

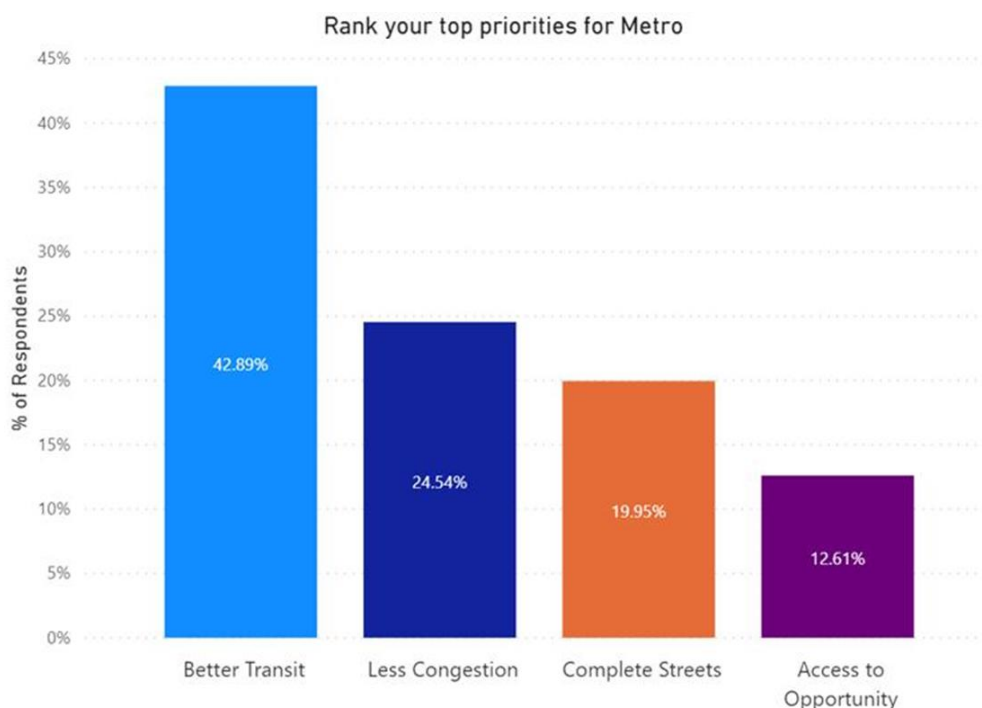
Summary of FY21 Proposed Budget Public and Stakeholder Efforts and Comments Received

EVENTS	PARTICIPATION
Budget Briefings and Meetings	Covering all Regional Service Councils, riders, the public and key stakeholders meetings throughout Los Angeles County
Interactive Questionnaire	4,208 as of 9/8/20
Web Page visits	2,416 as of 9/8/20
Questionnaire & Email/mail Comments	1,641 as of 9/8/20

Interactive Questionnaire

For the FY21 Budget an interactive questionnaire was used to solicit feedback and comments, thereby engaging the public in all areas of Los Angeles County. Respondents were asked a series of questions on transportation priorities. The questionnaire focused on four key areas: Better Transit, Less Congestion, Complete Streets and Active Transportation. These key areas are in line with the Long-Range Transportation Plan.

Respondents were able to rank what they considered top priorities. Below are results of the survey:



The questionnaire further broke down each four areas into subcategories for respondents to choose their priorities. The results indicate the following:

- Respondents selected “Expand Rail Network” and “Increased Safety” as their top choices for a faster more frequent, secure and reliable *Better Transit* experience;
- Respondent selected “Dedicated Bus Lanes” when considering *Less Congestion* as their main option to bypass traffic and better traffic flow;

- Respondents selected “Improve Pedestrian Crossing” as their first choice for *Compete Streets* when considering better sidewalks and safer crossings; and
- Respondents selected “High Density Developments Around Transit” and “Easier Reduced Fare Program” as their top priorities for *Access to Opportunity* when considering access to housing jobs and more.

Public Comments

Comments received from the public during the Metro FY21 budget outreach process are summarized below. Riders, stakeholders, and the public provided input and suggestions on virtually every Metro function, including COVID-19 concerns. As evidenced in the volume of comments received, the marketing and social media effort have been effective. However, due to the volume, not all comments can be included in this summary, but all questions and comments received during the budget briefing, stakeholder meetings, and public hearing have been addressed. Furthermore, comments received via mail, email and questionnaire were reviewed and forwarded to relevant departments for consideration in the development of their programs, projects or initiative. This is an ongoing process and we continue to receive comments on a daily basis.

