

FY22 Budget – Public Outreach

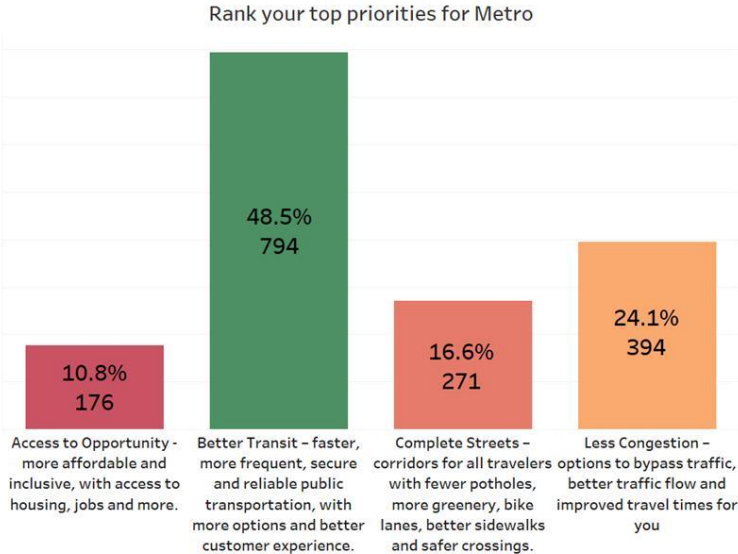
Summary of FY22 Proposed Budget Public and Stakeholder Efforts and Comments Received

EVENTS	PARTICIPATION
Budget Briefings and Meetings	Covering all five Regional Service Councils, riders, the public and key stake holder meetings throughout Los Angeles County
Interactive Questionnaire	1,700 February – April
Web Page visits	2,249 February – April
Questionnaire & Email/mail Comments	700 February – April

Interactive Questionnaire

For the FY22 Budget an interactive questionnaire was used to solicit feedback and comments, thereby engaging the public in all areas of Los Angeles County. Respondents were asked a series of questions on transportation priorities. The questionnaire focused on four key areas: Better Transit, Less Congestions, Complete Streets and Access to Opportunity. These key areas are in line with the Long-Range Transportation Plan.

Respondents were able to rank what they considered top priorities. Below are results of the survey:



The questionnaire further broke down each four areas into subcategories for respondents to choose their priorities. The results indicate the following:

- Respondents selected “Expand Rail Network” and “Increased Safety” as their top choices for a faster more frequent, secure and reliable *Better Transit* experience;
- Respondents selected “Dedicated Bus Lanes” when considering *Less Congestion* as their main option to bypass traffic and better traffic flow;
- Respondents selected “Improve Pedestrian Crossing” as their first choice for *Complete Streets* when considering better sidewalks and safer crossings; and
- Respondents selected “High Density Developments Around Transit” and “Easier Reduced Fare Program” as their top priorities for *Access to Opportunity* when considering access to housing jobs and more.

Public Comments

Comments received from the public during the Metro FY22 Budget outreach process are summarized below. Key stakeholders, and customers provided input and suggestions on virtually every Metro function. However, due to the volume, not all comments can be included in this summary, but all questions and comments received during the budget briefing, stakeholder meetings, and public hearing have been addressed. Furthermore, comments received via mail, email and questionnaire were reviewed and forwarded to relevant departments for consideration in the development of their programs, projects or initiative. This is an ongoing process and we continue to receive comments on a daily basis.

Key Topics	Summary of Comments
<p>Access to Opportunities</p> <ul style="list-style-type: none"> • High Density -Development • Better Mobile & Web experience 	<ul style="list-style-type: none"> – That the times on electronic displays at train stations get updated on real times and match real arrival times – Need Metro>Muni>Metro (Transfer policy) – Improving bus service is the lowest hanging fruit - bus lanes, more route, safer - these things are the most cost-effective ways to start. Also, it should be free – Critical to update your web service – Need better ways to show detours electronically. – Redirect placing paper on bus sites when you should be doing this electronically – Service announcements should reflect Metro website especially during – Better communication about community meetings times – accommodate 9 to 5 job – Legalize high density housing near transit by expanding TOD communities – turn entire system to proof of payment to speed buses up – Consider small bus improvements on busy routes - signal prioritization, short segments of bus lane so the bus can jump queues. – Implement all door boarding and off board fare collection in as many places as possible to reduce bus dwell time

