

commuteLAX FY22 Annual Report

July 2021 – June 2022

LAWA

LOS ANGELES WORLD AIRPORTS

commuteLAX



Introduction

For many years, congestion in and around the Los Angeles International Airport (LAX) has been a persistent and growing issue affecting travelers, residents and employees. As set forth in the Los Angeles World Airport's (LAWA) Mobility Strategic Plan, LAWA's transportation goals are to reduce congestion, improve air quality, and encourage sustainable travel choices by offering multimodal commute programs and benefits to LAX employees. LAWA established a Transportation Management Organization (TMO), called commuteLAX, in July 2021 in order to help the Airport achieve these goals.

Why a TMO?

A Transportation Management Organization (TMO) serves as a hub where employees of multiple employers can find information regarding alternative commute options. The mission of a TMO is to shift travel behavior away from driving alone, by encouraging carpool, vanpool, shuttle, walking/cycling, and mass transit use. Providing more information and travel options can improve employee attraction, retention, job satisfaction, and overall quality of life.

In 2019, LAWA commissioned a study that researched the transportation needs of LAX employees and recommended LAWA establish a LAX TMO to bridge the gap between employers at LAX and offer LAX employees a one-stop-shop where they can learn about alternative commute options, and explore which transportation mode best fits their commute and lifestyle. In addition to increasing awareness of these programs, the LAX TMO can track commute-related vehicle miles traveled (VMT) and reduce employee single occupancy vehicle travel to achieve the goals set forth in the Mobility Strategic Plan.

LAX TMO Policy

In June 2021, the LAX Board of Airport Commissioners (BOAC) approved the LAX TMO Policy, establishing the LAX TMO, commuteLAX, and requiring participation of all companies with a lease, sublease, permit, contract or other agreement to operate within the geographic boundaries of commuteLAX (see map below).



The first year of the program was free to employers and focused on marketing, outreach, employer awareness and data gathering.

What is commuteLAX?

Administered through the LAWA Rideshare Office, commuteLAX is a one-stop shop for commute resources for employers and employees at LAX.

What does commuteLAX do?

commuteLAX is here to:

- Provide options and information to make commuting to LAX easier
- Help employers better understand commute patterns and needs
- Provide a range of commute programs
- Encourage sustainable commuting
- Help employers comply with commute regulations

Membership

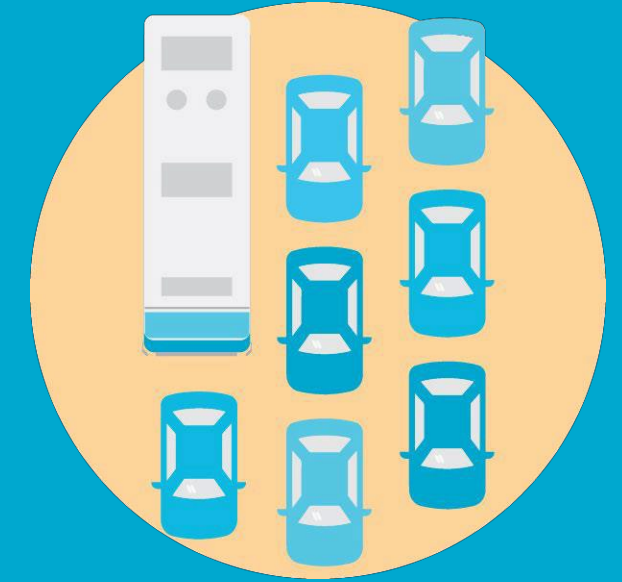
Through commuteLAX, employers contribute to a more stress-free commute and improved quality of life for their employees. All LAX employers are required to participate by assigning a liaison to the TMO, reporting their total number of LAX badged employees, and paying the TMO fee.

Annual fees are determined by the number of qualifying employees who report onsite at least 10 days per month. The annual fee is \$10 per LAX employee, capped at \$10,000 per employer. The TMO will use these fees to implement incentive programs for LAX employees using alternative commute modes.

