

Attachment B: Summary of Key Themes and Takeaways from Phase 1 Stakeholder/Public Engagement

What We Heard: Key Themes and Takeaways	Anticipated Timeline When This Will Be Addressed in The Study
<p>Equity:</p> <ul style="list-style-type: none"> • Affordability for Low-Income Individuals: <ul style="list-style-type: none"> ○ Concerns that low-income people are unable to afford the fee ○ Low-paying jobs like service work have shifts during off-peak times when transit is not frequent enough • Occupations that require driving: Concerns about occupations that require driving (e.g., gardener, TNC driver, plumbers, domestic workers, day laborers, parents and childcare, home health care workers) • Accessibility: Concerns about accessibility for people with disabilities and for seniors • Structural Inequities: <ul style="list-style-type: none"> ○ Communities that have experienced historic disinvestment should not bear the burden of additional cost ○ Given the history of law enforcement and incarceration, certain types of enforcement may be unappealing to certain groups • Access to high quality transportation options <ul style="list-style-type: none"> ○ Concerns about lack of access to high-quality alternatives to driving, including lack of transit service or quality, no safe walking and bicycling options 	<p>Prioritize equity in process and outcome throughout study.</p> <ul style="list-style-type: none"> • Identify who is impacted and how. (Winter 2020 – Spring 2021) • Establish best outcomes and determine how to measure progress toward them. (Summer 2020 – Spring 2021) • Measure potential benefits and burdens. (Summer 2020 – Fall 2021) • Develop strategies to address burdens and increase benefits, such as subsidies and reinvestment of net revenues. (Summer 2020 – Winter 2022) <ul style="list-style-type: none"> ○ Initial range of fee structure (Fall 2021) ○ Revised fee structure (Winter 2022) • Develop proposed transportation improvements. (Spring – Fall 2021) • Circulate and refine pilot concept. (Summer 2021 – Early 2022)

<ul style="list-style-type: none"> • Suggestions for ways to address inequities: <ul style="list-style-type: none"> ○ Exemptions, discounts, subsidies, rebates ○ Exemptions need to be determined very carefully, otherwise risking deteriorating quality of system if too many groups are exempt ○ Give people money as discount ○ Look at potential integration with existing programs like SNAP or California LifeLine program ○ Tiered pricing based on income ○ Have strong outreach program to ensure people are aware of these ○ Minimize burdens for eligibility • Technology/digital divide <ul style="list-style-type: none"> ○ Consider who has access to high quality internet, can manage using transponders and other technology ○ Consider language barriers during both study phase and any pilot phase of program • Housing affordability <ul style="list-style-type: none"> ○ Concerns that shortage of affordable housing can result in displacement and “supercommuting” ○ Concerns that supercommuters who drive far distances to get to work may be unfairly penalized 	
<p>Stakeholder and Public Engagement</p> <ul style="list-style-type: none"> • COVID-19 and social distancing creates barriers to engagement. • Digital divide will require more than just virtual meetings • Provide telephone options for public meetings • Need to educate public on concept of congestion pricing and how it works • Capture the imagination and stoke interest 	<ul style="list-style-type: none"> • 1-on-1 and small group discussions (throughout study) • Equity focused conversations (Winter, Spring, Summer 2021) • Online open houses with telephone call-in option (Winter 2021, and other periodic touchpoints) • Community-Based Organization partnerships (Winter 2021 – Spring 2022)

<ul style="list-style-type: none"> • Help people imagine a post-COVID future when a program like this would be in place, several years from now • Consider social psychology and change management • Avoid any top-down approach to determining the details of this study. Engage a wide variety of stakeholders and partners. • Continuously provide info about study. Don't go dark. 	<ul style="list-style-type: none"> • Articles, blogs, videos, educational materials (throughout Study) • Media and social media engagement (throughout Study) • Develop and administer public survey (Winter 2020 – Spring 2021) • Report back
<p>Quality of Public Transit & Alternative Options</p> <ul style="list-style-type: none"> • How will Metro define “high quality” in this study • The quality of public transportation and alternatives offered matters in order for pricing to be acceptable • This also entails quality of public transit across all other LA County transportation agencies, so coordination on bus schedules, bus stops, and bus lanes needs to happen • What will the performance metrics be for high-quality transportation options? • People drive because there are no good alternatives – not safe to bike, not safe to walk, transit does not take you where you need to go. • Don't make adding high-quality transit a barrier to implementing pricing—it can be used as a reason to say “don't do pricing” • Pricing can make current transit experience, such as riding a bus, a much better experience without any additional expenditures <p>Additional Alternatives Should Consider Entire Trip</p> <ul style="list-style-type: none"> • Consideration of alternative options should include the entire trip, such as wait times at transit stops with poor sun protection and amenities 	<ul style="list-style-type: none"> • Develop and refine performance metrics (Winter 2020 – Spring 2021) • Develop proposed transportation improvements. (Spring – Fall 2021) • High quality transportation options are anticipated to be implemented before any congestion pricing fee, if the pilot program proceeds. This step is beyond the timeline of this study, which is subject to approval by the Metro Board. A pilot program will also need approval from state and federal regulators. • Implementation Plan (Spring 2022) <p>Other related Metro Initiatives/Programs:</p> <ul style="list-style-type: none"> • Close collaboration across Metro's services/programs/initiatives • NextGen Bus Plan implementation and Better Bus Initiative in the pilot area • Implementation of projects in Measures R and M in the pilot area • Customer Experience Plan implementation • Travel Rewards Research Pilot, including telecommuting • Fareless System Initiative • Homeless Initiative

