

**CITY OF WEST HOLLYWOOD
DISABILITIES ADVISORY BOARD
REGULAR MEETING
WEDNESDAY, FEBRUARY 25, 2026
PLUMMER PARK - ROOMS 5 & 6
7377 SANTA MONICA BOULEVARD
6:00 PM**

LAND ACKNOWLEDGEMENT:

“The West Hollywood Disabilities Advisory Board acknowledges that the land on which we gather and that is currently known as the City of West Hollywood is the occupied, unceded, seized territory of the Gabrieleño Tongva and Gabrieleño Kizh peoples.”

STATEMENT OF SHARED RESPONSIBILITY FOR RESPECT:

During public meetings, community gatherings, interactions with the public, and with one another, the City endeavors for all participants and attendees to conduct City business and treat others with respect, a core value of the City. This includes being polite, professional, and thoughtful when interacting with others. Our collective commitment to West Hollywood requires intention, cooperation, courtesy, consideration, tolerance, forgiveness, acceptance, inclusiveness, kindness, compassion, and patience. Our respect is expressed not only in the words we choose, but also in our tone, our demeanor, and our actions toward one another.

To comply with the Americans with Disabilities Act of 1990, Assistive Listening Devices (ALD) will be available for check out at the meeting; If you require special assistance to participate in this meeting, (e.g. an American Sign Language interpreter for people who are Deaf or hard of hearing), you must call or submit your request in writing to the Office of the City Clerk at (323) 848-6409 at least 48 hours prior to the meeting. The City TDD line for the hearing impaired is (323) 848-6496.

Special meeting related accommodations (e.g., transportation) may be provided upon written request to the Office of the City Clerk at least 48 hours prior to the meeting. For information on public transportation, call 323.GO.METRO (323/466-3876) or go to www.metro.net.

RULES OF DECORUM

Members of the audience shall not engage in disorderly or boisterous conduct, including the utterance of loud, threatening, or abusive language, whistling, stamping of feet or other acts which disturb, disrupt, impede, or otherwise render the orderly conduct of the Commission meeting infeasible. A member of the audience repeatedly or continuously engaging in any such conduct shall, at the discretion of the Presiding Officer or a majority

of the Commission, be subject to ejection from that meeting.

Any person wishing to speak in connection with any item of business on the agenda shall first complete a speaker request slip and submit the slip to the Secretary.

No person shall address the Advisory Board without first being recognized by the Presiding Officer.

Each person addressing the Advisory Board shall do so in an orderly manner and shall not make repetitious, slanderous or irrelevant remarks, or engage in any other disorderly conduct which disrupts, disturbs or otherwise impedes the orderly conduct of the Commission meetings. Any person who so disrupts the meeting may, at the discretion of the Presiding Officer or a majority of the Advisory Board, be subject to ejection from that meeting.

To Participate by Listening to the Meeting Audio and Providing Public Comment by Telephone:

1. You may dial-in ten (10) minutes prior to the start of the meeting. The meeting begins at 6:00 p.m. You will be placed ON HOLD in the Virtual Meeting Room until the meeting commences. When you enter the meeting, please mute your telephone. Dial in Code: *6 = unmute. Dial in Code: *9 = lets the host know you want to speak on the current item
2. Members of the public who wish to comment by telephone are required to register to speak via Zoom by sending an email to DABPublicComment@weho.org no later than 12:00 p.m. to be added to the remote public speaker list. Please include your name, phone number (for staff to identify your caller location on Zoom), and the item number(s) you would like to speak on.

1. CALL TO ORDER

A. ROLL CALL

B. PLEDGE OF ALLEGIANCE

C. APPROVAL OF AGENDA

The Disabilities Advisory Board is requested to approve the meeting agenda for February 25, 2026.

RECOMMENDATION: Approve the agenda for February 25, 2026.

D. APPROVAL OF MINUTES

The Disabilities Advisory Board is requested to approve the minutes of the January 28, 2026, meeting.

RECOMMENDATION: Approve the minutes from January 28, 2026, Disabilities Advisory Board meeting.

E. PUBLIC COMMENT

The Disabilities Advisory Board values your comments; however, pursuant to the Brown Act, the Disabilities Advisory Board cannot take action on items not listed on the posted agenda. Members of the public have three minutes to speak. This public comment period is to address the Disabilities Advisory Board on agenda items or items of general interest within the jurisdiction of the Disabilities Advisory Board. An additional public comment period is offered at the end of the meeting.

2. CONSENT CALENDAR:

A. 2026 DISABILITIES ADVISORY BOARD LIAISON ASSIGNMENTS

The Disabilities Advisory Board will receive the updated assigned liaisons to the City of West Hollywood's Boards and Commissions.

RECOMMENDATION: Approve the Disabilities Advisory Board liaison assignments for the 2026 calendar year.

3. UNFINISHED BUSINESS:

A. 2026 DISABILITIES ADVISORY BOARD WORKPLAN

The Disabilities Advisory Board will receive the proposed 2026 Work Plan.

RECOMMENDATION: Approve the Disabilities Advisory Board 2026 Work Plan.

4. NEW BUSINESS:

A. CITY OF WEST HOLLYWOOD PUBLIC TRANSPORTATION PROGRAMS

The Older Adults Advisory Board will receive an update on the City's public transportation programs: Cityline, Dial-A-Ride/TLC, The PickUp, On-Call Transportation Subsidy, and Bus Pass Subsidy. The Older Adults Advisory Board will also receive a proposal from Transportation Staff for proposed improvements to the Bus Pass Subsidy program.

RECOMMENDATION: Receive presentation and provide feedback.

5. EXCLUDED CONSENT: None.

6. ITEMS FROM BOARD MEMBERS:

7. ITEMS FROM STAFF:

8. PUBLIC COMMENT

This time is set aside for the public to address the Disabilities Advisory Board on any item of interest within the subject matter jurisdiction of the Disabilities Advisory Board that could not be heard under Item 5. at the beginning of the meeting.

9. ADJOURNMENT

The Disabilities Advisory Board will adjourn to its next Regular Meeting on Wednesday, March 25, 2026, at 6:00 pm at Plummer Park, 7377 Santa Monica Blvd., Rooms 5 & 6, West Hollywood, CA 90069.

