



**Special Meeting - Public Hearing**  
**City of Los Angeles Commission on Disability**

**Thursday, March 19, 2026**  
**3:00 P.M. to 5:00 P.M.**

Edward R. Roybal Board of Public Works Session Room 350,  
City Hall, 200 North Spring Street,  
Los Angeles, CA 90012

**Virtual Meeting Information**

Join via Zoom: [bit.ly/zoom-lacdod24](https://bit.ly/zoom-lacdod24)

Dial by phone: 1 (669) 444-9171

Meeting ID: 896 4264 0290

Real-Time Captioning: [bit.ly/streamtext-lacdod](https://bit.ly/streamtext-lacdod)

**Commissioners**

Akiko Tagawa, President  
Myrna Cabanban, Vice President  
Jorge E. Acevedo, Commissioner  
Mary Grace A. Barrios, Commissioner  
Robert Bitonte, Commissioner  
Iran Hopkins, Commissioner  
Alisa Schlesinger, Commissioner  
Robert Williams, Commissioner  
Louis Herrera, Commissioner

## Meeting Information

Commission on Disability regular meetings are held on the 3rd Thursday of each month at 2:00 PM.

## Virtual Attendance Information

Public participants may join the Commission meeting via the Zoom link or phone number provided above. Participants joining by phone will be asked for a meeting ID. Please enter 896 4264 0290 followed by the pound sign (#).

## Public Comment

Public comments only on agenda items will be heard at the time the respective item is considered. Members of the public who wish to speak on items shall be allowed to speak for up to **three minutes**. We request that each speaker announce their name before public comment. This is for the benefit of our captioners, interpreters, and attendees.

**All in-person requests to address the Commission must be submitted to the Commission support staff prior to the Commission's consideration of the item through Public Comment forms available at the meeting room entrance.**

**During virtual meetings all attendees are automatically muted upon entry. Please use the RAISE HAND function to indicate your wish to speak on a specific agenda item. To use the RAISE HAND function, press star (\*) and then 9 When called upon, you may UNMUTE by pressing star (\*) and then 6.**

If you wish to provide documents to the full Commission for consideration on an item, please present the COD Liaison with 20 copies. Otherwise, your material will simply be added to the official record.

## Agenda Packet

This agenda packet is available on the Department on Disability Website at <https://disability.lacity.gov/about/commission-disability>. To request to be placed on the agenda packet mailing list, provide your email address to the Commission support staff at the Commission meeting or contact the Department on Disability: 201 North Figueroa Street, Suite 100, Los Angeles, CA 90012; (213) 202-2764; [DOD.Contact@lacity.org](mailto:DOD.Contact@lacity.org).

## **Accommodations and Language Access**

Communication Access Real-time Translation (CART) and American Sign Language (ASL) interpretation are provided at each meeting. Upon request, materials in alternative formats and other reasonable accommodations are available for City-sponsored meetings and events. For additional information or to request an accommodation, please contact the Commission on Disability at least five business days in advance by calling 213-202-2764 (Voice), dial 711 for CA Relay, or email [DOD.Contact@lacity.org](mailto:DOD.Contact@lacity.org).

## Meeting Agenda

### **Item One (1) - Commission on Disability's 2026 Public Hearing: Accessible transportation for the 2028 Games and other upcoming major events in Los Angeles**

The public hearing will include contextual remarks provided by The City of Los Angeles Office of Major Events (OME), the Los Angeles Department of Transportation (LADOT), Los Angeles Metro (LA Metro), and Access Services.

Item is for **Information**.

### **Item Two (2) - Adjournment**

Item is for **Discussion** and **Action**.

# CITY OF LOS ANGELES OFFICE OF MAJOR EVENTS

Daniel Rodman, Deputy Executive Director  
Natalie Sparrow, Accessibility Chief

**Commission on Disability**  
**March 19, 2026**

For discussion purposes only | accurate as of March 2026



# LA: THE CAPITAL OF MAJOR EVENTS

10+

major sporting events coming to Los Angeles between 2025 and 2028\*



\*2025 Rugby SVNS World Championship, 2025 Concacaf Gold Cup, FIFA Club World Cup 2025, 2026 NBA All-Star Game, 2026 U.S. Women's Open Championship (golf), FIFA World Cup 26, 2026 Global E-Sports Games, NFL Super Bowl LXI, 2027 NCAA Division I Men's Basketball Tournament, & the 2028 Olympic & Paralympic Games



NONPROFIT ORGANIZING COMMITTEE



THE HOST CITY GOVERNMENT

# THE OFFICE OF MAJOR EVENTS

*SAFE—SUCCESSFUL—FISCALLY RESPONSIBLE*

1. Overall coordination —“The hub of the wheel.”
2. Fiscal oversight to ensure taxpayer dollars are spent wisely
3. Fiscal oversight to ensure external stakeholders stay within budget
4. Maximize the economic benefit to our communities
5. Deliver meaningful legacy for our communities

# BUILDING A “GAMES FOR ALL”



# Inclusive for All

Infrastructure  
& Technology

Procurement  
Opportunities

Representation

City  
Programming,  
including Youth  
Sports

## Accessibility



Creating meaningful change toward a truly inclusive and accessible City.

Demonstrating that major sporting events can be inclusive and advance human rights, prevent discrimination and harm, and curb negative stereotypes.

## Human Rights



## Youth Sports



Making the life-changing power of sport accessible and affordable to every family across our City through PlayLA.

Workforce  
Opportunities

Policy &  
Equity

Public Rights of  
Way

Transit Systems

# SPOTLIGHT:

## Mayor Bass signs *Host City Games Accessibility Commitment*





*THANK YOU*



# LADOT 2028 Olympics and Paralympics

Salvador Gutierrez

March 19th, 2026



# LADOT's Approach for the 2028 Games

## Direct Connections

- Connect the closest transit stations and Mobility Hubs to the identified Games venue, with the intent to reduce overall distance for people walking and rolling
- When multiple transit station options are available, planning for multiple first mile/last mile routes

## Multi-modal Approach

- Accommodate people walking, bicycling, and using wheeled mobility devices
- For mobility hubs in close proximity to venue entrance, organize parking for personal bicycles, drop off/pick up zones for dockless scooter devices and bike share bicycles, etc.

