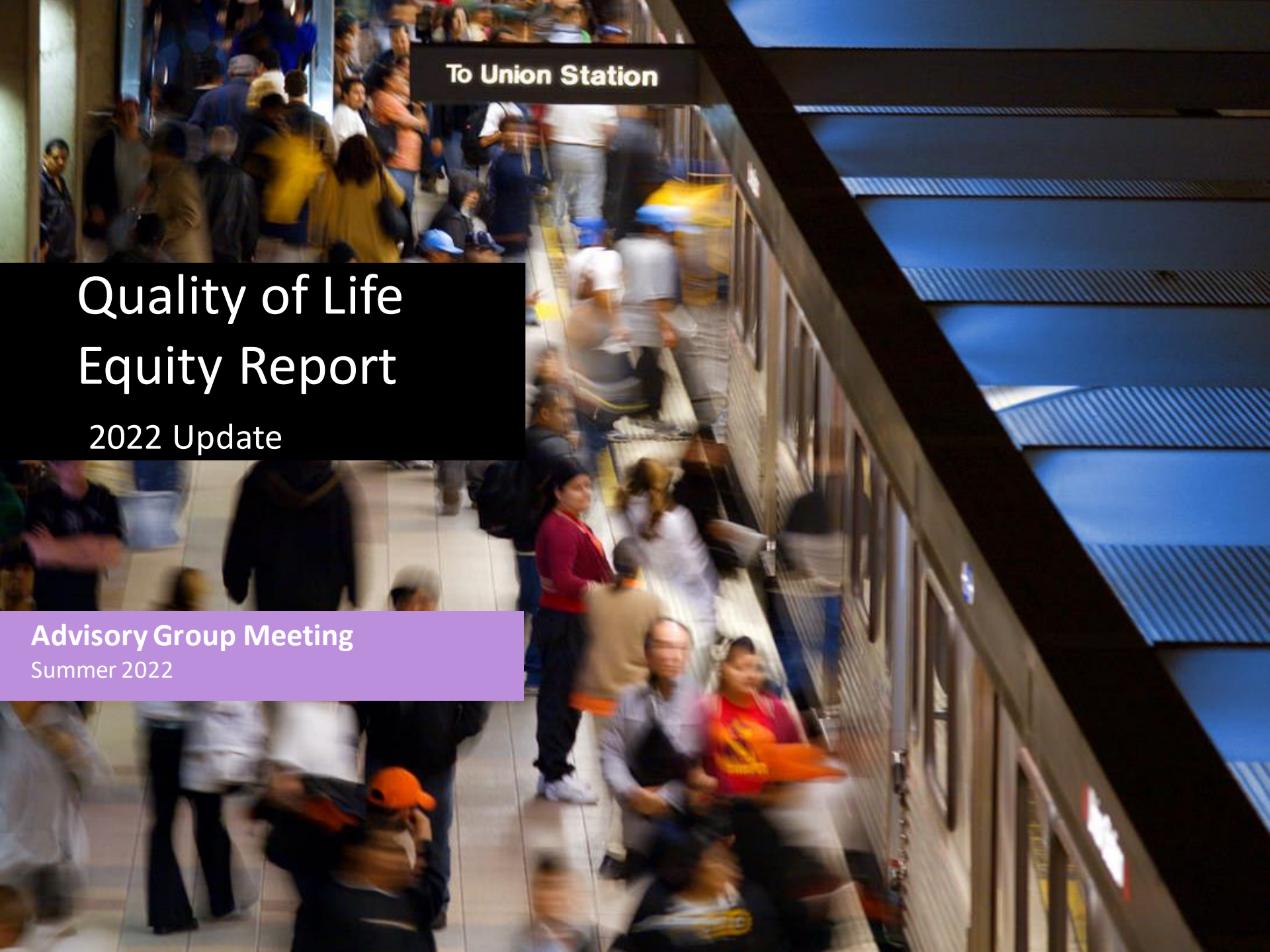


Quality of Life Equity Report

2022 Update

Advisory Group Meeting

Summer 2022

Agenda

1. Introductions
2. Quality of Life Equity Report Goals
