

FY23 Proposed Budget - Summary of Public Comments

Public Engagement Tactics

The FY23 Proposed Budget Public Engagement effort began in Fall 2021, prior to the start of the budget development process to ensure community, stakeholder, and rider feedback was incorporated to the greatest extent possible. Under the direction of the CEO, expanded and strategic public engagement for the FY23 Proposed Budget was comprised of several different tactics for obtaining a broad range of stakeholder input. Below is a listing of the engagement tactics employed: Telephone Town Hall (TTH) meetings, a budget survey that allowed written open-ended comments to be submitted, an email address for comment submittal, an increased schedule of stakeholder and public engagement meetings, and an online Budget portal where interested parties can visit to obtain information on the budget development schedule, public meeting times and locations, survey results, past budget documents and current reports as presented to the Board.

September 2021 – May 2022	
Public Engagement	FY23 Participation
Telephone Town Hall #1 - <i>September 2021</i>	4,025
Telephone Town Hall #2 - <i>October 2021</i>	3,763
Telephone Town Hall #3 - <i>March 2022</i>	3,412
Budget Survey Responses	>8,000
Budget Survey Comments	>4,300
Budget Portal Visits – metrobudget.net	>7,000 (as of May 15, 2022)
Email Blasts	>300,000
Stakeholder & Public Engagement Meetings	24

Incorporating Feedback

Overall, the key areas of concern in the feedback received included: transit system cleanliness, system safety, rail expansion, and bus service levels including issues related to service reliability and frequency. Based on the public comments received, the proposed budget includes resources for initiatives that seek to address these issues.

For example, to improve system cleanliness, the budget includes funding to implement a cleaning surge on the bus and rail system comprised of accelerating replacement of fabric seats with vinyl throughout the system, power washing hot-spot areas, and instituting enhanced bus interior and end-of-line rail car cleaning. Safety is also a major priority in the proposed budget and proposes funding for Metro's Reimagining Public Safety initiative which will double the Transit Ambassador Program, expand the current unhoused outreach efforts including mental health assistance, and add 15 unarmed security officers to the system.

The proposed budget also includes the anticipated opening of the Crenshaw/LAX and Regional Connector rail projects, funding for the development and construction of

several rail lines that expand the Metro Rail system including Westside Subway Extension (Sections 1, 2 & 3), Airport Metro Connector, Foothill Extension in East San Gabriel Valley, East San Fernando Valley Line, West Santa Ana Branch and the Sepulveda Transit Corridor. To increase bus service levels, the budget includes funding that restores bus service hours to pre-pandemic levels. In addition, the budget proposes resources to continue implementation of NextGen capital improvements that enhance service reliability and frequency by constructing bus priority lanes, installing fare collection equipment to support all-door boarding and give traffic signal preference to Metro buses traveling in priority lanes.