## Legacy

- FLM infrastructure and installations are permanent or semi-permanent with the understanding that quick build improvements can be implemented quickly and upgraded in the future;

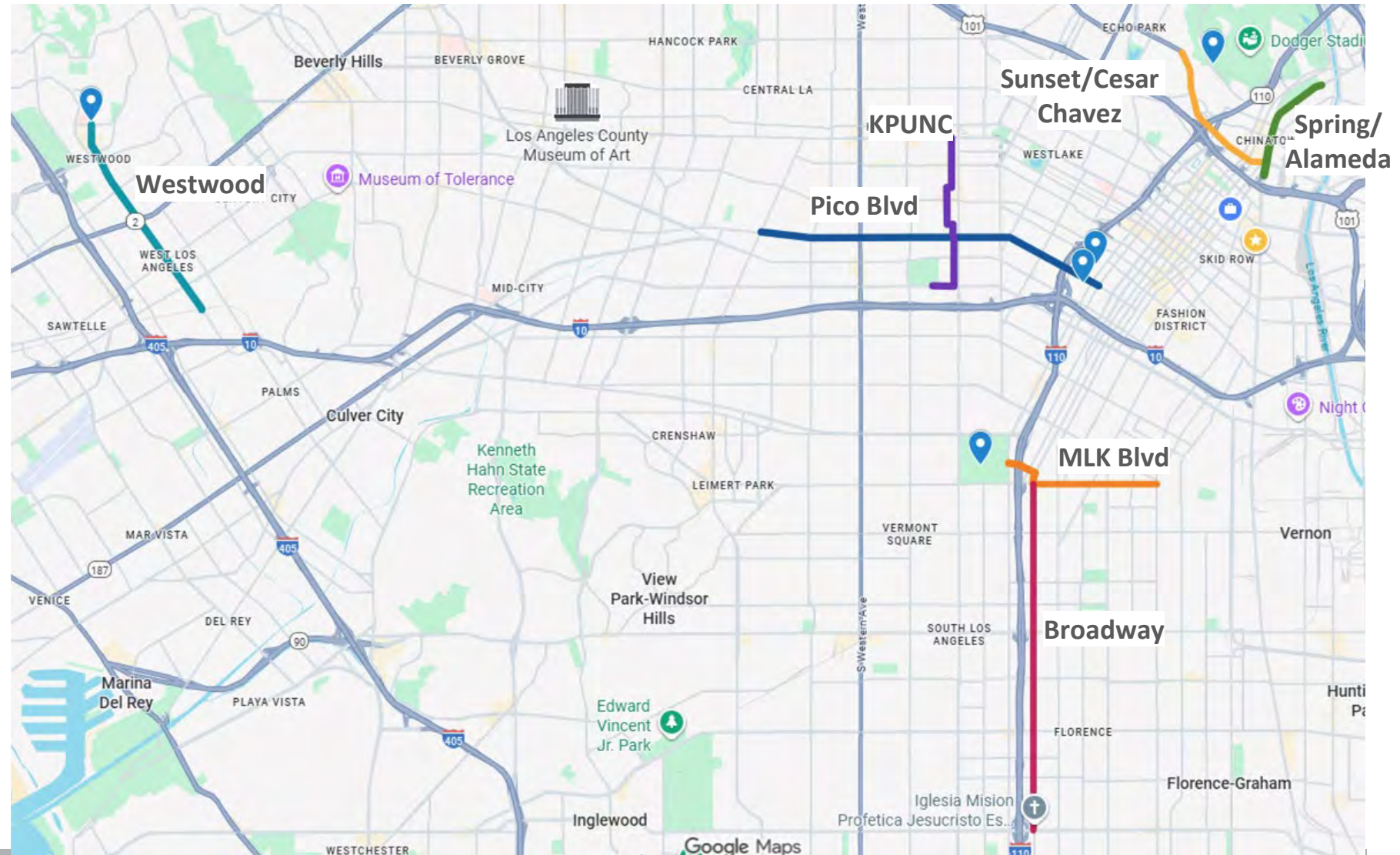
## Accessible for All Ages & Abilities

- Assess condition of pavement and/or asphalt to support estimated use of space for people walking, bicycling, or using wheeled devices
- FLM routes are ADA-accessible, including the provision of curb ramps and APS where necessary
- Ample lighting is provided along FLM routes

# First/Last Mile – Multimodal Corridors

## About the Workstream

- 7 Mobility Plan projects that support access to Games venues
- Include protected bike lanes, bus-only lanes, pedestrian infrastructure improvements