3. Discussion
4. Next Steps

Meeting Goals

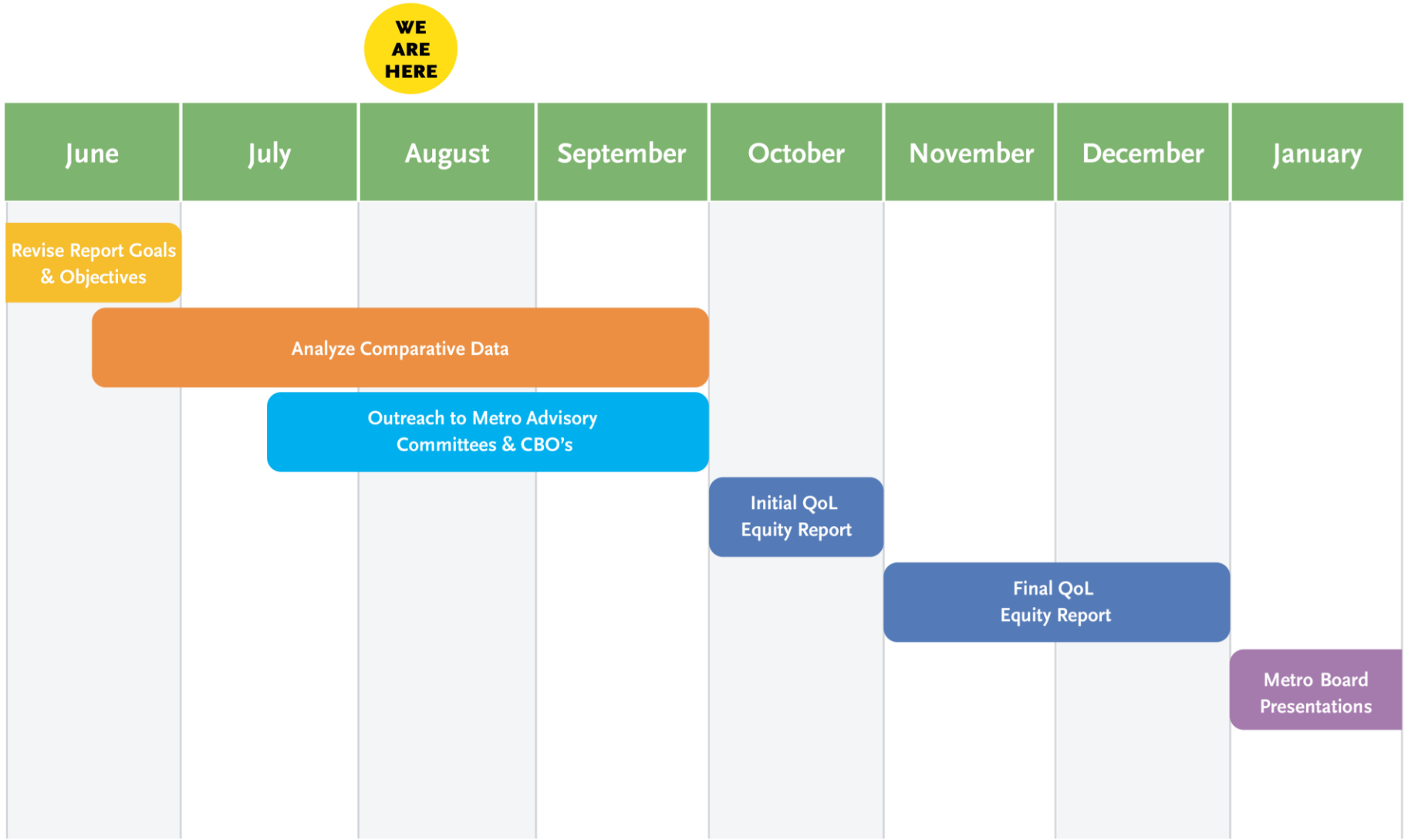
Share

- Background on the 2017 QoL report
- Goals & Objectives for the 2022 QoL Equity report

