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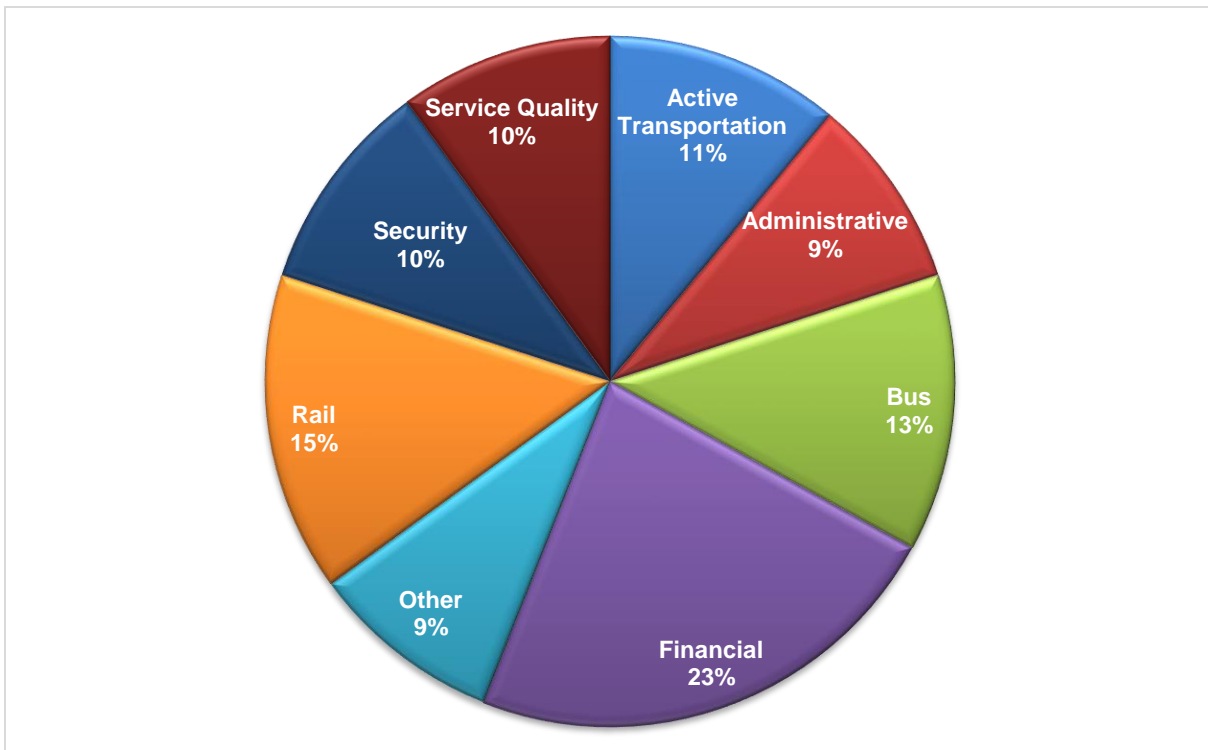
FY20 PUBLIC OUTREACH

Summary of FY20 Proposed Budget Public Outreach Efforts and Comments Received

Events	Participation
Workshops and Meetings	Covering all Service Councils and key stakeholders throughout LA County
Telephone Town Hall	4,977
Interactive Budget Tool	1,677 (as of April 30, 2019)
Web Page Visits	5,353 (as of April 17, 2019)
All Comments (Email/mail)	796

Comments received from the public during Metro’s FY20 budget outreach process are summarized below. This summary includes comments received through April 17, 2019. Due to the large volume of comments received, not all can be included in this summary. However, the summary presented is a fair representation of the types of comments received across all outreach efforts. Comments received during the workshops and meetings have been addressed; while the written, email, and budget survey comments will be forwarded to relevant departments for consideration in the development of their programs.

A recap of the comments received during the budget outreach process is shown in the table below. As evidenced by the range of subjects in the summary, the public provided input and suggestions on virtually every Metro function. In addition, the perspectives on each issue varied greatly by respondents.