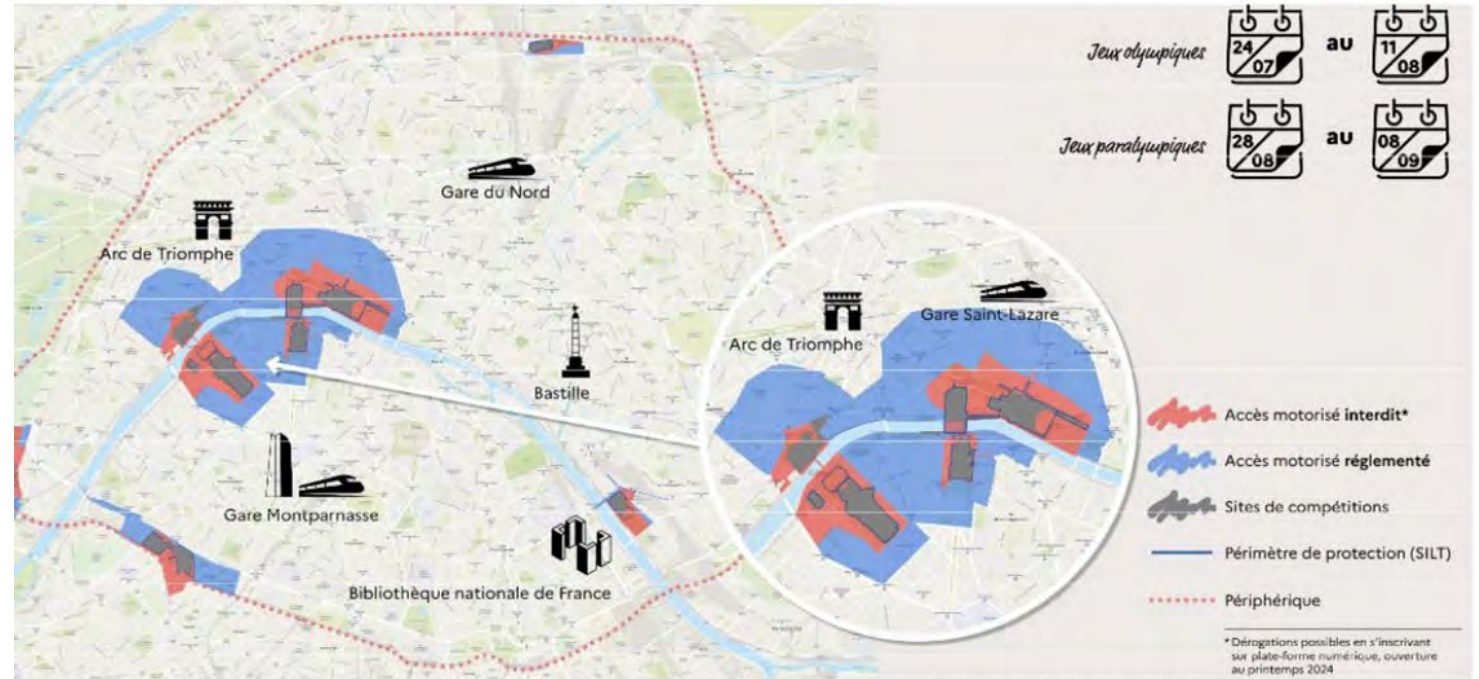
# Rideshare Current Landscape

- California Department of Motor Vehicles and California Public Utilities Commission have authority to permit transportation network companies and autonomous vehicles
- Cities have no legal authority to regulate transportation network companies or autonomous vehicles



# Passenger Services and Special Events

1. Creation of various security perimeters around event venues to ensure safety of public athletes, dignitaries, and spectators
1. Coordination with the Mayor's Office, LA Metro, and LA28



Jeux olympiques et paralympiques | Vue Paris | Trocadéro, Tour Eiffel, Champ-de-Mars, Invalides, Grand-Palais, Pont Alexandre III, La Concorde

# Metro Goes for Gold!

## 2028 Olympic and Paralympic Games Planning



Commission on Disability 2028 Olympic and Paralympic Games

March 19, 2026



**Metro**

# Games by the Numbers

**15M**

Spectators

**150+**

Heads of State +  
Government

**30**

Days of  
Competition

**11,200**

Olympic  
Athletes

**4,480**

Paralympic  
Athletes

**\$18B**

Economic  
Output

**22,900**

Accredited  
Media

**49**

Competition  
Venues

**206**

National Olympic  
Committees

**185**

National  
Paralympic  
Committees

**5B**

Viewers Around  
the World

**11,000+**

Hours of Content  
Produced by Olympic  
Broadcasting Services

**800+**

Competition  
Events

# Games Mobility Executives (GME)

Priority Workstream	GME Lead Agency
Games Enhanced Transit Service (GETS) & Zero Emission Bus Program & Access Services Electrification	Metro
Games Route Network (GRN) & Integrated Traffic Management	Caltrans
Mobility Hubs	Metro
Bus Only Lanes	Metro
First/Last Mile Improvements & Open Streets	LADOT
Light Rail Speed and Operational Improvements & Key Station Improvements	Metro
Travel Demand Management & Universal Basic Mobility	SCAG
Communications and Outreach	LA28
Universal Design & Inclusive Design	City of Los Angeles
Regional Rail	Metrolink
Wayfinding	Metro
Heat	Metro



**Metro**



**METROLINK**

**LADOT**



# Metro 2028 Games Mobility Concept Plan

## ▪ What it is?

### *Established the vision*

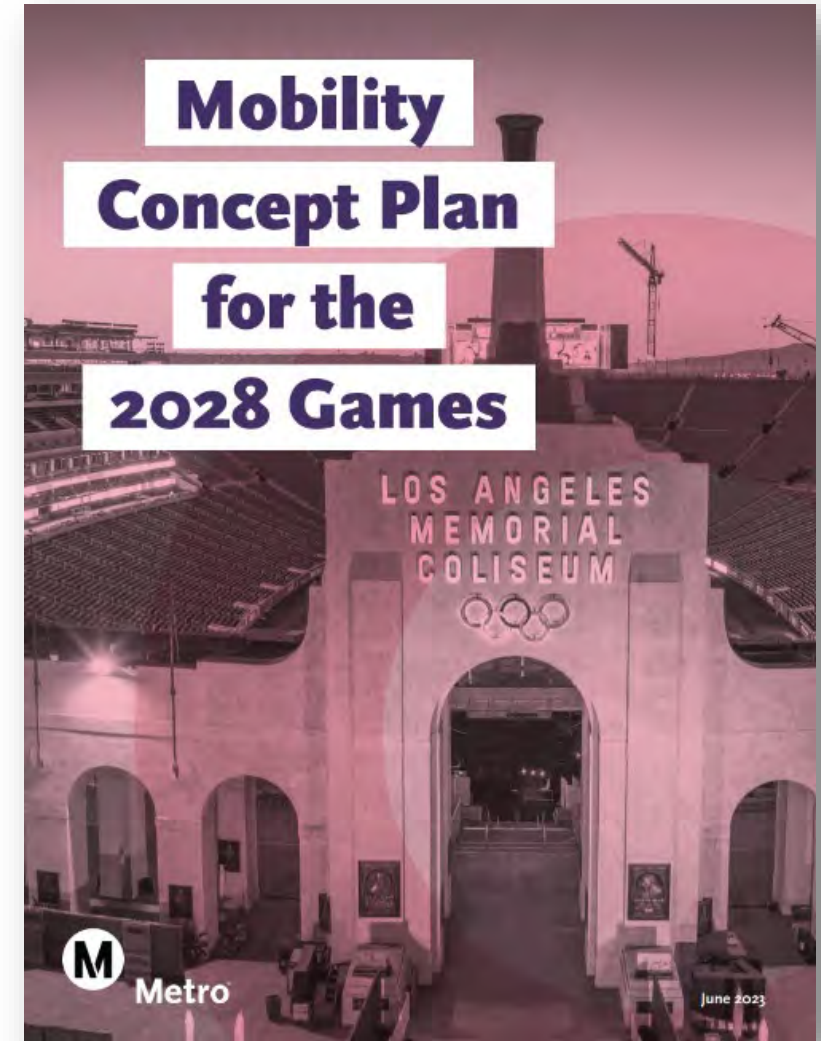
- Transit-first games
- Metro as the lead mobility service provider
- Defined essential Games needs

### *Evaluated critical areas*

- Roles/responsibilities
- Safety/security
- Customer experience
- Travel demand modeling

