

# We see a better LA for all.

## Metro Vision 2028 | 2021 Progress Report



**Metro**<sup>®</sup>

Los Angeles County  
Metropolitan Transportation Authority



# 2021 Report on Progress

What's done and what remains

Metro's mission is to provide a **world-class transportation system** that enhances quality of life for all who live, work, and play within LA County.

2018 – Vision 2028 Adoption

2028 – Vision 2028 Horizon Year

2021 – Today

A horizontal timeline arrow pointing to the right. Three colored dots are placed along the arrow: a blue dot on the left, a purple dot in the middle, and a green dot on the right. Labels are positioned above and below the arrow to identify each point in time.

# At a Glance

- Metro has **launched most of the actions** called for in Vision 2028.
- Vision 2028 focuses and coordinates our efforts to move **LA County towards a more multi-modal place to live, work, and play.**
- It will take **time and persistent effort** to reverse 100 years of car-oriented policies and investments.
- A **future update to the plan** can maintain flexibility, and allow for adjustments to goals and strategies.



# Progress on Goal 1

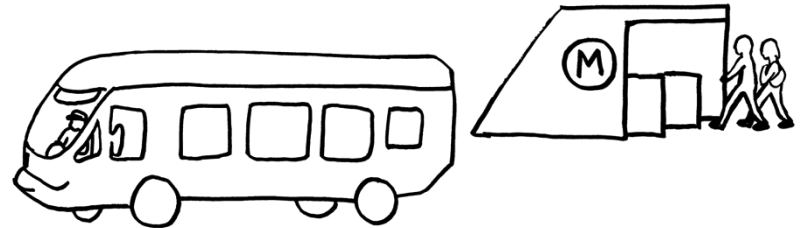
## Provide High Quality Mobility Options

### Progress & Accomplishments

- Measure M
- Long Range Transportation Plan update and capital projects' progress, bus rapid transit, active transportation, and highway projects
- New Office of Equity & Race, and equity tools
- ExpressLanes
- Elevated role of the bus (NextGen Bus Plan and Better Bus program)
- New Metro Micro service
- Fareless System Initiative

### Challenges and Opportunities

- Plan and deliver mobility as a system of interlocking parts (draw upon success of NextGen and Better Bus and use similar approach with rail and arterials + highways)
- Deepen partnerships with municipal partners
- Unify all of Metro's pricing policies



# Progress on Goal 2

## Deliver Outstanding Trip Experiences

### Progress and Accomplishments

- Established Customer Experience team in the Office of the CEO and adopted the agency's first Customer Experience Plan
- Introduced flexible ways to access transit information and to pay fares
- Convening the Public Safety Advisory Committee to help re-imagine Metro's approach to public safety

### Challenges and Opportunities

- Sustainable funding to fully implement Customer Experience Plan, Better Bus, NextGen Bus, and State of Good Repair
- Establish a community-based approach to enhance security in an equitable way



# Progress on Goal 3

## Enhance Communities through Mobility and Access

### Progress and Accomplishments

- Launched Workforce Initiative Now (WIN-LA)
- SEED School of Los Angeles County
- Launched Transit-Oriented Communities Implementation Plan and updating the Joint Development Policy
- Set partnerships for outreach teams to assist unhoused patrons on Metro system
- Established a Community-Based Organization Partnering Strategy

### Challenges and Opportunities

- Take a leadership role in the integration of regional land use and transportation



# Progress on Goal 4

## Regional Collaboration and National Leadership

### Progress and Accomplishments

- Won funding and improved policy through legislative program. \$9B in funding
- Transition to zero-emissions bus fleet
- Planned for recovery with Metro Recovery Task Force and through APTA Mobility Recovery and Restoration Task Force
- National leadership in presidential transition
- Accelerated bus lanes (e.g. Bus Speed Working Group)
- Convened stakeholders (e.g. Freight Working Group)

### Challenges and Opportunities

- Build from sustainability plans with bigger role in regional climate action
- Adopt medium-term legislative strategy
- Match actions to policy (e.g. highways, land use, etc.)



# Progress on Goal 5

## Responsible, Accountable, and Trustworthy Governance

### Progress and Accomplishments

- Strengthened career pathways and employee voice at Metro (Leadership Academy, EnoMAX, Metro Employee Surveys)
- Created opportunities for small and medium-size business enterprises
- Harnessed private sector innovation via Unsolicited Proposals, Public Private Partnerships



### Challenges and Opportunities

- Establish data and analytics hub
- Short Range Transportation Plan update and medium-term financial roadmap
- Better align budget, organizational structure, and internal processes with Vision 2028
- Manage project costs and benefits holistically
- Retain institutional knowledge and replenish talent



# Looking Ahead

- The Progress Report can encourage continued implementation refresh staff and public awareness of Vision 2028
- Vision 2028 provides flexibility for new initiatives and adjustments to achieve Metro's mission.
- Future update to Vision 2028.