Notice: Written materials distributed to the Disabilities Advisory Board within 72 hours of this meeting are available for public inspection immediately upon distribution at the Department of Human Services and Rent Stabilization, 8300 Santa Monica Boulevard, West Hollywood, California, 90069, during normal business hours. They will also be available for inspection at the staff liaison's table during the Advisory Board meeting.

**CITY OF WEST HOLLYWOOD
DISABILITIES ADVISORY BOARD
DRAFTED MINUTES
WEDNESDAY, JANUARY 28, 2026
PLUMMER PARK - ROOMS 5 & 6
7377 SANTA MONICA BOULEVARD
6:00 PM**

1. **CALL TO ORDER:** Chair Nash called the meeting to order at 6:00pm and Boardmember Smith read the Land Acknowledgement.

A. ROLL CALL:

PRESENT: Boardmember Dore

Boardmember Green

Boardmember Semonco (*arrived at 6:07 pm*)

Boardmember Smith

Boardmember Watts

Vice-Chair Leathem (*arrived at 6:10 pm*)

Chair Nash

ABSENT:

ALSO PRESENT: Isaac Arredondo, Social Services Program Administrator

Michelle Liberman, Social Services Program Administrator

Amy Valdepeña, Commission Secretary, Human Services Specialist

- B. PLEDGE OF ALLEGIANCE:** Boardmember Watts, led the Pledge of Allegiance.

C. APPROVAL OF AGENDA

The Disabilities Advisory Board is requested to approve the meeting agenda for January 28, 2026.

ACTION: Motion to approve the meeting agenda by Chair Nash and seconded by Boardmemeber Dore and approved by roll call vote, noting the absence of Boardmember Semonco and Vice-Chair Leathem.

D. APPROVAL OF MINUTES

The Disabilities Advisory Board is requested to approve the minutes of the October 22, 2025, meeting.

ACTION: Motion to approve the meeting minutes of October 22, 2025, by Boardmember Dore and seconded by Boardmemeber Green and

approved by roll call vote, noting the abstain from Boardmember Smith and absence of Boardmember Semonco and Vice-Chair Leathem.

E. PUBLIC COMMENT:

COUNCILMEMBER ERICKSON- Thanked Boardmember Dore for her years of service and praised her dedication, leadership, and positive impact across multiple boards and commissions and wished her a happy birthday.

SAM BORELLI, HUMAN SERVICES COMMISSION LIAISON- Thanked Yola for her service and strong engagement as a liaison, noting her responsiveness to key issues and the value she brings to the Human Services Commission and wished her a happy birthday on behalf of the commission.

DAN WENTZEL, TRANSPORTATION COMMISSION LIAISON- Encouraged the appointment of liaisons to the Transportation Commission. He also invited members to attend Metro Westside Central Service Council meetings and wished Boardmember Dore a happy birthday.

HELEN KRIEGER, TRANSPORTATION COMMISSION- Shared updates from the Transportation Commission, including a Legislative Day of Action in Sacramento on February 11 and progress on Phase 2 of the Fountain Avenue ADA accessibility project. She also announced her candidacy for City Council, expressed her commitment to accessibility and community listening, and wished Yola a happy birthday.

DAVID EICHMAN, CHAIR OF THE TRANSPORTATION COMMISSION- Wished Boardmember Dore a happy birthday and provided updates from the Transportation and Mobility Commission, including advocacy efforts related to the Metro K Line routing as well as ongoing and upcoming projects.

STEPHANIE HARKER, WEST HOLLYWOOD- Shared that she has been urging the City to provide American Sign Language (ASL) interpretation at all televised public meetings. She asked the Board to advocate for inclusive access for Deaf and hard-of-hearing residents.

2. **CONSENT CALENDAR:** None.

3. **UNFINISHED BUSINESS:** None.

4. **NEW BUSINESS:**

A. **2025 DISABILITIES ADVISORY BOARD YEAR END REVIEW**

The Disabilities Advisory Board received a brief overview from Isaac Arredondo and Michelle Liberman highlighting key activities, accomplishments, and discussion items from the 2025 calendar year. Highlights included providing input on policies, programs, and projects incorporating accessibility and disability considerations, hosting a Health Fair; appointing liaisons to boards and commissions and planning the 2025 Disability Awards.

Chair Nash noted concerns regarding insufficient lighting in the Council Chambers for presentations.

ACTION: Received and filed.

B. 2026 DISABILITIES ADVISORY BOARD WORKPLAN

Staff asked the Board to identify top priorities to guide the 2026 Work Plan. The Board generally agreed that accessibility should be the overarching theme across all topics, with emphasis on emergency preparedness/public safety, caregiving support, transportation, housing accessibility, and improved communication/outreach (including printed materials and education for residents who are not tech-savvy). Staff noted the Work Plan is a living document and will follow up on outreach opportunities, subcommittee/liaison participation, and available resource materials.

Public Comment:

STEPHANIE HARKER, WEST HOLLYWOOD- Spoke in support for accessibility as the Board's umbrella focus and urged stronger City action on sidewalk and mobility barriers, including robots and scooters, and broader accessibility needs.

ACTION: Reviewed, discussed and provide feedback.

C. 2026 DISABILITIES ADVISORY BOARD LIAISON ASSIGNMENTS

The Disabilities Advisory Board assigned liaisons to the City of West Hollywood's Boards and Commissions. Below is the current liaison and alternate.

Commissions

- **Arts and Cultural Affairs Commission**
Liaison: Nash | Alternate: None
- **Business License Commission**
Liaison: None | Alternate: None
- **Historic Preservation Commission**
Liaison: None | Alternate: None
- **Human Services Commission**
Liaison: Dore | Alternate: Watts
- **LGBTQ+ Commission**

- Liaison: Green | Alternate: Watts
- **Planning Commission**
Liaison: None | Alternate: None
- **Public Facilities, Recreation, and Infrastructure Commission**
Liaison: Leathem | Alternate: Smith
- **Public Safety Commission**
Liaison: Smith | Alternate: Dore
- **Rent Stabilization Commission**
Liaison: None | Alternate: None
- **Transportation & Mobility Commission**
Liaison: Green | Alternate: None

Advisory Boards

- **Russian-Speaking Advisory Board**
Liaison: Smith | Alternate: Green
- **Older Adults Advisory Board**
Liaison: Watts | Alternate: None
- **Social Justice Advisory Board**
Liaison: Green | Alternate: None
- **Transgender Advisory Board**
Liaison: Green | Alternate: None
- **Women’s Advisory Board**
Liaison: Semonco | Alternate: None

ACTION: Received, discussed, and appointed.

