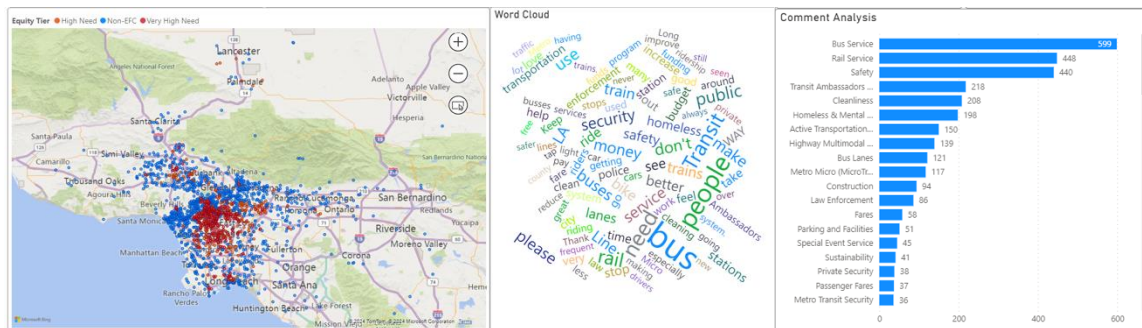


Attachment C

My Metro Budget activity

There is still time remaining to participate and leave feedback with the My Metro Budget activity. Similar to last year, Metro is committed to incorporating these valuable budget responses and comments into the formulation of the FY25 Budget. To facilitate a comprehensive review and evaluation process, OMB staff have developed an interactive dashboard. This tool enables filtering of comments based on cabinet, region, and demographics, in addition to word clouds that highlight popular themes for distinct groups and sectors. The dashboard also includes detailed demographic and geographic information to pinpoint the origins and equity needs of respondents behind the comments.



My Metro Budget Activity Comments

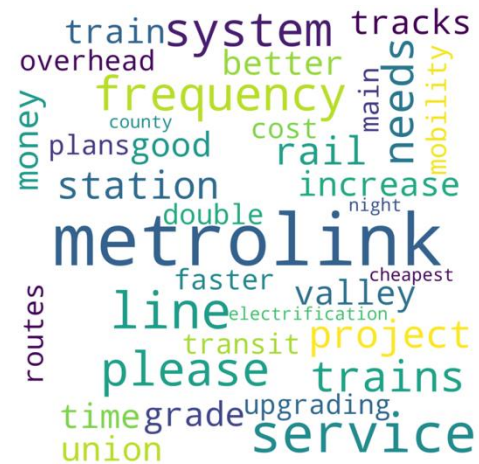
Comments – Regional Rail

This is a word cloud for comments related to Regional Rail. Our recent feedback analysis revealed three prominent themes emerging from customer comments: increasing service frequency, improving Union Station frequency, and expanding track improvement projects.

Increasing Service Frequency: A substantial number of customers expressed their need for more frequent train services during peak hours to accommodate daily commutes and travel plans effectively.

Improving Union Station Frequency: Numerous comments highlighted the need to enhance train frequencies at Union Station to address congestion and delays during peak hours.









Expanding Track Improvement Projects: Customer feedback emphasized the importance of investing in track improvement projects to address issues such as maintenance requirements, aging infrastructure, and congestion.





Metro

Public Outreach & Stakeholder Engagement Calendar

October 2023	November 2023	December 2023	January 2024
<ul style="list-style-type: none"> > CEO's Telephone Town Hall > Over 3,600 participants 	<ul style="list-style-type: none"> > Launch My Metro Budget Activity Available in 9 language 	<ul style="list-style-type: none"> > Community group engagement – My Metro Budget Physical Marketing Cards to: <ul style="list-style-type: none"> * Metro Station Staff * Metro Micro * GoPass * LIFE * On The Move Riders Program * Metro Youth Council * Women & Girls Governing Council * TAP Vendors 	<ul style="list-style-type: none"> > Social Media Launch of My Metro Budget Activity > Outreach to Equity Focus Communities, and Metro Groups 
<ul style="list-style-type: none"> > Regional Service Councils – Briefings in all Regions + San Gabriel Valley + San Fernando + South Bay Cities + Westside Cities + Gateway Cities > Accessibility Advisory Committee > Metro Youth Council 	<ul style="list-style-type: none"> > Community Advisory Committee 	<ul style="list-style-type: none"> > CEO's Telephone Town Hall > San Gabriel Valley COG > Bus Operators Subcommittee > Streets & Freeways > Community Advisory Council > Gateway Cities COG > Telephone Town Hall + Westside Cities COG 	<ul style="list-style-type: none"> > Regional Service Councils, Briefing > Technical Advisory Committee > Valley Industry & Commerce Association > Local Transit Systems Subcommittee > Accessibility Advisory Committee > San Gabriel Valley COG > Budget Public Hearing 

WE ARE HERE

> Note: Updated as additional meetings are scheduled.
 > Ongoing Public Participation

