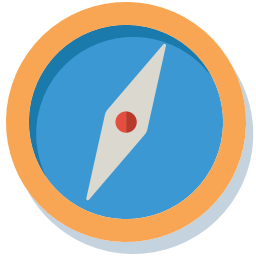


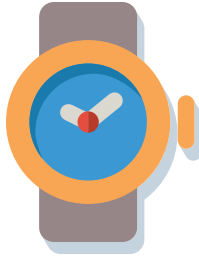
# LADOT's Core Principles for Transportation Happiness



ACCESSIBILITY

## Freedom to Get Around

I have the flexibility to select among safe, easy-to-understand, and universally-designed options to help me get to where I need to be in a timely manner.



RELIABILITY

## Freedom from Disruptions

I can get where I need to go, when I need to go, with seamless infrastructure and responsive services, whether on my daily commute or on a spontaneous trip.



SAFETY & COMFORT

## Freedom from Harm

I can enjoy my trip free from harassment and harm, using a safe, comfortable, and intuitive system.



CULTURE & COMMUNITY

## Freedom to Connect

I feel connected to my neighborhood and can celebrate our city's cultural diversity and unique places.



EQUITY & TRANSPARENCY

## Freedom from Exclusion

I can rely on LADOT to respect and empower communities through transparent decision-making and clear operations, to invest equitably, and to avoid disproportionate impact.

Do you have feedback on this document? Submit via email to [ladot.innovation@lacity.org](mailto:ladot.innovation@lacity.org), or use the hashtag #TransportationHappiness or #TranspoHappiness on your favorite social media platform and tag @ladotofficial!

# Transportation Happiness Metrics

will help LADOT track how well the Core Principles are being upheld.

## Accessibility

1.1

**I can get around without disruptions**

*Infrastructure/service is contiguous and regularly available*

1.2

**I can start my trip without delay**

*Infrastructure/service can be accessed quickly*

1.3

**I can get around without encountering barriers**

*Infrastructure/service is ADA-compliant or follows principles of universal design*

1.4

**I know what's going on when I travel**

*Real-time information about the service or status of the infrastructure is available*

1.5

**I have options for what I need and how much I pay**

*Services/modes span a range of costs, with viable, high-quality options at all price points citywide*

## Reliability

2.1

**I can count on similar travel conditions every day**

*Infrastructure/service performance is consistent*

2.2

**I can travel in about the same amount of time every day**

*Travel time is consistent*

2.3

**I have options for how I get places**

*Modal redundancy and flexibility exist*

## Safety & Comfort

3.1

**I'm protected when I travel**

*Infrastructure/service provides protections for my physical safety and freedom from harassment*

3.2

**I'm secure when I travel**

*Infrastructure/service provides protections that ensure my personal and digital security*

3.3

**I can expect well-maintained travel conditions**

*Infrastructure/service is in good condition and well-maintained*

3.4

**I can expect cleanliness when I travel**

*Infrastructure/service is clean*

3.5

**I can travel comfortably**

*Infrastructure/service does not detract from quality of life (noise, temperature, smell)*

## Culture & Community

4.1

**I'm respected when I travel**

*People using the transportation system are treated with respect and inclusiveness*

4.2

**I receive quality service when I travel**

*Customer service is consistently high quality*

4.3

**I'm impressed with my travel conditions**

*System/service achieves a high overall "net promoter" score (i.e., "I would recommend this to others")*

4.4

**My community is respected by LADOT's processes**

*Infrastructure/service is regularly assessed and improved*

4.5

**I enjoy the places where I travel**

*Public spaces encountered while using infrastructure/services are high quality*

## Equity & Transparency

5.1

**I can count on LADOT to be open and honest**

*LADOT regularly shares with the public, in plain terms and multiple languages, its goals, progress, and status of investments in infrastructure and services*

5.2

**I can tell LADOT what I need**

*LADOT engages with all communities to build local capacity to articulate and advocate for social inclusion, transportation needs, and long-term community goals*

5.3

**I can expect LADOT to serve those who are most vulnerable**

*Infrastructure/service investments are prioritized for areas with vulnerable populations, defined by the City of LA Health Atlas*