5. **EXCLUDED CONSENT:** None.

6. **ITEMS FROM BOARD MEMBERS:**

Boardmember Dore- Thanked staff, liaisons, Board members, and the public for the birthday wishes and expressed appreciation for the Board’s dedication and service.

Boardmember Green- Shared updates on the upcoming Disability Fair, Juneteenth planning and the Mayor’s inauguration after-party, and gave special thanks to Ambiance and staff member Christy for assistance during a personal hardship.

Boardmember Smith- Reported participation in a virtual County meeting regarding the reorganization and strategic planning for the Department of Aging and Disabilities, with an increased focus on people with disabilities of all ages.

Boardmember Watts- Requested adjournment in memory of Renee Good and Alex Pretti, and in honor of all individuals in need of protection, particularly people with disabilities.

Vice-Chair Leathem- Expressed looking forward to a productive year.

Chair Nash- Shared concerns about the lack of progress merging access to social services and noted that transportation costs have increased while Ambiance funding has not kept pace. Requested consideration of additional funding for Ambiance.

7. ITEMS FROM STAFF:

Isaac Arredondo and Michelle Liberman- Shared with the Boardmembers that they are invited to attend the Project Angel Food community partner grand opening of its new kitchen on Thursday, February 5, at 1:00 p.m. Staff also presented an additional birthday card to Boardmember Dore on behalf of Human Services staff.

8. PUBLIC COMMENT: None.

9. ADJOURNMENT

The Disabilities Advisory Board adjourned at 7:59pm to its next Regular Meeting on Wednesday, February 25, 2026, at 6:00 pm at Plummer Park, 7377 Santa Monica Blvd., Rooms 5 & 6, West Hollywood, CA 90069.

Notice: Written materials distributed to the Disabilities Advisory Board within 72 hours of this meeting are available for public inspection immediately upon distribution at the Department of Human Services and Rent Stabilization, 8300 Santa Monica Boulevard, West Hollywood, California, 90069, during normal business hours. They will also be available for inspection at the staff liaison's table during the Advisory Board meeting.

SUBJECT: LIAISON ASSIGNMENTS TO CITY BOARDS AND COMMISSIONS
PREPARED BY: HUMAN SERVICES & RENT STABILIZATION DEPARTMENT
(Isaac Arredondo, Social Services Program Administrator)
(Michelle Liberman, Social Services Program Administrator)
(Amy Valdepeña, Human Services Specialist)

STATEMENT ON THE SUBJECT:

The Disabilities Advisory Board will receive the updated assigned liaisons to the City of West Hollywood’s Boards and Commissions.

RECOMMENDATIONS:

Approve the Disabilities Advisory Board liaison assignments for the 2026 calendar year.

BACKGROUND / ANALYSIS:

The Disability Advisory Board (DAB) has historically appointed liaisons to attend meetings of other City boards and commissions to promote collaboration, increase awareness of disability-related issues, and ensure representation of the disability community across City initiatives. These liaison roles support two-way communication by allowing DAB members to share board priorities with other bodies and return with relevant updates that inform DAB discussions. Confirming liaison assignments for the year ensures continued engagement and alignment with City efforts.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPARTMENT / HUMAN SERVICES DIVISION

ATTACHMENT:

ATTACHMENT A: Commission and Liaison Board Schedule

DISABILITIES ADVISORY BOARD
COMMISSION AND ADVISORY BOARD LIAISON ASSIGNMENTS

Please check www.weho.org/calendar prior to attending any meeting to confirm the schedule.

Commission / Advisory Board	DAB Liaison	DAB Alternate	Meeting Day / Time	Meeting Location
<i>Commissions</i>				
Arts and Cultural Affairs Commission	Nash	-	4 th Thursday 5:00 pm	City Hall 1 st Floor CMR
Business License Commission	-	-	1 st Tuesday 6:30 pm	Council Chambers
Historic Preservation Commission	-	-	4 th Monday 7:00 pm	Plummer Park Rooms 5&6
Human Services Commission	Dore	Watts	2 nd Tuesday 6:00pm	Plummer Park Rooms 5&6
LGBTQ+ Commission	Green	Watts	2 nd Thursday 7:00 pm	City Hall 1 st Floor CMR
Planning Commission	-	-	1 st & 3 rd Thursday 6:30 pm	Council Chambers
Public Facilities, Recreation, and Infrastructure Commission	Leathem	Smith	2 nd Wednesday 6:30 pm	City Hall 1 st Floor CMR
Public Safety Commission	Smith	Dore	4 th Monday 6:00 pm	Council Chambers
Rent Stabilization Commission	-	-	2 nd & 4 th Thursday 7:00 pm	Council Chambers
Transportation & Mobility Commission	Green	-	3 rd Wednesday 6:30 pm	City Hall 1 st Floor CMR
<i>Advisory Boards</i>				
Russian-Speaking Advisory Board	Smith	Green	3 rd Tuesday 7:00 pm	City Hall 1 st Floor CMR
Older Adults Advisory Board	Watts	-	4 th Wednesday 2:00 pm	City Hall 1 st Floor CMR
Social Justice Advisory Board	Green	-	4 th Tuesday 6:00pm	City Hall 1 st Floor CMR
Transgender Advisory Board	Green	-	1 st Wednesday 6:00 pm	City Hall 1 st Floor CMR
Women's Advisory Board	Semonco	-	4 th Thursday 7:00 pm	City Hall 1 st Floor CMR

SUBJECT: **2026 DISABILITIES ADVISORY BOARD WORK PLAN**

INITIATED BY: **HUMAN SERVICES AND RENT STABILIZATION
DEPARTMENT**

(Isaac Arredondo, Social Services Program Administrator)
(Michelle Liberman, Social Services Program Administrator)
(Amy Valdepeña, Human Services Specialist)

STATEMENT ON THE SUBJECT:

The Disabilities Advisory Board will review and approve the proposed 2026 Work Plan.

RECOMMENDATION:

Review, discuss and approve 2026 Work Plan.

BACKGROUND ANALYSIS:

The Office of the City Clerk requires each Advisory Board to submit a detailed one-year work plan with clear objectives.

The Disabilities Advisory Board develops an annual Work Plan to provide structure and direction for its advisory role to the City Council and City departments on issues affecting people with disabilities. The Work Plan serves as a planning tool to align Board agendas, presentations, and outreach with City priorities and community needs.

