

Metro COVID-19 Recovery Task Force

Attachment B: Summary of and response to public feedback on draft final Recovery Task Force Report

Receive and File Metro Recovery Task Force Final Report

February 18, 2021

Metro's Recovery Task Force released its draft final report to the public in December 2020. English and Spanish-language online feedback forms were posted to [Metro.net/recovery](https://metro.net/recovery) seeking input on the report's 17 final recommendations (and any other input) by February 8, 2021.

Metro received approximately 1000 items of feedback on different recommendations from more than 200 individuals, plus comment letters from three councils of government, Metro's Citizens' Advisory Council, and several coalitions of non-profit organizations and businesses.

The most common feedback included:

- Expand/accelerate networks of protected bike lanes and bus lanes
- Address high levels of homelessness on vehicles and at stations
- Add restrooms at stations
- Partner with Metrolink to get frequent, through-running regional rail
- Improve frequency and reliability of bus and rail service
- Better sync schedules with all transit providers to make transferring less frustrating
- Offer incentives to purchase e-bikes
- Add transit riders to Metro board
- Improve broadband and facilitate remote work
- Learn from regions/transit systems with lower construction costs
- Make bus and rail free

The chart that follows includes a sample of feedback along with any response from the Task Force and the way that the task force recommends that Metro address the input. **Feedback that led to changes to the content of the final report is marked in bold.**

Recommendation No.	What We Heard: Specific Suggestions and Common Themes	Response and If/How This Will Be Addressed
21. Express buses	<ul style="list-style-type: none"> a. We have sat in the same traffic jams as all the other 1-driver to a car people on the freeway and wondered why our bus isn't afforded a designated lane - because we are reducing that traffic by riding that bus. b. Badly needed because long-distance local bus trips can take more than an hour c. Recommendations for specific routes (i.e., DTLA to Long Beach, West LA where there isn't Metrolink service, etc.) d. Comments on the benefits of bus lanes and prioritization on surface streets e. Convert general lanes to HOV or express f. Nice idea but unreliable compared to rail g. Express lanes should not make the travel experience miserable for private cars h. The congestion reduction program is in the process of identifying additional express and HOV lanes and should have suggestions for additional corridors. Physical improvements to actual express or HOV lanes are a very long-term process and should be identified that way. Another concern is how express bus investments, such as station infrastructure, would be funded and financed. i. With a goal of increasing mobility funding, improving travel options, and incentivizing the most efficient travel behaviors. FASTLinkDTLA 	<ul style="list-style-type: none"> a. Strong justification for this recommendation b. Strong justification for this recommendation c. Will consider during implementation d. More relevant for complete streets – will consider during implementation of that recommendation e. Would require legislation to allow this f. This supplements rather than replaces Metro rail (and BRT) capital projects g. Task force believes improving flow on HOV and express lanes will benefit drivers in those lanes and in general purpose lanes, and we will consider this during implementation. h. Congestion Reduction is one of the lead departments responsible for implementation. Timelines and funding will be considered during implementation. i. We passed the recommendations on congestion reduction on to staff conducting Metro's traffic reduction study. j. We agree that investments along freeway corridors can bring benefits for mobility, safety, sustainability and equity and have passed these recommendations on to relevant departments.

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	<p>supports increases manages/ExpressLanes throughout LA County. For the same reasons, FASTLinkDTLA could support studying a Traffic Reduction Fee pilot for DTLA, with [a number of specific conditions]</p> <p>j. RECOGNIZING the very serious and life-changing impacts of the ongoing pandemic and economic crisis, WE THE UNDERSIGNED URGE Metro to: Release Cycle 3 of the ExpressLanes Net Toll Revenue Reinvestment Grant Program no later than April 1, 2021; Work with community stakeholders and agencies to increase awareness of the program and facilitate the timely implementation of funded projects; and Solicit public projects on a bi-annual basis henceforth (e.g., 2023, 2025).</p>	
22. Complete streets	<p>a. Use surveys to identify local complete street goals and needs, develop concepts, do pilots to test concepts</p> <p>b. Cyclists need space on the major thoroughfares that connect various municipalities</p> <p>c. [Multiple comments:] Co-investing and setting up joint planning with cities to design region-wide complete street networks would accelerate road safety, bus shelter access, and transit/bike dedicated lanes across LA County.</p>	<p>a. Pilots are good idea. will consider during implementation</p> <p>b. Will consider during implementation</p> <p>c. Justification for this recommendation</p> <p>d. Agree that multi-modal and connectivity benefits are a justification for this recommendation</p> <p>e. Agree that the goal should be networks with as few gaps as possible</p> <p>f. Agree that Metro can play a connecting role across jurisdictions</p>

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	<ul style="list-style-type: none"> d. Active transportation components of complete streets will not only help point to point trips on foot or bike, but also first mile, last mile links to transit e. We desperately need a network of connected and protected bike lanes, not just a few individual projects that provide a bike lane for a few miles. f. We need joint planning across cities g. LA has a safe streets problem. Complete streets projects should be prioritized on the city's most dangerous streets for pedestrians h. Metro should only be investing in communities that commit to upgrading their streets to be accessible to all. i. Pick streets that drivers and residents accept j. I've been tempted to buy a bicycle but so far refrained because there is no bike infrastructure near where I live k. Specific comments on where we need different types of bike or bus lanes and prioritization l. During the pandemic is a good time to implement street project due to lower traffic volumes- and added benefit of economic/job stimulus 	<ul style="list-style-type: none"> g. We added a bullet point to the recommendation: "Prioritize extension of complete street networks in places with high levels of injuries and deaths from vehicle collisions." h. Different capital projects and sources of Metro funding have different criteria related to street design, but we can take this into account in implementing future partnerships. i. Complete street networks should maximize mobility and safety benefits, but public support and outreach is always a factor j. This is a key point and strong justification for this recommendation k. Will consider during implementation l. We agree and will consider ways to accelerate during implementation m. This recommendation is more targeted to complete streets networks on arterial streets that allow travel throughout the county, but we will consider during implementation whether and how to encourage improvements on local streets. n. Collaboration with COGs and local jurisdictions and consideration of funding will occur during implementation.