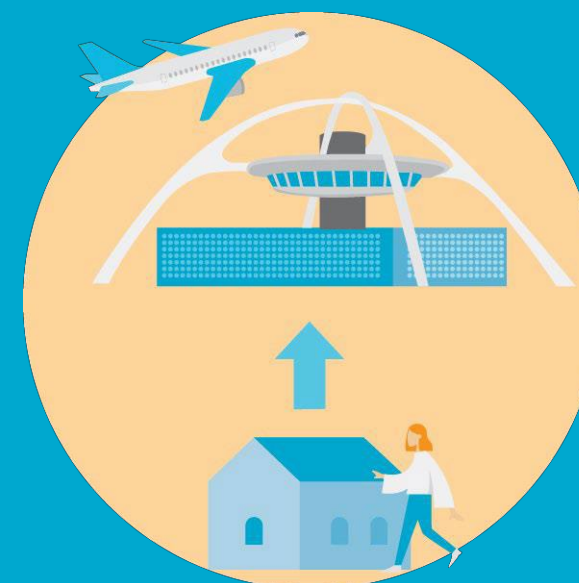
commuteLAX core objectives



Promote efficient travel choices



Reduce traffic congestion



Enhance mobility options that increase access to LAX



Improve air quality

Year One Achievements

During the first year of the program, the commuteLAX team has:

- Conducted outreach to 978 companies onsite
- Issued an Annual Workforce Survey to nearly 200 Employee Transportation Coordinators
- Conducted an Annual Employee Transportation Survey with 577 responses
- Established a centralized website that provides personalized trip planning support: (<https://www.lawa.org/commutelax>)
- Raised program awareness through tabling events at the Security Badge Office during Rideshare Week and at the LAX job fair
- Advertised commuteLAX
 - through signage in the employee shuttles
 - handing out informational cards to employees in the terminals
 - through informational cubes and posters displayed in the Security Badge Office
- Administered a monthly newsletter to all TMO participants, both Employee Transportation Coordinators (ETC's) and their employees

These actions helped establish a baseline program to help guide metrics, measure outcomes and track success.



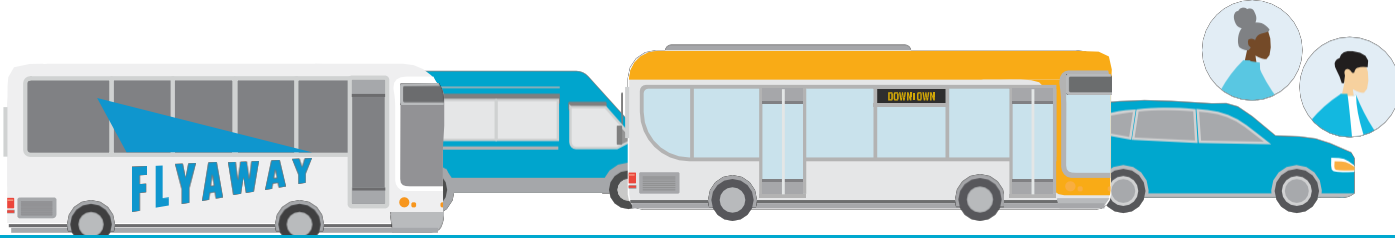
TMO goals



Goal 1: Employee Participation

20%

participation from all LAX employees in commuteLAX programs by 2028



Goal 2: Reduce Vehicle Miles Traveled (VMT)

16,450

fewer daily employee vehicle miles traveled by 2028

Eligible participants include 978 employers who operate within the commuteLAX boundary, representing about 16,000 employees who regularly commute to the airport. An additional 3,000 LAWA employees and 3,000 federal government agency employees will also be eligible to participate in some commuteLAX programs, for a total of about **22,000** employees. An employee will be considered an active participant if they are enrolled in a commuteLAX program (i.e. vanpool, etc.).

This reduction is equivalent to reducing commute VMT to an average of 20.4 VMT per employee per day. With the average vehicle emitting about 404 grams of carbon dioxide per mile, this would result in an emissions savings of about 14,651 lbs per day.*

* <https://www.epa.gov/greenvehicles/greenhouse-gas-emissions-typical-passenger-vehicle#driving>

Current commute program options available

During the first year of the program, commuteLAX coordinated with LA Metro and the City of Inglewood to identify and promote available commute options for LAX employees, particularly those living nearby in Inglewood.



Vanpool and Carpool

- 64 LAWA Vanpool routes open to LAWA and LAX employees.
- Assistance finding a vanpool through LAWA and LA Metro Vanpool Programs, as well as carpool matching.



Metro Micro

- On-demand shuttle service where employees can schedule trips via mobile app.
- TAP users pay \$1 per ride and can use stored value on their TAP card to pay for trips.
- 7 days/week, 5 a.m. – 9 p.m.