The 2026 Work Plan builds on the Board's activities and discussions from 2025 and reflects both continuing areas of responsibility and new and emerging issues identified through presentations, program updates, discussions, and community engagement. The focus areas outlined below are intended to guide the Board's work during 2026 while allowing flexibility to respond to emerging issues and City Council priorities as they arise.

ATTACHMENT:

Attachment A: Disabilities Advisory Board 2026 Work Plan

DISABILITIES ADVISORY BOARD

2026 WORK PLAN

This is a working document. It is intended to guide the Board’s priorities throughout 2026 and may be revisited and refined as needed in response to emerging issues and Council direction.

OVERARCHING FOCUS

Closing Access Gaps for Community Members with Disabilities

The Disabilities Advisory Board recognizes accessibility as foundational to its work. In 2026, the Board will focus and advise on closing critical access gaps in housing, emergency preparedness, transportation, communication and outreach, caregiving, and civic participation. Through this effort, the Board seeks to support a community where people with disabilities participate fully, safely, independently, and equitably in all aspects of life in West Hollywood.

I. HIGH PRIORITY STRATEGIC GOALS

1. Emergency Preparedness & Evacuation Access

Objective:

Advise on improvements to emergency planning, evacuation systems, and communication practices to better serve community members with disabilities

2026 Focus Areas:

- Receive updates on City emergency preparedness improvements and related after action reports and discuss implications.
- Assess evacuation barriers in multi-story housing and public facilities and provide advisory input.
- Examine disability inclusive emergency communication materials including print, multilingual, and large format versions.
- Consider neighborhood-based preparedness strategies and collaboration opportunities with existing safety programs.
- Evaluate accessibility considerations within first responder protocols impacting residents with disabilities.

Desired Outcomes:

- Documentation of emergency access gaps and formal advisory input to relevant departments.
 - Board recommendations to City Council and Public Safety.
 - Improved public-facing emergency preparedness information for people with disabilities.
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2. Housing Accessibility & Retrofit Barriers

Objective:

Advise on strategies to address accessibility limitations in both new and existing housing stock to promote aging in place and equitable housing access.

2026 Focus Areas:

- Evaluate accessibility standards and implementation in new housing developments and provide advisory feedback.
- Analyze barriers to home modification approval and landlord consent processes.
- Assess retrofit incentives, compliance tools, or policy mechanisms and provide recommendations as appropriate.
- Examine accessibility of inclusionary housing application processes.

Desired Outcomes:

- Formal advisory recommendations to City Council regarding housing accessibility improvements.
 - Increased awareness of home modification and retrofit programs.
 - Policy discussion regarding landlord compliance and retrofit barriers.
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3. Communication & Information Equity

Objective:

Advise on strategies to improve equitable access to City information for community members who rely on non-digital, multilingual, or accessible formats.

2026 Focus Areas:

- Assess distribution and accessibility of social service and emergency preparedness materials.

- Evaluate multilingual, large print, and accessible communication practices.
- Monitor awareness and implementation of SB 707 remote participation rights.
- Receive information on accessible phones, assistive technology, and digital literacy tools and provide input on outreach strategies.
- Identify communication gaps affecting older adults and residents with visual impairments and elevate concerns to appropriate departments.

Desired Outcomes:

- Advisory input resulting in improved print-based and accessible communication practices.
- Clear guidance regarding remote participation rights.
- Reduced information access barriers for underserved populations.

4. Caregiver Access & Service Gaps

Objective:

Identify barriers to caregiving access, affordability, and service reliability and provide advisory recommendations for improvement.

2026 Focus Areas:

- Assess service access challenges for non-Medi Cal residents.
- Evaluate quality, reliability, and oversight of caregiving providers and provide advisory feedback.
- Identify workforce and affordability barriers affecting residents and elevate findings as appropriate.
- Analyze transportation and mobility support successes and remaining gaps.

Desired Outcomes:

- Documentation of caregiving service gaps and advisory recommendations for improvement.
- Policy or program recommendations to address affordability and access challenges.
- Increased awareness of available caregiving and mobility resources.

5. Legislative & Policy Advocacy

Objective:

Enhance the Board’s advisory and advocacy role in monitoring and providing input on disability-related policy.

2026 Focus Areas:

- Monitor State and Federal disability-related legislation.
- Provide recommendations to City Council when appropriate.
- Explore advocacy related to housing retrofits, evacuation access, and accessibility standards.

Desired Outcomes:

- At least one formal advisory recommendation regarding legislation during the 2026 calendar year.
- Clear advocacy pathway between the Board and City Council.
- Improved policy responsiveness to disability access issues.

II. CORE EVENTS & COMMUNITY ENGAGEMENT

Disability Awareness Month

- Televised Meeting & Disability Service Awards.
- Health & Wellness Event for People with Disabilities.

Outreach Participation

- National Night Out.
- Pride (City Booth participation).
- Health fairs and community events as identified.
- Additional City-sponsored events aligned with Board priorities.

HOW THE BOARD WILL ADVANCE THIS WORK

As an advisory body, the Disabilities Advisory Board will advance this work plan by:

- Integrating these priorities into regular monthly agendas and annual planning discussions.

- Receiving updates and information from City departments, partner agencies, and subject matter experts.
- Identifying access gaps and elevating community concerns through formal advisory input.
- Providing recommendations to City Council and relevant departments when appropriate.
- Supporting community awareness through outreach, accessible communications, and participation in City events.
- Tracking progress over the year and revisiting priorities as needed to remain responsive to emerging issues.

Progress will be reviewed periodically to ensure alignment with the overarching goal of closing access gaps for community members with disabilities.

SUBJECT: CITY OF WEST HOLLYWOOD PUBLIC TRANSPORTATION PROGRAMS

PREPARED BY: PUBLIC WORKS DEPARTMENT
(Tamar Fuhrer, AICP, Transportation and Mobility Manager)
(Christian Vasquez, Transportation Program Administrator)

HUMAN SERVICE AND RENT STABILIZATION DEPARTMENT
(Michelle Liberman, Social Services Program Administrator)
(Isaac Arredondo, Social Services Program Administrator)
(Amy Valdepeña, Human Services Specialist)

STATEMENT ON THE SUBJECT:

The Older Adults Advisory Board will receive an update on the City's public transportation programs: Cityline, Dial-A-Ride/TLC, The PickUp, On-Call Transportation Subsidy, and Bus Pass Subsidy. The Older Adults Advisory Board will also receive a proposal from Transportation Staff for proposed improvements to the Bus Pass Subsidy program.