We Heard: From Survey Results to Budget Actions

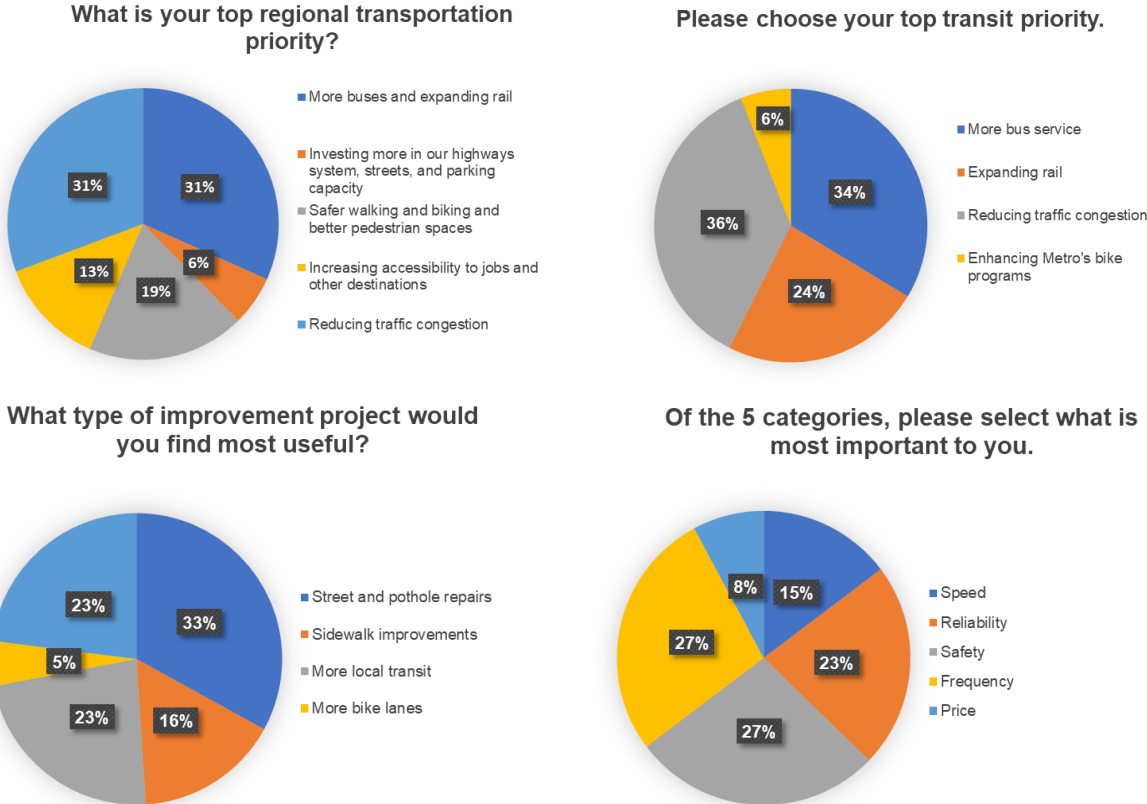


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Telephone Town Hall (TTH)

This year, three TTH meetings were conducted (September 2021, October 2021, and March 2022) with the first two held early to listen directly from the public and to provide guidance on developing Metro’s FY23 budget. Recordings of these TTH meetings are available on the Budget Portal. The third TTH was held in March, as a circle back to inform the public on what Metro heard and how their comments have been addressed in this upcoming budget. With opening remarks by the Metro Board Chair, and hosting by the Chair of the Finance, Budget & Audit Committee, our CEO and her entire senior leadership participated in each TTH. As the budget development progressed, each leader was requested to reflect how, and in what ways, they considered public comments in their departmental budgets. The TTH was available in Spanish and included a total of over 11,000 participants, including over 700 Spanish listeners.

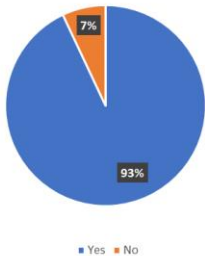
The following polling results are the combined responses from the September and October TTHs:



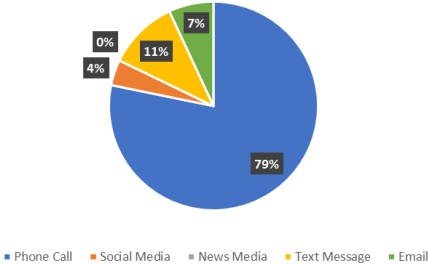
The priorities reflected in the TTH comments are similar to those received through the budget survey. However, while the same priorities were echoed in both forums, there were a broad range of opinions on how to achieve these priorities. One of the lessons learned from the TTH is that while phone calls and texts were the best way to reach our riders for these events, Metro will seek to increase scope and frequency of messaging to continue to expand public participation. Metro also learned that most of our attendees at the TTH have found our methods to be successful in our mission of informing and educating the public. Metro will continue to improve and expand outreach efforts.

The following polling results are the responses from the March 29, 2022 TTH:

Have the tools that Metro has provided helped you understand the budget process better?



How did you hear about tonight's meeting?



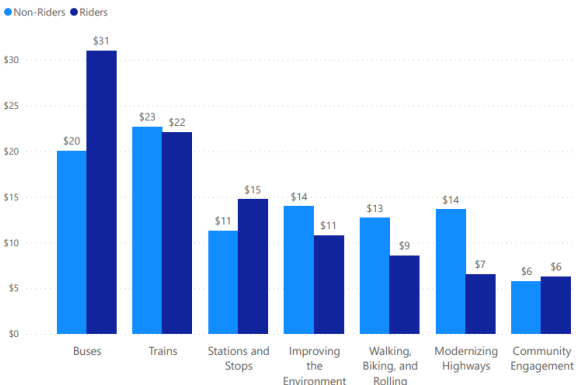
FY23 Budget Survey

In a collaborative effort between OMB, the Office of Equity and Race, Communications, and Customer Experience, a new survey was developed and launched in early January 2022 with the goal of engaging customer and key stakeholders early in the budget development process. The effort was made to enhance budget outreach so that Metro’s budget reflects the priorities and values of riders and key stakeholders. Additionally, Metro targeted our equity focused communities throughout LA County via social media (Facebook, Twitter, NextDoor) and email lists. The new budget survey received over 8,000 responses and more than 4,100 written comments.