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	<p>m. I wish Metro would fund traffic calming measures, safe/slow street programs, and sidewalk repairs on local streets</p> <p>n. This is a very positive recommendation. The COG has developed a masterplan for complete streets and has identified 25 top corridors for implementation. Multi-Agency planning and coordination activities are ongoing, and the COG looks forward to integrating the COG's work into a countywide plan. Hopefully Metro's efforts will result in the availability of funding to implement these plans</p>	
23. Transit integration	<p>a. Transform Metrolink and other regional rail from commuter rail to have more service during midday and service for late night events like theater and sports.</p> <p>b. There are too many agencies in LA that don't work together, and it really infuriates me when I come across drivers from smaller lines that lack knowledge of how transit systems link.</p> <p>c. [multiple comments:] Metro needs to increase cooperation with Metrolink to transform our commuter rail network into a more frequent and through-running system.</p>	<p>a. More service during day is a justification for this recommendation; will consider nighttime service during implementation</p> <p>b. All transit agencies big and small need to do more to ensure seamless integration</p> <p>c. The draft final report already included a goal of more frequency on Metrolink; we added regional rail and through running and to the recommendation to underscore that this is the desired outcome.</p> <p>d. The existing practices section of the recommendation shows that there is ongoing coordination; the point of this recommendation is to build upon it and do</p>

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	<ul style="list-style-type: none"> d. It's mind-boggling that the transit partners of the LA metro area are not integrated in a single-class fare system. This seriously hampers transportation across agencies and frankly falls far short of other metropolitan areas (e.g., Berlin, Germany). e. Trips should be easy and seamless. If transfers are needed, way-finding signs, easy transfer payments, and coordinated schedules should be considered. f. I think riders care less about the different service provider (Metro, LADOT, Long Beach Transit, etc.) than they do the actual service. A single-provider, proper distribution of operating funds, may allow more money to go towards actual service. g. Create a cross-county grid system for buses only, which may require re-designating major thoroughfares from auto use to bus only. h. Good sidewalks and shelters are essential for increasing usage of mass transit. i. [Multiple comments:] Syncing schedules is important so riders don't miss connections and/or have to wait long periods j. Though Los Angeles County has the largest population and ridership, there are real opportunities to look broader and incorporate other county transportation 	<ul style="list-style-type: none"> more integration. We will learn from world class examples of integration during implementation. e. this is justification for the recommendation f. We agree that a customer-focused approach on integrated service is the right path; we are not recommending merging agencies into a single-provider because there is a global best practice on closer integration of multiple agencies. g. This is more relevant to complete streets recommendation; we will consider during implementation h. we agree that there is synergy between transit integration and complete streets. will consider shelters and sidewalks during implementation of complete streets recommendation i. We agree and added “coordinating schedules so transferring is easier” to the recommendation section on coordinating service j. We agree this should be pursued and removed “within LA County” from a description of the scope of this recommendation to provide flexibility to explore collaborations with transportation

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	<p>commissions since a large number of transit trips either originate or terminate outside of LA County... a regional working group could offer additional perspective and weight to help move the integration effort along. Other counties may also be willing to establish shared data sharing, marketing, signage and wayfinding approaches and budgets that help to defray the costs to each party.</p> <p>k. Please make all the transit operators use one card or fare for better integration</p> <p>l. Fareless structure needs to be evaluated in concert with the countywide transit formula, system integration, and express lanes/traffic reduction plan.</p> <p>m. SCRRA supports the Recommendation’s goal to integrate county service providers into one consistent fare structure. However, more clarification is needed on how the existing inter-agency fare collaborations will be incorporated or evolved in the proposed fare structure. This may be even more challenging as the effort expands to more connecting operators because of the differing fare policies of each agency. Furthermore, Metro’s parallel Fareless System Initiative provides a potential different direction for fare policy. We request clarification as to how fare</p>	<p>providers and regulators throughout the region.</p> <p>k. Recommendation includes integration of fares or fareless and will consider payment methods during implementation</p> <p>l. Recommendation defers to FSI for direction on fares/fareless and will integrate this direction and countywide transit formula into implementation.</p> <p>m. We agree that fare integration raises complex issues and that the FSI is an additional crucial factor. The recommendation defers to FSI for guidance on fareless and will incorporate this into implementation consideration.</p> <p>n. Will consider during implementation (in context of next steps of fareless initiative.)</p> <p>o. We agree this recommendation is aimed to make it easy for customers to understand and use multiple transit systems, and that providing information on a range of platforms can help. We added TAP and 3rd party apps to the list of ways that information can be shared.</p>

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	<p>systems integration can be reconciled with an initiative in fareless transit.</p> <p>n. Create a one-day fare that is good on all the transit systems in LA County but make the fare less than the current rate.</p> <p>o. More comprehensive information in more locations provides the greatest flexibility and ease to the customer. Additionally, allowing our collective service and trip planning information to be ported to multiple platforms will give all of our agencies greater visibility on more mobile platforms and apps, even for those services that might traditionally be considered competing with transit, like Transportation Network Companies (TNCs). That way, the customer gets to choose how to construct their trip with transit being all or part of it. It potentially also creates exposure to transit for those who would not normally look for it.</p>	
24- incentives to reduce car ownership	<p>a. [Multiple comments:] Support for e-bike incentives being part of a package of incentives</p> <p>b. Incentives outlined in this recommendation would be more effective if there is a nexus established between decline in transit</p>	<p>a. The recommendation included this as a possible incentive, and we will explore further during implementation through research and possible pilot</p> <p>b. The task force’s working assumption, which is supported by research, is that higher rates of</p>