<ul style="list-style-type: none"> • Understand how travel patterns will actually change with pricing in order to better understand what kinds of transit alternatives and improvements are needed <p>Metro’s Ability to Add Service</p> <ul style="list-style-type: none"> • Is Metro prepared to add additional service to account for new transit riders? • Lack of confidence/trust that Metro can provide high-quality alternatives before pricing is in effect <p>Other Factors That Need to Be Considered</p> <ul style="list-style-type: none"> • Addressing homelessness on the system • Street quality and road repair • Traffic signalization • Impact of telecommuting on transportation system • Helping companies meet transportation demand management (TDM) requirements <p>Timing of Introducing High Quality Options Matters</p> <ul style="list-style-type: none"> • High-quality options should be in place before pricing begins <p>Cost of Transit Alternatives</p> <ul style="list-style-type: none"> • Cost of transit fares should be considered • Desire for free and frequent bus service 	
<p>Revenues:</p> <ul style="list-style-type: none"> • Programmatic <ul style="list-style-type: none"> ○ How much revenue will be generated? ○ How will revenues be used? ○ How will Metro ensure transparency that revenues are reinvested in communities affected by pilot program? 	<ul style="list-style-type: none"> • Cost and revenue estimates (Spring – Summer 2021) • Financial Plan (Summer – Fall 2021) • Implementation Plan (Fall 2021 – Spring 2022) • See above regarding “Quality of Public Transit and Alternative Options in Place of Driving” • Monitoring and progress report on pilot program. If a pilot program is approved by the Metro Board and state and

<ul style="list-style-type: none"> • Suggested uses <ul style="list-style-type: none"> ○ Investment in high demand transit lines and corridors ○ Improving or creating dedicated bus lanes ○ Investment in protected bike lanes ○ Investment in transit agencies and routes that serve pilot program ○ Investments in street quality and road repair ○ Potential to fund electric vehicle charging infrastructure ○ Explore how revenues can be used for non-transportation-related improvements, such as affordable housing, homelessness, child care, grocery stores in food deserts ○ Applied towards advocates trying to promote safer roadway infrastructure in communities • Communication <ul style="list-style-type: none"> ○ Ensure people understand how revenues will be used ○ Communicate that payers will also benefit 	<p>federal regulators, this will be part of the future phase of the project.</p>
<p>Economic impacts</p> <ul style="list-style-type: none"> • Cannot discount the role of goods movement, ports, trucking industry, and businesses and the wealth/competition they bring to LA region • Any program should support economic development, growth, and competitiveness of pilot area and not threaten it • Telecommuting may be at odds with business improvement districts that are supported by commerce/activity from office workers 	<ul style="list-style-type: none"> • Performance evaluation of concepts (Winter – Spring 2021) • Traffic Impact Analysis (Winter – Spring 2021) • Develop proposed transportation improvements. (Spring – Fall 2021) • Financial Plan (Summer – Fall 2021) • Implementation Plan (Spring 2022) • Re-investment of net revenues back into communities served/affected • High-quality transportation options are anticipated to be implemented before any congestion pricing fee, if the pilot program proceeds. This step is beyond the timeline of this study, which is subject to approval by the Metro Board. A pilot program will also need approval from state and federal regulators.

	<p>Other related Metro Initiatives/Programs:</p> <ul style="list-style-type: none"> • Close collaboration across Metro’s services/programs/initiatives • Goods Movement Strategic Plan • Implementation of projects in Measures R and M in the pilot area • COVID-19 Recovery Task Force Final Recommendations
<p>Potential benefits:</p> <ul style="list-style-type: none"> • Time savings • Increased reliability of travel time • Increased reliability of transit travel time • Increased productivity • Increased flexibility • Reductions of GHG that help achieve climate action plan • Reduced congestion and gridlock • Investment of net revenues • Less stress • Improved air quality for those living near busy roads 	<ul style="list-style-type: none"> • Traffic Impact Analysis (Winter – Spring 2021) • Equity Assessment (Summer 2020 – Summer 2021) • Performance evaluation of concepts (Winter – Spring 2021) • Cost and revenue estimates (Spring – Summer 2021) • Financial Plan (Summer – Fall 2021) • Implementation Plan (Fall 2021 – Spring 2022)
<p>Traffic Impacts</p> <ul style="list-style-type: none"> • Concerns about traffic spillover and divergence • Increased speeding on roadways may pose danger for people bicycling and walking and other safety issues 	<ul style="list-style-type: none"> • Traffic Impact Analysis (Winter – Spring 2021) • Develop proposed transportation improvements. (Spring - Fall 2021) • See above regarding “Quality of Public Transit and Alternative Options in Place of Driving”