RECOMMENDATION:

Receive presentation and provide feedback.

BACKGROUND / ANALYSIS:

The City of West Hollywood is committed to providing efficient, accessible, and sustainable transit options for its community members. The City's transportation programs aim to reduce traffic congestion, promote environmental sustainability, and enhance overall quality of life. A summary table of the transportation programs is provided in Attachment A.

Cityline Local and Cityline Commuter

Cityline is a free, fixed-route local shuttle service that connects key destinations within West Hollywood, including residential areas, commercial centers, and public facilities. Cityline operates two routes: Cityline Local and Cityline Commuter. Cityline route maps are included in Attachment B.

- **Cityline Local:** Operates with up to four vehicles, providing circulator service within

West Hollywood approximately every 30 minutes, Monday through Saturday, from 9:00 AM to 5:30 PM.

- **Cityline Commuter:** Offers a limited-stop connection between West Hollywood and the Metro B Line (formerly the Red Line) subway station at Hollywood and Highland in the City of Los Angeles. This service runs approximately every 15 minutes, Monday through Friday from 7:00 AM to 9:00 AM, and Monday through Saturday from 5:00 PM to 8:00 PM.

Cityline Dial-A-Ride Flex and Tender Loving Care (TLC) Services

The Cityline Dial-A-Ride Flex and TLC services offer demand-response transportation by advance reservation and subscription for West Hollywood residents aged 62 and older, or those with a documented disability. The Dial-A-Ride Flex service provides curb-to-curb transportation, while the TLC service offers door-to-door assistance for those needing extra help getting to and from vehicles. For TLC program riders, an attendant is present on the vehicle to assist with wayfinding, groceries, mobility devices, doors, and stairs. The Dial-A-Ride Flex and TLC services operate Monday through Friday from 7:30 AM to 5:00 PM.

To participate in the Dial-A-Ride Flex and TLC services, eligible residents must first register by completing an application form available online at weho.org/transit or by calling (800) 447-2189. Once enrolled, participants can book a ride through the Cityline Flex mobile app or by calling the call center at (800) 447-2189.

The PickUp

The PickUp is a free, convenient, and fun transportation option for residents and visitors during weekends and special events such as WeHo Pride weekend and Halloween Carnival. It operates approximately every 15 minutes along Santa Monica Boulevard between La Brea Avenue and Robertson Boulevard on Friday and Saturday evenings, as well as Sunday afternoons. A service map is provided in Attachment C. This service connects residents and visitors to bars, clubs, restaurants, and entertainment venues in and around the City's Rainbow District, Center City, and Eastside. In April 2025, the City Council directed staff to expand The PickUp service by adding Thursday evening service during daylight savings time. The PickUp schedule is outlined below:

- Thursdays: 8:00 p.m. to 3:00 a.m., March to October
- Fridays: 8:00 p.m. to 3:00 a.m.
- Saturdays: 8:00 p.m. to 3:00 a.m.
- Sundays: 2:00 p.m. to 10:00 p.m.

On-Call Transportation Subsidy Program

The On-Call Transportation Subsidy Program is designed to complement the City's existing transportation services by offering flexible, on-demand rides for West Hollywood residents aged 62 and older, as well as residents of any age with disabilities. The program ensures access to prompt trips during evenings, weekends, and to destinations up to a 10-mile radius from the City's borders, extending beyond the reach of the City's current transit services. Available 24/7, rides can be booked through Ambiance's call center or, more recently, through Lyft integration. Participants are also able to manage their account balance, review trip history, and add funds easily through AmbianceTrips.com. The program brochure is provided in Attachment D.

First-time enrollment must be completed in person at West Hollywood City Hall. To enroll, participants are required to provide a valid photo ID, proof of residency such as a utility bill, and an initial payment by check or money order. Once enrolled, participants can conveniently add credits over the phone with a credit card directly through the program. Each month, subsidized fare credits are available for purchase at discounted rates, with \$50 in fare credits offered for \$8.00, and \$100 in fare credits for \$16.00.

Transportation is provided through both Lyft vehicles and Ambiance's ADA-accessible fleet. In addition to general trips, Ambiance offers non-emergency medical rides, helping participants get to and from healthcare appointments.

Bus Pass Subsidy Program

The West Hollywood Bus Pass Subsidy Program offers monthly transit assistance to West Hollywood residents aged 62 and older, as well as residents of any age with disabilities. Participants receive \$20 in Stored Value each month at no cost, which, due to Metro's fare capping policy, is enough to cover unlimited Metro bus and rail rides for the entire month.

To be eligible, applicants must be a resident of West Hollywood and must have an active Senior/Disabled Orange TAP card. Those who do not already have a TAP card may apply online through Metro's website or in person at West Hollywood City Hall.

Program participants are able to request funds to be reloaded onto their cards through the following methods:

- In-person at City Hall during City Hall opening hours
- By phone during City Hall opening hours
- By mail
- By web form

Currently, staff is unable to see participants' fund balances, so are only alerted that additional funds are needed when a participant takes action. This can result in a delay in participants receiving new fund balances until after they try boarding a transit vehicle and realizing that they have insufficient funds. Metro has meanwhile developed a "Go TAP Program Participant Waiver" to allow participating agencies to see fund balances and add funds remotely. To date, 28 participants have opted into the waiver, and are automatically receiving additional TAP funds when their balances dip below \$10. Staff is recommending that all Bus Pass Subsidy Program participants complete the participant waiver as a condition of program participation. This will ensure that all participants have sufficient TAP card balances at all times, and can reduce staff time since fund additions could be completed in batches rather than ad hoc.

Additionally, staff is proposing developing a comprehensive Bus Pass Program enrollment package, to include the Metro application, West Hollywood application, instruction sheet, and postage-paid envelopes. This package, offered in multiple languages, would be distributed at key City and partner agency facilities, including Plummer Park, West Hollywood Library, and JFS. In doing so, staff would be able to increase enrollment for the community, rather than requiring in-person visits. Staff would also work with Metro to deploy their mobile Customer Center on a periodic basis for on-site new enrollments into Metro's program. With these additional options, the need for in-person counter service will be substantially reduced. Staff recommends offering counter service hours during pre-scheduled windows of approximately four hours per week.