Key Topics	Synopsis of Comments
Active Transportation	<ul style="list-style-type: none"> • Create more safety programs for pedestrians, designated sidewalks, diagonal crosswalks and separate walkways • Fix the streets and sidewalks. There are holes • Bike lanes should be just for bikes and not pedestrians • Stop wasting money on bike share and add dedicated bike lanes • Need first/last mile transportation for new rail lines • Add a dedicated east-west path for bikes and pedestrians
Transit Service	<ul style="list-style-type: none"> • Improve connections between bus lines • Make riding buses and trains easier and more reliable • Expand all rail lines, especially the Expo line • Consolidate bus lines so you can add more frequent service on fewer lines • Add rail lines along freeways to access longer distances • Run rail more often 20-minute wait time is too slow • Building more BRT Lanes is a better use of funds than building more rail • Increase all transit options along I-405
Maintenance	<ul style="list-style-type: none"> • Please increase maintenance on the Blue line to cut down delays • More maintenance on bus/rail vehicles to increase service reliability • Maintain the cleanliness of bus/rail • Replace cloth seats, homeless people make them smell
ExpressLanes	<ul style="list-style-type: none"> • ExpressLanes is unfair to lower income families and incentivizes more cars leading to worse congestion • Make all express lanes dedicated bus/light rail lines • Do not add more ExpressLanes as it only enables more cars on the road • Need to fix holes on fast track lanes • Add express lanes to the I-10 and 405, very congested freeways
Fares	<ul style="list-style-type: none"> • Increase fares on bus/rail if it means improved safety/security • A smart phone application to pay the fare would be convenient and encourage transit use • Raise taxes and make public transit free • Make it easier to navigate public transportation by using one method of payment for the Los Angeles area • Add options for large companies to buy preloaded fares • Do not make transit service free; it will become a haven for transients and unsafe riders and deter riders beneficial to Metro • Do a better job of enforcing fare evasion; implement strategies like NYC – taller turnstiles to stop fare evasion and prevent access to platform without payment
New Rail	<ul style="list-style-type: none"> • Provide direct service to LAX without having to take a shuttle • Connect Red Line to Crenshaw Line • San Fernando Valley needs a subway • All light rail lines should be elevated to avoid getting stuck in traffic • The Sepulveda Pass project should be heavy rail • Extend the Red Line further north to areas like Sylmar • Use AI/Machine Learning to better optimize routes and services for Metro Rail • Please consider light rail options in San Fernando Valley • Build new rail lines that are faster than driving • Develop a light rail from Long Beach to San Fernando Valley
Regional Operators	<ul style="list-style-type: none"> • Make later departures from Union Station on Metrolink • Metrolink should open doors a few minutes before departures • Be able to use Metrolink pass on more than one line • Run DASH buses on nights and weekends • Foothill transit needs better management • Roads throughout LA worse than most 3rd world countries • Metrolink service horribly unreliable and inconsistent
Outreach	<ul style="list-style-type: none"> • More info on how to participate in community decision-making process • Continue outreach to educate the public to increase transit ridership • Great illustration on Budget Tool of public works involves trade-offs

Key Topics	Synopsis of Comments
	<ul style="list-style-type: none"> • Language in survey is too advanced and technical for most people • Budget Tool: Too much focus on capital projects; focus on addressing practical questions to increase ridership – safety, security, reliability, reach • Budget Tool: budget and financial impact scenarios a waste of time and doesn't address the real issues plaguing Metro's system • Budget Tool: simplify questions/answers – too much information over our heads
Parking	<ul style="list-style-type: none"> • Don't charge for parking at parking lots • Security at lots just stand around and talk • Add more parking places so more people can ride Metro • Lack of parking around Metro Stations deters Metro use • Offer low income waivers for parking • Implement permit parking in all stations • Would rather have additional parking at stations instead of more rail stops
Positive Feedback	<ul style="list-style-type: none"> • Metro is doing a great job • Metro has come a long way • Metro is open to feedback, and that is great • Thank you for all the hard work and services you provide to the LA County area • The bus system is convenient and easy to use • We're a one car family and have no intention of buying a second due to all the great Metro projects underway
Safety & Security	<ul style="list-style-type: none"> • More police officers on all bus lines • Need more security on trains and parking lots • Improve rail station safety • Better enforcement on existing ridership rules • Loss of ridership due to safety/security concerns • Increase security presence and make it safe for small children • Policing Metro stations to allow safe bicycle parking • Police at stations say hands are tied – cannot cite fare evaders
Streets & Highways	<ul style="list-style-type: none"> • Add more lanes on all freeways • Add more expanding freeways, toll ways and roadways • Stop funding expensive and inefficient rail and improve road and freeway options
Accessibility/Rideshare	<ul style="list-style-type: none"> • Add more routes throughout the city for disabled passengers • Add more wheelchair access • Keep people with disabilities in mind when creating programs or considering budget expenditures • Increase first/last mile strategy with ride sharing services like Lyft/Uber
Advertising	<ul style="list-style-type: none"> • Use unused space for advertising and generating revenues • Increase ad rates/revenue and promote Metro as safe and reliable • Metro's branding and PR materials are great • Use marketing money to educate the public and promote transit use instead of driving • More advertising of public transit along heavily congested streets and highways like I-405

Workshops & Meetings

- Metro Service Councils
- Citizens Advisory Council
- Technical Advisory Committee
- Bus Operations Subcommittee
- Local Transit Systems Subcommittee
- Streets & Freeways Subcommittee
- Policy Advisory Committee (PAC)

Interactive Budget Tool

The interactive Online Budgeting Tool engaged the public by asking a series of questions on transportation priorities to develop a customized Metro budget. Respondents were able to see the budgetary impact for their choices interactively and include narrative comments to further express their feedback and concerns. The budget tool allowed Metro to receive comments from a larger portion of the general public, including those who are not Metro riders.

The Online Budget Tool focused on five key areas: Transportation Priorities, Bus & Rail Service, Active Transportation, Streets & Highways, and Transit Expansion.

Below are general results of the survey:

- 25% of respondents prioritized Transportation Expansion Projects (New Bus & Rail)
- 41% of respondents favored Bike Lanes as most desirable improvement project
- 32% of the respondents were willing to increase fares (service unchanged) to balance the budget

When asked about which freeway they would like to see ExpressLanes expanded to, 38% of respondents selected: Do not expand ExpressLanes.

The results of this survey helps Metro get a snapshot on the public's ranking of their transportation priorities. Comments and feedback are being gathered and evaluated to help shape Metro's priorities.