### *Identified key projects*

- Achievable by 2028
- Provide legacy benefits
- Support 2028 Games mobility



*June 2023*

Refer to file #: 2023 -0377

# MCP Workstreams

## ■ Essential Games Projects

- Games Enhances Transit Service (GETS)
- Games Route Network (GRN)

## ■ Legacy Infrastructure Projects

- First/last mile
- Bus Priority Improvements
- Mobility hubs
- LRT Improvements
- Key Stations (SOG)
- Zero Emission Bus Program Phase 1
- Access Services Fleet Electrification
- Metrolink 2028 Games Readiness Program
- Integrated Transportation Management

## ■ Legacy Programs

- Open Streets to Uplift Arts, Culture, and Recreation
- Transportation Demand Management
- Universal Basic Mobility



# Accessibility Goals

## Purpose:

- Ensure Games transportation elements are **inclusive and accessible "For All"**
- Leave **alasting legacy** of accessible transportation for Angelenos with disabilities
- Promote **awareness and integration of universal/inclusive, human -centered design** across all Games mobility expansion



*September 2025*

Refer to file #: 2025 -0658

## Accessibility Principles:

- **Integrated Inclusive Universal Design** into all Games-related infrastructure and Games planning. Accessibility as foundational design elements.
- **Prioritize Independent Mobility** thru systems designed to support accessible, safe and confident navigation and wayfinding
- **Advance Equity Through Access** by addressing the diverse and individual needs of disability. Implementing feedback and recommendations to mitigate & remove barriers to participation.
- **Accessibility Embedded in Every Workstream:** Equipping planners, engineers, and operators with comprehensive knowledge and tools to deliver accessible and userfriendly products.



# Metro Projects to Support the and Paralympic Games Planning

# 2028 Olympic



Commission on Disability 2028 Olympic and Paralympic Games

March 19, 2026



**Metro**

# Enhancing & Expanding Mobility through Accessible Transportation

- Enhance accessibility by implementing universal / inclusive human-centered design strategies that support the diverse needs of individuals with disability
- Ensure smooth and independent mobility for Angelenos and visitors throughout the Games.
- Integrate seamlessly into the broader transportation network to serve spectators, athletes, and workforce efficiently.
- Expand accessible transit options by providing accessible shuttle buses, expanding paratransit, and strengthening first/last mile connection
- Improve digital accessibility, including wayfinding and navigation.



# Piloting Accessible Solutions Ahead of the 2028 Games

- **Key opportunities include:**
  - Enhanced station, vehicle, programs, services and activities accessibility
  - Inclusive digital information and products
  - Training, and ongoing accessibility monitoring/audits.
  - Collaboration with government agencies and industry partners ensures policy alignment, while continuous feedback mechanisms drive improvements.



# Advancing Accessibility Through Expansion & Development of Ongoing Initiatives

Metro has identified 18 accessibility projects and initiatives designed to enhance:

Access, Equity, Diversity, Independence, and Dignity.

These projects are in various stages of implementation and development

- Expansion of language services and multilingual Volunteers Language Review Panel
- Dedicated Accessibility Assistance incorporated into events station management
- ADA tactile guidance expansion stations pilot
- Expanded Paratransit and Shuttle Services
- Inclusive First / Last Mile Solutions



# Advancing Accessibility Through Technology, Training and Support

- Accessible mobile app navigation and wayfinding at Rail, BRT, and bus stations, hubs and associated bus stops
- Calming/Recovery pods for neurodiverse and other customers with disability
- Operator and front line disabilities related awareness and sensitivity training
- Interpretation and Translation (person-to-person, web, print) and addition of ASL video interpretation
- Hands free access to customer intercoms or “Metro Call Points”
- Elevator modernization project - hands free access and real time monitoring



# Questions? Contact Metro Accessibility Leads

**Hector Gutierrez, Sr. Manager**

Office of Strategic Innovation

- Email: [GutierrezH3@metro.net](mailto:GutierrezH3@metro.net)
- Phone: 213.444.9304

**Benjamin Alcazar, Sr. Director, Civil Rights Programs**

Civil Rights/ Racial Equity/ Diversity & Inclusion

- Email: [alcazarb@metro.net](mailto:alcazarb@metro.net)
- Phone: 213.922.2634



## Public Comment #1

**Timestamp:** 2026-02-23 11:04:16.336000

**Full Name:** Eric A. Devezin

**Are you submitting feedback as an individual or on behalf of an organization?:** Individual

**Your public comment related to accessible transportation:** As a Doctor of Public Administration student and a local leader in IHSS governance, I am submitting these comments to urge the Commission to move beyond ADA compliance toward a framework of universal design and operational equity for the 2028 Olympic and Paralympic Games.

To ensure the Games serve as a catalyst for long-term progress, I propose the following three-pillar approach:

### 1. Institutional Accountability & The Transit Legacy

The City of Los Angeles must establish a Post-Games Accountability Framework. We cannot allow the specialized accessibility infrastructure and increased service levels created for 2028 to sunset after the closing ceremonies. Transit equity investments must be permanent, ensuring that the 'Games-time' standard of service becomes the 'Every-day' standard for LA's disability community.

### 2. Equity in Emerging Mobility (AAM & Rideshare)

As we look toward Advanced Air Mobility (AAM) and 'flying taxis,' these technologies must not be allowed to develop as exclusive, high-cost bypasses for the able-bodied. Any operating permits for AAM must be contingent upon physical accessibility and equitable pricing. Furthermore, for current rideshare platforms, I recommend a centralized, real-time enforcement mechanism to address 'refusal of service' incidents for wheelchair users during high-demand event windows.

### 3. Addressing Administrative Barriers (Flexibility in Timing)

A major barrier to transit equity is 'chrononormativity,' the rigid, non-flexible scheduling of paratransit that fails to account for the lived reality of people with disabilities. During the 2028 Games, the city must implement Dynamic Paratransit Windows. We must move away from 'normative' transit timelines and create flexible, priority-based scheduling that accounts for the extended time required for accessible navigation in a hyper-congested environment.