FISCAL ANALYSIS:

The proposed changes to the Bus Pass Subsidy Program would result in a cost savings of approximately \$2,000 per year in postage and mailing. It would also save approximately 0.3 FTE of transportation staff time, which would be redeployed for other initiatives to support transportation programs for the community.

NEXT STEPS:

Feedback from the Transportation & Mobility Commission, Older Adult Advisory Board, and Disability Advisory Board will inform any refinements to the Bus Pass Subsidy Program proposal. The proposal will then be socialized with City Council; Council approval is not required.

Following feedback and any adjustments, staff anticipate implementing the changes in Spring 2026, with full transition completed by the end of June 2026.

ATTACHMENTS:

Attachment A – Transportation Programs Summary Table

Attachment B – Cityline Route Maps

Attachment C – The PickUp Route Map

Attachment D – On-Call Transportation Program Brochure

CITY OF WEST HOLLYWOOD

Transportation Programs Summary

Program	Eligibility	Registration Required	Cost
Cityline Local	Open to general public	No	Free
Cityline Commuter	Open to general public	No	Free
The PickUp	Open to general public	No	Free
Cityline Flex (Dial-A-Ride and TLC)	<ul style="list-style-type: none"> • West Hollywood residents over 62 • West Hollywood residents of any age with disabilities • TLC program is available to those that need extra assistance 	Yes	Free
On-Call Transportation (currently operated by Ambiance)	<ul style="list-style-type: none"> • West Hollywood residents over 62 • West Hollywood residents of any age with disabilities 	Yes	Each month: <ul style="list-style-type: none"> • \$50.00 of fare credits for \$8.00 or • \$100.00 fare credits for \$16.00
Bus Pass Subsidy	<ul style="list-style-type: none"> • West Hollywood residents over 62 • West Hollywood residents of any age with disabilities 	Yes	Free

La Brea

Local - East



Gracie Allen / Cedars-Sinai 1	820 San Vicente 2	959 N. Palm Ave 3	Pavilions 4	838 N. West Knoll Dr 5	801 N. Kings Rd 6	Santa Monica / Fairfax 7	Santa Monica / Sierra Bonita 8	Plummer Park / Fuller 9	La Brea / Fountain 10
9:00 am	9:05 am	9:09 am	9:15 am	9:19 am	9:26 am	9:35 am	9:37 am	9:45 am	9:49 am
9:30 am	9:36 am	9:40 am	9:45 am	9:49 am	9:57 am	10:07 am	10:08 am	10:15 am	10:20 am
10:12 am	10:18 am	10:22 am	10:28 am	10:30 am	10:37 am	10:46 am	10:47 am	10:54 am	10:59 am
10:40 am	10:45 am	10:48 am	10:55 am	10:58 am	11:05 am	11:14 am	11:16 am	11:22 am	11:26 am
11:05 am	11:10 am	11:13 am	11:19 am	11:23 am	11:31 am	11:40 am	11:41 am	11:49 pm	11:54 pm
11:37 am	11:41 am	11:45 am	11:51 am	11:56 pm	12:03 pm	12:12 pm	12:14 pm	12:21 pm	12:26 pm
12:18 pm	12:33 pm	12:38 pm	12:43 pm	12:52 pm	1:01 pm	1:11 pm	1:12 pm	1:19 pm	1:25 pm
12:48 pm	1:02 pm	1:07 pm	1:14 pm	1:22 pm	1:30 pm	1:41 pm	1:42 pm	1:50 pm	1:54 pm
1:04 pm	1:17 pm	1:22 pm	1:29 pm	1:34 pm	1:42 pm	1:52 pm	1:53 pm	2:01 pm	2:06 pm
1:36 pm	1:49 pm	1:54 pm	2:01 pm	2:07 pm	2:16 pm	2:25 pm	2:27 pm	2:35 pm	2:39 pm
2:34 pm	2:40 pm	2:44 pm	2:51 pm	2:55 pm	3:03 pm	3:12 pm	3:14 pm	3:19 pm	3:24 pm
3:05 pm	3:10 pm	3:14 pm	3:20 pm	3:25 pm	3:33 pm	3:44 pm	3:46 pm	3:53 pm	3:58 pm
3:27 pm	3:32 pm	3:36 pm	3:42 pm	3:47 pm	3:57 pm	4:05 pm	4:07 pm	4:13 pm	4:19 pm
4:02 pm	4:07 pm	4:11 pm	4:16 pm	4:22 pm	4:30 pm	4:39 pm	4:41 pm	4:49 pm	4:53 pm
4:43 pm	4:47 pm	4:52 pm	4:56 pm	5:03 pm	5:11 pm	5:22 pm	5:23 pm	5:30 pm	5:35 pm