IRide

- On-demand app-based shuttle service for LAX employees who are Inglewood and Lennox residents
- Provided by Inglewood and funded by LAWA, free for the 1st year
- 7 days/week, 4 a.m. – 8:00 a.m. and 12:45 p.m. – 4:45 p.m.



Transit Planning & Flyaway

- Online transit trip planner and transit options on commuteLAX website
- Discounted monthly Flyaway passes



Guaranteed Ride Home

- Employees enrolled in commuteLAX can be reimbursed for up to two rides home per year through Metro's Guaranteed Ride Home Program.



Biking

- Employees can receive assistance with finding a bike route to work, and information on bike lockers.

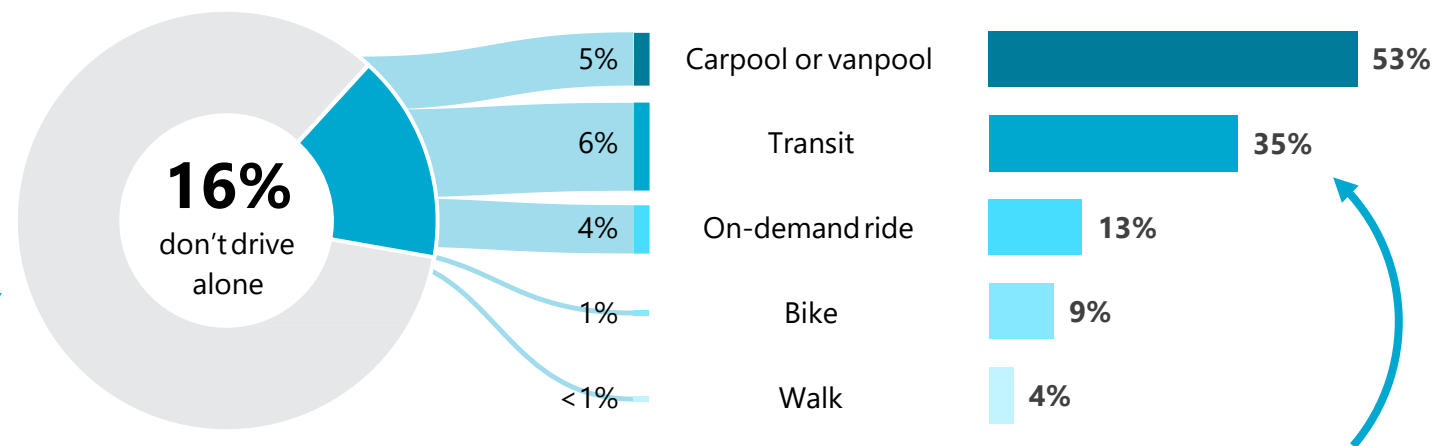
Survey Results: Commute patterns

How do employees commute today?

LAWA staff conducted two surveys in 2021-2022 to establish a baseline understanding of employee commutes.

The Annual Workforce Survey (n=159 employer responses) and the Annual Employee Transportation Survey (n=577 employee responses) together paint a picture of employee commutes, shift start and end times, and commute-related programs.

Please note that employee survey results are not representative of all LAX employees due to the sample size.



