

GENDER ACTION PLAN UPDATE



Legistar: 2025-0383

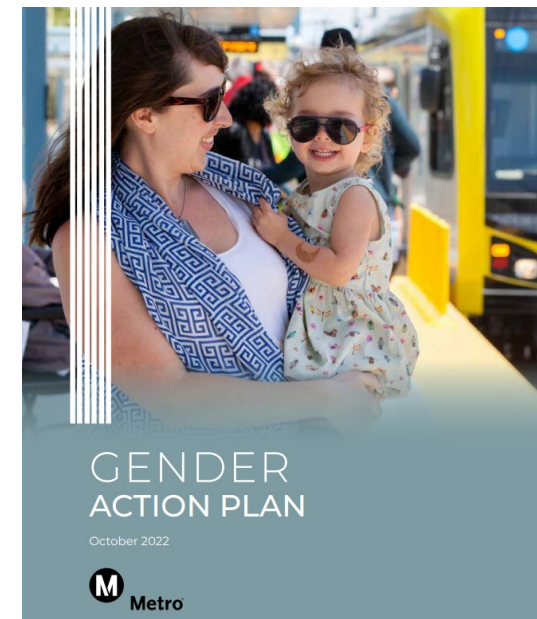
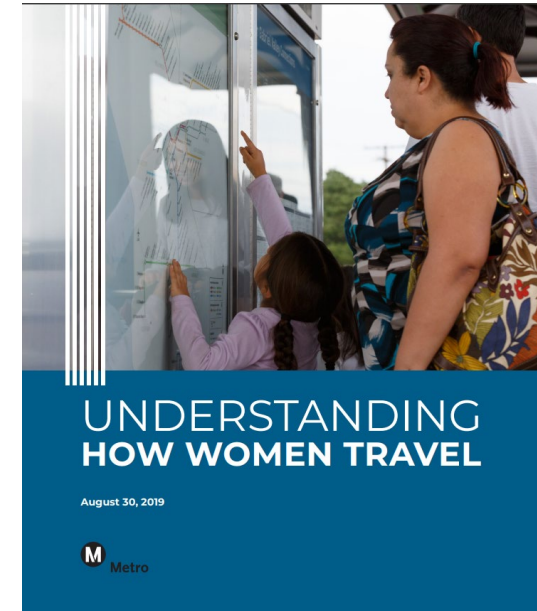
June 2025



Metro

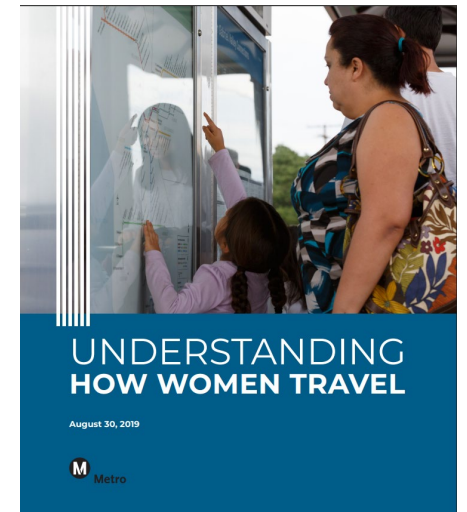
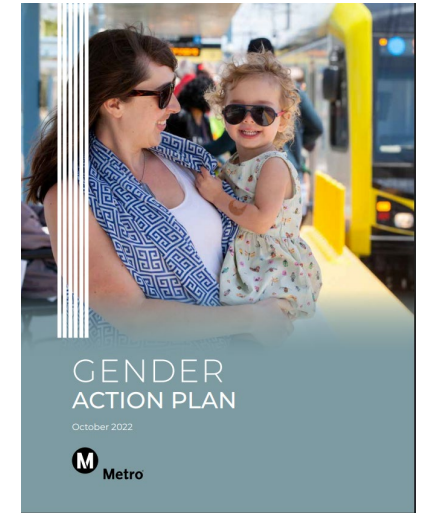
Background

- In 2019, Metro's *Understanding How Women Travel* study identified key barriers for women riders, including safety, affordability, and service design.
- In 2022, the Metro Board approved the Gender Action Plan (GAP) as agency-wide plan to address the barriers identified in the UHWT study.
- The GAP includes strategies across four key themes:
 - Safety
 - Station, Stop & Vehicle Design
 - Fare Policy
 - Service Frequency and Reliability
- The GAP helps guide how Metro designs and delivers service to better reflect the needs of women who rely on Metro.