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	<p>ridership and increased car ownership, considering the effects of the pandemic as well as historically low loan interest rates.</p> <p>c. As part of this recommendation, please also consider car sharing as an alternative, and integrate the findings from the metro micro pilot program.</p> <p>d. For several years, the SBCCOG has encouraged our communities to support the purchase of local-use vehicles (golf carts, electric bikes, scooters, etc.) that can provide zero emission passenger and goods movement mobility options at a fraction of the cost of purchasing a traditional car or truck... We encourage Metro to expand the recovery program to include a zero-emission local use vehicle subsidy component that would incentivize the purchase of a zero-emission local use vehicle aimed at promoting car-light households and improving neighborhood mobility in disadvantaged communities.</p> <p>e. [Multiple comments]: add more bus lanes and bike lanes, improve transit service, offer more frequent service, reduce or eliminate fares in addition to or as alternative to this recommendation.</p>	<p>vehicle ownership translate to more driving. We will continue to explore this relationship during implementation.</p> <p>c. We will consider car sharing as an incentive during implementation.</p> <p>d. We acknowledge that multiple types of small mobility devices could be incentivized and changed the report text by adding “and similar mobility devices” after the reference to e-bikes.</p> <p>e. We believe there are synergies between recommendations on incentives and on complete streets, more service, etc. These synergies (and trade-offs in terms of which to prioritize) will be considered during implementation.</p> <p>f. This recommendation references a new Travel Rewards program that Metro will deploy soon to test incentives. The travel rewards work is closely tied to Metro’s partnerships with employer-based transportation demand management policies and programs.</p> <p>g. Will consider during implementation</p> <p>h. See our final recommendation on broadband and early action recommendation on allowing telecommuting.</p>

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	<ul style="list-style-type: none"> f. In addition to buyback programs for cars, Metro and LA County should better incentivize use of public transit over use of personal vehicles through more or better funded employer-based programs. Provide greater incentives for workers to take public transit to work by providing more support for programs through all county employers. g. Love the options presented in the report. I'd only add that I'd love to see these things be more universal (rather than means-tested). h. If I was able to telecommute, my household would be able to get rid of one of our cars. i. How will you prevent people from trading in their cars, then going out to buy more? What about parking maximums and eliminating parking minimums? How can we charge car owners for parking at their apartments separately? 	<ul style="list-style-type: none"> i. During implementation, we will consider ways to structure incentives so that recipients do not/cannot buy cars for some period. Parking recommendations are relevant to consider during implementation of the final recommendation on joint development and transit-oriented communities.
25- station amenities	<ul style="list-style-type: none"> a. Encouraging development of retail and other amenities is a positive step as long as improving exiting stations does not compete with scarce transit funds needed for new projects. This is an opportunity to engage the private sector hoping to benefit from foot traffic. b. [Multiple comments requesting more restrooms]: Public restrooms in conjunction 	<ul style="list-style-type: none"> a. Recommendation will not divert funds from capital projects to existing stations. Partnerships with private sector will be explored during implementation. b. Implementation of potential additional restrooms will consider security, maintenance and cleanliness. c. Metro has a Transfers Design Guide with standards for stations and stops. During

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	<p>with stops that are true park and rides (NoHo, Universal, etc.). This would also likely require staff to maintain throughout the day, so they don't get nasty. A security presence too, since there would be out of sight areas.</p> <ul style="list-style-type: none"> c. Metro should develop a wholistic template it can apply at each bus stop and train station. d. Would recommend real time arrival time signage at all light rail stations, and at high ridership bus stops. e. So many stations are just a pole in the ground. Stations, especially along heavy corridors, should have seating, lighting, and security features to make waiting for the bus/train feel safe and welcoming. f. Improved station amenities can be bike lockers, bike racks and additional green space such as trees and other native plantings that provide carbon sequestering, shade and neighborhood beautification. g. Ideally, every station would have restrooms and staffed-information booths at the minimum. In the near-term, end-of-line stations, highly trafficked stations, and/or major transfer points should be prioritized for these. Vendor space should also be allocated- even ones that sell food. Increasing the 	<p>implementation, staff can reference it and potentially add to it as more amenities are explored.</p> <ul style="list-style-type: none"> d. Will consider during implementation. e. Will consider during implementation. f. will consider during implementation g. will consider during implementation h. Links to final recommendations on joint development and early action recommendation on addressing homelessness. i. will consider during implementation j. will consider during implementation k. This is a justification to consider more restrooms at stations. l. Will consider during implementation m. Will consider during implementation n. Will consider during implementation.

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	<p>amount of garbage receptacles should be a given here too.</p> <p>h. [Multiple comments on homelessness detracting from stations]: LA County and Metro need to do a better job of reducing homeless encampments generally, but particularly around stations and stops if they want people to feel more comfortable with using public transit. To that end, anything Metro can do to increase development of affordable housing must be a top priority.</p> <p>i. Restrooms. Suggestion. Might be cheaper to have someone on staff at each station w/ a restroom to keep vandalism and crime down and/or allow metro cards to have some kind of code or strip to open for those using the system w/ a fare.</p> <p>j. Restrooms! Not only is the lack of restrooms very inconvenient - but it also sends the message that passengers can't be trusted. Other helpful amenities would be snack bars, phone charging stations, and rider-oriented retail (umbrellas, sunglasses, ear buds, reading matter, TAP cards, etc.) All of this could create jobs. Possibly the retail and food could bring in some revenue.</p> <p>k. We have a car but sometimes prefer the convenience of Metro to avoid traffic hassles.</p>	

