPULATION: \_\_\_\_\_

APPROX. SQUARE MILEAGE: \_\_\_\_\_

I. Group Identification	<u>Amount</u>	<u>Percentage</u>
1. Population over age 65	_____	_____
2. Blind	_____	_____
3. Deaf	_____	_____
4. Amputations	_____	_____
5. Orthopaedic	_____	_____
6. Epileptic	_____	_____
7. Mental Disorders	_____	_____
8. Total Non-ambulatory	_____	_____

II. Service now being provided within your city for any or all of these groups, including schools (taxi, dial-a-ride, non-profit medivan, etc.)

III. Institutions within your city, or responsible for your areas, that serve these groups (hospitals, schools, centers). Please identify by name, address, and main telephone.

IV. Is your city currently sponsoring any programs for these groups?

V. Would your city be interested in a demonstration project for these groups? And participate with funding part of the cost?



SUMMARY

Total League of Cities Contacted	76
Number of responses	42
Percent response	55.3%

Of those responding:

Total Population	4,546,593
Population over 65	410,476
Percent over 65	9%
Population over 65 per sq. mile	.2%

Percent offering service for the handicapped	61.9%
--	-------

Percent having institutions or centers within the city offering service to the handicapped	83.3
--	------

Average number of centers per city	5
------------------------------------	---

Percent sponsoring programs for elderly and handicapped	52.4%
---	-------

Percent interested in a demonstration project for the elderly and handicapped	71.4%
---	-------

Information on cities responding to group identification other than population over 65:

Cities responding	14
-------------------	----

Percent responses to total cities	18%
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Percent responses to cities that returned questionnaire	33 $\frac{1}{3}$ %
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Total population	3,492,851
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Total population square miles	814,666
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Total handicap:

Blind	10,283
Deaf	12,460
Amputations	130,100
Orthopaedic (See Amputations)	
Epileptic	7,056
Non-Ambulatory	120,307
Mental Disorders	274,013

TOTAL	554,219
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1. City	2. Population	3. Sq. Miles*	4. Pop. ovr. 65*	5. Blind	6. Deaf	7. Ampu.*	8. Orthop.*	9. Epil.*	10. M.D.*	11. Total	12. II	13. III	14. IV	15. V
Alhambra														
Arcadia														
Artesia														
Avalon														
Azusa														
Baldwin Park														
Bell	21,291	2.813	2,500	35	50	10	10	50	50	150	Taxi (2) Bus	1	No	No
Bellflower														
Bell Gardens	29,308	2.3	1,889								Taxi 1	No	No	Yes
Beverly Hills	33,416	5.69	3,140								Taxi 11	2	Yes	Yes
Bradbury														
Burbank	86,789		9,277	70	10		210	10	450	750	No	No	No	Yes
Carson	79,286	20.	2,499	60	50		--2,590--	130	1,140		No	1	No	Yes
Cerritos	45,925	9.	428								Bus 2	No	No	Yes
Claremont	24,400	7.5	2,526								Dial 1	1	Yes	Yes
Commerce	10,600	6.5	543								Bus 4	4	No	No
Compton	75,600	9.5	3,180	60	50	2,870		150	6,050	12,360	No	10	No	Yes
Covina														
Cudahy	17,000	1.	3,000								No	2	2	Maybe
Culver City	31,035	4.8	3,287	30	20	1,130		60	2,390		No	2	2	Maybe
Downey	91,573	12.78	4,762								Taxi 7 Vans	1	Yes	Yes