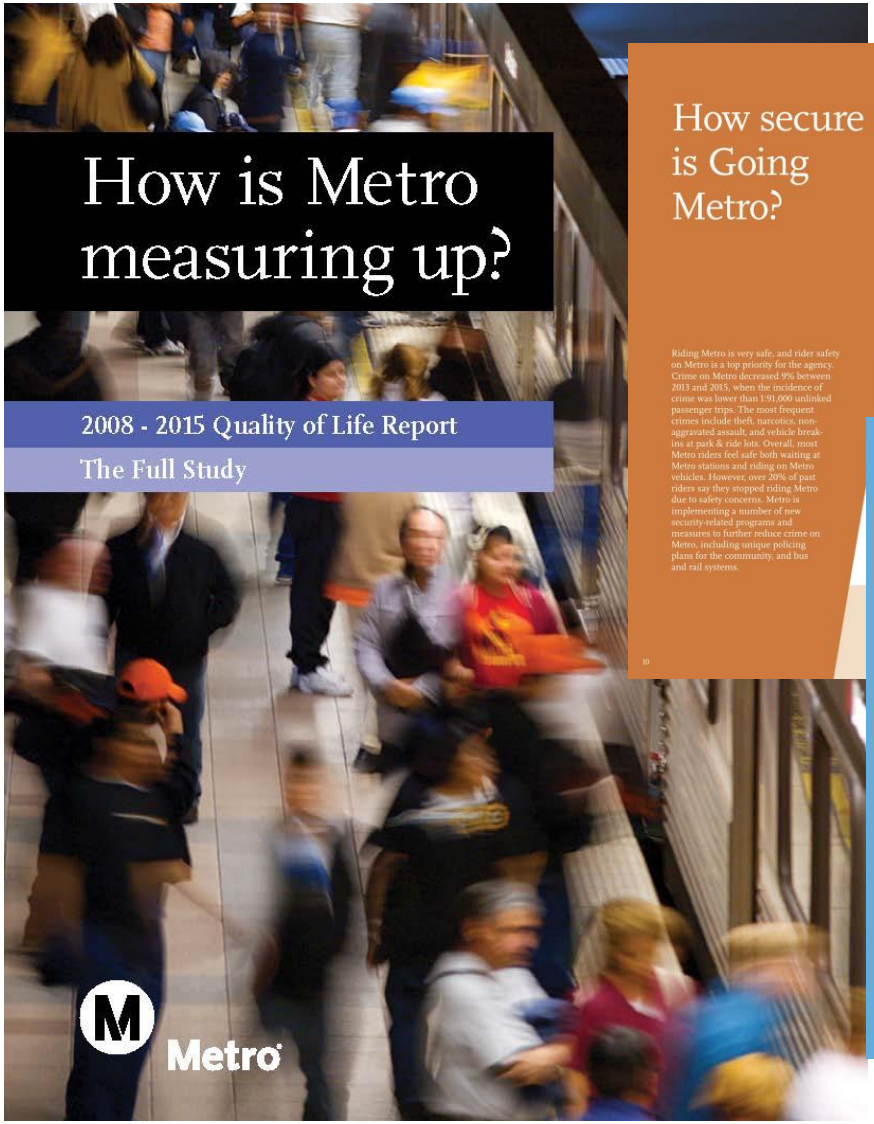
Discuss

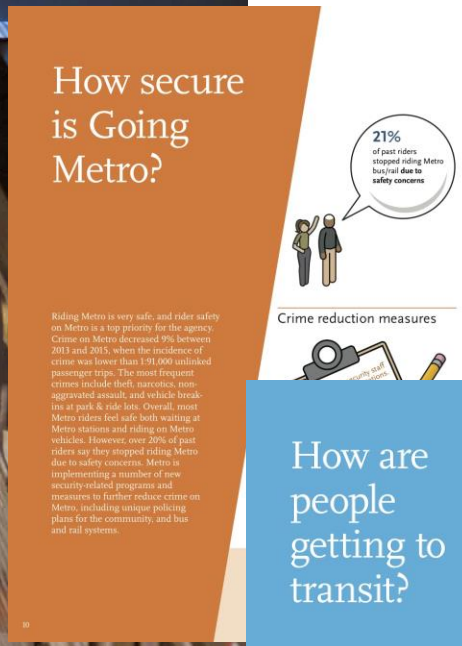
- What aspects of the QOLE Report are of most interest to this oversight committee?
- In terms of the Measure M impacts, any thoughts on how data might be presented if different than the 2017 QOL Report?