Key Topics	Summary of Comments
Access to Opportunities – High Density Development around transit – Better mobile and web experience – Easier and reduced fare program	<ul style="list-style-type: none"> • Keep fares affordable for senior • Create more affordable Housing near rail stations • Free access to Metro Express Lanes to Seniors • Bus/Train Fares should be free • Seniors should have unlimited TAP cards, free express lane access • Plan for EV charging stations • Impose congestions pricing on higher income levels, and dynamic per mile pricing • Bring back transfers • Free Metro passes for homeless • Option to pay with smart phones • Group TAP card rates for companies to promote public transit • Make transit free and divest from policing • End fare evasion now and criminalize • Return to paper tickets and cash • Bring back B Tap • Stop using cash and only use TAP cards • Better access to transit apps • Improved signage for transfers to rail stations • Dump honor-system on trains • Need working ticket machines • Better marketing of transit options and improved maps for google • Better marketing and advertising to explain reduced fare and student cards • Create funding streams – Metro should own high density housing along rail lines • Grant opportunities/contracts community-based organizations to adopt Bus Stops or train platforms • Add digital display screens for weather and news • Add free WIFI • Sensitivity training for drivers for disabled riders • Improve ADA signage • Better and improved communication to riders regarding service changes • I do not support gutting neighborhood to enhance high density housing in suburban areas, or running traffic patterns to accommodate buses • Contribute \$1 million for grants for cities and nonprofits transit to parks programs – to be done in conjunction with the L.A. County Regional Park and Open Space • Pursue funding for Transit to Parks activities, including providing grant writing assistance to eligible partner agencies and nonprofits - NONE • Collaborate with L.A. County of Los Angeles Parks and Recreation Department to document data on park access

<p>Access to Opportunities</p> <ul style="list-style-type: none"> - High Density Development around transit - Better mobile and web experience - Easier and reduced fare program 	<ul style="list-style-type: none"> • Incorporate Transit to Parks in the NextGen Bus service reorganization • the Metro Board every six months with status updates
<p>Better Transit</p> <ul style="list-style-type: none"> - Reduce wait times - Better ridership experience/Cleanliness - Expand rail network - Improve bus routes 	<ul style="list-style-type: none"> • I have children that use Metro and feeling comfortable about their safety is a top priority. • Presence of law enforcement is needed on each train or at entrance. I am concerned for my safety. • Frequency needs to improve greatly • Do not eliminate the Rapid Bus • Buses and Trains should not have to stop at red lights (make cross traffic wait) – sync lights better to minimize wait times • Ban cigarette smoking at stations and bus stops • Bring more 60 ft. buses into service • 24/7 security at park and rides during week/weekends • Improved connections and times • Building shelters for exposed elevated platforms • Prioritize door-to door times on transit, prioritize dedicated rights of way • More coordination with LADOT • Focus on keeping existing riders, instead of new ones with costly infrastructure and marketing projects • Improve safety • More BRT routes initiated throughout outskirts of county • Better routes to outdoor destinations • Get ready for 2028 Olympics and beyond • Build on Human Capital • Build bus shelters and restrooms for train riders • Bus shelters are unsafe • Consider intercity monorail/people movers • Don't waste money adding back old schedules • Treat riders as a "world class system" • Improve weekend service for weekend commuters • Take public health seriously – enforce eating and drinking rules – keep buses, station and trains cleaned/sanitized • LA push button strips difficult for seniors to reach • Many times, the bus is over 5 mins late on particular routes, before pandemic, they "blamed" it on traffic. Well it's still slow or no show – what is the excuse? • I love Metro but don't feel completely safe • Region too big for Light Rail transit to reach out to communities – commuter rail a better option • Need rail station to go into Airport – Bradley Terminal • Priority should be to expand rail • Move forward with NextGen Initiative • All lines should run ten-minute headways all day – minimize all wait times • 24/7 services • Keep bus and rail cars clean • Better lighting in trains, buses and bus station • Paint buses and trains brighter colors • Remove fabric from seats • Bus traffic crowding a problem and creates congestion • Why not more grid type routes and more DASH buses in between – i.e. SF Muni • Services based on one single hub (DTLA) – need a grid design not spoke design • Focus on connecting existing lines to each other • Bring back the Long Beach Express Bus (New Blue) • Do not eliminate Line 28 – San Fernando Road to Lincoln Heights • A line that would go from Inland Empire/Riverside/Orange County to South Bay without having to go into DTLA • A line for the Vermont Street Train • Transit Solution for Valley to Westside of LA • Need heavy rapid transit to extend across SFV • More routes from Pasadena to Van Nuys, • More buses from Marina del Rey to DTLA