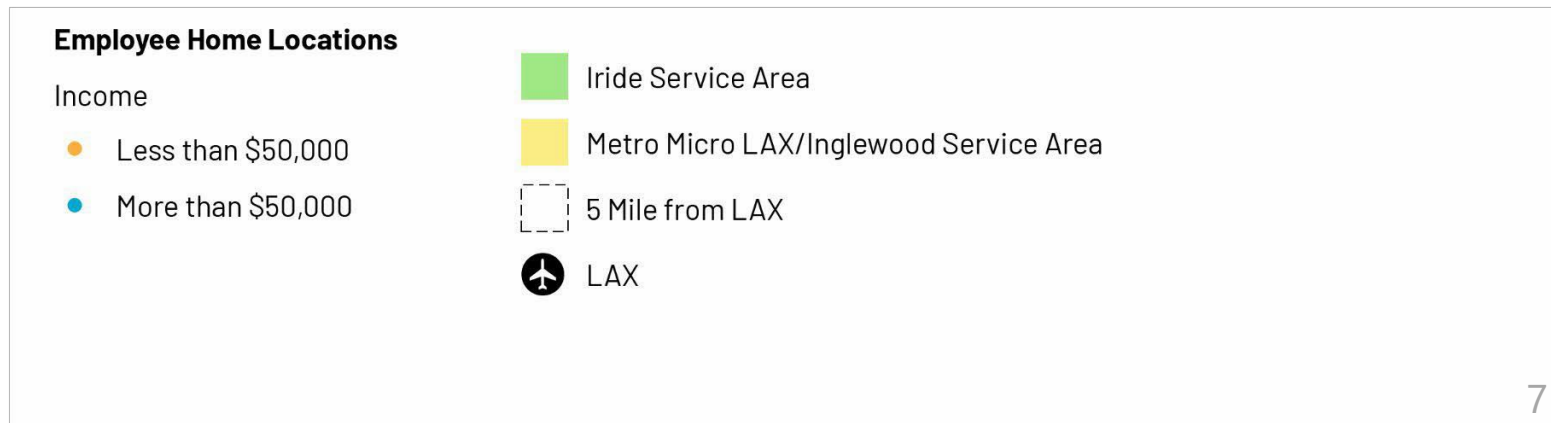
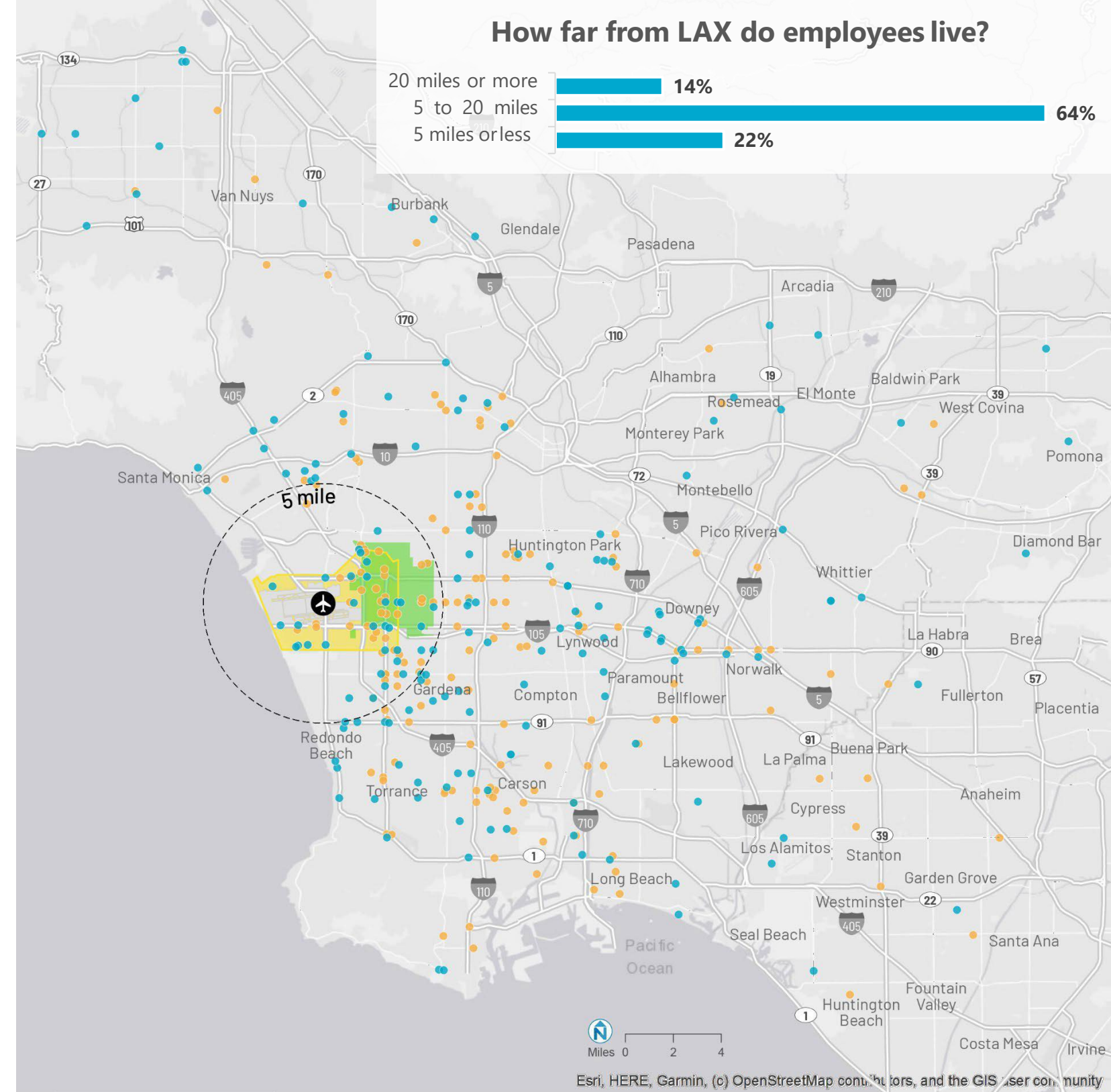
Roughly 6 out of 7 LAX employees (85%) drive alone to work—15% use another transportation mode.