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	<p>But there's been trips we've not done on Metro due to the hassle of traffic outweighing the hassle of no restrooms at the stations, particularly if not going to a destination with public restrooms.</p> <ul style="list-style-type: none"> <li data-bbox="535 511 1186 617">l. More seating and possibly tables would be good considering how prevalent takeout at restaurants is. <li data-bbox="535 625 1186 1006">m. We support the goal of revisiting and reimagining Metro's rail and bus stops to increase safety and improve station amenities and connectivity to other modes. In other cities and countries, transit stations are community and tourism hubs as well as mobility hubs. Some elements include advanced wayfinding, food and beverage stations, event programming and state of the art fare purchase kiosks. <li data-bbox="535 1015 1186 1161">n. It is crucial that Metro upgrades its transit stations to become community focal points, with local commerce, clean and safe bathrooms, and civic space. 	
26- Public engagement	<ul style="list-style-type: none"> <li data-bbox="535 1250 1186 1388">a. This is a little confusing. What is the definition of a "rider?" Regardless of the rider type, it's really effective if researchers "go to the spot" to understand the user needs and 	<ul style="list-style-type: none"> <li data-bbox="1211 1250 1858 1388">a. 'Riders' is meant to encompass customers of all Metro services. Will consider ways to engage different customers during implementation.

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	<p>pain points, it is very eye opening to learn what are the difficulties and issues people deal with. Talk to the riders to hear first-hand of the issues they experience daily. In the case of cyclists, engagement with bike clubs and ride with them on a typical route to hear what their experiences are like. By listening, they will feel respected and willing to invest in making effective changes that benefit more people.</p> <p>b. Place comment boxes in buses</p> <p>c. [Multiple comments:] The Metro board should be made of people who use the system... multiple board seats should be given to full-time transit commuters who understand the system best.</p> <p>d. Please account for the fact that public comments... skews wealthier, whiter, and more car-centric than the general population.</p> <p>e. I see many conversations and policy decisions on public transit executed by people who haven't been on a bus in years -- that's like getting recipe advice from someone who does not eat food. You should be surveying transit riders on a constant basis, possibly as they reup their TAP cards, or inside applicable apps, etc.</p>	<p>b. Will consider during implementation</p> <p>c. The task force recommendation focuses on strengthening rider voices in other ways; Agency could consider riders on board during other strategic planning processes.</p> <p>d. This was one of the reasons the recommendation stresses prioritizing riders and under-represented populations.</p> <p>e. Will consider when/how to survey riders during implementation.</p> <p>f. Will consider during implementation (also relevant to complete streets recommendation).</p> <p>g. The task force recommendation focuses on strengthening rider voices in other ways; Agency could consider riders on board through other strategic planning processes.</p> <p>h. Will consider during implementation</p> <p>i. Will consider during implementation</p> <p>j. Will consider during implementation</p> <p>k. Will consider idea of an open feedback forum during implementation.</p> <p>l. As noted in comment, this is often the case with outreach and will consider during implementation.</p> <p>m. We appreciate the support for this recommendation from the CAC, and the CAC's work to advise Metro.</p>

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	<ul style="list-style-type: none"> f. Do more bike & ped counts & town halls across Los Angeles to better inform where bike & pedestrian infrastructure is most needed! g. The Metro Board should include actual riders, not bureaucrats who travel by personal vehicle. I want more representation of working families, young people, poor people, workers... The Metro Board does not represent the community it serves. h. Increasing the ease of engagement is one way to do this. Very visible phone numbers, websites, etc. should be present throughout the system. Important meetings should take place at times most accessible to riders. Live-streamed meetings must be a given going forward. i. Please have a way to text a concern on the bus or train instead of having to have an app to message Metro, there are people from out of town who don't have the app and some people don't want an app, just have a text number visible so a live agent can be texted in an emergency. j. Meet riders where they are. Get on buses, hang out at stations and stops. The bus riders I sit next to, working class people, don't have time to sit through meetings or take surveys. 	<ul style="list-style-type: none"> n. Will consider during implementation of this outreach recommendation and 'we're here for you.'

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	<p>They just want the system to work for them, to make their lives easier. And they're people that don't often get asked "what do *you* want?" I'm certain they'd appreciate this gesture from Metro.</p> <p>k. How about providing an online forum for comments such as this one, and posting the contact info on board buses and trains, where passengers could see it?</p> <p>l. Partnering with local and subregional agencies can strengthen public engagement. The level of effort involved with next gen is a great example of what worked.</p> <p>m. The Citizens Advisory Council (CAC) is a group of Metro stakeholders codified in state law to provide input regarding Metro's programs and operations. We would like to express our unanimous endorsement for the LA Metro Recovery Task Force draft final report's endorsement of section 26, "Improving Public Engagement and Strengthen Rider Voices," recommendations regarding the CAC. Among the recommended actions is to "Elevate the role of the legally mandated Metro CAC to give a better voice to the community..." We recently renamed to the Community Advisory Council to better reflect the broad spectrum of the people we represent. The CAC</p>	

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	<p>leadership and its members have for the past few years focused on becoming a more informed and active advocate for the different communities we represent. We have made great strides in increasing the amount of geographic, ethnic, and gender diversity, in addition to the wide breadth of technical expertise and engagement in different communities that the CAC has embodied since its formation. This includes increased membership and increased participation by members. The CAC has long been known for the passion of our members, but we have been now channeling this passion to both inform the communities and interest groups we represent and provide detailed, informed, and rooted feedback on Metro's initiatives in Los Angeles County. We believe that this recommendation will better support the ongoing goals we share to better the transportation and social environment of the County and Metro as a whole. In addition, this recommendation is very timely given that the CAC has discussed initial steps at expanding Metro staff involvement in our organization, and helping us outreach further among riders, residents, and other stakeholders. The CAC general members and executive committee</p>	

