

ATTACHMENT D

FY18 PUBLIC OUTREACH

Summary of FY18 Proposed Budget Public Outreach Efforts and Comments Received

Events	Participation
Workshops & Meetings	Covering all Service Councils and key stakeholders throughout LA County
Telephone Town Hall	3,075
Interactive Budget Tool	4,935
Web page visits	1,452
All Comments (Email/mail)	4,852

Comments received from the public during Metro’s FY18 budget outreach process are summarized below. This summary includes comments received through April 28, 2017. Please note that there were thousands of comments received and therefore not all can be included in this summary. However, the summary presented below is a fair representation of the types of comments received across all outreach efforts. Comments received during the workshops and meetings have been addressed, while the written, email, and budget survey comments will be forwarded to relevant departments for consideration in the development of their programs.

A recap of the comments received during the budget outreach process is shown in the table below. As evidenced by the range of subjects in the summary, the public provided input on virtually every Metro function, from transit service to highways and active transportation. In addition, the range of perspectives on each issue varied greatly by individual.

Key Topics	Synopsis of Comments
Active Transportation	<ul style="list-style-type: none"> • Add more protected bike lanes and visible crosswalks • Connect biking and walking with buses and trains • Pedestrians should be the highest first/last mile priority • Increase capacity for bicycles on the transit system • Improve east-west bicycle options • Expand the bikeshare program across the County • Do not add bicycle lanes, as they cause more traffic • Increase the number of bike lockers and associated security measures • Build a high quality bikeway network with access to the rail system • Do not remove vehicle lanes and replace with bike lanes
Bus Service	<ul style="list-style-type: none"> • Acquire more buses and run more frequent trips • Run 12 minute headways on all major routes all day long • Headways should be 3 minutes maximum • The number of bus stops should be reduced to decrease travel time

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	<ul style="list-style-type: none"> • Bus stops and buses should be cleaned more often • Buses are the most common form of travel on transit, • Increase the bus lines feeding into the rail network • Prioritize dedicated bus lanes on all major bus corridors • Do not convert car lanes into bus-only lanes • More express bus services • Bus service should run from 3am to 1am • Rapid buses should have under 15 minute headways from 6am to 9pm, 7 days a week • All-night bus service should be run along rail routes throughout the night • Buy only 100% electric buses • Deploy autonomous buses • Provide more bus service in underserved areas • Eliminate bus service and prioritize rail • Add bus shelters systemwide • Coordinate better connections between Metro and municipal operators • Run 24 hour bus service • Provide more frequent service during off-peak hours
Rail Service	<ul style="list-style-type: none"> • Rail service should be 24 hours • Provide more frequent service, especially in the evening • Increase train capacity at peak hours • Trains need to be cleaned more effectively and often • Add a side track for maintenance in order to avoid delays caused by single track service due to breakdowns • Reduce commute times by giving rail signal priority • More trains that are shorter, during non-peak hours • Improve light rail service in downtown LA to 7th/Metro • Headways should be 8 minutes maximum • Rail service should run until 2am every night with consistent headways of 10 minutes or less • Rail service should be faster than driving • Longer late night service supports local night life and reduces risks of DUI • Use hydrogen powered trains that emit only water • Overcrowding on trains is an issue • Stop rail service at midnight • Use automated trains, not drivers
Customer Information	<ul style="list-style-type: none"> • Improve real-time arrival information • Provide clear signage for access to public transit • TVs with arrival information at stations are often broken for long periods • Multiple marquees report different arrival times, which is inconsistent and unhelpful • Add real-time arrival information for the bus system • Use electronic boards for arrival information only, and

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	<ul style="list-style-type: none"> stop including other messages • Improve the trip planner on the Metro website • Need to update all Metro apps • Rail stations should have maps and information about bus transfers • Add lighting to bus stops and rail stations as they are unreadable at night
ExpressLanes	<ul style="list-style-type: none"> • All freeways should have toll lanes • Eliminate all toll lanes, as most can't afford it • Get rid of all toll lanes and convert to carpool lanes requiring 3+ passengers • Increase tolls to decrease congestion in the toll lanes • Decrease tolls, as they are too expensive • ExpressLanes need more entrances/exits • Tolls should be offset for low income individuals • Non-passenger vehicles should be banned from ExpressLanes • Put in dividers to prevent people from crossing over the double lines • Toll lanes are just as congested as normal lanes and do not improve traffic • Toll lanes should be opened at peak time to all traffic without charge • Do not charge the \$1 maintenance fee on transponders that are not used
Fare Evasion	<ul style="list-style-type: none"> • Put barriers in place so all riders have to pay • Better enforcement of validating paying passengers • Fare enforcement should be first priority • Do not use law enforcement officers to check fares • Decriminalize fare evasion • Stop checking fares at turnstiles or station entrances; this should be done onboard trains
Fares	<ul style="list-style-type: none"> • Make public transportation free • Implement distance based fares • Weekly/monthly passes do not provide a discount for the average commuter ineligible for discounts • TAP takes too long to renew online • Add more TAP machines outside of rail stations, such as at bus hubs • Customers should be able to use smart phones as transit passes • Allow non-TAP transfers from bus to rail • Charge the senior/disabled reduced fare for everyone • Fare is too expensive for people who do not fall into the discount categories
Streets & Highways	<ul style="list-style-type: none"> • Improve the condition of streets and highways • Add more regular lanes to freeways

