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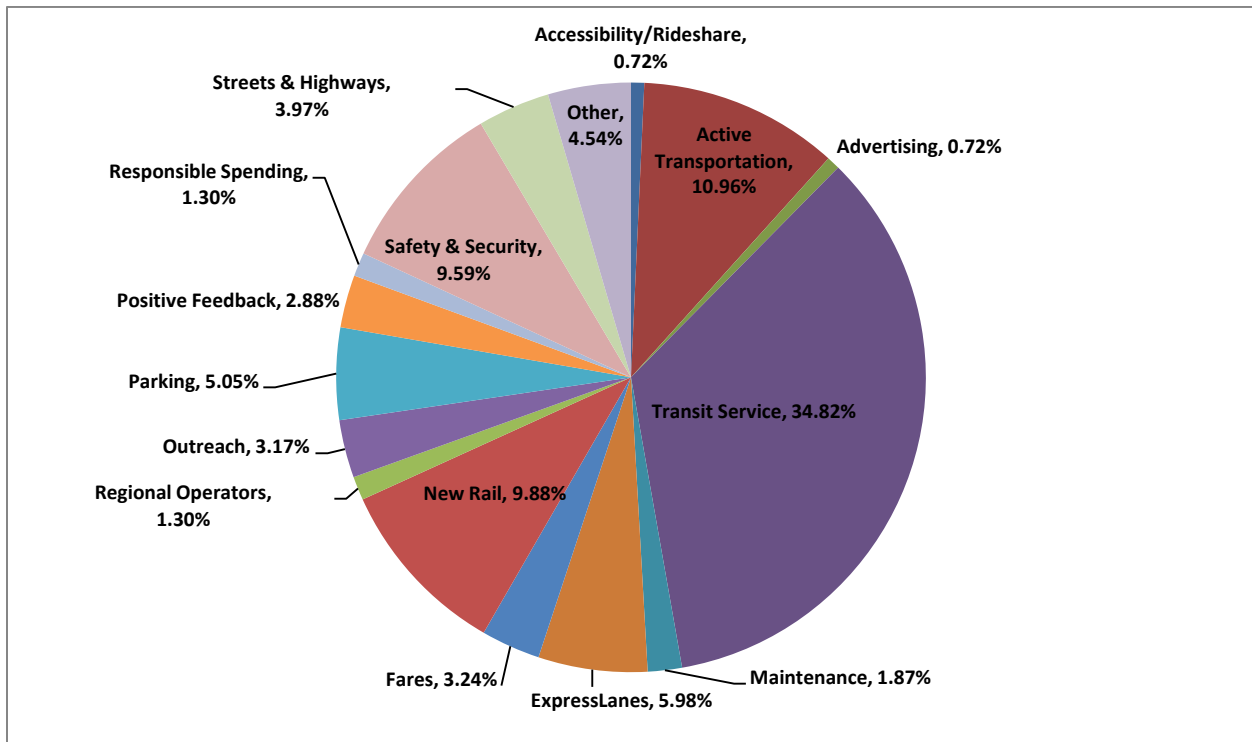
FY19 PUBLIC OUTREACH

Summary of FY19 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	7,249
Interactive Budget Tool	3,433 (as of May 3, 2018)
Web Page Visits	3,914 (as of May 3, 2018)
All Comments (Email/mail)	1,459

Comments received from the public during Metro’s FY19 budget outreach process are summarized below. This summary includes comments received through May 3, 2018. 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 • Split sidewalks and have pedestrians and bikes on each half • Don't close road lanes for bike lanes • Bike lanes should be just for bikes and not pedestrians • Need first/last mile transportation for new rail lines • Need better sidewalks in unincorporated LA County • Add a dedicated east-west path for bikes and pedestrians
Transit Service	<ul style="list-style-type: none"> • Cut bus fares and increase service • Reduce amount of stops on local bus lines • Add one more car to Gold Line in the mornings • End rail service at midnight and add owl service in its place • Add more rail cars during peak hours • Add dedicated lanes for red express bus • Add dedicated full length bus lanes thoroughfares • Improve service between Torrance and West Hollywood • Improve connections between bus lines • Make the light rail system faster to increase ridership • Make riding buses and trains easier and more reliable • When rail lines go out of service, implement bus shuttles quicker • Need to elevate or tunnel rail lines whenever possible • Implement Express loops and local loops • 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 • Add more long distance commute buses • Consider safety at night at bus stops when scheduling buses • 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
Maintenance	<ul style="list-style-type: none"> • Please increase maintenance on the Blue line to cut down delays • Change traffic control on lights to give light rail priority • More maintenance on buses and trains so more riders will be comfortable • Spend more on train maintenance • Maintain the cleanliness of buses • Clean green line elevators • Replace cloth seats, homeless people make them smell
ExpressLanes	<ul style="list-style-type: none"> • Don't sell anymore transponders, making congestion worse in ExpressLanes • Lower cost in the AM, it is too expensive • Make all express lanes carpool lanes • Get rid of the \$1 monthly fee for fast track • Add more express lanes and offer a subsidy to car dependent and low income • Allow fast track people to also use all diamond lanes • Increase rail coverage and more express lanes • Add a fast track on the I-5 freeway • Add express lanes to all freeways • Need to fix holes on fast track lanes • Add express lanes to the I-10 and 405, very congested freeways • Expand fast track east from El Monte to Inland Empire • Add more money to enforce proper use of transponders
Fares	<ul style="list-style-type: none"> • Do not raise fares on bus or rail • Students should ride for free • Lower prices to make transit more affordable • A smart phone application to pay the fare would be convenient and encourage transit use • Raise taxes and make public transit free • Increase fares to provide free parking