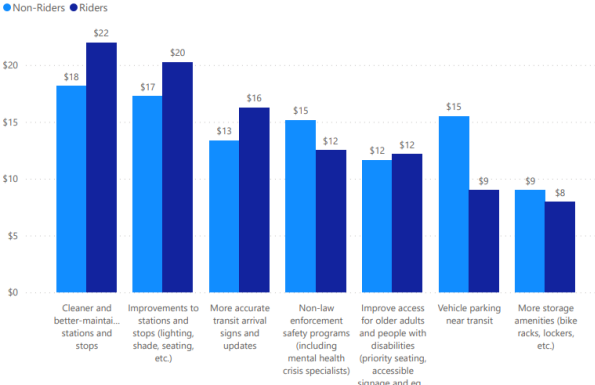
Below are the results of the survey:

These results can be found at metrobudget.net

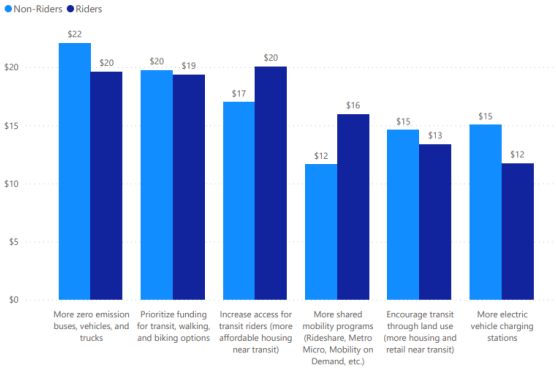
How would you allocate \$100 across the following primary categories?



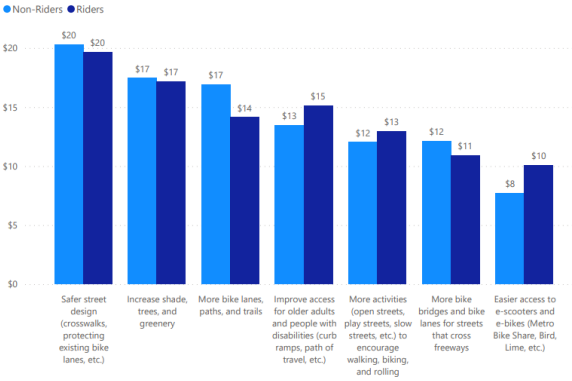
Stations & Stops: How would you allocate \$100 across the following sub-categories?



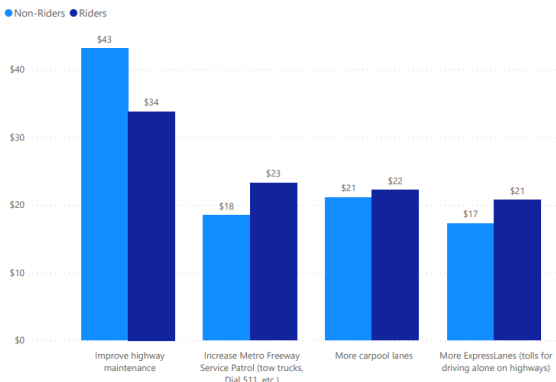
Environment: How would you allocate \$100 across the following sub-categories?



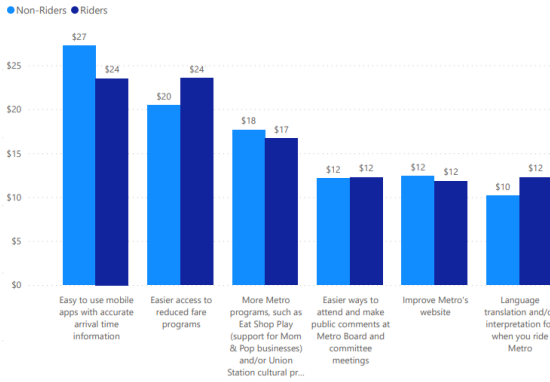
Walking, Biking, & Rolling: How would you allocate \$100 across the following sub-categories?



