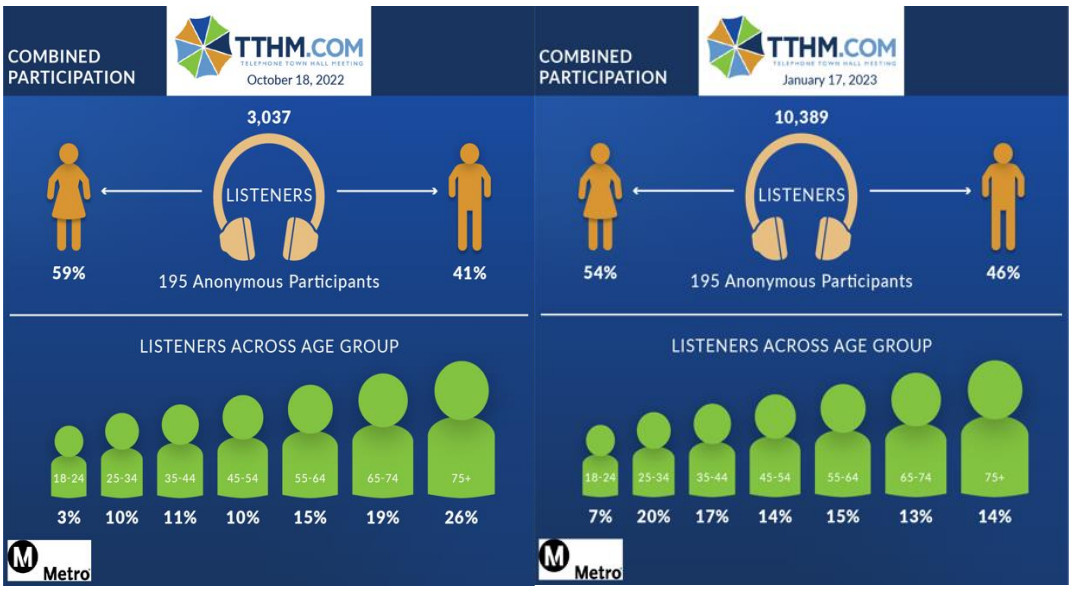
Attachment C

Telephone Town Hall

We have held two Telephone Town Hall (TTH) meetings, the most recent of which included over 10,000 participants, including over 350 Spanish listeners. (Just include the combined chart, don't show English v. Spanish)

The following demographics are from the October 18, 2022, and the January 17, 2023, meeting:

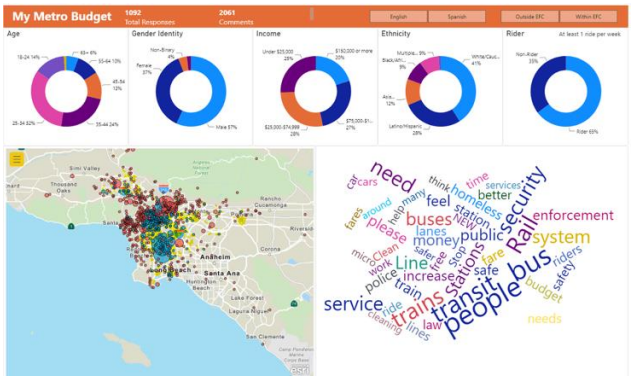


The comments and questions mentioned in the Telephone Town Hall are related to public concern about service, cleaning, and safety across Metro's system. Metro senior leaders were on hand to address those concerns and listen directly to the public. There will be a third Telephone Town Hall meeting on March 28th, 2023, to gather more information from the public and to provide additional updates on the FY24 budget development process.

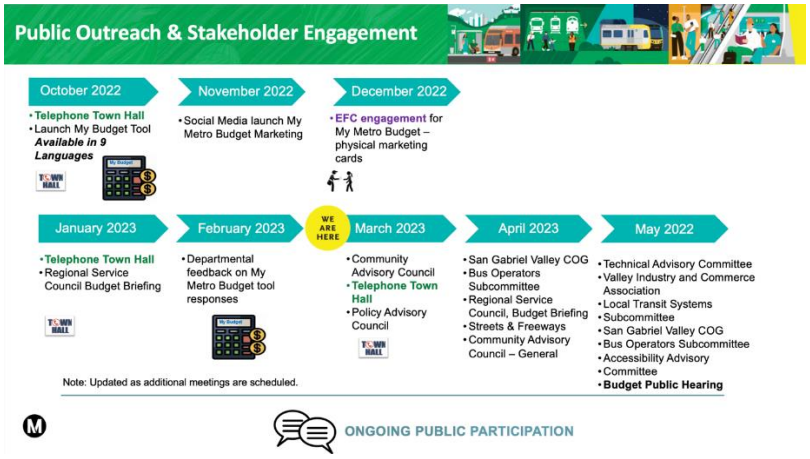
New My Metro Budget

The My Metro Budget is a new, interactive, educational activity that resulted in over 1,100 submissions and more than 2,000 written comments. Like last year, Metro is dedicated to having the comments guide decisions about the annual budget. These 2,000 comments have been distributed to departments for consideration when developing the FY24 Budget. To help review and assess these comments, OMB staff created an interactive dashboard that can filter comments by cabinet, region, and demographics along with word clouds that allow staff to see hot topics by group and

area. Additionally, the dashboard will provide specific demographic and geographic data to identify where comments are coming from.



Stakeholder Meetings and Outreach Efforts

Listening and learning will be of the utmost importance as Metro continues to conduct public outreach for the FY24 Budget. Metro will continue engagement with key stakeholders and community groups throughout the budget process.

Schedules and information for public meetings and updated budget information will be provided in advance on the Finance and Budget portal at https://budget.metro.net.