The most common options apart from driving alone are transit (6%), carpool (5%), and on-demand rides (4%).

What else might employees consider?

Employees are most willing to consider carpool or vanpool (53%) and transit (35%).

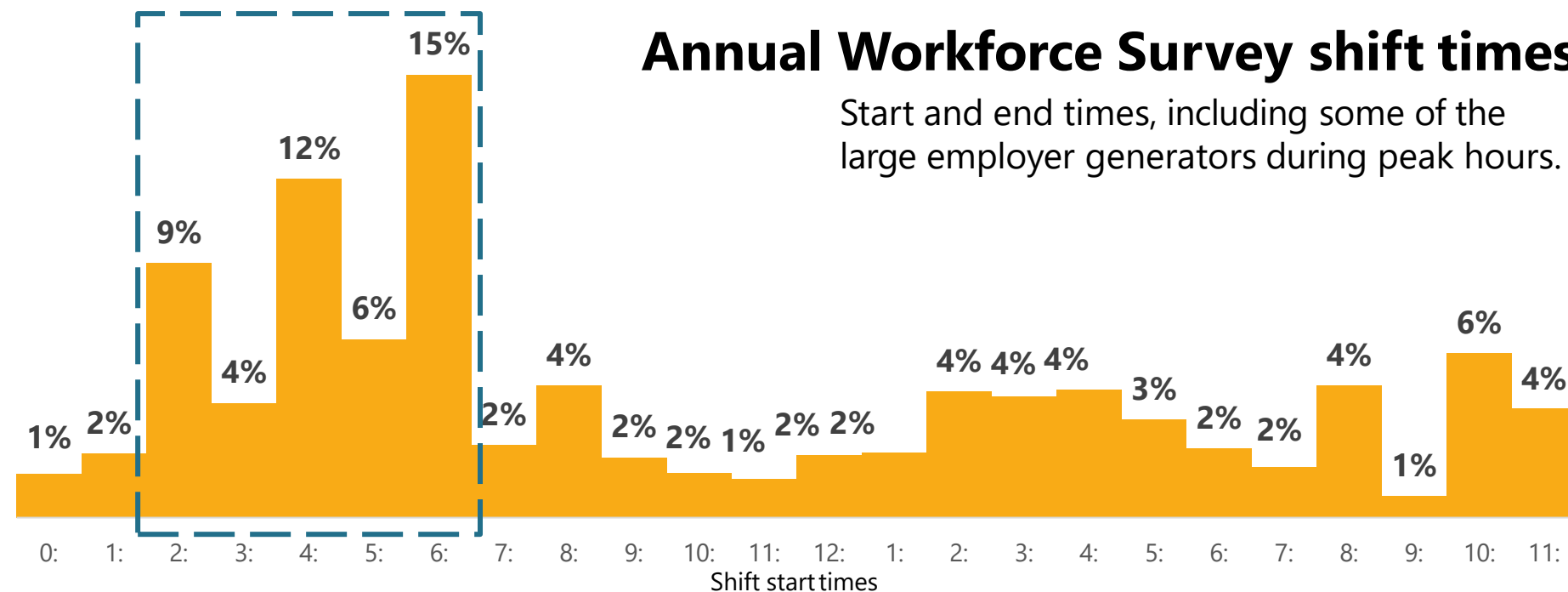
How far from LAX do employees live?



Survey Results: Employee shift start and end times

According to the Annual Workforce Survey, there is a wide morning peak period from about 2 a.m. to 6 a.m. There is also a late evening peak from about 8 p.m. to midnight.

Shift end times see a morning peak from about 6 a.m. to 8 a.m., during the traditional morning rush hour. A large midday peak between 12 p.m. to 3 p.m. is followed by a large evening peak between about 9 p.m. to 1 a.m.

