

## **Attachment E: Early, Improved & Expanded Public Engagement Update**

### **Telephone Town Hall**

Metro will be holding its second and final Telephone Town Hall for the FY25 Budget development process on April 16, 2024. A unique virtual forum, Telephone Town Hall meetings are particularly beneficial for residents who would not typically have time to attend a regular public meeting or who cannot participate online.

During the previous Telephone Town Hall on October 23, 2023, a crucial platform for dialogue between Metro and the community, valuable input concerning various aspects of Metro's services was solicited. Key areas of concern included frequency and dependability, station and vehicle cleanliness, as well as safety and security matters across our system.

Metro board members and senior leaders diligently listened to these concerns, providing immediate responses during the event. In dedicating additional time for public participation, there was a more comprehensive exchange of ideas between community members and organizational representatives. This open dialogue not only fosters transparency but also helps identify areas for improvement in services, ensuring that the needs and expectations of riders continue to be met.

### **My Metro Budget Activity – Update**

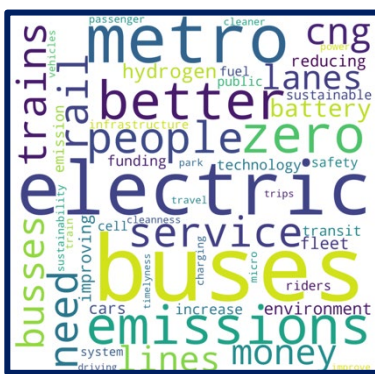
The My Metro Budget activity continues to remain open for public budget feedback. This year base participation has over tripled with over 4,200 responses and over 3,400 comments. Partnerships between Metro departments and groups were instrumental in achieving these results. An innovative interactive dashboard developed by the Office of Management and Budget (OMB) team now enables users to filter comments from the community by EFC, Metro Micro, and other regions along with demographic information. This powerful tool generates word clouds, allowing staff to effortlessly identify top concerns raised by Metro's constituents from the comments received.

The distribution of this dashboard to various departments has proven invaluable as it informs decision-making processes for the upcoming FY25 Budget. By harnessing the collective insights of community feedback, we can prioritize resources and allocate funds effectively to address the most pressing needs and concerns throughout the organization.

To the right is a word cloud that gives an overview of **Metro Transit Operations** comments. Many of the comments called for improvements in the cleanliness of buses, trains, and stations. The FY25 Budget requests 165 new positions and a \$32.2 million increase for comprehensive cleaning initiatives. The Station Experience team is also expanding with 10 of the 165 positions mentioned being dedicated to this initiative for improving maintenance of rail stations.



Comments about service discuss bus and rail frequency with most comments requesting 10 to 15-minute frequencies on both systems. An additional \$44.6 million has been allocated to NextGen programs including bus speed and reliability and bus priority lanes. The B and D Lines will continue to operate with 12-minute service frequencies. Metro will also implement 10-minute weekend service on the K Line, with plans to increase service on the C and K lines to the C2 operating plan once Airport Metro Connector is opened.



This is a word cloud for the **CIP** program. The top concerns for CIP are rail station improvements, rail car procurement, technology improvements on both the bus and rail system as well as to continue evaluating the acquisition and implementation of Zero Emission Buses (ZEB). To address these comments, Metro is allocating \$18.7 million for station enhancements including lighting, elevator/escalator modernization, safety, station music, security fences, gates art, and other enhancements. Additionally, Metro is acquiring 246 new rail cars for PLE 1/2/3, service expansion, and replacement. There are over 26 technology improvement projects planned to increase the customer ticketing experience. For ZEB, Metro continues to explore new technological alternatives and other logistical options.

The word cloud on the right gives an overview of the **public safety** comments received. The comments called for a reallocation of funds from law enforcement to Metro transit security officers (TSO), and mentioned a need to address the unhoused/mental health outreach crisis on the system. To address these comments, Metro is increasing the Transit Ambassador budget (including CIS and Street Teams) by 29.5%. The Transit Security Officer budget is being increased by 12.2%. There will be continued budget allocation to address unhoused/mental health outreach on the system. These initiatives fall under the umbrella of the multi-layered safety approach.





This word cloud reflects **General Planning and Programming** comments. Comments called for an increase in bike infrastructure including bike lanes, reducing car-based transportation by increasing service, and to continue to increase connectivity around LA County with more transit service. Metro is increasing its Active Transportation (including bikes) budget by 21.8%, increasing the First Last Mile budget by 31.3%, and is increasing the connectivity studies budget by 6.7%.

### Stakeholder Meetings and Outreach Efforts

Metro's annual budget is meticulously crafted through a thorough, multi-step process that prioritizes community input and alignment with our Equity Platform's second (Listen and Learn) and third (Focus and Deliver) pillars.

Throughout the months of April and May, we will maintain open lines of communication with essential stakeholders and community organizations to ensure their voices continue to be heard. In preparation for these engagement opportunities, details about public meetings and the most up-to-date budget information can be found on our Finance and Budget portal at <https://budget.metro.net>.