The "Ask": I request that the Commission require a public-facing Accessibility Impact Report by Q4 2026 that details how these emerging technologies and paratransit adjustments will be

monitored for equity.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?:** Yes, remotely

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

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## Public Comment #2

**Timestamp:** 2026-03-08 19:56:25.924000

**Full Name:** Carlos Mitchell

**Zip Code:** 91602

**Are you submitting feedback as an individual or on behalf of an organization?:** Individual

**Your public comment related to accessible transportation:** More accessible vehicles should be used during the Games. Buy or temporarily lease vehicles that can transport more than 2 wheelchairs at a time. Add more Park and Ride lots throughout the city with accessible shuttles to transport spectators. Work with UBER and LYFT to hire more drivers with accessible vehicles. Do not approve any new transportation companies or technology, such as AAM, unless their fleet will include a high percentage of accessible vehicles or aircraft. Also, encourage all venue cities, including but not limited to Carson, Anaheim, Long Beach, Pasadena, and even Oklahoma City, OK to increase accessible transportation during the Games.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes



### Public Comment #3

**Timestamp:** 2026-03-09 09:50:16.826000

**Full Name:** julio

**Zip Code:** 91731

**Your public comment related to accessible transportation:** yes

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

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## Public Comment #4

**Timestamp:** 2026-03-09 12:41:35.245000

**Full Name:** Holly Tyrer

**Zip Code:** 90028

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** Hidden Disabilities Sunflower

**Your public comment related to accessible transportation:** People with NON-APPARENT DISABILITIES ARE SYSTEMICALLY OVERLOOKED in discussions about accessible transportation. As we approach Los Angeles hosting global events in the coming years, THIS MUST CHANGE.

For a decade, the international symbol for non-apparent disabilities is the Hidden Disabilities Sunflower. It has already launched in 65+ countries, including the U.S. There is no other symbol that is internationally recognized on such a large scale to support people with non-visible disabilities. The Sunflower has been in talks with the City of LA and LA METRO for 3 YEARS. It always comes down to “no funding”. NOW is the time to allocate funding to adopt the Hidden Disabilities Sunflower and make LA’s transit system actually accessible for ALL people with disabilities, not just for those who use mobility devices.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.,

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.,

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.,

Focusing on transport access for ALL people with non-apparent disabilities such as autism, intellectual disabilities, chronic pain, learning disabilities, PTSD and many more.

**Would you like to speak at the public hearing on March 19?:** Yes, in person

**To help ensure full participation, please let us know if you require any accommodations.:**

Silence from the audience when speaking and no flashing lights due to brain injury

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

[REDACTED]

## Public Comment #5

**Timestamp:** 2026-03-09 16:02:11.957000

**Full Name:** Ben Kahn

**Zip Code:** 90066

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** Disability Community Resource Center

**Your public comment related to accessible transportation:** Accessible transportation has long been a systemic barrier to independence in Los Angeles and the surrounding region as a whole. People with disabilities and older adults who do not drive or that do not have access to personal vehicle face persistent hurdles in accessing services and amenities in both their own communities and the larger local economy such as groceries, doctors' appointments, or recreational activities.

With an anticipated 20% of LA28 stakeholders having some kind of an accessibility need, and approximately 1.4 million residents already residing in LA County identifying as having a disability (not counting visitors), it is evident that the current transportation infrastructure is insufficient for days that anticipate skyrocketing-demand from residents, visitors, athletes, media personnel and dignitaries all at once – such as the Games.

Additionally, with LA28 anticipated to prioritize public transit, those who currently rely on private Wheelchair Accessible Vehicles (WAVs) will likely shift to public and TNC transportation services, thereby immediately increasing baseline demand on already strained systems. Highlighted issues include:

### 1. TNC (Uber/Lyft) and Taxi WAV Capacity:

- Current TNC WAV availability is drastically insufficient; from request search to pick up, wait times approaching an hour are not uncommon.
- Taxi WAVs are similarly limited in scope and under current fleet capacity, may be unable to meet the anticipated increased demand from both residents and visitors.
- WAV driverless vehicles may help reduce general capacity strain but will be ineffective for those who will need assistance getting in or out of the vehicle.
- In Paris (2024) the Games saw successful deployment of over 1,000 on-demand accessible taxis in addition to hundreds of micro-mobility Toyota battery electric vehicles

like C+Walk and wheelchair e-pullers. Los Angeles would greatly benefit from similar deployment types while increasing scope to meet demand – especially given anticipated security barriers around venues.

## 2. Bus Accessibility and Capacity:

- Status quo city public bus layouts are limited to only two wheelchair tie-downs per vehicle. The time it takes to load and securing a single wheelchair can take multiple minutes and potentially lead to cascading delays that already result in individuals using wheelchairs being passed by at bus stops, even when space appears available.
- Route frequency will need to be increased to reduce capacity gaps; and parking compliance nearby stops will need greater immediate enforcement so that they retain functional access.
- Many bus stops remain wholly or partially inaccessible due to lack of curb cuts and sidewalk problems; greatly reducing community accessibility and creating immense ongoing frustration from residents.
- Wayfinding and effective communication improvements would greatly enhance how people get access to, use and navigate the services provided.

## 3. Legal Paratransit Limitations:

Paratransit services like Access are required by law to serve only eligible riders and visitors via fixed routes that complement public transit (i.e. 3/4th mile) and schedules, often requiring advanced 12 to 24 hour notice of any trip. Despite approximately 2,000 vehicles, these law-binding restraints may not be the saving bullet the City or wider region can solely fall back on to alleviate large-event and on-demand strain for both the public and athletes alike.

## 4. Driver Training and Conduct:

Drivers and attendants for buses, taxis and TNCs should receive enhanced training in reasonable accommodations, assistive device handling, and customer service to ensure independence, dignity, reliability and safety for all riders.

We have a real chance here with the Games to implement needed LEGACY accessibility improvements that will reduce liabilities for the City and go on to serve all people throughout the lifespan for decades to come! We urge the City to prioritize realistic, holistic, and systemic equitable access improvements to meet the functional needs of all residents, visitors, spectators, and athletes as soon as possible.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

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## Public Comment #6

**Timestamp:** 2026-03-10 00:04:27.369000

**Full Name:** Agnes Ndirangu-Mwathi

**Zip Code:** 91765

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** Hidden Disabilities Sunflower Program - USA/CA Ambassador

**Your public comment related to accessible transportation:** The City of Los Angeles is preparing to host some of the world's most significant sporting events, including the FIFA World Cup, the Super Bowl, the Olympic Games, and the Paralympic Games, welcoming millions of visitors, athletes, and spectators from around the globe. As the Official Public Transit Provider for the FIFA World Cup 2026, Super Bowl and a key transportation partner for the 2028 Olympics and Paralympics, LA Metro will play a critical role in moving residents and visitors safely and efficiently. With global attention on Los Angeles, Metro has a unique opportunity to lead in inclusive transportation by recognizing and supporting hidden or non-visible disabilities, including autism, ADHD, chronic illness, neurological conditions, and mental health challenges, which may require extra patience, understanding, or assistance while navigating busy transit environments.