Key Topics	Synopsis of Comments
	<ul style="list-style-type: none"> • Offer more affordable fares, especially for low income riders • There should be a low income program for monthly bus passes • Add round trip transfers on one fare • Make it easier to navigate public transportation by using one method of payment for the Los Angeles area • Lower the Senior/Disabled minimum age to 60 • Add options for large companies to buy preloaded fares • Adjust and round up single ride fares, but lower the cost of a day pass • Do not provide free rides on transit
New Rail	<ul style="list-style-type: none"> • Fund and start a Project EIR/EIS for the Northern Extension of the Crenshaw/LAX Line in 2018 to get this project shovel-ready by 2020 • Extend the Gold Line to El Monte • Provide direct service to LAX without having to take a shuttle • Connect Red Line to Crenshaw Line • Do not build more rail, because there will never be enough riders • San Fernando Valley needs a subway • The Vermont bus line should be a subway • Expand into the Orange County area • All rail lines should be elevated to avoid getting stuck in traffic • Extend rail deeper into the Valley, to Pacoima, Sunland, and Lake View Terrace • The Sepulveda Pass project should be heavy rail • Extend the Red Line to Santa Clarita or Sylmar • Extend the Red Line further north • Add a north/south line from the valley to the Westside • Build a rail line from Laguna Hills to San Jose • The 110 corridor should have a train • Start building rail in the South Bay to provide an alternative to the 405 • Add rail in Glendale • Add new express rail service between downtown LA and Long Beach • Build new rail lines that are faster than driving • Build rail from the South Bay to Long Beach • Provide direct rail service from San Dimas to La Canada at 7am • Build a rail line on Santa Monica Blvd • Extend the Green Line to the Norwalk/Santa Fe Springs Metrolink station • Extend the Crenshaw Line into West Hollywood • Add rail service to San Pedro
Regional Operators	<ul style="list-style-type: none"> • Make later departures from Union Station on Metrolink • Metrolink should open doors before 7 minutes of departures • Expand Metrolink service to Riverside • Be able to use Metrolink pass on more than one line • Run DASH buses on nights and weekends • Foothill transit needs better management • Reinstate 91 line on Metrolink from 5:40 am to 6:25am
Outreach	<ul style="list-style-type: none"> • Survey is hard to read with a black and grey background • Permit priorities in responses • Provide more materials for Chinese Americans on how to take Metro bus and rail • Survey residents where rail doesn't exist to assess whether to add rail lines • Allow fields on the survey for alternate solutions • Great illustration on Budget Tool of public works involves trade-offs • Language in survey is too advanced and technical for most people • Overhaul Metro.net website
Parking	<ul style="list-style-type: none"> • Don't charge for parking at parking lots • Security at lots just stand around and talk • If you use a Metro pass, then parking should be included • Offer a bundle of passes and long term options for parking • Offer discounted parking for Metro riders

Key Topics	Synopsis of Comments
	<ul style="list-style-type: none"> • Parking lots a very unsafe • If you charge at Atlantic Station (low income) why don't you charge at Arcadia? • 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
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 • Budget tool is a superb tool to gather input • Thank you for all the hard work and services you provide to the LA County area • Great budget tool for education and feedback • Appreciative of all updates as people are using Metro more • The bus system is convenient and easy to use
Responsible Spending	<ul style="list-style-type: none"> • Sub Contract work to the private industry and slash budget by half • People in government positions accept bribes to choose certain projects • Reduce executive management salaries • Cut redundant and overlapping positions that can be eliminated • Encourage businesses to subsidize public transit costs for its employees • Direct more funds to subsidize door to door ride sharing options • Balance between transportation and road repairs
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 • Stop criminalizing poverty with fare inspection • Increase security presence and make it safe for small children • Policing Metro stations to allow safe bicycle parking • Add cameras to rail cars • Remove cops from the trains • Add armed security guards North Hollywood parking lot
Streets & Highways	<ul style="list-style-type: none"> • Add more lanes on all freeways • Remove call boxes, people now have cell phones • Complete the 110 through Downtown Los Angeles • Make lanes on freeways for motorcycle riders • Add more expanding freeways, toll ways and roadways • Finish the Sound Wall • 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 • More coordination with muni operators to gain senior and disabled ridership • Keep people with disabilities in mind when creating programs or considering budget expenditures
Advertising	<ul style="list-style-type: none"> • Use unused space for advertising and generating revenues • 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

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)
- Valley Industry & Commerce Association (VICA) Transportation Committee
- BizFed

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 Improvement, Active Transportation, Streets & Highways, and Budget Balance.

Below are general results of the survey:

- 77% of the respondents favored Metro improving rail services
- 41% of respondents favored better pedestrian crossings on busy intersections
- 40% of the respondents were willing to cut service to balance the budget by reducing service on less heavily used bus line

When asked about which freeway they would like to see ExpressLanes expanded to, 30% 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 the budget and Metro's priorities.