Free daytime service around West Hollywood

**Monday – Saturday
9am – 5pm
Every 30 minutes**

(800) 447-2189
www.weho.org/cityline

@wehocity
f i t

Umo IQ
Real time arrivals

SMARTPHONE
Visit rider.umoIQ.com

PHONE
Call (323) 503-1378 then enter stop #

TEXT
Text "WEHOCL Stop ###" to 41411

Shuttles

ACCESSIBILITY
ADA compliant with accessible ramps

BIKE RACKS
Racks conveniently located on the front of shuttle

CLEAN FUEL
Natural gas minimizes environmental impact

Free City Shuttle

Cedars-Sinai
La Brea

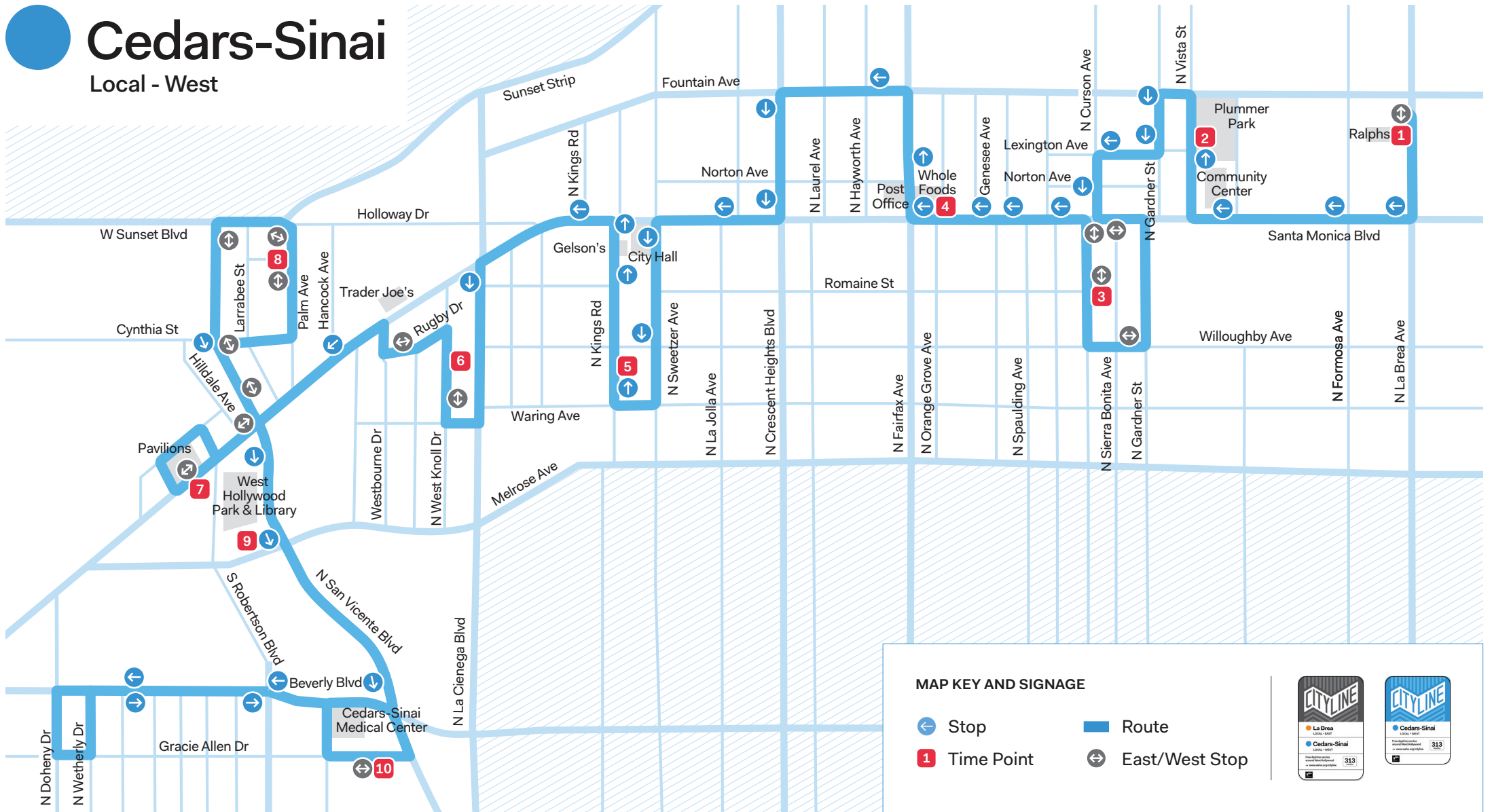
East to La Brea
West to Cedars-Sinai

EFFECTIVE 7/1/2025

City of West Hollywood California 1984

Cedars-Sinai

Local - West



La Brea / Fountain 1	Vista / Lexington 2	Curson / Romaine 3	Santa Monica / Fairfax 4	800 N. Kings Rd 5	838 N. West Knoll Dr 6	Pavilions 7	959 N. Palm Ave 8	Library 9	Gracie Allen / Cedars-Sinai 10
9:00 am	9:04 am	9:11 am	9:14 am	9:24 am	9:34 am	9:42 am	9:47 am	9:58 am	10:12 am
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West Hollywood Arts

The City of West Hollywood is committed to providing accessible public art for residents and visitors.

Art featured on the exterior of Cityline vehicles has been selected from the City's roster of mural artists.

For more information about the City of West Hollywood Arts Division programs, please visit:

www.weho.org/wehoarts




Hollywood/Highland

Commuter - East



MAP KEY AND SIGNAGE

- Commuter Stop
- Detour Stop for Hollywood Blvd Closures
- Commuter Route
- Metro Stop



Library	Santa Monica / San Vicente	Santa Monica / Westbourne	Santa Monica / La Cienega	Santa Monica / Sweetzer	Santa Monica / Crescent Heights	Santa Monica / Fairfax	Santa Monica / Sierra Bonita	Santa Monica / Fuller	Santa Monica / La Brea	La Brea / Fountain	Hollywood / Highland
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MORNING - MONDAY TO FRIDAY

7:00 am	7:03 am	7:05 am	7:06 am	7:07 am	7:08 am	7:10 am	7:11 am	7:12 am	7:13 am	7:18 am	7:23 am
7:15 am	7:18 am	7:19 am	7:20 am	7:22 am	7:23 am	7:25 am	7:26 am	7:27 am	7:29 am	7:33 am	7:37 am
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EVENING - MONDAY TO SATURDAY

5:25 pm*	5:32 pm	5:35 pm	5:37 pm	5:39 pm	5:41 pm	5:43 pm	5:44 pm	5:46 pm	5:49 pm	5:53 pm	6:03 pm
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* Shuttle departs from Cedars-Sinai Hospital at 5:15 pm and 5:32 pm

Free rush hour service to and from Hollywood/Highland Every 15-20 minutes Monday to Friday 7am - 9:00am Monday to Saturday 5pm - 8pm
See schedule for details
@wehocity
(800) 447-2189
www.weho.org/cityline

Umo IQ
Real time arrivals
SMARTPHONE
Visit rider.umoqi.com

PHONE
Call (323) 503-1378 then enter stop #

TEXT
Text "WEHOCL Stop ###" to 41411

Shuttles
ACCESSIBILITY
ADA compliant with accessible ramps

BIKE RACKS
Racks conveniently located on the front of shuttle

CLEAN FUEL
Natural gas minimizes environmental impact



Hollywood/Highland West Hollywood

East to Hollywood/Highland
West to West Hollywood
COMMUTER

EFFECTIVE 7/1/2025



West Hollywood

Commuter - West



MAP KEY AND SIGNAGE

- Commuter Stop
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Hollywood / Highland	La Brea / Fountain	Santa Monica / La Brea	Santa Monica / Gardner	Santa Monica / Fairfax	Santa Monica / Crescent Heights	Santa Monica / Sweetzer	Santa Monica / La Cienega	Santa Monica / Westbourne	Santa Monica / San Vicente	Library
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EVENING - MONDAY TO SATURDAY