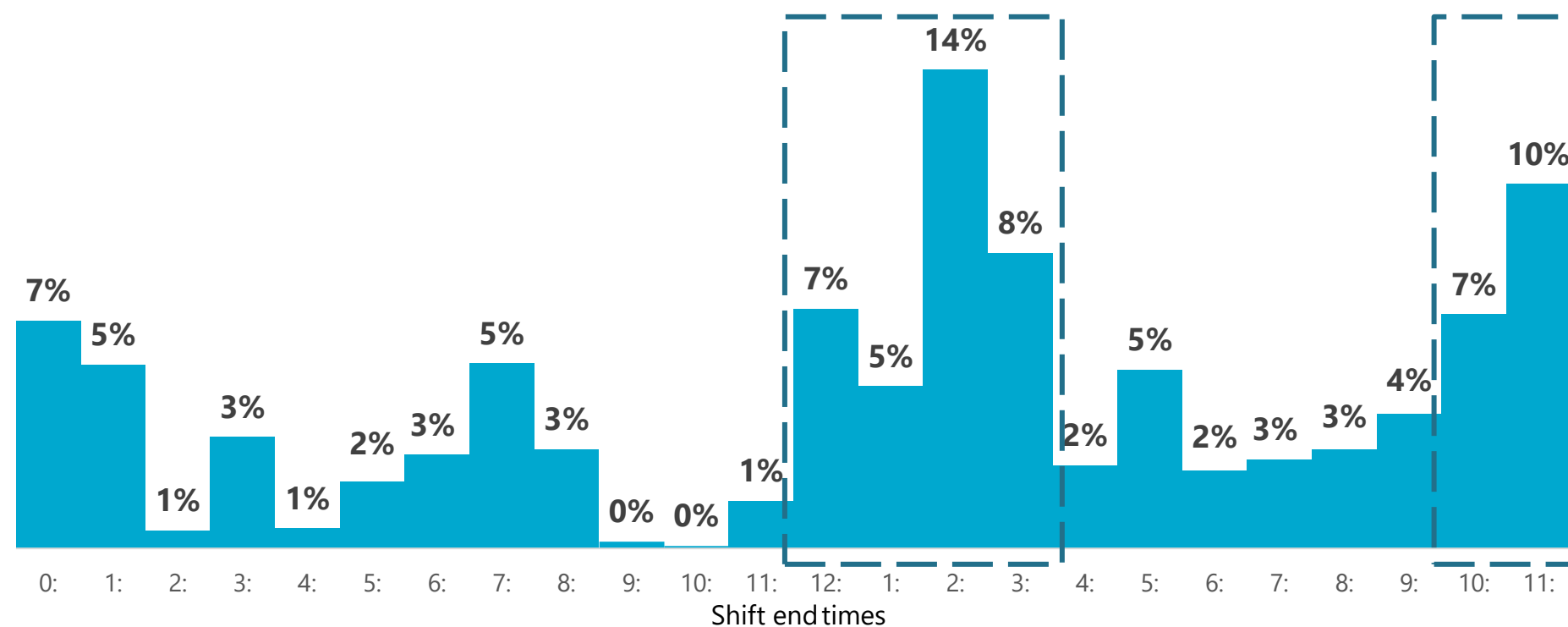


Shift time takeaways

These travel patterns are noteworthy when planning future commute options:

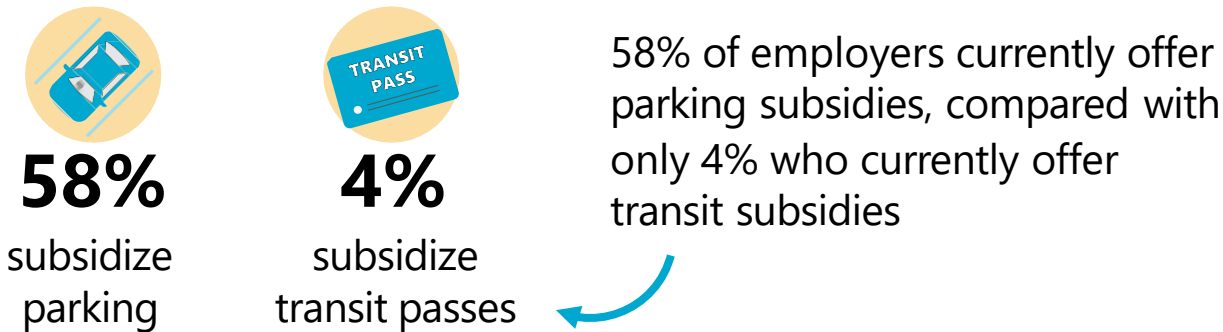
- Peak commute times are during times with limited transit service available.
- Carpool and vanpool are promising options during clusters of start and end times.

