

## ATTACHMENT D

### FY17 PROPOSED BUDGET Summary of Public Outreach Efforts and Comments Received

#### Public Outreach Efforts

Strategy	Outreach	Summary/Recap	
Stakeholder Meetings	Service Councils (SC)	<u>Workshops</u> 10	<u>Comments</u> 31
	Citizens Advisory Council (CAC)	2	9
	Streets and Freeways Subcommittee (SFS)	1	
	Bus Operations Committee (BOS)	2	5
	Technical Advisory Committee (TAC)	2	1
	General Managers Meeting (GM)	2	2
Website	Public Access to budget details On-line survey	Email Comments: 8 Mail: 2	
Social Media	Podcasts Blog posts Facebook Twitter		
E-Blast	>24,000 emails	April/May	
Messages on-hold	On-hold message		
Publications (multi-languages)	Notification of public hearing >60 publications		
Take-ones (English/Spanish)	Distribution of >78,000 throughout system, customer centers and at stakeholder events	Phone calls:	

#### Comments Received

Comments received from the public during Metro's FY17 budget outreach process are summarized below. This summary includes comments received through May 11<sup>th</sup>. Most comments have been addressed at the workshops, while other comments will be provided to departments for response and follow-up. All other comments will be considered during the mid-year budget assessment. Feedback was received from the following sources and groups:

- Service Council Meetings
- Citizens Advisory Council
- Streets and Freeways Subcommittee
- Bus Operations Committee
- Technical Advisory Committee
- Written Comments received via mail and email
- Social Media Outreach, including podcasts and blog posts

Key Topics	Synopsis of Comments
Transit Service	<ul style="list-style-type: none"> <li>• What ridership is expected for Expo to Santa Monica and Gold Line to Azusa?</li> <li>• What is the reason for the ridership decline?</li> <li>• What is the difference in Revenue Service Hours from FY15 to FY16?</li> <li>• Are we buying more articulated buses?</li> <li>• Will the new articulated buses have more seats?</li> <li>• What is included in the Revenue Service Hour change?</li> <li>• What is the new load standard?</li> <li>• Does the ridership chart assume 0% change as a baseline then + rail ridership from the extensions?</li> <li>• Don't cut 770, 190 or 270.</li> <li>• Declining farebox recovery is a concern, would rather pay higher fares for higher quality service</li> <li>• Stop rail projects and finish I-5</li> <li>• Please keep funding for 150,183,240,234,734,744</li> <li>• Need bus service to UCLA from the Valley</li> <li>• Build more rail as quickly as possible</li> <li>• Reduce spending on rail capital expansion and shift money to bus operations and bus service improvements</li> <li>• Line 90 and 91 should travel more often and later in the evenings</li> <li>• Line 166 should go east to Foothill Boulevard</li> <li>• Routes on the "15 minute map" should never have headways less than 30 minutes through 10pm.</li> <li>• Never run headways longer than 15 minutes on rail service.</li> <li>• Coordinate with Foothill Transit to provide better service on the Metro Silver Line and Foothill Silver Streak.</li> <li>• How are we going to keep schedules correct if a bus breaks down or other interruptions of transit service occur?</li> <li>• Rightsizing of the system resulted in a reduction in bus RSH. How will the ridership and schedule patterns be analyzed and how quickly will corrections be made and implemented?</li> </ul>
Alternative Revenues	<ul style="list-style-type: none"> <li>• Please explain the RAM.</li> <li>• Why is the FY18 RAM savings less than the FY17 amount?</li> <li>• How do we save costs from All Door Boarding?</li> <li>• How do RAM ideas get implemented into the budget?</li> <li>• Do the RAM ideas include transfer of bus lines to municipal operators?</li> <li>• Will CMAQ funds be used to pay for Orange Line service?</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• Please describe the online budget tool and provide a demo of the tool before it launches.</li> <li>• Describe how the trade-offs will be shown on the online budget tool when adding or deleting programs and services.</li> <li>• What technology is used to collect ridership data?</li> </ul>
Safety and Security	<ul style="list-style-type: none"> <li>• What are we doing about fare evasion?</li> <li>• Will the new Expo II and Gold Line Foothill extension stations have gates?</li> <li>• What safety/security improvements are being funded?</li> <li>• What is the change in safety/security funding from FY16 to FY17?</li> <li>• Explain the large drop in security cost per RSH. Has security been reduced?</li> <li>• What is the fare evasion rate, and what are we doing to stop fare evasion?</li> </ul>

Budget	<ul style="list-style-type: none"> <li>• How does the public provide input into the budget process?</li> <li>• What percent of the budget is zero based?</li> <li>• When is the deficit now?</li> <li>• Will the amount of debt service stay the same over the next 5 years?</li> <li>• Make sure deferred maintenance is being funded, such as the Green Line station rehabilitation.</li> <li>• What are the reserves used for?</li> <li>• How is the budget being marketed to the public? The CAC wants to see the fully integrated marketing plan.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• When will TVMs be at Harbor-Gateway Station?</li> <li>• Suggest broad outreach on TVM and Mobile Validator limitations with respect to the Harbor-Gateway TVM installation and All Door Boarding on the Silver Line.</li> <li>• Increase available parking at North Hollywood station.</li> <li>• Improve customer and rider communication by updating and republishing the “15 minute map.”</li> </ul>
Potential Ballot Measure	<ul style="list-style-type: none"> <li>• Is the 2.4% sales tax growth rate consistent with the potential ballot measure assumptions?</li> <li>• How do we understand what goes into the PBM? Can we have a presentation on the expenditure plan when it is made public?</li> <li>• We would like to have a workshop in the new few months to talk about how to allocate the non-capital program of the PBM.</li> <li>• Please come back with the dollar amounts for the sales tax projections.</li> <li>• Why assume sales tax growth rate is flat for FY17 when the current trend is declining?</li> <li>• Why is the sales tax assumed to grow by 2.4%?</li> <li>• How are we letting the public know that the FY17 budget does not include the potential ballot measure?</li> <li>• The budget does not include additional funding from the ballot measure. How fast would this funding be added to the budget?</li> <li>• How is the potential ballot measure being marketed to the public? The CAC wants to see the fully integrated marketing plan.</li> </ul>
Fares	<ul style="list-style-type: none"> <li>• Why is the fare for the Orange Line cheaper than for the Silver Line?</li> <li>• Does the institutional pass RAM idea mean a fare increase is being contemplated?</li> <li>• Proceed with Phase 2 of the 2014 fare restructuring effort.</li> <li>• Expand the EZ Pass to passes with shorter durations than the 30-day pass, such as a 7-day or 1-day pass.</li> <li>• Proceed with Phase 2 and Phase 3 of the 2014 fare restructuring effort.</li> </ul>