	<ul style="list-style-type: none"> • Rain expansion C Line from Norwalk Station to Santa Fe Springs Metrolink Station • Better transit options between Torrance/West Hollywood • Add a Light Rail down Huntington Blvd. • Maintain feeder routes, i.e. #487/489 • Reduce Express bus times after 7pm • Coordinate Line 207 with intersecting lines, 16, 217, 216 • Fix Crenshaw • Increase transportation that coincides with late night ending of DTLA events – Ahmanson, LA Opera, Staples Center – add late night bus service to Harbor/Gateway • Extend Gold Line to Ontario Airport • Need bus coverage between Santa Monica Blvd and Venice Blvd – big black hole • Need service from 90503 to 90048 • Model service after Singapore • Introduce light rail line along Garvey Avenue • Speaker on train platforms and buses – Exposition and Western • Expand service to UCLA • Here in the South Bay we have not been treat equitably by Metro for many years • Not in support using Metro budget dollars to pay for policing and a military presence on public transit, there are ways to ensure safer passenger experiences without contracting with LAPD and LASD • I’m sticking to my car. Less time. • Metro MUST improve on train security and station parking security • Metro is terrified of holding its employees accountable to actually work instead of sleeping and talking on their cellphones. The ATU runs Metro. • Metro should postpone the NextGen Study by at least 12-18 months, given the Coronavirus pandemic and drastically reduce ridership. It is a flawed study with draconian service cuts • Make it affordable for homeless to get fares • Get rid of homeless shelter on rail
<p>Complete Streets</p> <ul style="list-style-type: none"> – Improved Pedestrian crossing – More bike amenities – More bike lanes – Expand Bike Share program – Increase coordination with Micro mobility companies (Lime, Lift, Bird, JUMP, Wheels) 	<ul style="list-style-type: none"> • Make LA more beautiful, sustainable and add green plan • Add greenery, make streets beautiful • I walk a lot too. So wider sidewalks and crossings would be nice • Work on Transit to Parks • Create Transit to Park • Incorporate Transit to Parks in NextGen Initiative • Utilize smaller electric buses and run with more frequency to reduce overcrowding buses during rush hour traffic • Install safe places to park bikes • Create special street/corridors for bikes and pedestrians – culture transition away from cars • Contribute \$1 million for grants for cities and nonprofits transit to parks programs – to be done in conjunction with the L.A. County Regional Park and Open Space District (RPOSD) • More bike lines everywhere • Fix the broken bike racks • Metro has done a lot to encourage active transportation and ridership, but other opportunities exist • Fund micro mobility • Add one rail car for bikes only – insufficient room for bikes on trains and buses – it is a hassle • Need four way stops for pedestrian for street crossing safety • Bike and bus lanes cheaper option to assist transit dependent demographic at the moment • Connecting existing bike lanes to create large safer network • Consider closing down streets to car traffic, i.e. New York, San Francisco • I love the Slow Streets Program • Outlaw micro mobility or tax the hell out of them. It’s litter on wheels. • Need rubberized walking paths along well lit, visible sections of Metro lines • Want to see the Metro Bike Share program replace completely the privately-owned share programs featuring dock less vehicles that are too often used for joyriding. Get people to understand the difference between predatory for-profit programs and public bike share programs. They are not used for last mile or commuting solutions. • Bike are a hazard to both drivers and cyclist
<p>Less Congestion</p>	<ul style="list-style-type: none"> • Implement dedicated bus lanes now