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	<p>are hopeful that the Board will fully implement the LA Recovery Task Forces' recommendations regarding the CAC and support the goals of the task force in helping the agency recover from COVID-19. We are looking forward to any discussions necessary on specific staffing and/or budgetary recommendations.</p> <p>n. While we appreciate the inclusion of Spanish materials in the "We're Here for You" Campaign, Metro should also include materials in Chinese, Korean, Japanese, Vietnamese, and other non-English languages that are commonly spoken across Los Angeles County.</p>	
27- data on equity and travel	<p>a. Expanded sharing of data is very desirable as long as there is data security practiced with riders or other users. An example would be early and regular sharing with the COG of de-identified data on performance of the Metro micro service in our region.</p> <p>b. Utilize the internet for surveys to determine what people's needs are - locations, travel patterns, travel times, frequency of usage, business vs. pleasure. From here develop routes that meet the needs. Find incentives to increase ridership. Advertise. I know so many</p>	<p>a. Intent is to share with partners like COGs and will consider specific case of Metro Micro during implementation.</p> <p>b. This recommendation focuses more on use of anonymized travel data but will consider how this information links with surveys during implementation.</p> <p>c. Will consider during implementation that decisions made with data need to be reality checked.</p>

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	<p>people that don't consider Metrolink or light rail a week-end option because they don't know where it goes.</p> <p>c. The scheduling cannot be effectively done by algorithm or computer as was made VERY clear when during the reduction of traffic and ridership the buses I have to take were ALWAYS on time. This made it perfectly clear how UNREASONABLE and a fantasy the schedules are. With no more than twenty people travelling from downtown to Sun Valley, the schedule worked. Schedulers should ride the lines for a week before locking in schedules.</p> <p>d. Where are people traveling who are transit dependent. Where are they going? When are they going there? How are they going to get there? How can transit help them? These are important questions to ask and to consider.</p> <p>e. How can you make good decisions without good data?</p> <p>f. While more data can increase the risk for "noise," I think more diverse and disaggregated information would do Metro a lot of good-- especially around disability and non-English and/or Spanish-speaking communities in the county. Good data, when used properly, can lead to good outcomes.</p>	<p>d. Better data on both travel and demographics of customers will help answer these types of questions.</p> <p>e. Metro has access to data, but this will give us better data.</p> <p>f. Justification for this recommendation.</p> <p>g. Will consider during implementation</p>

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	g. Encourage studies by universities, provide funding to non-profits	
28- transparency	<p>a. News flash, there are a ton of amazing transit lovers here in LA, with expansive transit and data backgrounds who don't work for you, and their insight is valuable, and they are willing to give it to you for free! win-win. and, not only that, but it helps allow innovation in the private sector allowing for more beneficial PPP</p> <p>b. It should make sense that data about the riding public and related to the riding public should be shared easily with the public. Multiple languages, multiple access modalities would be great for data accessibility.</p> <p>c. Applications developed by others may better support transit information sharing</p> <p>d. Again, Metro Needs to Consider making their Data more Available... Perhaps its Own Website and/or App that does just that.</p> <p>e. Mayor Garcetti's "open data" project has made huge breakthroughs as have entities like data.org, notwithstanding the resistance of the full-time, professional staff. Give outsiders access to data (like college and even high school kids) and it's amazing the breakthroughs they can make.</p>	<p>a. This is as justification for the recommendation.</p> <p>b. Edited report to say that data should be shared "in multiple languages as stated under Metro's Language Assistance Plan or requested by the community."</p> <p>c. will consider during implementation</p> <p>d. will consider what platforms to share data on during implementation.</p> <p>e. Report cites data.la as a best practice</p> <p>f. The recommendation encourages sharing of new data via RIITS which is a regional transportation data collaboration.</p>

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	f. Metro should work towards a countywide open system for data sharing of travel data.	
29. Joint development and TOC	<p>a. Developers have gotten away too long with making huge profits on commercial and residential buildings without being required to invest in the capacity of the transit and roads to handle the greater density of people and trips that their buildings necessarily create. Require them to invest in transit nearby, to expand stations and complete street refurbishments in and around their developments as part of their blueprints for approval to build! Especially if their building is in an area that can't handle more cars without worsening traffic jams - they need to proactively address the mobility of the people who will work and live in the buildings that they create.</p> <p>b. While TODs and the typical public-private partnerships (with associated privately owned public spaces) are in general very bad models in terms of equity, they potentially increase the number of cyclists and other non-motorists, thereby increasing demand for that kind of infrastructure, which is a net gain for everyone.</p> <p>c. There needs to be language about partnering with local agencies that have land use control</p>	<p>a. Metro's joint development model provides Metro with a revenue stream from a long-term lease that is invested in transportation. The draft update to the Joint Development policy encourages community benefits with a focus on transportation benefits.</p> <p>b. Joint Development has provided hundreds of deeded affordable homes, which advances equity.</p> <p>c. Recommendation supports partnerships with local jurisdictions.</p> <p>d. This is justification for recommendation.</p> <p>e. Will consider during implementation via update to JD policy and implementation of individual joint developments.</p> <p>f. This is a justification for this recommendation.</p> <p>g. Edited recommendation to add goal of encouraging less parking at Metro Joint Developments.</p> <p>h. Will consider during implementation</p> <p>i. Affordable housing will continue to be a focus of the JD program. Draft JD policy update includes recognition that some sites may be appropriate for other types of development</p>