One effective way to achieve this is through partnership with the Hidden Disabilities Sunflower Program, a globally recognized initiative that allows individuals to discreetly signal their need for additional support by wearing a sunflower lanyard. The program is already adopted by major airports, including Ontario (California), San Francisco, Santa Barbara, San José, Orlando, Miami, Denver, and JFK and recognized by airlines such as Air Canada and Lufthansa Group, training staff to respond with empathy and assistance. By joining the program, LA Metro will align itself with these leading transportation partners, raising awareness, training staff, fostering a culture of patience, and understanding, and ensuring that all passengers feel welcomed and supported. Hidden Disabilities Sunflower ambassadors in the U.S. and California are ready to collaborate, helping Metro showcase Los Angeles as a global model for inclusive, accessible transportation during these major events and beyond.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

Metro should lead in accessibility by partnering with the Hidden Disabilities Sunflower Program to raise awareness of hidden disabilities and ensure every rider receives the understanding, patience, and support they may need.

**Would you like to speak at the public hearing on March 19?:** Yes, in person

**To help ensure full participation, please let us know if you require any accommodations.:**

NO

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

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## Public Comment #7

**Timestamp:** 2026-03-10 10:09:19.627000

**Full Name:** Kim Hudson

**Zip Code:** 90025

**Are you submitting feedback as an individual or on behalf of an organization?:** Individual

### **Your public comment related to accessible transportation:**

It is essential that people with disabilities have access to the 2028 Olympic and Paralympic events both as participants and spectators. These games are an opportunity for all people to come together as one community to celebrate our cultural diversity. The city of Los Angeles and the Olympic organizers need to make every effort to ensure that each bus, train, or para transit vehicle is accessible for everyone. In addition, accessible transportation must be available close enough to the venues that people with mobility issues can easily enter the stadiums. Any improvements or accommodations made in transportation will be a benefit to the community for many years to come.

### **Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes



## Public Comment #8

**Timestamp:** 2026-03-10 10:23:33.579000

**Full Name:** Thomas Hershey

**Zip Code:** 90025

**Are you submitting feedback as an individual or on behalf of an organization?:** Individual

### **Your public comment related to accessible transportation:**

Once again, LA is coming to the world stage. we must ensure that accessible public transportation is available for athletes and spectators alike. we've made progress in this area in recent years, but we have much to do. let's work towards the goal at which the question of accessibility is answered with a simple "of course" - these efforts will bring LA to the forefront of accessible cities and will benefit our citizens and visitors for years to come

**Topics your comment relates to (check all that apply):** The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes



## Public Comment #9

**Timestamp:** 2026-03-10 13:55:44.861000

**Full Name:** Karen Reside

**Zip Code:** 90802

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** Long Beach Gray Panthers

**Your public comment related to accessible transportation:** The visibility plans and audio plans will help all individuals to connect with the right routes

**Topics your comment relates to (check all that apply):** The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

**Would you like to speak at the public hearing on March 19?:** Yes, remotely

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

[REDACTED]

## Public Comment #10

**Timestamp:** 2026-03-10 15:38:10.776000

**Full Name:** Mitzi Watson

**Zip Code:** 90014

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** Communities Actively Living Independent & Free

**Your public comment related to accessible transportation:** I think a centralized Olympic accessibility app should be developed to provide:

- Real-time elevator and escalator status
- Accessible route planning
- Shuttle tracking
- Audio navigation for blind travelers
- Captioned and visual alerts for deaf users

This system could be a real game changer (no pun intended) to integrate data from transit providers and venues to ensure that travelers can plan safe accessible routes with confidence.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

**Would you like to speak at the public hearing on March 19?:** Yes, remotely

**To help ensure full participation, please let us know if you require any accommodations.:**

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**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

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## Public Comment #11

**Timestamp:** 2026-03-10 17:42:49.004000

**Full Name:** Blanche Nelson-Herron

**Zip Code:** 90242

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** U.C.Me, LLC

**Your public comment related to accessible transportation:** U.C. Me provides a scalable safety architecture designed to improve awareness of vulnerable road users with In traffic environments. By integrating mobile signaling, roadside processing, and infrastructure alerts, the system aims to reduce collisions and enhance safety for injured service members, pedestrians, and military base personnel.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?:** Yes, in person

**To help ensure full participation, please let us know if you require any accommodations.:**

Yes

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

[REDACTED]

## Public Comment #12

**Timestamp:** 2026-03-11 09:46:00.826000

**Full Name:** Lori Andersen

**Zip Code:** 91361

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** Momentum

**Your public comment related to accessible transportation:** As the anticipation builds to the 2028 Olympic and Paralympic Games, it is critically important to ensure that the event is inclusive and accessible to all attendees, athletes, and staff, regardless of their physical abilities. One critical aspect of accessibility that demands the attention of the organizing committee and City of Los Angeles Commission on Disability is the provision of truly accessible restrooms equipped with adult changing tables.

Organizers can reasonably expect great demand for public transportation to and from the various Olympic and Paralympic venues. With this demand comes the expectation of wait time to load and disembark, especially during peak event times, so restrooms will be expected and necessary. It will be imperative to provide accessible restrooms with adult changing tables as they are essential for individuals with disabilities who require assistance with personal care needs. Without these facilities, people with significant mobility challenges face undignified, unsafe, and often unsanitary conditions when attending the planned events. This not only impacts their health and well-being but also limits their full participation in the excitement and spirit of the Games.

Imagine being a disabled veteran, a person with a disability, or an aging adult with limited mobility – and being thrilled to learn that the 2028 Olympic and Paralympic games are coming to Los Angeles. Now imagine that you can't go to this once-in-a-lifetime even because there are no truly accessible restrooms that safely meet your needs. To exclude anyone from attending this event because organizers failed to provide this most basic human right it to deny disabled veterans, people with disabilities, and the aging population their most basic human and civil rights.

Because of the temporary nature of this event, as well as the large geographic footprint, it is impractical and too costly to install permanent accessible restrooms at each transportation hub,

making mobile facilities the only viable option. As the nation's first fully accessible, universally designed, and ADA-compliant mobile restroom, California's Momentum Refresh is designed to meet this critical need. Refresh mobile accessible restrooms are equipped with comprehensive features and dedicated staff to ensure a dignified and convenient experience for all spectators, participants or staff attending the 2028 Olympic and Paralympic Games.