	<ul style="list-style-type: none"> - Metro investment in the creation of affordable housing near existing transit - Making Metro owned land near existing transit available for low to no cost for the development of affordable housing would increase ridership by low-income families and provide those families with adequate affordable transportation - Enforce/develop law for essential workers to have priority on all transportation. Implement support for bus drivers by giving them more authority to control troublesome passengers - Provide wayfinding with directions and distances. - Focus on affordable housing crisis be affordable. - Transitional homeless housing should figure into this as well. - Keep the names of the routes - You do not post prices of transit everywhere payment is required. Getting rail tickets is confusing
Easier & Reduced Fares Program/Fares	<ul style="list-style-type: none"> - Money Spent could even provide free transit as opposed to limited infrastructure - Your one-way pass doesn't work on buses - Free METRO rides ... so who pays? Someone has to ... because it ain't free. Oh maybe METRO employees and contract employees are donating their time now - Change the fare system - No Free Fares! It will only increase homelessness - Public Transportation is too expensive in LA - FREE FARE NOW - Metrolink needs to go on TAP - EZ Transit Pass within LA County under a zone structure (upcharge to cross zone borders, included if within one zone, tap in tap out required) - Flat rate of the price is not fair and not attractive to those that need to take short trip - Price is high for all services - Prioritize making system free for students or even better for all riders. And prioritize buses for low-income riders - Buses and subway should be free -- that would greatly reduce traffic - \$5 day pass that covers all transfers
<p>Better Transit</p> <ul style="list-style-type: none"> • Reduced wait times • Ridership experience/cleanliness • Expand Rail Network • Improve bus routes 	<ul style="list-style-type: none"> - Please complete the Sepulveda Pass train project - Get the Gateway Cities light rail from Artesia to Downtown built - Need subway line which follows the 405 from the SF valley to a station directly in LAX - Need faster means of getting from the West Valley to the Westside, Airport, Hollywood, Pasadena, and Downtown, need subway under Ventura Blvd., Calabasas to Sepulveda Pass line trains integrated with 101 and 405 freeways, Gold Line / BART style. Monorail system along the freeways that are congested - Get rid of cloth seats – trains don't smell good - Mask mandate - Red line is filthy - Safety, cleanliness and quality of life on rail and bus lines are horrible - Please sanitize the buses – general cleaning

- Ban vaping
- Train platforms are filthy
- Get rid of fabric upholstery
- Cleanliness is a priority
- Add more buses to avoid over-crowded buses and to keep the redline, purple line
- More airport connector
- Bring back Passport smaller busses running more frequently
- Need better and more reliable transit in Burbank
- extend the Orange Line to San Diego
- Please bring rail to West Hollywood
- Dedicated bus lanes and selling the time savings will greatly improve metro.
- The Metrolink and Metrorail have too many stops.
- Expand the Metro Micro to more cities for the last mile and offer cheaper price.
- would really like to see a train into LAX (like Chicago's Blue line).
- Better rail from antelope valley to Los Angeles.
- Metro could increase direct service in Western San Gabriel Valley
- Please build a north-south train line on the west side from expo line to Westwood
- Open back door right way
- Please improve transportation in the San Fernando Valley, particularly west of NoHo.
- Encourage rail from LAX to Westwood.
- More subway please
- weekend metro service for lines 169, 245
- Do not discontinue the 115 Playa Del Rey line
- Increase service to Downtown LA.
- Increase number of Metro light rail routes
- Consider a train down the center of major freeways like BART in NorCal
- More bus routes on the main roads all the way to Pomona
- The micro transit is great
- Please finish the regional connector
- Need rail system that goes north/south and links the San Gabriel valley to the inland empire - like the 71 freeway.
- Rail development needs to be accelerated. Especially 90501 transit hub. South Bay Curve extremely congested due to industry near LAX.
- We need better service on lines 244,167,158,166,243.
- Extend Gold line to SGV along 60
- Subway stops at Van Nuys, Ventura Blvd, UCLA, Wilshire Blvd (Purple Line), expo Line and Culver City, and LAX
- Refocus on Bus Rapid Transit, optimize and improve existing local bus routes,
- Add stop on La Cienega and Wilshire, more busses in the evening
- Increasing frequencies, especially during off-peak hour
- Need J or C Line expansion to Torrance for better travel to Downtown, Crenshaw, Culver City and Santa Monica.
- LAX needs a light rail stop
- REALLY look forward to the ability to take train from Long Beach to museums in LA