<ul style="list-style-type: none"> - Expand rideshare program - Dedicated Bus lanes - Traffic Reduction pilot - Expand Express Lanes/Highways 	<ul style="list-style-type: none"> • Use of bus and train cuts down on pollution • Hybrid vehicles should ride free in Express Lanes • Metro should have zero polluting vehicles • Less cars and more transportation • Make more freeway improvements • Stop hating cars • Replace carpool lanes/express lanes with light rail down middle of freeways • Don't charge maintenance fee for FasTrak • Very happy with vanpool sponsorship • Expand HOV lanes – 405, 5, 110 from USC to 5 • Look into hyperloop options to get transit riders from LAX to NoHo, Glendale, DTLA, and Torrance, etc. • 405 not moving fast enough during peak times – create fast lane • Extend express lanes to all freeways • Fix chokes points on freeway networks – widen choke points along SR-605, 91/5/60 and 10 • Express lanes create a disparity for low-income families/communities- too expensive and only used by wealthy to move around faster • Focus tax dollars on transit and highways, not other transit projects • Get a tunnel boring machine and extend the redline to Santa Clarita • Need FasTrak for 10W toward San Bernardino • Delineators are hazardous – they fall apart and hit motorcycles, force motorist to make sharp turns into HOV lanes – please remove • Allow disabled drivers with placards to ride Express Lanes at no charge • Coordinate with other counties for FasTrak/Express Lane usage and payments • Promote telecommuting to reduce traffic • Stop taking away car lane, stop bikes • Strongly in favor of congestions tolls, proceeds to be rebated back, either with lower sales tax, or programs for the poor • Solution needed to reduce single occupancy traffic on the 14 and 210 Freeways • LA Streetcar and car free streets should be a priority • Nightmare traffic congestion at Barrington in Santa Monica especially during rush hour • Real solution should be congestion tolls • Need better enforcement of HOV lanes • I want the government to impose telecommuting part time to reduce traffic and emissions, unless they take traffic, or drive an EV. Once traffic is reduced, I want expand sidewalks in high traffic area for more civic spaces and dining • Introduce elevated bike/pedestrian/park space about Wilshire Blvd from DTLA to Santa Monica Beach – much safer
<p>COVID-19</p> <ul style="list-style-type: none"> - Cleanliness - Safety 	<ul style="list-style-type: none"> • Love Metro and will use it again once the pandemic is over • Make transit fare free as a matter of policy during Covid-19 • Make bus driver responsible for mask enforcement • Limit passengers on board during pandemic • Agrees with open windows in vehicles to allow for more airflow • Better circulation on buses during pandemic • Metro doing a great job during a terrible time – you never let your city, LA down • Need more bus service – too many packed buses during pandemic • Enforce mask compliance • Pay driver hazard pay during pandemic • Run three car trains during pandemic for safety reasons • Prioritize keeping employees on the payroll and do not lay anyone off in the middle of a pandemic and with an almost inevitable recession/depression to soon follow • Not used public transit since covid. I would love to return once I feel safe. • I'm committed much more to transit since COVID – my SUV is too damaging to the environment – Help me ditch it!
<p>Positive Feedback</p>	<ul style="list-style-type: none"> • Very happy with Metro bus service • Keep up the excellent work • Pleased with Silver Line Bus and Gold Line Train • Keep up the improvements with Metro A Line reliability • I LOVE METRO RAIL TRAINS! Return Blue/Red Lines names • I rode public transit 52 years, MTA system has improved over the years • Thank you for all the hard work, improvements, asking our feedback, opinions • Thank you for participatory budgeting • Gracias Metro!

	<ul style="list-style-type: none"> • Thank you for everything you do to make LA a better, more livable place and to reduce our reliance on cars. More bike lanes & bike paths please! • I want to see more security on the service – I feel very comfortable and safe most of the time • Metro bus is a big part of my daily life schedule
Outreach	<ul style="list-style-type: none"> • Improve upon this survey – too clunky • Invalid Survey • Survey: What does Traffic Reduction Pilot mean? • Thank you for sending out this survey • Thanks for listening to us • Please add qualifiers to the numbers (e.g. 1(highest) to 5 (lowest) priorities
Parking	<ul style="list-style-type: none"> • Expand free parking • Stop charging for parking at Arcadia Gold Line Station • TAP card should be option to pay for parking • Need safer parking • Charging for parking deterred me from taking transit • Wait list for parking is so long • Provide more parking spaces at stations • I won't ride if I have to pay for parking, what is the point? • I stopped riding Red Line because there were no parking spaces