Key Topics	Synopsis of Comments
	<ul style="list-style-type: none"> • Do not add more regular lanes to freeways as this does not improve congestion • Convert lanes into bus-only lanes to incentivize bus ridership • Enforce carpool lane use and consider adding cameras to various locations to catch carpool lane cutters and single drivers breaking the law • Increase the minimum number of riders for carpool lane use • Implement congestion pricing on every freeway • Stop building more freeways and put all money into public transit • Highways should be the first priority, as this is the main mode of travel in the County • Carpool-to-carpool interchanges are needed • Widen freeways or make them two levels • Remove double lines from carpool lanes to allow entry and exit anytime
New Rail	<ul style="list-style-type: none"> • Need a quick option for travel to LAX • Add a rail line along Western • Extend the Gold Line to Ontario Airport • Add a rail line along every freeway • Expand rail to Palm Springs • Bring rail to West Hollywood • Need rail options from Orange County to LA • Build rail between Pasadena and Woodland Hills • Extend rail to the South Bay • All rail should be grade separated • Extend the Red Line to Burbank Airport • Replace all bus lines with rail lines • Accelerate the Purple Line extension and use autonomous vehicles • Grade separate existing lines before building new lines • Increase the number of rail stations • Bring rail to La Mirada • Add north-south light rail to connect Expo, Purple and Red Lines
Parking	<ul style="list-style-type: none"> • More parking at rail stations, as many lots are routinely full • Require proof of ridership at parking lots, and make it free • Provide more parking and do not charge • Do not spend funds on parking facilities • Crack down on parking by non-transit users • Add visible cameras to parking lots to deter theft
Safety & Security	<ul style="list-style-type: none"> • More policing on the transit system to prevent crime and illegal vending • Never seen security presence on the system

Key Topics	Synopsis of Comments
	<ul style="list-style-type: none"> • Eliminate all security contracts • Focus more on safety than fare enforcement • Include undercover law enforcement on buses and trains • Increase security on the bus system • Increase security on the rail system
Station Amenities	<ul style="list-style-type: none"> • Add eateries, newsstands, and coffee shops to rail stations to generate revenue and provide services • Add restrooms to all stations • Do not add restrooms, as they are a safety risk • Add bathrooms to bus stops • Approve permits for local vendors to sell near stations
Technology	<ul style="list-style-type: none"> • Build bus shelters that include phone chargers • Install a button at bus stops that would alert the driver that someone is waiting, so they don't get passed up • Go renewable with solar panels and electrical buses • Provide seamless WiFi and cell coverage systemwide

Interactive Budget Tool

An interactive Online Budgeting Tool was introduced this year to engage the public by asking a series of questions on transportation priorities to develop a customized Metro budget. Respondents were able to see the budgetary impact for their choices interactively and include narrative comments to more specifically express their feedback and concerns. The budget tool allowed Metro to receive comments from a larger portion of the general public, including those who are not Metro riders.

The “Online Budget” focused on five key areas: Transportation Priorities, First/Last Mile, Bus and Rail Service, Security & Customer Experience, and Highway & Congestion Improvements. Below are general results of the survey are:

- 27% of the respondents favored Metro parking facilities (Park & Ride Lots) to improve first/last mile strategy
- 43% of the respondents were willing to walk ½ mile to a bus stop if the route was shorter and more frequent
- 47% of the respondents selected “Improving real time arrival information” and “adding Wi-Fi and cellular service to rail stations” as their priorities for station amenities.
- 33% of the respondents wanted less routes that run frequently and later at night

When asked about converting regular lanes to toll/carpool lanes to reduce commute time or increase highway speed, 48% of the respondents selected: do not replace regular lanes

The results of this survey helps Metro get an idea of what the public’s priorities are and is just one tool that is being used to gather this information. Comments and feedback are being gathered and evaluated to help shape the budget and Metro’s priorities.