	<ul style="list-style-type: none"> - Expand the Metro Micro to more cities and coordinate with rideshare app - More frequency of bus in the South Bay area - Need connection from the valley to LA - Expand the rail network and paint Bus Only lanes on all major boulevards. - Give light rail transit full traffic signal pre-emption through all at-grade crossings - Transit first, private autos second. - Connect green line to Metrolink at Norwalk use the train as an artery that is fed by busses - Express bus service on I-405 connecting LA and OC - More train lanes to Connect to one another directly - Express trains from Union Station to LAX - One seat, no changes. - Light rail project that connects Eagle Rock/Glendale to downtown via Glassell Park and Elysian Valley. - LATTC needs bus bench or overhang for protection - Need first mile last mile in Altadena area
<p>Complete Streets</p> <ul style="list-style-type: none"> • Improve Pedestrian crossing • More bike amenities, lanes, bike share • Increase coordination with Micromobility Companies (Lift, JUMP, Bird, Wheels) 	<ul style="list-style-type: none"> - I have balance/mobility issues, being able to get across streets safely is critical - Need to improve bike share – reluctant due to limit of two bikes per bus - Find better ways to accommodate more bikes-trailers behind bus - Metro bike share program should be disbanded entirely or motorized completely and incorporated into existing public transportation - expand *protected* bike lanes - Expand bike infrastructure, make it easier and safer to walk - Sidewalks (or lack of them) need maintenance & pedestrian crossings are unsafe, Please, prioritize the safety of pedestrian crossings - Metro has wasted our tax dollars, the bike share program is not effective I resent it being forced on us - Reduce the number of bike hubs in areas where usage is minimal - Better pedestrian crossings- Imperial Highway by the 105 freeway - Need protected bike lanes - Bike lanes are a waste, typically rarely utilized - Expansion of active transportation is important for first/last mile connectivity
<p>Congestion Reduction</p> <ul style="list-style-type: none"> • Expand Rideshare • Dedicated Bus Lanes • Traffic Reduction Pilot • Expand Express Lanes/Hwys 	<ul style="list-style-type: none"> - Express lanes should be implemented on all SOCAL freeways to help improve travel times and generate revenue for public transit services - Congestion pricing will increase inequities and cripple low-income communities - Fastrak is the WORST thing to happen to our freeways - Expand the rail network and paint Bus Only lanes on all major boulevards. - We need to complete the Metro HOV lane network - Give light rail transit full traffic signal pre-emption through all at-grade crossings - Transit first, private autos second