Gender Action Plan – Intended Outcomes

- Safer experience for women while waiting, riding, and transferring
- Stations, stops, and vehicle design that support women and caregivers
- Reduced fare burden for women making short, frequent trips
- More reliable service during midday and off-peak hours
- Women's feedback reflected in service, design, and policy
- Gender considerations embedded through tools like the Gender Analysis Tool (GAT)
- Departments across Metro actively implementing gender-responsive strategies



GAP Strategies

- Metro has advanced work on 11 strategies identified in the GAP
- Additional programs inspired by the *Understanding How Women Travel* (UHWT) study that have been implemented
 - **Transit Ambassador Program**, identified during the UHWT engagement as a potential safety strategy.
 - Informing **midday frequencies**, aligned with women's ridership patterns, and trip-chaining.
 - **Courtesy seating decals** to encourage riders to offer their seat to people with disabilities, pregnant women, and parents with children, and
 - **Fare policy change, children under 6 ride free** with a fare-paying adult
- Together, these efforts reflect a system-wide commitment to delivering service that responds to the real travel needs of women riders
- Gender-responsive solutions are increasingly embedded into operations, projects, planning, and customer experience

STRATEGY	
SAFETY	Lighting Improvements
	Station/Stop Design & Safety Assessment
	Metro Employee Travel Partner Program
	Promote Travel Partner Opportunities
	Night Owl Program/Courtesy Request-a-stop-service
	Sexual Harassment Prevention Program
STATION, STOP, AND VEHICLE DESIGN	Stroller on Metro Vehicles: Update Stroller Policy to allow unfolded strollers
	Stroller on Metro Vehicles: Accommodate unfolded strollers on buses
	Restroom Design & Access
	Designated Waiting Area Pilot
FARE POLICY	Fare Capping: Address Multi-Directional Transfers
	Partnership with Health Providers to Promote LIFE Program
SERVICE, FREQUENCY, & RELIABILITY	NextGen mid-day frequency adjustments
GENDER ANALYSIS TOOL	Piloted on 3 projects

GAP Strategies

Metro departments are leading a coordinated set of efforts that support the Gender Action Plan's focus on improving the experience of women and other riders with specific travel needs. These strategies reflect Metro's department-led commitment to embedding Gender Action Plan priorities into planning, service delivery, and customer experience.

Safety

- Lighting upgrades completed at key stations (Vermont/Santa Monica, Pershing Square)
- Safety audits conducted with women riders at 7th/Metro
- Harassment prevention strategy in development, including survey data, outreach, and staff training
- Travel Partner Program pilot in development to support coordinated employee commutes

Station, Stop & Vehicle Design

- Updated stroller policy allows unfolded strollers on buses
- New bus designs include flip-up seating for strollers and walkers
- Restroom expansion in progress: 15 units deployed, 64 planned
- Regional Bus Stop Summit convened with 40+ jurisdictions to support safer, cleaner stop conditions

Fare Policy

- Fare capping implemented (\$5/day, \$18/week)
- LIFE program outreach expanded through 184 healthcare provider partnerships

Service Frequency & Reliability

- Metro's Next Gen Plan Improvements. Midday service frequency adjusted to better support trip-chaining and off-peak travel patterns

Gender Analysis Tool (GAT)

Metro developed the Gender Analysis Tool (GAT) to support consistent integration of rider needs into policy, planning, and design.

Gender Analysis Tool (GAT)

- Identify Gender Specific Needs and Impacts
- Support & Engage early in the process
- Implementation and Accountability

Projects that have used the GAT

- 2028 Games Mobility Plan
- 7th/Metro Station Redesign
- Southeast Gateway First/Last Mile Plan

Next Steps

- Continue advancing strategies outlined in the Gender Action Plan
- Expand use of the Gender Analysis Tool (GAT) in planning, design, and policy development
- Collaborate with departments to assess the impact of current strategies through rider feedback, data analysis, and focus groups
- Continue coordination with internal teams to support sustained Integration of GAP principles into operations, projects, planning, and the customer experience