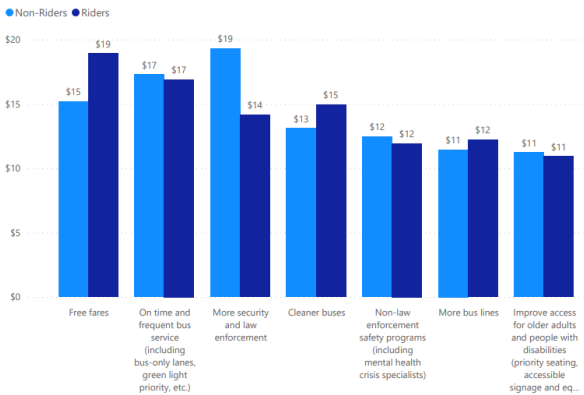
Highways: How would you allocate \$100 across the following sub-categories?



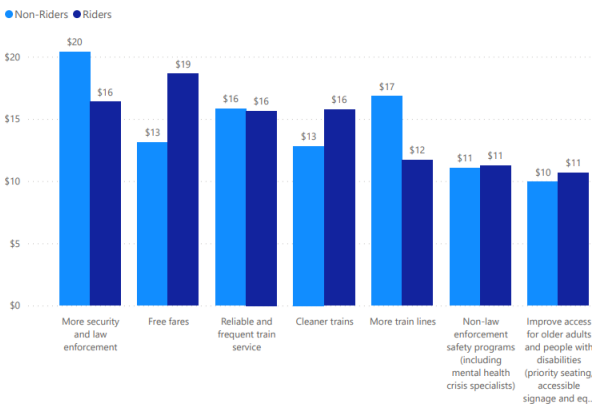
Community Engagement: How would you allocate \$100 across the following sub-categories?



Buses: How would you allocate \$100 across the following sub-categories?

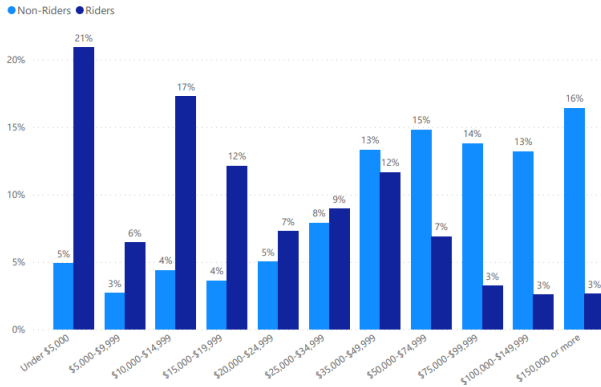


Trains: How would you allocate \$100 across the following sub-categories?

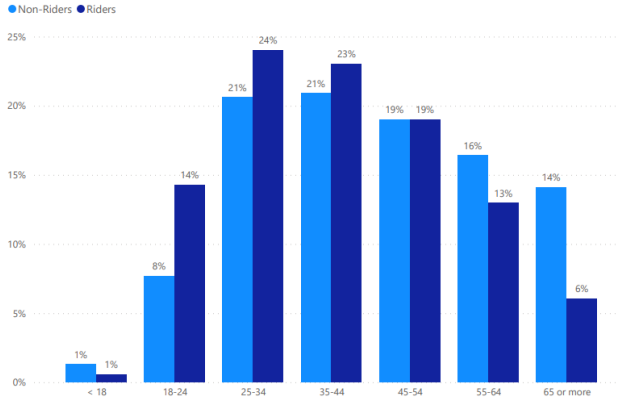


Below are the demographic question results:

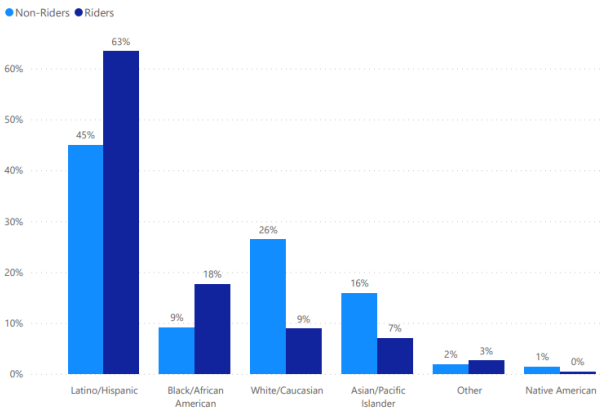
What is your annual household income?