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	<p>responsibility. Metro can assist with the development of TOC plans that assist communities in planning commercial and housing opportunities.</p> <p>d. Concentrating population density, especially among low- and middle-income residents more likely to use transit, within walking distance of high-quality transit options is critical for environmental and economic justice.</p> <p>e. this only makes sense if you partner with developers interested in the community and equity, and not just to build for profit. you have a lot of land that needs to be developed if we want to make our housing/climate/etc. goals. define/set clear equity/transit goals in the requirements and don't waver! Increase the odds of success via placemaking/activation in conjunction with the local jurisdiction. And build!</p> <p>f. Without density around transit, Los Angeles will not achieve its housing and climate goals.</p> <p>g. [Multiple comments on limiting parking]: There are serious development opportunities near rail stops and should all have ZERO parking.</p> <p>h. A lot of development costs here come from the length of time it takes in the permitting</p>	<p>and will consider case by case during implementation.</p> <p>j. Will consider lessons learned during implementation.</p> <p>k. The draft JD Policy update considers variable land discounts and workforce level affordability.</p> <p>l. This is justification for recommendation, and alignment with Metro mission of world class transportation.</p> <p>m. During implementation will consider strategies to ensure adequate density and affordability is allowed at all JD sites.</p> <p>n. Will consider partnerships during implementation.</p> <p>o. Draft JD policy update calls for balancing streamlining and public outreach.</p>

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	<p>and planning process. Projects that are majority/fully affordable should be given few permitting obstacles as possible. However, accelerating these kinds of projects does not mean equity gets thrown out the windows. Marginalized communities in particular must get the outreach they deserve-- to get the same levels of participation that well-off communities contribute.</p> <p>i. Metro needs to stop under building sites with subsidized housing. Office and retail generate more trips and more money to fund the system. If private developers can get hotel taxes waved, Metro should too on properties it owns. Regardless Metro needs to stop building projects of 50 apartments on lots zoned for 100 right on top of subway stations. Underbuilding is a waste of public resources. If there are only enough subsidies for 50 below market units, then the project should only be 50% below market rate. More people near metro should be the goal, not some sort of ideologic purity of only having poor people near Metro.</p> <p>j. With the ones that have been developed, it would be helpful to see survey data taken of the percent of people that live and work in the same place or that can use transit without</p>	

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	<p>a car for their daily routines to know if the overall strategy is really working. It seems like housing in such developments is inaccessible even to the middle class.</p> <p>k. Land is one of if not the biggest driving factor in high home prices in LA county. In order to attract more affordable housing, increase the discount of the price of land with increasing affordable housing commitments from developers. If the developer isn't going out of their way to build more affordable units, then no discount. If they're a nonprofit that's building 100%, then a substantial discount. Also, don't forget about workforce housing. Affordable housing is understandably focused on the low-income level, but the housing crisis impacts everyone who doesn't make six figures. This leaves a massive gap between high income housing and low-income housing.</p> <p>l. It works in major cities around the world.</p> <p>m. Building more affordable housing and higher densities, even if it conflicts with local planning codes</p> <p>n. Metro, LACDA, and the Homeless Initiative need to team up and tell cities they need to allow density near transit to qualify for homeless services Measure H funding or Metro's proposed increase in homeless</p>	

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	<p>outreach. No housing construction? The consequence is homelessness. No point sweeping it under the rug for deniers.</p> <p>o. Accelerate them? I don't really know why this one is so difficult. Oh yea, Angelenos and the community process.</p>	
30- Broadband	<p>a. [Multiple comments on improving internet access for all residents]: Broadband is a public utility as necessary to survive in our world as electricity. Most metro riders are poor and middle class Angelenos who are most likely to experience an unfair price barrier when it comes to accessing decent broadband in their homes. Providing high speed broadband to metro riders help ease the burden on low-income passengers who don't have it at home.</p> <p>b. It makes sense that utility improvements/relocations are being made as a result of projects, that broadband infrastructure be included here. Internet should be treated as a public utility nationwide, until then LA County should go further and do more in this realm. Better broadband can be useful to not just the transit agency but to riders.</p> <p>c. Broadband internet service on public transportation</p>	<p>a. Task Force agrees that this is an equity-advancing recommendation.</p> <p>b. This is a justification for the recommendation.</p> <p>c. This is a component of the recommendation and will continue to consider during implementation.</p> <p>d. This is a not a recommendation to spend transportation funds on broadband but primarily to partner when appropriate with providers who can install on our properties. We will however consider this potential trade off during implementation.</p> <p>e. Will consider during implementation in terms of free Wi-Fi on Metro services.</p> <p>f. Agree that this recommendation has synergies with early action recommendation on allowing more flexible remote work.</p> <p>g. The recommendation encourages partnerships with private and public entities. Will share more information as implementation moves forward.</p>

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	<ul style="list-style-type: none"> d. Why is broadband a good use of limited transportation resources? What investment is reduced to support this? e. [Multiple comments]: broadband should be free f. We can work from home all week or at least some days! g. With the potential for more workers remain at home, the expansion of broadband is critical infrastructure that will effectively eliminate trips by auto, transit and other modes. MTA could expand the installation of fiber optic during the construction of rail lines through partnerships Wirth private entities. Suggest adding language to actively seek out and encourage these partnerships. In general, the COG would appreciate more detail on how Metro might implement this rec, in partnership with local agencies. 	
31- Green jobs and infrastructure	<ul style="list-style-type: none"> a. Partnering with local agencies is critical to accomplishing this goal especially with the water run-off. As metro builds rail and bus infrastructure coordination of run-off treatment plans and activities with cities is critical. b. I have a perception when I hear "green" that it will be expensive and complicated. Also, 	<ul style="list-style-type: none"> a. The recommendation encourages partnerships with public entities. Will continue to consider during implementation. b. Will consider partnerships with higher education during implementation. c. Will consider during implementation. d. Task force agrees that infrastructure improvements that advance less-polluting