Momentum Refresh was designed with input from individuals with disabilities, their families, and direct support professional caregivers (DSPs) to offer real accessibility, including a powered, height-adjustable adult-sized changing table, a powered, height-adjustable sink, an overhead hoist on a track system for safe transfers, a toilet with a bidet, including height and width-adjustable grab bars, a universal mobility device lift for easy transfer into a mobile restroom, and a temperature-controlled restroom with heat, air conditioning, and ventilation.

Momentum Refresh is an award-winning, globally recognized innovation and a solution to enhancing accessibility, inclusion, and equity at major events throughout the United States. It has been awarded Fast Company's World Changing Ideas award and the Anthem Award top Gold award for both Human & Civil Rights and Innovation. However, the most important aspect of these awards is the significance these prestigious organizations place on restroom accessibility and their understanding that access to safe and truly accessible restrooms are, in fact, a fundamental human and civil right.

The Olympic and Paralympic Games stand as a global symbol of unity, diversity, and human potential. To honor these values, the planning and infrastructure must reflect a commitment to inclusion. Utilizing adult changing tables in accessible restrooms across all venues, including transportation hubs, will demonstrate respect for the dignity and rights of individuals with disabilities and their caregivers. It also provides a global showcase to highlight the innovative use of technology by California companies, like Momentum, to create truly inclusive events.

We urge the organizing committees, city planners, and relevant stakeholders to prioritize this essential feature in all public restroom facilities associated with the 2028 Games. By doing so, we can help set a new standard for accessibility that inspires future events and positions Los Angeles as a global leader in inclusion.

Thank you for considering this crucial aspect of accessibility. The 2028 Games should be a model of inclusion and respect for all, which provides Los Angeles an ideal opportunity to be rightly viewed as a city that embraces all participants and spectators, including those with disabilities.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes



## Public Comment #13

**Timestamp:** 2026-03-11 10:59:53.087000

**Full Name:** Simone Santoro

**Zip Code:** 90505

**Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** Sunflower lanyard

**Your public comment related to accessible transportation:** Hidden Disabilities

Sunflower is extremely important to make transportation accessible for people with non-visible disabilities.

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Hidden Disabilities Sunflower is extremely important to make transportation accessible for people with non-visible disabilities.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

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## Public Comment #14

**Timestamp:** 2026-03-11 13:30:28.778000

**Full Name:** DJ Tomko

### **Are you submitting feedback as an individual or on behalf of an organization?:**

Organization (Please specify below)

**Organization Name:** State Council on Developmental Disabilities (SCDD) Los Angeles Office

### **Your public comment related to accessible transportation:**

- Encourage Uber and other ride-share providers to increase the accessibility of their vehicles by offering incentives such as financial rewards, tax breaks, or recognition programs.
- Recruit families with accessible vehicles to become ride-share providers for the Games.
- Develop partnership with ride-share providers or incentivize their involvement to supplement Metro's paratransit lineup during high demand periods.
- Use predictive analytics to anticipate high-demand times and locations during the Games to allocate resources effectively.
- Develop a navigation app specifically designed for individuals with disabilities, providing information on accessible routes, real-time updates, and booking capabilities.
- Increasing driver training on accessibility to increase awareness and ability in handling adaptive equipment and assisting passengers with disabilities.
- Implement a volunteer support program with trained volunteers to assist individuals with disabilities in navigating transit hubs and boarding vehicles. Volunteer recruitment and training can include high school students (often need to complete volunteer hours), social work college students (often need praxis hours), and or other college students. Targeted recruitment can also be beneficial to include siblings and family members of individuals with disabilities.
- Recommendation to focus recruitment efforts on referrals from individuals with disabilities, and to implement an interview and screening process.
- Ensure all paratransit communication, signage, and applications are available in multiple languages and plain language formats, including American Sign Language (ASL) and braille.

### **Topics your comment relates to (check all that apply):**

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?:** No

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?:** Yes

[REDACTED]

## Public Comment #15

**Timestamp:** 2026-03-11 13:33:43.740000

**Full Name:** Veronica Ino

**Zip Code:** 91366

**Are you submitting feedback as an individual or on behalf of an organization?:** Individual

**Your public comment related to accessible transportation:** : Any services access services offered should include information for Deaf visitors and should clearly posted access to ASL and/or Tri-lingual interpreter services. This includes recommending reliable Video Relay Service (VRS) or interpreting apps, such as Convo, so Deaf visitors can easily connect with interpreters when needed.

For visitors who are not fluent in ASL but communicate using BSL, JSL, or other signed languages, information about access to trilingual interpreting services should also be posted and easy to locate. These resources should connect directly to any accessibility programs your organization already provides, ensuring that all Deaf and hard-of-hearing individuals can navigate services without communication barriers, should they need to use accessible program during their visits.

I highly recommend collaborating with the Greater Los Angeles Agency on Deafness (GLAD). Their expertise in Deaf services, interpreting coordination, and community engagement can help strengthen your accessibility planning and ensure that your approach aligns with best practices for Deaf visitors

**Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?: No**

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?: Yes**

[REDACTED]

## Public Comment #16

**Timestamp:** 2026-03-11 15:19:43.947000

**Full Name:** Paul Bowers

**Zip Code:** 90026

**Are you submitting feedback as an individual or on behalf of an organization?:** Individual

**Your public comment related to accessible transportation:** Current Rideshare vehicles are unsafe lacking adequate suspension resulting in a painful, injurious experience for the passenger.

Road conditions and securement policy make travel by bus similarly unsafe and unpleasant for wheelchair users and other passengers as well as potentially damaging to the wheelchairs themselves. Simpler securement innovations could solve this issue.

Straps with hooks put lateral pressure in parts of the chair that are not designed to withstand forces from those directions.

If passengers exiting the bus would use rear doors as announced this would allow better flow and prevent lost time and frustration.

A flashing sign At the front of the bus visibly indicating a wheelchair is exiting the bus would save the driver, the wheelchair user and the riders attempting to board -energy and time.

### **Topics your comment relates to (check all that apply):**

Policy recommendations to ensure equitable and seamless transportation experiences for individuals with disabilities traveling to, from, and between Olympic and Paralympic venues.

The accessibility and availability of bus, rail, and paratransit services for Games attendees with disabilities, including station access, onboard features, and staff assistance.