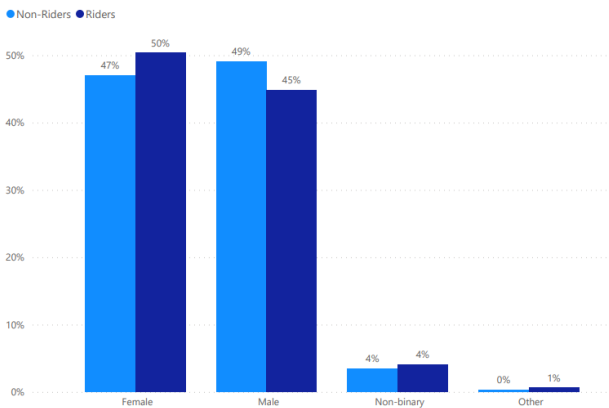
What is your age?



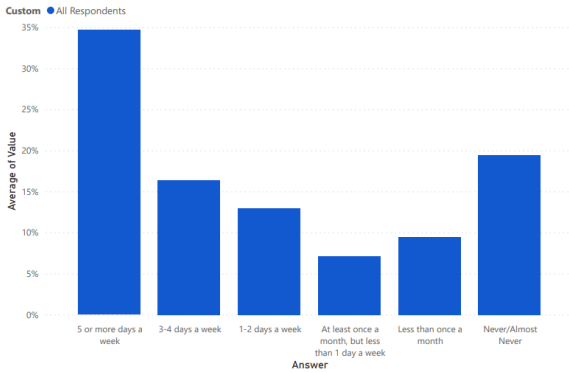
What is your race / ethnicity?



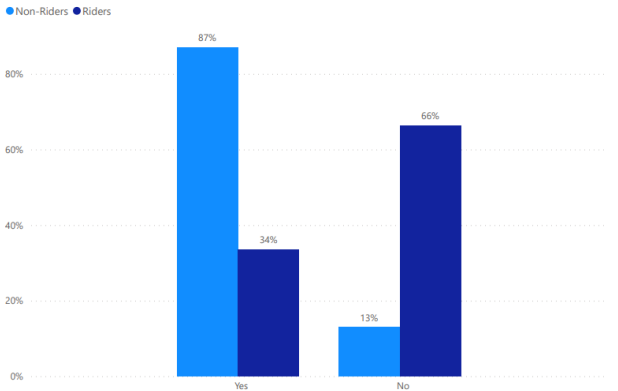
What is your gender identity?

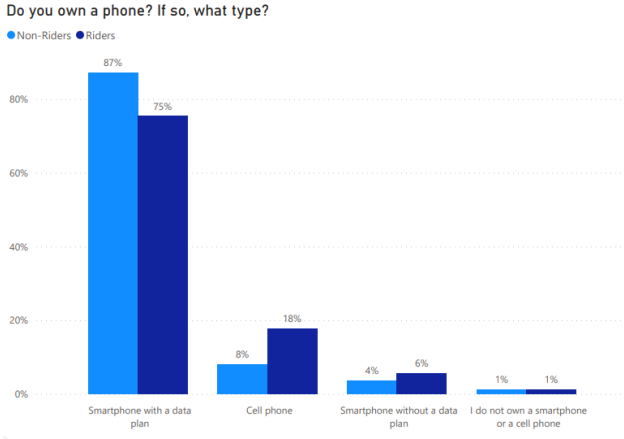


How often do you currently ride Metro?

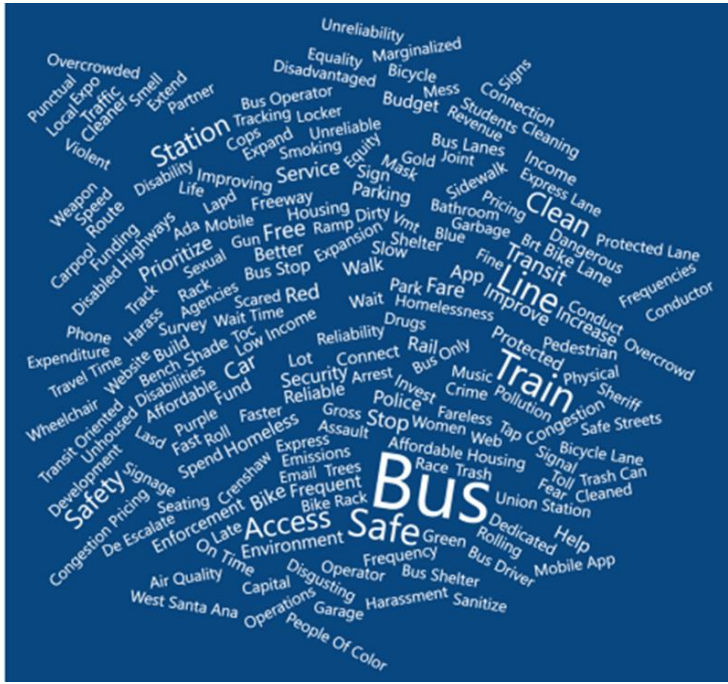


Do you have regular access to a car?