Please note that employee survey results show more traditional peak hour start and end times, around typical morning and afternoon rush hours. However, these results are not representative of all LAX employees due to the sample size.

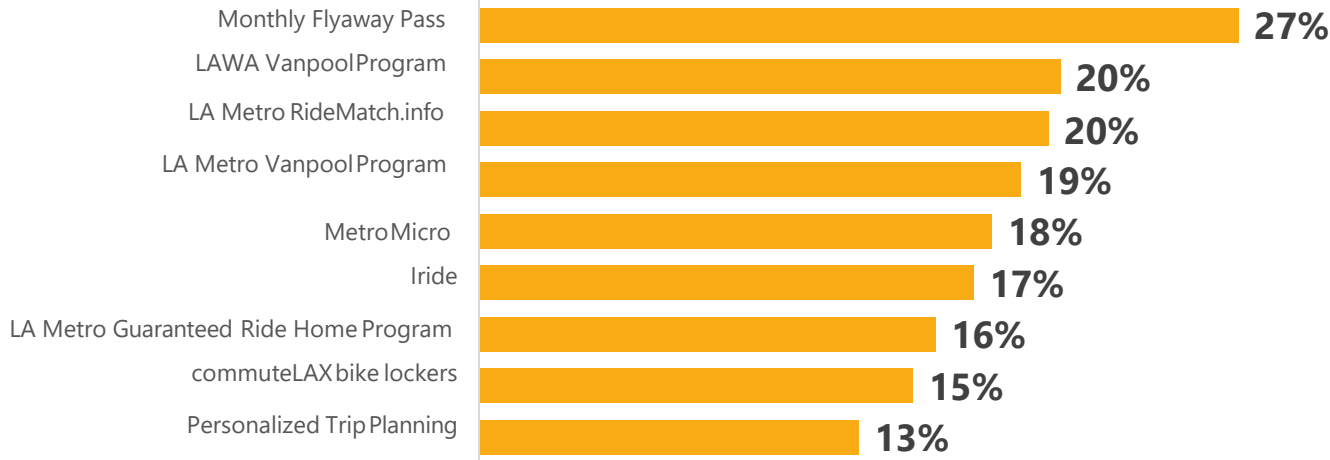


Survey Results: Commute programs

What programs do *employers* currently offer?



Which commuteLAX programs are employees aware of?

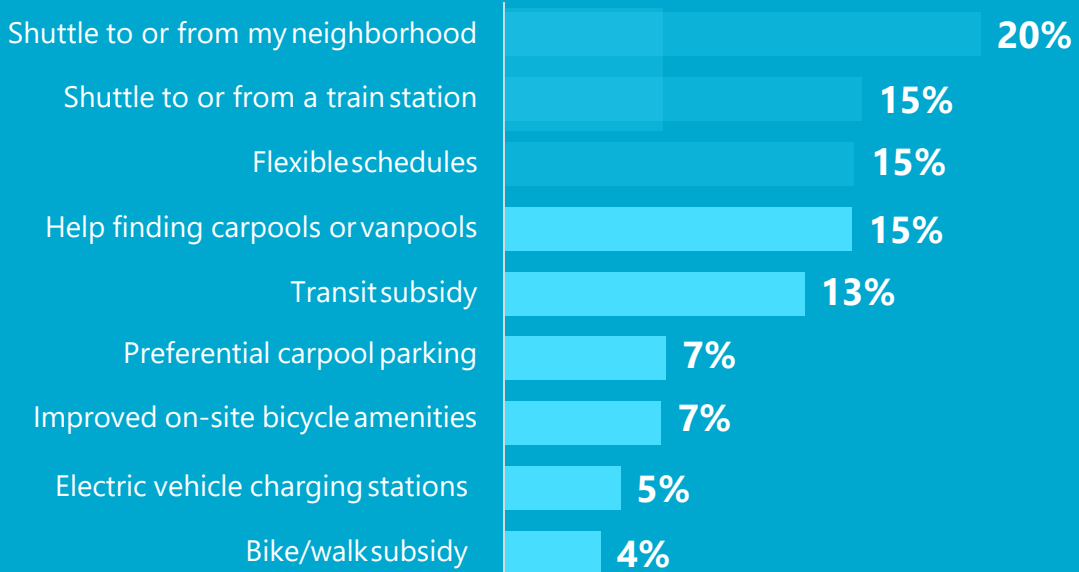


Between 13% and 27% of employees were aware of existing commute programs. As such, awareness and engagement will continue to be an important part of LAWAs efforts moving forward.