Challenges and opportunities related to accessible rideshare options during the 2028 Games, including vehicle availability, booking processes, and driver training.

Public perspectives on the future role and accessibility design of emerging transportation modes, such as Advanced Air Mobility (AAM) aircraft, commonly referred to as flying taxis, in the context of the 2028 events.

**Would you like to speak at the public hearing on March 19?:** Yes, remotely

**If time permits, do you give permission for your comment to be read or summarized during the public meeting?: Yes**

[REDACTED]

## Public Comment #17



March 11, 2026

City of Los Angeles Commission on Disability

[dod.contact@lacity.org](mailto:dod.contact@lacity.org).

RE: Written testimony regarding accessible transportation planning for the 2028 Olympic and Paralympic Games and other upcoming major events in Los Angeles in advance of participating in the public hearing on this topic on March 19th.

Dear Los Angeles Commission on Disability:

On behalf of DTLA Mobility for All, a project of FASTLinkDTLA, Communities Actively Living Independent and Free (CALIF), Butterfli Technologies, MoveLA, agape mobility, the Aging and Disability Transit Network (ADTN) and Thrive Adaptive, we are writing to provide comments on necessary improvements needed in order to properly deliver accessible transportation for the 2028 Olympic and Paralympic Games and other upcoming major events.

DTLA Mobility for All has built a robust and dedicated coalition of advocacy organizations for seniors and people with disabilities to urge additional funding for improvements to transportation, infrastructure, safety and mobility services in Los Angeles County. We should all keep in mind that Los Angeles County's population of senior citizens will increase to 26% of all LA County residents or nearly 2.5 million people by 2030, and today is home to over 1 million people who identify as having physical disabilities.

Our coalition would like to raise the following issues to improve accessibility during the 2028 Olympic and Paralympic Games and other upcoming major events:

### **Mobility Services**

1. Adequately fund paratransit and other mobility services such as ACCESS, Butterfli Technology WAV service, Metro Micro, etc to meet the needs of millions of visitors with disabilities at these global events.

2. Provide signage at transit stations with phone numbers for WAV service providers for visitors with disabilities.
3. Provide safe curb access for pick-up and drop-off for people with disabilities, with enough space for people with disabilities to enter from the rear of a vehicle.
4. Ensure streetlights properly function at these locations for traveler safety at night.
5. Provide dedicated curb ramps for safe ADA sidewalk access from designated pick-up/drop-off locations.
6. Increase the number of placard parking spaces.

### **Sidewalks and Intersections**

1. Increase or activate “chirp signals” at intersections → Metro and all City DOTs in LA County.
2. Allow spoken word “chirp signals” in multiple languages.
3. Better/longer crosswalk signal timing for people with disabilities.
4. Complete all ADA PROWAG Curb ramps.
5. Prohibit delivery robots on public sidewalks during global events.
6. Improve sidewalks within one mile of transit stations.

### **Elevators**

1. Elevator access → ensure cleanliness and safety, zero tolerance of elevators not functioning.
2. Ensure that reporting of broken elevators is timely and accurate.
3. Better predictions of repair time needed. People need accurate information to make good travel decisions using stations that meet the elevator needs of people with disabilities.

### **Shade / Water / Accessible Bathrooms**

1. Ensure universally accessible transit stations with shade and cooling stations for people with disabilities, as the LA28 Games will be in hot summer months
2. Expand STAP / mobility hub program for shade and connectivity.
3. Increase number of ADA accessible Throne Bathrooms at transit stations and activity centers
4. Provide water / cooling stations at heights for people in wheelchairs to fill water bottles
5. Fund CALIF, Luskin Orthopaedic Institute for Children (Luskin OIC) and other similar organizations near transit to provide emergency personal health assistance, adult changing areas, wheelchair and other device repair, electric charging, and replacement for damaged devices due to wear and tear on city streets and sidewalks.

## **Technology**

1. Dedicated app for people with disabilities to access transit stations which identifies real time malfunctions of elevators and escalators and predicted dates when they will be repaired.
2. Reporting using Metro's "Transit Watch" app does not have any customer feedback as to when issues will be repaired or resolved.
3. Universally accessible wayfinding at all transit stations and at pick-up/drop-off locations.
4. Real time information about construction and filming! Thanks to the film industry for improvements such as covering filming cords with low profile accessible ramps for people with disabilities to continue to use the sidewalks.

## **Wayfinding / Signage**

1. Incorporate Braille Institute legibility for signage and wayfinding.
2. Signage for crosswalks that shows alternative routes for wheelchairs.
3. Digital signage at eye level for people in wheelchairs.

## **Bike / Scooter Lanes**

1. Ensure safer, well-painted and well-lit bike lanes so that bikes and scooters will use the bike lanes and not be a hazard on the sidewalks.
2. Register scooters and ensure that they are not lying on sidewalks blocking the passage of people with disabilities. rather than being "parked" upright on sidewalks.

## **Transit Station Design Improvements Needed**

1. Metrolink platform access at Union Station is too steep for wheelchair travel to trains.
2. Create better access ramps to platforms, that do not trap wheelchair tires.

## **Emergencies / Detours**

1. Create emergency plans for people with disabilities in case transit stations need to be closed abruptly due to incident management.
2. When there need to be emergency street closures due to events, make sure that care givers can get to their clients safely and in a timely manner
3. Fund special WAV service to provide emergency detour service in places that are not ADA accessible.

## **SWAG helpful for People with Disabilities to Beat the Heat and Stay Safe**

1. From Cynde Soto → Flashing lights with City of Long Beach logo! Reflective lights for people using wheelchairs, walkers or rollators traveling at night
2. Consider branded water bottles plus holders to clip to a wheelchair or walker.
3. Personal shade SWAG!!! Small umbrellas. Hats. Personal fans with misters!

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If you have any questions about these suggestions, please feel free to contact me at [hilary@fastlinkdtla.org](mailto:hilary@fastlinkdtla.org) or (213) 448-2900.

Thank you so much for your time and consideration, and we look forward to testifying in person and remotely on Thursday, March 19<sup>th</sup>.

Sincerely,

A handwritten signature in cursive script that reads "Hilary Norton". The signature is written in a dark ink and is positioned above the printed name.

Hilary Norton

Executive Director, FASTLinkDTLA and DTLA Mobility for All ([www.dtlamobility4all.org](http://www.dtlamobility4all.org))  
California Transportation Commission Chair and Commissioner (2019 to 2024)

CC: All DTLA Mobility for All Coalition Members