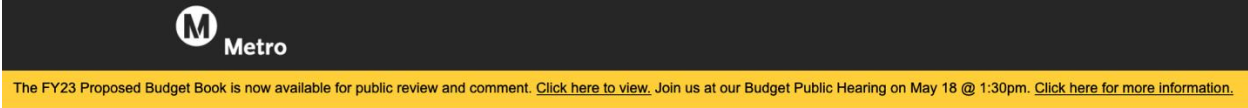


This year, our efforts are focused on closing the loop and showing how comments have helped shape Metro’s budget. These 4,100+ comments have been sorted by department/SLT and manually distributed to departments to review for the FY23 Budget development process. To help review and assess these comments, Metro created word clouds to identify the most frequent words and themes from the comments. The word cloud below visually illustrates the over 4,100+ comments Metro received, with bus identified as the number one priority. Departments can drill down further and filter to specific projects and programs to review specific comments. Metro departments are reviewing all comments for consideration as they develop their FY23 budgets.



Metro Budget Portal

Our new Budget Portal metrobudget.net was created to distribute information about Metro’s budget to our riders, stakeholders, and the public. It includes process timelines, documents, schedules, survey results, and more. The portal was designed with ease of use and accessibility in mind to make information easily comprehensible. The Budget Portal has a unique subscribers list and sign-up so budget related content can be widely disseminated in virtually real-time.



LACMTA / LA Metro Budget Portal

Welcome to the Los Angeles County Metropolitan Transportation Authority (LACMTA) Budget portal – LA Metro Budget Portal. This portal provides financial and budget information for and on behalf of LACMTA (Metro) for riders, Metro’s stakeholders, and the general public to learn all things budget related. The information on this website will be continuously updated as new information becomes available.



Stakeholder Meetings and Outreach Efforts

Our stakeholder outreach meetings, conducted to update each group on the status of the budget, highlight issues of interest, and receive continued feedback increased over previous year's efforts and will continue up to the scheduled budget Public Hearing and the Metro Board's consideration for adoption at its regularly scheduled meeting in the May 2022 Metro Board meeting. See below for list of meetings.

FY23 Proposed Budget Public Engagement			
Completed	Meeting	Date	Time
✓	Telephone Town Hall Meeting	Sept. 29, 2021	6:00-7:00 pm
✓	Telephone Town Hall Meeting	Oct. 5, 2021	6:00-7:00 pm
✓	Public Safety Advisory Council (PSAC)	Feb 2, 2022	5:00-7:00 pm
✓	Regional Service Councils – Budget Briefing	Mar. 3, 2022	6:30 pm
✓	Federal Transit Administration	Apr. 27, 2022	10:00 am
✓	Policy Advisory Council (PAC) <i>Note: PAC meets quarterly, requested follow-up scheduled at next quarterly meeting</i>	Mar. 8, 2022	1:30 pm
✓	Telephone Town Hall Meeting	Mar. 29, 2022	6:00-7:00 pm
✓	San Gabriel Valley COG (SGVCOG)	Apr. 14, 2022	4:00 pm
✓	Bus Operators Subcommittee (BOS)	Apr. 19, 2022	9:30 am
✓	Street & Freeways Committee (S & F)	Apr. 21, 2022	9:30 am
✓	Regional Service Councils – Budget Briefing	Apr. 26, 2022	6:30 – 8:00 pm
✓	Community Advisory Committee-General Assembly (CAC)	Apr. 27, 2022	6:00 pm
✓	Technical Advisory Committee (TAC)	May 4, 2022	9:30 am
✓	Valley Industry & Commerce Association (VICA) JUST ADDED	May 10, 2022	8:00 am
✓	Local Transit Systems Subcommittee (LTSS)	May 11, 2022	1:30 – 3:00 pm
✓	Accessibility Advisory Committee (AAC)	May 12, 2022	10:00 am
✓	San Gabriel Valley COG (SGVCOG) JUST ADDED	May 12, 2022	4:00 pm
	FY23 Proposed Budget - Public Hearing	May 18, 2022	1:30 pm
	Metro Board of Directors Meeting	May 26, 2022	9:00 am

Schedules for public meetings and updated budget information will be provided in advance on the Budget Portal at metrobudget.net.