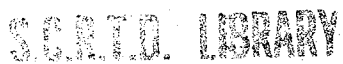
1. City	2. Population	3. Sq. Miles*	4. Pop. ovr. 65*	5. Blind	6. Deaf	7. Ampu.*	8. Orthop.*	9. Epil.*	10. M.D.*	11. Total	12. III	13. IV	14. V
Duarte	47,000	5.26	3,402										
El Monte													
El Segundo													
Gardena	132,664	29.4	20,744										
Glendale	31,349	14.16	3,084										
Hawaiian Gardens	55,562	5.5	5,600										
Hawthorne	1,589	1.3											
Hermosa Beach													
Hidden Hills													
Huntington Park													
Industry													
Inglewood	90,562	8.5	11,870	724	54		3,622	181	8,150	serv.	5	No	Yes
Irwindale	759	9.5	120	1				2		Bus	2	No	No
Lakewood	83,900	9.75	3,522							Bus	4	Some	Yes
La Mirada													
La Puente	31,450	3.4	903							No	4	Parks	Yes

Taxi 7 1 Maybe  
 Bus  
 Vans  
 Taxi Sev. Few No  
 Bus  
 Para-  
 medic  
 Unit  
 Taxi 6 6 Yes

Bus 2 No No  
 No No No No

serv. 5 No Yes  
 Bus 2 No No  
 Bus 4 Some Yes

No 4 Parks Yes



City	1. Population	Sq. Miles*	Pop. ovr. 65*	2. Blind	3. Deaf	4. Ampu.*	5. Orthop.*	6. Epil.*	7. M.D.*	8. Total	II	III	IV	V
La Verne	16,600		821						93		Bus	3	Parks	No
Lawndale	24,825	1.92	1,202								Taxi	2	1	Yes
Lomita	19,784	1.87	1,000								Taxi Sev.		No	Maybe
Los Angeles	2,816,061	462.4	283,395	8,866	5,751	--112,816--		5,808	238,520	104,967	Bus			
Lynwood	38,300	5.	3,830								Taxi	2	No	No
Manhattan Beach	36,585	3.8	1,787	15							Bus	2	1	Yes
Maywood	16,850	1.2									No	No	No	No
Monrovia											Taxi			
Montebello											Dial Sev.	2	Yes	
Monterey Park	49,166	7.5	3,707								Taxi	2	No	No
Norwalk											Sev. Sev.	Sev.	Sev.	No
Palos Verdes Estates														
Paramount	34,734	4.8	3,126	30	20	635	635	70	2,690	1,180	Bus	5	No	Yes
Pasadena	113,800	23.	19,460	40	70			210	8,740		Taxi Sev. M	2	Yes	Yes
Pico Rivera	54,120	8.4	2,770								Com. Prog.			
Pomona	87,384	22.85	7,772	250	170	3,190		160	1,400	2,000	Vans	2	No	Yes

1. City	2. Population	3. Sq. Miles*	4. Pop. ovr. 65*	5. Blind	6. Deaf	7. Ampu.*	8. Orthop.*	9. Epil.*	10. M.D.*	11. Total	12. II	13. III	14. IV	15. V
Rancho Palos Verdes	39,600	12.3	990	32	25	1,461	75	3,090	None	1	None	1	No	Yes
Redondo Beach														
Rolling Hills														
Rolling Hills Estates														
Rosemead														
San Dimas	17,046	15.	1,265						None	4	None	4	No	Maybe
San Fernando	17,000	2.42							None	No	None	No	No	Yes
San Gabriel														
San Marino														
Santa Fe Springs	15,950	9.2	460	10		--210--		10	90	780	Bus	2	1	Yes
Santa Monica														
Sierra Madre														
Signal Hill														
South El Monte	17,342		867						None	6	None	6	1	Yes
South Gate														
South Pasadena														
Temple City	31,040	3.8	3,999						None	1	None	1	2	Yes
Torrance														
Vernon	248	5.06							No	No	No	No	No	No

1. City	2. Population	3. Sq. Miles	4. 65* Blind	5. Deaf	6. Ampu.*	7. Orthop.*	8. Epil.*	9. M.D.*	10. Total	11. No	12. No	13. No	14. No	15. Yes
										II	III	IV	V	
										Taxi	3	No	No	No
Walnut	6,300													
West Covina	72,800	15.	60	50	2,150	500	140	1,160						
Whittier														
	4,546,593	774.176	10,283	12,460	--130,100--	7,056	274,013	120,307						
Total Unmapped										-----554,219-----				