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	<p>there is an innovation curve that needs investment. To create sustainable green jobs and infrastructure, work closely with local universities, providing grants for students to seek out innovative solutions to green infrastructure. In doing this, the green jobs will be created, and the student will be well positioned to rewarding, life changing careers when they graduate. Also, consider incentivizing college tuition for majors in green technology. Given the high cost of 4-year programs, this could move a lot of students into this field.</p> <p>c. City workers could develop ideas around jobs enhancing work opportunities built around those willing to move about without a car.</p> <p>d. [Multiple comments]: Protected bike lanes, bus lanes, new rail lines etc. are green infrastructure and create green jobs.</p> <p>e. [Multiple comments on solar:] Use SOLAR ENERGY whenever possible in all public transportation (solar ceilings on buses & transports), install Solar Energized Lights, and reduce GRID use as much as possible. Train persons to install and maintain SOLAR ENERGY projects.</p> <p>f. Metro Needs to Communicate with the Current US Presidential (Biden/Harris) Coming</p>	<p>transportation is green. Support for these investments is in complete streets recommendation.</p> <p>e. will consider during implementation</p> <p>f. Metro is engaged with federal efforts and will continue to consider during implementation.</p> <p>g. Will consider during implementation of this recommendation and recommendation on station amenities.</p> <p>h. Will consider trade-offs during implementation.</p> <p>i. Edited recommendation to add: “including solar and water projects and electrical charging infrastructure to support bus fleet and vehicle electrification”</p>

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	<p>into Office.... My understanding is President Elect Biden proposes to have "Green New Deal" Jobs and infrastructure.</p> <p>g. Because the use of electronic devices has been a huge impact in our daily lives adding charging stations at bus stops and train stations would be a welcome addition. This can be provided through the use of solar panels, providing solar installation/maintainer jobs and government incentives.</p> <p>h. Do not sacrifice efficiency of the transportation system (or increase costs) in the name of "green jobs." Sometimes the overall cost is not worth it.</p> <p>i. Uproot environmental racism through economic recovery by keeping Metro's 2030 EV bus commitment and ensuring a robust application of the U.S. Employment Plan on every procurement and final contract valued at over \$50 million.</p>	
32- Destination discounts	<p>a. When the county reopens this is a needed activity and should be coordinated with local jurisdictions to maximize participation. Local fairs, running events, farmers markets are good points of contact.</p>	<p>a. We edited the report to add local jurisdictions as partners on this program.</p> <p>b. Incentives are meant to be funded by the partner destination.</p>

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	<ul style="list-style-type: none"> b. Are these system destinations or geographic discounts? What is the source of this "incentive"? 	
33- Construction costs	<ul style="list-style-type: none"> a. [Multiple comments on learning from global best practices]: Look abroad to the models that work- if Spain can build subways are much lower cost than we can, we should be able to as well. Heck, much of Europe is able to pull off lower construction costs even with unions, earthquakes, unfriendly geography, etc. Cost-control and quality-control must work together, if they aren't already. b. Hire the Boring Company to build transit. c. In some cases, eminent domain should be used to purchase property where impacts are going to be greatest, even if that property is going to eventually be resold. It can actually be cheaper that way. Metro should try to get local jurisdictions more involved in funding upgrades to its projects. If local cities were on the hook for more of the grade separations they want to provide, they would go about doing it more smartly. d. Better bidding, use longer lasting products (road surface). e. Finding ways to reduce construction cost would be a 'win-win' situation, allowing more 	<ul style="list-style-type: none"> a. This idea is in recommendation and will continue to learn during implementation from best practices through research and discussions with other agencies and experts. b. Recommendation is not meant to advantage or disadvantage any specific contractors/bidders. c. Will consider during implementation d. Will consider during implementation e. This is a justification for the recommendation f. Will consider during implementation g. Recommendation is not intended to reduce labor requirements/standards, but implementation will explore best practices in contracting.

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	<p>work to be done. Public transportation must be practical and reliable for people to use it. Construction could help make that happen.</p> <p>f. In-house as much of the design-build stage as possible. Contractors don't "do" it better; they're the best at extracting value. A public design and construction arm would go a long way towards minimizing excess cost for the sake of inflating portfolio values.</p> <p>g. Reduce requirements to hire companies with a union contract or that pay a certain minimum wage.</p>	
34- Staff capacity	<p>a. I understand shifting schedules and lines for drivers but when there are drivers who LIKE difficult lines and ARE GOOD at handling them and the schedules and would like to keep them, they should. The chaos of the change is demoralizing for a lot of drivers and the service suffers for sometimes months.</p> <p>b. In an ideal, Metro would have the staff on-hand to do whatever needs to be done more than 95 percent of the time. Office-based staff should also be trained in doing some of the more on-the-ground work as well. This doesn't mean a planner should know how to drive a bus or a train but having multi-talented employees can help in capacity.</p>	<p>a. Maintaining operator satisfaction is crucial to service and we will consider this during implementation.</p> <p>b. Will consider during implementation</p> <p>c. Will consider during implementation; creates synergies with early action recommendation on remote work.</p> <p>d. Synergy with early action recommendation on cleaning.</p> <p>e. Will consider during implementation.</p> <p>f. will consider during implementation.</p> <p>g. Recruiting and retaining operators is crucial to service and will consider during implementation.</p>

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	<ul style="list-style-type: none"> c. Providing a permanent telecommute option for employees will increase capacity for those who commute long distances and/or have family care responsibilities. It will assist in the reduction of traffic congestion and emissions while also serving as an advantage for Metro as an employer. d. More Maintenance Staff to manage the safety of the buses and trains. Including daily cleaning especially in heavy traffic lines. e. Operations is feeling the effect of this pandemic at probably the greatest proportions. This department is the main component of this company and the Operations employees, particularly those who DIRECTLY work in Bus and Rail Transportation and Maintenance departments do not have the option to telecommute. There is short staffing in Operators, Supervisors and especially Management, who are being delegated to take on the additional tasks of other departments such as Corporate Safety in the day-to-day operations. f. create more entry level positions g. Offer more incentives to attract more drivers in the hiring process. Flexible work schedules, direct hire bonuses for mechanics graduating from Technical Trade or Community Colleges. 	