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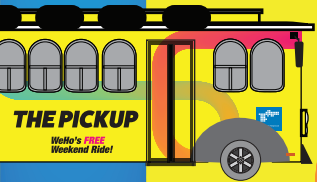
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www.weho.org/wehoarts



THE PICKUP



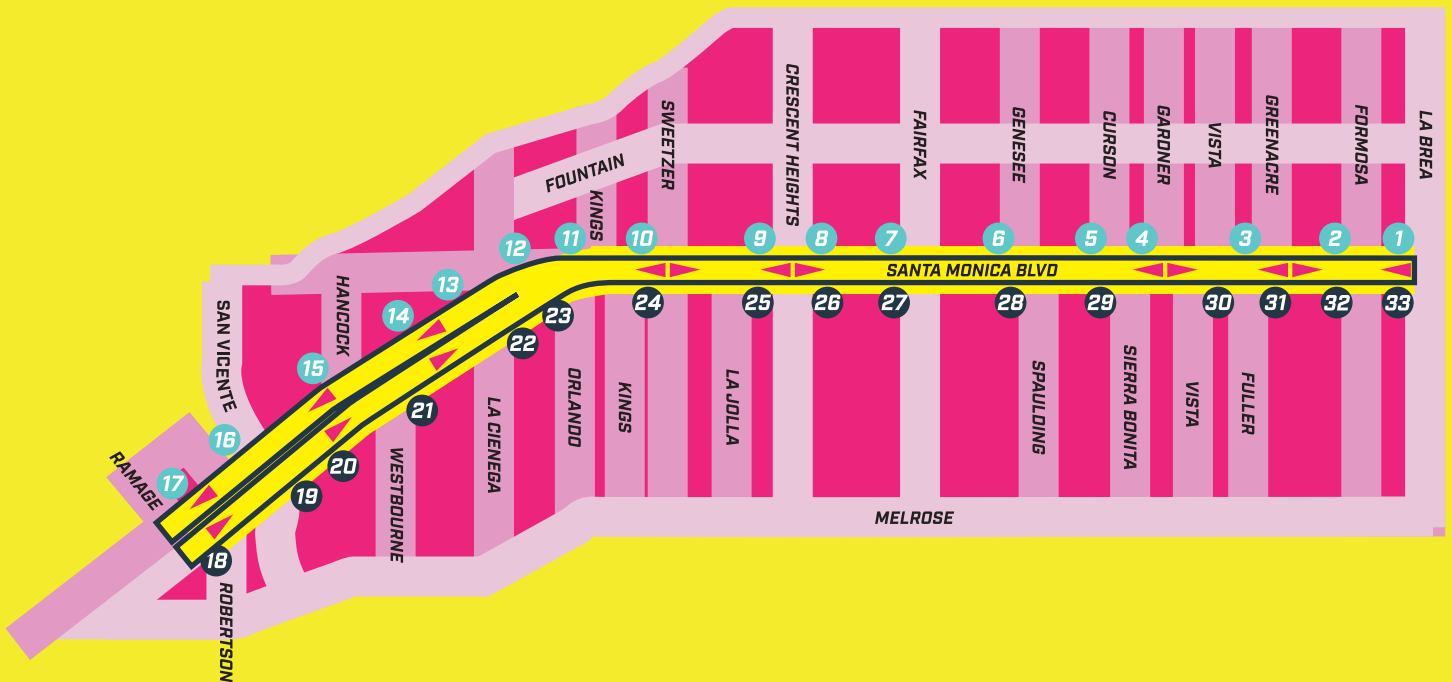
WEST HOLLYWOOD'S **FREE** WEEKEND RIDE! -----

ROUNTRIP
 ROBERTSON ↔ LA BREA

EVERY 15 MINS

THURSDAY (MAR-OCT) — 8 PM - 3 AM
 FRIDAY — 8 PM - 3 AM
 SATURDAY — 8 PM - 3 AM
 SUNDAY — 2 PM - 10 PM

WEHOPICKUP.COM | [@WEHOPICKUP](https://twitter.com/WEHOPICKUP)



WESTBOUND

- | | | | | |
|-------------|----------------|---------------|----------------|-----------|
| 1 La Brea | 5 Curson | 9 La Jolla | 13 Ramada | 17 Ramage |
| 2 Formosa | 6 Genesee | 10 Sweetzer | 14 Westbourne | |
| 3 Greenacre | 7 Fairfax | 11 Kings | 15 Hancock | |
| 4 Gardner | 8 Crescent Hts | 12 La Cienega | 16 San Vicente | |

EASTBOUND

- | | | | |
|-----------------------|---------------|------------------|------------|
| 18 La Peer/Robertston | 22 La Cienega | 26 Crescent Hts | 30 Vista |
| 19 San Vicente | 23 Orlando | 27 Fairfax | 31 Fuller |
| 20 Hancock | 24 Sweetzer | 28 Spaulding | 32 Formosa |
| 21 Westbourne | 25 La Jolla | 29 Sierra Bonita | 33 La Brea |

The City of West Hollywood's

ON-CALL TRANSPORTATION PROGRAM

- **Book rides with a phone, smartphone, app, or online**
- **Get updates about pickups and trips by text message or app**
- **The program is low cost with short wait times**



City of West Hollywood
California 1984

City of West Hollywood
Social Services Division
8300 Santa Monica Boulevard
West Hollywood, CA 90069
(323) 848-6510

www.weho.org/transit



The City of West Hollywood's **ON-CALL TRANSPORTATION PROGRAM**

Rides are completed by our transportation partner, Ambiance Transportation, or by a Lyft vehicle



How the program works

Each month, participants may purchase:
\$50.00 of program credits for **\$8.00**
OR
\$100.00 program credits for **\$16.00**.

Participants may travel to and from locations that are within 10 miles of the borders of the City of West Hollywood.

ELIGIBILITY REQUIREMENTS

- Must live in the City of West Hollywood
- Aged 62 or over, or
- Have documented evidence of a disability

**WE VALUE
YOUR OPINION!**

Let us know what you think!

To share your opinion or
for general information or
to check fare balance,
please call:

(310) 981-9303



City of West Hollywood
California 1984

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Social Services Division
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