STP/erh - 6/26/75  
 Notes:  
 Sq. Miles = Square Miles  
 Pop. ovr. 65 = Population Over 65  
 Ampu. = Amputations  
 Orthop. = Orthopaedics  
 Epil. = Epilepsy  
 M.D. = Mental Disorder  
 Total = Non-Ambulatory

## CONSULTANT

In January, 1975, the District negotiated a contract with Mr. Dennis Cannon to provide consulting services in the area of transportation for the handicapped. That contract was renewed on July 2, 1975, for the current fiscal year. Mr. Cannon has worked closely with Mr. Stephen T. Parry, Coordinator of Special Services in developing all facets of programs for the handicapped.

There is a continuing need to monitor all phases of development, including design of our new headquarters, employment and recruitment of the handicapped, deployment of accessible buses, reduced fare programs, refinement of data, and public relations. Our Consultant will be used to review the specifications and the responding bids for our accessible buses. Also, as requested by the Board of Directors, he will strive to develop an accurate data base on the number of disabled persons within Los Angeles County, as well as their principal areas of transit needs.

## SENIOR CITIZENS RELATIONS

Since the last Quarterly Report, the District has implemented a liaison program to communicate with the senior citizen population, funding of which is possible through the CETA Program. Two staff members, Mr. David Hook and Mrs. Mildred Henderson, have been assigned to the project under the

auspices of the Community Relations Section. Their task is to meet with organizations and agencies responsible for senior citizens and to recommend to the District the development of a program which will guarantee direct involvement with the 935,564 senior citizens of Los Angeles County.

Since the inception on June 1, 1975, our two representatives have met with more than sixty local organizations and groups. It has become apparent that communication between the myriad agencies, groups, and communities is virtually non-existent. As a result, there is much duplication of senior citizen services. Some areas of the County do not have sufficient service while others have an overabundance.

As a partial solution, the District representatives have organized a task force which will meet on a regular basis and act as liaison between the District and the various major agencies. This is the first such group that has been organized and it promises to be an effective solution to provide the senior citizen population information of our program, while at the same time allowing the District to learn of their programs.

Although this program has only been in operation for one month, we are confident that the progress made thus far has indicated a need for the community representatives. This program as well as our Advisory Committee of the Handicapped definitely



is used to involve communications to both of these groups.

### HEADQUARTERS BUILDING

Plans for the new building were reviewed by the Special Consultant and several suggestions were made to improve accessibility to the handicapped. The intent of the recommendations was to create a totally accessible facility, not only for the visiting public but for possible future disabled employees. The working assumption was that any position might ultimately be held by a handicapped person. Thus, whereas the law requires accessible restroom facilities on alternate floors, it was decided that this might be a serious inconvenience to disabled employees on the other floors. Therefore, all restrooms will be accessible.

In addition, one elevator will be provided with low buttons and a longer delay period on door closure. The Ticket Office, which originally had a six inch step will be ramped. Ramps are also being provided at the level changes in the data processing area, and the Board room. And one low public telephone will be provided near the Board room.

Finally, the subsequently adopted open floor plan did much to eliminate barriers to the handicapped and made many of the other recommendations unnecessary. Most of the potential problems have thus been identified and removed in the planning stages.

However, it is imperative that the modification be checked continually and a final work-through (or wheel-through) will be performed before occupancy.

#### WHEELCHAIR SPECIFICATIONS

The American Standards Association report "Making Buildings and Facilities Accessible to, and Usable by, the Physically Handicapped" states that the standard wheelchair width, when open, is 25 inches.