What do employees want?

Which commute programs would make employees more likely to try a sustainable commute option?



Many programs, like subsidized transit, carpool parking, and on-site bicycle amenities are either available already or in development.

Why do employees choose to drive alone?

Knowing the reasons why employees drive alone can shed light on barriers to trying sustainable commute options and help us plan future programming.

The top six reasons for driving alone are (1) time and convenience (48%), (2) irregular hours (37%), (3) privacy (36%), (4) too far to walk or bike (30%), (5) difficulty finding people to carpool with (26%), and (6) transit not fitting schedule (25%),

What is commuteLAX doing next?

New and expanded tools and services:



Transit Pass Program *Fall 2022*

- Subsidized transit program for eligible LAX employees
- Allows eligible LAX employees to purchase a monthly transit pass from commuteLAX at a discounted rate (commuteLAX will only pay for work-related trips)
- LAWA aims to reach 500 monthly participants in the first year, but estimates that participation could increase to 4,000 participants on a monthly basis.



Carpool and Vanpool enhancements *Ongoing in 2022-2023*

- Initiate a carpool parking incentive, to include a reduced monthly parking rate and preferred parking in the employee lots
- Two-year extension of current van leasing contracts (hybrid vehicles)
- Improve vanpool matching outcomes by integrating vanpools currently operated by individual employers



Commute platform *Procure app based tool for managing commute programs*

- App-based commute tool that will deliver commuter benefits to employees through one-stop portal, which could include:
- Commute options based on location
 - Integrated fare payment
 - Guaranteed ride home program integration (with Uber, Lyft, etc.)
 - Administer incentives/rewards programs
 - Carpool and vanpool ride matching
 - Survey administration
 - Trip data collection and synthesis

What is commuteLAX doing next?

Key Performance Indicators (KPI)

As new programs roll out, commuteLAX will track participation and report the collective benefits of the TMO including:

Vehicle Miles Traveled savings

- Total vehicle miles saved across all programs

Greenhouse Gas (GHG) Emissions reduced

- Based on miles saved across all programs

Mode shift

- Breakdown of mode shift gathered from program participants

Overall trips saved

- Total airport trips saved across all programs

Ridership (Vanpool/Iride)

- Average ridership in vanpools and Iride shuttles

Gallons of gas saved

- Based on vehicle miles traveled savings

Passenger feedback (Iride)

- Average ride rating, out of a maximum of 5 stars

Cost per Trip (Vanpool/Iride)

- Total operating costs divided by the number of trips



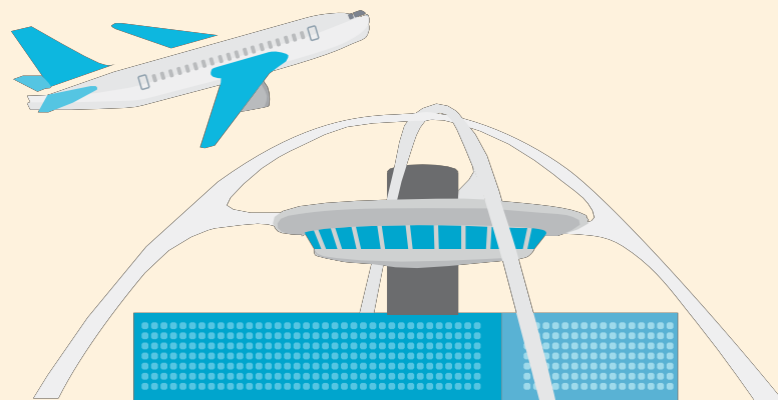
What is commuteLAX doing next?

Administration, marketing and events



Marketing Communication and Events

- Rideshare Week events in October
- Outreach at job fairs and other employee events
- Monthly newsletters to Employee Transportation Coordinators (ETCs)
- Convene TMO Advisory Group and conduct regular meetings
- Coordinate with local area TMO/TMA's to cross-promote programming



Program Administration

- Invoicing and fee collection
- Annual survey administration and synthesis
- Continued outreach to employers
- Periodic progress reporting
- Expand workforce survey to government employers



Get in touch



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