	<ul style="list-style-type: none"> - Freeway expansion is a long, inconvenient, costly mistake. Please prioritize making the region's transit options - especially bus travel - more reliable, with increased frequency - Get serious about eliminating carbon emissions - Metro is a critical part of that. - reduce speed limits (85% rule will likely be repealed in Sacramento) - BUS LANES NOW! BIKE LANES NOW! - Extend carpool to low emission vehicles - Please do not raise express lanes prices - More rail is what we need in my opinion to decrease LA's carbon footprint and the best most effective way to reduce congestion! - Stop spending resources on freeways- upgrades for cars when the future is in mass transportation, pedestrians, and bicycles. - Stop funding highways. Put money to transit services. We need better bus service like shorter wait times & more bus routes. Bus only lanes & protected bike lanes are a must. Metro must also STOP EXPANDING THE FREEWAYS. We know from decades of data that more traffic lanes merely beget more traffic. - Don't expect the older people to ride a bike or scooter to get to the station - Need to reduce the incentive for people to drive alone - Institute congestion tolls and/or increase substantially a parking tax
<p>Safety & Security</p> <ul style="list-style-type: none"> • COVID-19 • Cleanliness Homelessness 	<ul style="list-style-type: none"> - PLEASE KEEP THE HOMELESS OUT - NO MORE TRANSIT COPS, AND BETTER BUSES! - Safety of passengers is primary - Better security inside Metro trains - Metro safer but not LAPD there, per BLM standards and what was agreed on in defund the police agreements and commitments - Enforce rules - Wearing mask - Homeless people jeopardize riders' safety - Gold Line need to be clean and safe before riding - Improve the security and cleanliness all over – COVID-19 - Make service feel safe - Blatant disregard for payment, smell of weed, urine and other unknowns - Not enough law enforcement - Not traveling because of major safety concerns using any kind of transit - Filthy trains, loud music, officers chatting, check tickets, bathrooms dirty - More police presence, make sure people are wearing masks Safety Safety Safety. Board should ride our trains not just once or during the day or with security - Increase the in-house transit security budget - Get Cops out of Metro! - Real solutions need not look the other way and hope it goes away! More housing and mental health programs - Safety is always a concern. I don't see many officers or security.

	<ul style="list-style-type: none"> - It is EXTREMELY dirty!! - It is a free for all for individuals that act out and cause concern. - Please prioritize safety. Hire customer service ambassadors Put a police officer or security guard on EVERY train
<p>Feedback</p> <ul style="list-style-type: none"> • Positive • Negative 	<ul style="list-style-type: none"> - Easier to take a Torrance bus to the airport or anywhere - Mostly concerned about Metro staying funded and functioning, than I am to any changes in service. - Tax dollars not coming back the community no longer support anything Metro related - I love DASH service - GO METRO! - THANK YOU FOR ASKING!! - LA and the surrounding area has a good transit system, for the US. There is still a lot to do, but at least you are moving forward. Keep up the good work! - Black shirts Metro security have a sense of ownership and pride. And are well versed in current laws and procedures. - LIFE program helped a lot; difficult to sign up for, but once I figured it out it was great - I love the model of the SEED school. I think it is genius! - I rode express bus to LATTC often before I retired. Very good service, but need bus shelters - Thank you for your efforts. My best wishes and sincere gratitude - Place resources in areas where they are needed/requested
<p>Equity</p>	<ul style="list-style-type: none"> - Equity is not geographic, equity means "looking to the bottom" and serving those most in need first-- specifically, working class Black and Brown Angelenos, and caring for our unhoused neighbors - Do not focus on our budget on rail, freeway / highway expansions, or policing - Metro needs to redirect their priorities and to improving, maintaining, and supporting core services for those most dependent on transit, also providing good union jobs to members of vulnerable communities - Opposed to congestion pricing. Not everyone has the option to change when they are commuting on heavily trafficked roads. This is the first step to less congestion and greater equity - Most people in Watts work non-traditional hours so having more transportation options in the early morning and after hours is important and more frequently would help people feel safer - Metro needs to treat all members of the communities it purports to serve more equitable
<p>Outreach</p>	<ul style="list-style-type: none"> - Your survey is flawed and deceptive - How come I can't select more than one ethnicity in this survey? - Survey is not working properly - I really liked this survey format! - Almost all of these questions are really hard to rank. - Left out two reasons to ride Public Transit; Climate Change and less stressful commute. This survey is completely flawed. It

	<p>ranks automatically without the respondent's input. A badly constructed survey. You can and must do better than this.</p>
Parking	<ul style="list-style-type: none">- Parking is no longer free at Green Line Crenshaw Station- Expand parking space especially when you construct a new station- eliminate parking requirements for new housing- Improve parking around rails; reduce parking- Expand parking space especially when you construct a new station.,- Need to provide security for the cars park at the station, too. Car should be allowed to park overnight without having to pay much money.- There needs to be parking on both sides of the street and buses need to come more often