Subsequent to the issuance of that report, some model changes have been made, including detachable arms, which increases the overall width. However, the three major wheelchair manufacturers, Everest and Jennings, Stainless Medical Products, and Invacare, have all introduced the so-called "wrap around" detachable arm which permits a wider seat without increasing the outside dimensions.

According to manufacturers and major distributors, less than 2% of their sales are special wheelchairs exceeding 27 inches, rim to rim. This includes the major electric wheelchairs, Everest and Jennings, Motorette, and Compass Commuter, sold on the West Coast.

Therefore, while the American Standards Association and the 1974 Uniform Building Code specify 32 inches as the minimum door width for wheelchair accessibility, where it is structurally impossible to widen a doorway, a clear opening of 29 inches will

accommodate 98% of all wheelchairs sold in the area covered by the District. However, this is not to be construed as the setting of a new minimum standard and a clear opening of 32 inches is still to be required where possible.

The bus specifications calling for a front door of 40 inches will have a clear opening of 36 inches, including grab-rails. Hence, all wheelchairs will be able to board the accessible buses with ease.

#### ACCESSIBLE BUSES

The process of identifying special features for use in full-size transit coaches was discussed in the First Quarterly Report. Staff worked with various disabled groups and received comment on the specifications for 200 coaches. The special features incorporated in this order presently include:

1. A front door with a minimum width of 40 inches.
2. A ramp or lift device for wheelchair patrons.
3. Securement devices for at least one wheelchair.
4. Additional destination and/or route designation signs on the right side and rear of the coach.
5. A floor not to exceed 21 inches high.
6. Priority seating for the semi-ambulatory and the elderly.
7. A public address system for use inside and outside the coach.

We are presently awaiting final approval from UMTA of these specifications for the order of 200 accessible buses. Concurrently, staff is preparing another grant for the purchase of 320 additional buses with similar features. Upon approval from UMTA, District may submit the order for bid.

A summary of the entire process includes the following events:

1. October 22, 1974 - Directors issue a resolution that all buses will be accessible from now on.
2. December 7, 1974 - Directors approve concept of preliminary specifications for order of 200 accessible coaches.
3. December 10, 1974 - Sent to UMTA for review.
4. March 28, 1975 - UMTA approves specifications with some advice prior to bidding.
5. April 14, 1975 - Board of Directors, Committee-of-the-Whole, hears "pre-bid" views of bus manufacturers in response to our order.
6. May 7, 1975 - Directors extend delivery time from 6-8 months to up to 21 months; based upon positive

indication by a manufacturer that specifications could be built.

7. May 21, 1975 - Public Hearing held to discuss application for purchase of 320 additional accessible buses.
8. June 2, 1975 - Revised specifications (for 200) sent to UMTA for approval; incorporating views and responses of vendors.
9. (?) - UMTA approves - District goes to bid.

#### SYSTEM DEVELOPMENT

As there exists no accurate data base at the present time which locates the transportation dysfunctional person, nor subsequently identifies a comprehensive program to meet specific needs, the District has designed basic criteria to measure the effectiveness of skeletal fixed route service and a resultant formula which will indicate priorities for the placement of accessible coaches.

As our Citizens Advisory Committee has concluded, there are no concentrations of the transportation dysfunctional. Rather, they are distributed among the general population and have the

same mobility requirements forming trips from residence to work, shopping, entertainment, and learning. The following criteria have been designed for the tentative placement of 520 accessible coaches:

1. Location identification of all major hospitals, Veterans Administration facilities and rehabilitation services operated by various governmental agencies.
2. All colleges and state universities which offer programs for the physically handicapped. Recently, the California State Department of Rehabilitation provided \$1,463,000 to the various colleges and universities for the removal of architectural barriers. Concurrently, the Chancellor's Office of the California State University and College System issued guidelines for the establishment of Handicapped Student Services on the various campuses. As a result, most universities and colleges within our service area are not only accessible to disabled students but are actively seeking them.
3. Major transportation centers: all lines which serve regional bus stations, railroad stations, and airline terminals will be accessible.
4. Entertainment activities: all major locations which provide entertainment to the general public will be accessible, including Disneyland, Knott's Berry Farm,

Marineland, Universal Studios, Busch Gardens, and all recreational facilities including beaches, sports centers and race tracks.

