Los Angeles County Veterans Transportation and Community Living Initiative Grant

Presented by Metro, LA SAFE, and Access
Overview

• Introduction

• Southern California 511

• VTCLI Project

• Access Participation

• Questions
Introduction

• Presenters
  – Kali Fogel, Metro
  – Cathy Rosas, LA SAFE
  – Matthew Avancena, Access

• Organizations
  – LACMTA also known locally as Metro
  – Los Angeles County Service Authority for Freeway Emergencies (LA SAFE)
  – Access Services also known as Access
Southern California 511

• Background
  – Cathy Rosas, Motorist Services Program Administrator
  – LA SAFE www.lasafe.net

• What is 511?
  – History
  – Benefits
  – One-Call telephone number
  – One-Click website
  – How many people use 511?
  – What is the public asking 511?
Southern California 511 History

- The Federal Communications Commission’s (FCC) designated nationwide three-digit telephone number for traveler information

- Los Angeles, Orange, and Ventura County transportation agencies partnered together to deploy Southern California 511

- Southern California 511 provides traffic, transit, commuter services and other transportation information to the public
Southern California 511 Benefits

• Existing One-Call/One-Click Transportation Resource Service

• Provides easy to remember telephone number and website

• Provides information on transportation resources available in Los Angeles, Orange, San Bernardino, Riverside, and Ventura Counties
511 – One-Call Telephone Number

- Traffic
- Bus and Trains
  - Trip planning
  - Departure times
  - Real time bus
- Commuter Services
  - Carpool and Vanpool
- Extras

What can I help you with? Traffic, Transit or Commuter Services?
Go511.com – One-Click Website

Freeway traffic updates. One call away. 511.
Outside of LA, OC and Ventura, call 877.22.Go511

Metro
How many people use 511?

**Usage Volume:**
- **IVR Calls:** over 2 million calls/yr, average of about 200,000 calls a month
- **Web visits:** over 255,000 visits/yr, average of about 25,000 visits a month

![511 Usage Volume By Month Graph](image-url)
What is the public asking 511?

- **Telephone Calls**
  - Traffic: approximately 55% of requests
  - Buses and Trains: approximately 44% of requests
  - Carpool and Vanpool: approximately 1% of requests
Veterans Transportation and Community Living Initiative (VTCLI) Grant

• How will the grant help?

• Stakeholders

• Project Funding

• Project Overview
  – Los Angeles County Improvements
  – Improvement Objectives
  – Schedule
How will the grant help?

The grant will make improvements to simplify access to transportation for the public by providing one place to connect veterans, service members, military families, persons with disabilities, and other disadvantaged populations to transportation providers and programs within the community.
Stakeholders

- Metro- www.metro.net
- LA SAFE- call 511 or visit Go511.com
- Access Services- www.asila.org
- United States Department of Veterans Affairs- www.va.gov
- Military bases
- Wounded Warriors
- Others
VTCLI Project Funding

- $2 million dollars from Federal Transit Administration (FTA) grant to Metro
- $500,000 matching funds from LA SAFE
Los Angeles County Improvements

• Work with Los Angeles County stakeholders to:
  – Talk about services 511 provides in Southern California
  – Discuss how to include transportation information useful to the stakeholders
  – Document all the findings
Improvements Objectives

• Southern California 511
  – Integrated Voice Response (IVR) System
  – Automatic Speech Recognition (ASR)
  – Automate trip to Access eligibility facility
  – Explore mobile applications
  – Provide information on military transit services
  – Provide information on veteran transportation services

• Access Services

• Veterans Affairs
Schedule

• Initial phase will take 1 year

• System design will be completed 2 ½ years after receiving the grant

• Project completed 3 years from receiving the grant
Access and 511

• Existing 511 Partner
  – Modify 511 to include Access information

• Current integration into 511 will provide
  – Information on Access service area
  – Local transit options
  – Access free fare trip planner
  – Feedback specific to Access

• Expected completion by July 2012
Access Participation

• Background
  – Matthew Avancena
  – Access www.asila.org

• ADA paratransit services

• Service Characteristics

• Los Angeles Coverage Area

• VTCLI Project Participation
Background

- Public agency that provides ADA paratransit services in L. A. County for 44 fixed route operators
- Curb-to-Curb and shared ride
- Consolidated Transportation Services Agency (CTSA) for L.A. County
Service Characteristics

- 6 operating regions/5 service providers
- Service area >1,950 square miles
- Next-day/subscription service
- 120,000 eligible riders
- 8,500+ trips/weekday
- FY10/11 – 2.9 million trips
- Primary minivan/taxi model
- 72/28 split – 1,605 total vehicles
VTCLI Project Participation

• Automatic scheduling of a trip via 511 to Access eligibility facility via a
  • Telephone call to 511 or by
  • Visiting Go511.com on the Internet

• Modify Access systems to allow scheduling the trip

• Look at Access scheduling systems to evaluate their possible use for community groups and local transit
Questions?

• Contact
  – Kali Fogel
  – Motorist Services Technical Administrator
  – Telephone: 213.922.2665
  – Mobile: 213.361.0223
  – Email: fogelk@metro.net