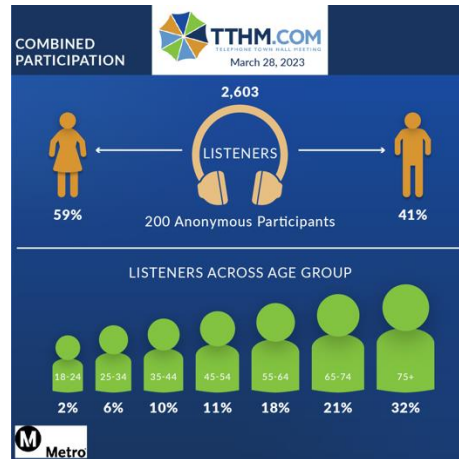


Attachment E : Early, Improved & Expanded Public Engagement Update

Telephone Town Hall

Metro held its third and final Telephone Town Hall meeting on March 28. This concluded Metro’s Telephone Town Hall series for the FY24 budget season.

The following are the demographics from the March 28, 2023, meeting:



The comments and questions mentioned during the Telephone Town Hall are related to public concern about service frequency and reliability, station and vehicle cleanliness, and safety and security across Metro’s system. Metro senior leaders from across the organization listened to these concerns at the Telephone Town Hall and addressed them directly. An emphasis was placed on public participation by structuring the event to allow more time to receive feedback from the public.

My Metro Budget - UPDATE

We continue to see engagement with My Metro Budget, which has received over 1,250 submissions and more than 2,200 written comments. OMB staff created an interactive dashboard that can filter comments by cabinet, region, and demographics. The dashboard can generate word clouds that allow staff to identify top concerns. It has been distributed to the departments and is helping guide decision making for the FY24 budget.

Continued

The top concerns for Transit Operations are frequency, reliability, and cleanliness of service. In response, the Metro Operations team has increased the cleaning budget significantly and plans to hire more custodians for hot spots. Vinyl seat replacement has been accelerated. Also, the team continues to improve the bus service with NextGen initiatives and have increased bus and rail revenue service hours.



Transit Operations

Chief Safety Office mostly received concerns about safety on the system due to drug use, mental health, and unhoused prevalence, code of conduct enforcement, and lack of camera infrastructure. In response, the CSO has proposed an increase in Metro Transit Security Officers, and funding in the Public Safety Analytics program. CSO is conducting a feasibility study on implementing a Metro owned police force. The team continues to work on receiving additional funding for camera infrastructure.



Chief Safety Office

For the General Planning & Programs, the top concerns are to increase public transit options in both bus and rail, increase dedicated bus lanes, and more protected bike lanes. In response, Planning & Programs have increased the Bike Connectivity Improvements budget and is ramping up the 4 pillar projects that are on schedule: Green Line, Sepulveda Transit Corridor, West Santa Ana Branch, and Eastside Extension Phase 2. Projects such as the Broadway BRT and Crenshaw Northern Extension are in progress.



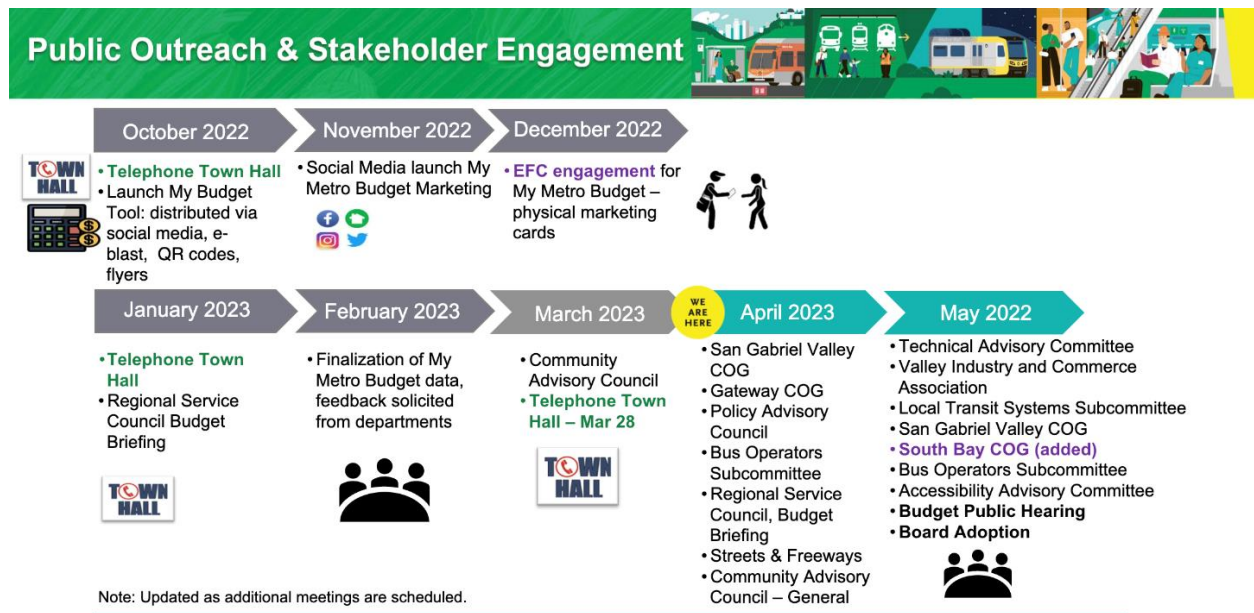
General Planning & Programs

Continued

Stakeholder Meetings and Outreach Efforts

The annual budget is developed through a comprehensive process and supports pillars two (Listen and Learn) and three (Focus and Deliver) of the agency’s Equity Platform framework. Metro will continue engagement with key stakeholders and community groups during the months of April and May.

Schedules and information for public meetings and updated budget information will be provided in advance on the Finance and Budget portal at <https://budget.metro.net>.



ONGOING PUBLIC PARTICIPATION