5. Major places of employment, including the CBD's of the largest cities within Los Angeles County, industrial centers, and subregional office complexes.
6. Regional shopping centers.
7. Interurban lines which connect the outlying areas with the above points of interest.

The criteria above were applied to each line. Before assigning the coaches to specific lines, an identification of all existent and proposed services for the elderly and the handicapped was performed. With the federal program whereby private, non-profit corporations may receive up to 80% capital funding towards the purchase of equipment to provide transportation for the elderly and the handicapped, it is apparent that several new systems will be created within Los Angeles County. The District is aware of over twenty such applications for funding which propose some form of demand/response service within a local neighborhood. Systems are proposed to meet trunk lines of the District in areas which include East Los Angeles, South Central Los Angeles, Venice, Northeast Los Angeles, Pasadena, the Eastern San Gabriel Valley, and several smaller communities, as well as the Model Cities Agency of the City of Los Angeles. The City's proposal will include small feeder systems in several areas

including Beverly-Fairfax, Belmont and Pico-Union, Echo Park, Hollywood, Pacoima-Sun Valley, and North Hollywood. Several other cities are either operating or in the process of designing accessible feeder systems to District routes: the City of Norwalk has one accessible vehicle for use in a demand/response service, the City of La Mirada operates a demand/response system throughout its boundaries.

The Orange County Transit District, the agency responsible for public transportation within Orange County, is in the process of implementing a special demand/response system for the elderly and physically handicapped within several smaller cities of this County. The City and County of Riverside which contracts local transportation service to the District, is proposing to purchase five vehicles for accessible local transportation. Several cities within all four counties have some form of contractual agreement whereby a local taxi company is subsidized to provide a share-ride operation which is accessible.

Recognizing all of the proposed and operational secondary systems, every effort is being made to provide line haul service within each area so easy connections are possible.

Because of the accentuated peak periods, where some District lines require greatly increased service, it is the decision to spread the accessible coaches as much as possible to maintain only the base period headways. If this was not done, and



services on lines with peak saturation were to be 100 percent accessible, the result would be that fewer lines would have accessible coaches. Placement of 520 accessible coaches will result in a minimum of 50% of the total service at off-peak hours. In some cases, peak hour extras will be accessible when possible, but it is assumed that most trippers will be served by older equipment. Every effort is being made to service the seven criteria and to provide regional connecting service so that a transit dysfunctional person would have local and regional mobility without having to travel in awkward, time-consuming trips.

Whatever accessible bus deployment plan is finally approved for implementation, staff intends to monitor the accessible routes and to receive input from the elderly and physically handicapped community. It is understood that this accessible system is but a start; as our Board of Directors has issued a mandate that all future purchases of equipment will be designed for accessibility, additional lines will become accessible as more equipment is purchased. Riding checks and questionnaires will be a major key to identifying the transportation needs of these two groups and will point to adjustments in service and possible changes in the placement of coaches as they are implemented into the system.

#### SUMMARY

In our continuing effort to provide transportation for the residents of Los Angeles County, including those confined to

wheelchairs, the District has become a leader in the transit industry. We are one of the first properties to develop the following programs:

1. Resolve only to purchase buses that are accessible.
2. Retain a special consultant who will present the views of the handicapped community.
3. Create a citizen's advisory panel as a liaison.
4. Implement a reduced fare program for the disabled.
5. Organize a senior citizen's section for added community relations.
6. Design a headquarters building for total accessibility.

Dependent upon final approval of our specifications in the near future, the District will be the first property in the nation to operate fully accessible buses.