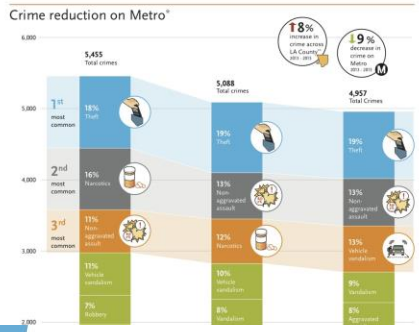
Project Timeline

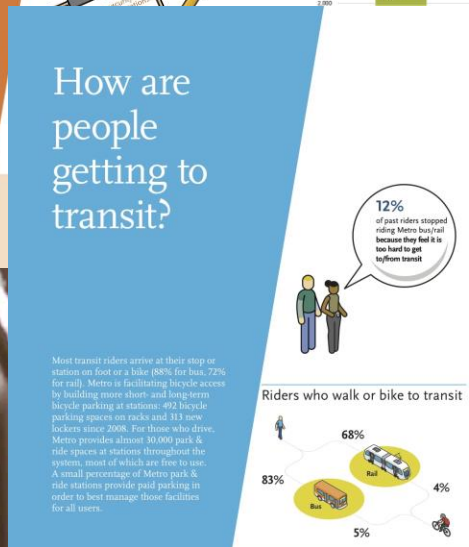


2017 Quality of Life Report

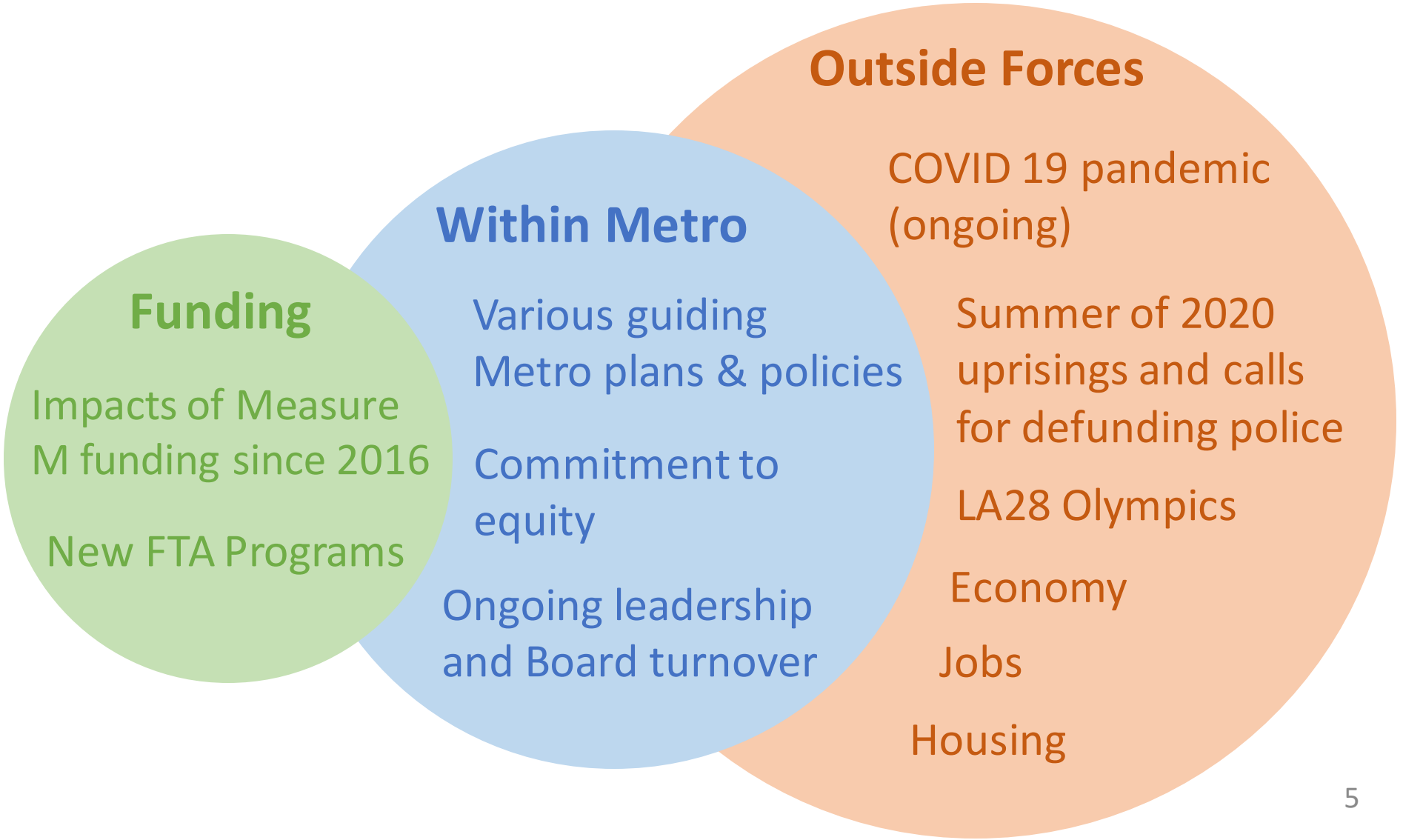








What Changed from 2017 – 2022?

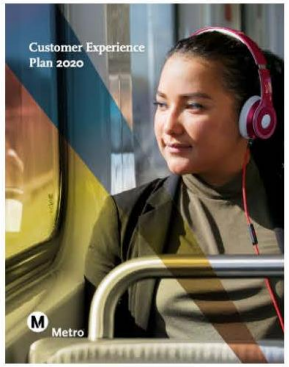


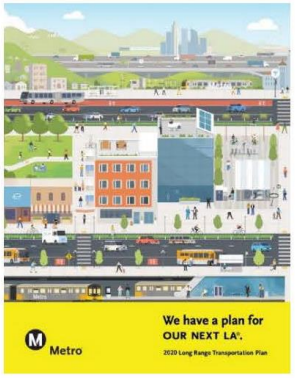
2022 Quality of Life Equity Report

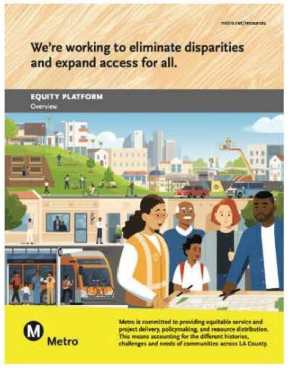
Goals

- Create a “People First” framework for understanding Metro’s progress
- Apply an equity lens to gathering, analyzing and sharing data
- Convey Metro’s progress as core service provider, employer and economic development catalyst

Applicable Agency Plans







2022 Quality of Life Equity Report

Themes

Mobility How Metro is doing in its planned expansion & in providing transit services equitably

Experience How Metro customers feel about safety, comfort and convenience

Community How Metro supports livability in neighborhoods around stops/stations

Regional How Metro supports other transit providers and cities to serve the region

Stewardship How Metro handles the funds and resources it oversees

Agency Wide Issues to Measure & Example Data

Topic	Example Data from 2017	Possible New Data for 2022
Ridership	**Bus ridership, rail ridership, paratransit ridership, ExpressLanes use**	**Bikeshare ridership, Metro Micro ridership, demographics and disparities in transit access**
Environmental Justice	**Countywide air quality, countywide CO2 emissions**	**Air quality and CO2 emissions related to communities facing disparity**
Customer experience	**Overall customer satisfaction, customer complaints, new technology timeline, travel time**	**Customer convenience, deeper customer experience insights by those who rely on Metro**

Additional Topics:

Affordability of transportation
Proximity to transit
Job growth/generation and workforce diversity
Environmental sustainability
System mobility
Safety and security
Transit access for people with disabilities
First/Last Mile access and options
Impact to the built environment
Investment in local communities
Financial stewardship
Housing

Discussion

- What aspects of the QOLE Report are of most interest to this oversight committee?
- In terms of the Measure M impacts, any thoughts on how data might be presented if different than the 2017 QOL Report?

Next Steps

- Meet with advisory committees and CBO's (Summer 2022)
- Gather and analyze data (Summer/Fall)
- Provide update (Fall)

Thank you!