MOTION

TRADE, TRAVEL AND TOURISM

Los Angeles World Airports (LAWA) operates the LAX FlyAway Bus Program, which has four service routes across LA County (Van Nuys, Hollywood, Union Station, and Long Beach), where passengers can take a bus directly to and from the Central Terminal Area (CTA) at LAX. The FlyAway was created to reduce airport traffic congestion and air pollution and provides an alternative to passengers to access the airport.

Recently, LAW A implemented LAX-it to reduce traffic and free up curb space in the Central Terminal Area while contractors build the Automated People Mover (APM), an elevated tram connecting the airport to Metro's growing rail network. LAX-it has prioritized high occupancy shuttles and FlyAway buses in the inner lanes of the arrivals level, providing the public with more convenient ways to get to LAX via transit.

Though airport transit is improving and the Crenshaw Line will be operational later this year, much more can and should be done to reduce traffic and emissions by continuing to prioritize bus and shuttle service to LAX. FlyAway service should expand to achieve these goals as Angelenos shift from car to transit and improve the reliability and quality of their travel experience at the world's 4th busiest airport.

Later this year, LAWA will be releasing an updated Request for Proposals (RFP) for potential future FlyAway service providers to bid on. It is vital that this RFP prioritizes more reliable, affordable, sustainable, and customer-centric service for current and future passengers and employees at LAX, regardless of profitability.

WE THEREFORE MOVE that Los Angeles World Airports be REQUESTED to report on the status of the LAX FlyAway Bus Program and include an analysis of recommendations to improve FlyAway including:

- **Reliability:** ten-minute headways or better for all current FlyAway lines, contractual protocols for expanding FlyAway service on-demand when busses fill to capacity;
- **Affordability:** five-dollar flat fare for all FlyAways, free transfers to regional bus/rail, reduced taxi and TNC fares for customers traveling to/from non-CTA FlyAway pick up locations;
- **Sustainability:** cleaner FlyAway vehicles, LAWA financial incentives and staff assistance for capital and operations for biodiesel, compressed natural gas (CNG), and zero-emissions vehicles (ZEV) like battery electric and fuel cell-powered vehicles;
- **Customer-Centric:** online and mobile ticket purchasing, integrations with payment services like ApplePay; responsive capacity planning ensuring FlyAway customers are not left stranded when vehicles reach capacity; real-time occupancy reporting; real-time next bus arrival notifications via dynamic digital signage, mobile SMS text alerts, and via GPS services like Google Maps;
- **Future Growth:** contractually-based fiscal incentives for FlyAway provider(s) to maximize ridership and minimize customers left on the curb: incentive and compensation to advertise, bonuses to meet occupancy targets and expand service, bonuses to trial new service routes, and penalties assessed for customers reporting being left on the curb due to insufficient bus capacity. The future contract should be flexible, and allow incremental revision or additional scope as-needed. LAWA should provide a cost-benefit analysis to supplying FlyAway buses in-house via purchased or leased vehicles similar to the LAX-it program.