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35- M + R ordinances	<ul style="list-style-type: none"> a. All available methods need to be used to achieve these goals b. Measure M and R ordinances can and should be used to accelerate numerous projects that increase the vibrancy of each community and their economy as well as the physical and mental health of each person. Nothing accomplishes this more easily and cheaply than building out a network of connected and protected bicycle lanes and paths, allowing people to travel safely and securely in the greenest way possible, with a more accessible footprint to support local businesses. c. Actually, start working on the bus lanes and BRT projects that are in the ordinances. The Vermont Corridor is too slow, and every day Metro sits on its hands and does nothing is an insult to Metros most loyal riders d. voters have already spoken when they voted for M&R. Stick to the projects voted for. e. Reallocate resources as needed. And probably explore the usage of PPP if it's financially advantageous to LA County f. Too much of Measure M goes to freeway projects. Please redirect these funds to active transportation and bus infrastructure along freeway corridors. Use it to reduce pedestrian injuries and deaths from cars speeding as they 	<ul style="list-style-type: none"> a. This recommendation recommends consider methods allowed within the funding ordinances. b. The recommendation isn't focused on any specific project or transportation mode. The highway reform motion referenced in the recommendation may give subregions more ability to use highway subfunds for active transportation projects. c. This recommendation could help advance projects. Comment is also relevant to complete streets recommendation and will be considered during implementation. d. recommendation states that amendment to delay or disadvantage any project is not allowed e. Implementation will consider methods allowed within the funding ordinances. f. Recommendation expresses support for board highway reform motion, which may give more flexibility to subregions to use highway subfund money for active transportation projects. g. Will consider during implementation h. The recommendation implementation plan section calls for consideration of revenue measure amendments to be done by Metro staff in collaboration with Board offices and

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	<p>get on and off the freeway. I see a lot of reckless behavior along the Vermont 101 offramp to Rosewood and the onramp from Oakwood, as two examples. They need a safety retrofit.</p> <p>g. Measures M and R were passed when the imperative to rapidly progress on reducing carbon emissions was not as widely understood as it is today. We must also consider that transit ridership has declined over the past years, further exasperating the need for action on climate change. We must do everything we can to build the transportation system that we need now to get people out of private cars and into more sustainable modes of transportation. Rail as a solution is too slow for the crisis we're facing.</p> <p>h. As you are aware, Biz-Fed strongly and actively supported both Measure R in 2008 and Measure M in 2016. We believe these revenue streams should continue to be focused pursuant to statute, building key mobility improvements via efficient project delivery noted in each respective ordinance. Clearly, an historic incident such as a global pandemic can most certainly be cause for review and adjustment, but, in our view, must be done in the context of “keeping faith” with</p>	<p>sub-regions so that there can be public input and consensus building.</p>

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	<p>the votes of Los Angeles County who provided their support to Metro’s robust revenues for the purpose of growing and enhancing mobility in our region. BizFed urges Metro to conduct a transparent, public process when considering any changes to the Measure R and M ordinances.</p> <p>i.</p>	
36- commercial revenue	<p>a. Value-capture would probably be the best revenue generator out there, but Metro isn't like the services in Hong Kong or Japan. However, making more use of the real-estate Metro could be a way to get more revenue. Some Metro Rail and Bus stations come with an abundance of open space/parking space that cost more money maintaining than they make. Allowing vendors/developers to operate on existing Metro-owned space can bring more money that should be dedicated towards improving transit service and rider-focused amenities.</p> <p>b. More advertising on buses. Maybe use experimental digital ads on bus exteriors to extract more revenues. Maybe add billboard ads on freeway portions of the C and L lines.</p> <p>c. One station doesn’t need 15 Sonic the Hedgehog posters. However, 5 stations with 5 billboards feels more reasonable to the casual</p>	<p>a. Will consider during implementation</p> <p>b. Will consider during implementation</p> <p>c. Will consider during implementation</p> <p>d. Will consider during implementation</p>

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	<p>rider. Advertise. Build retail relationships and physical presence. Allow vending at stations. Stop being afraid of people....</p> <p>d. Over the year’s metro has sought to increase lease and advertising revenues with mixed degree of success. This revenue source is largely market driven and local jurisdictions have control over the placement of digital billboards.</p>	
37- funding for incentives	<p>a. With the change in the federal government, we should go after more federal funding, ideally with a comprehensive piece of legislation that supports all of the objectives outlined in this excellent report. Los Angeles should lead the way nationally to set a new agenda for transportation.</p> <p>b. Funding for these incentives should not come from operating funds obviously. Again, the real incentive to reducing car ownership is better transit service (and properly pricing the cost of driving in an equitable way).</p> <p>c. Charge actual cost to determine parking fees. Most parking is “free” or greatly reduced. Reduce or eliminate the amount of parking spaces required in new construction of residential, commercial and office parking.</p> <p>d. Put quality in the system and you won't need to pay people to give up their cars.</p>	<p>a. Will consider during implementation</p> <p>b. Task force agrees that new revenue sources are needed, which is the reason for this recommendation.</p> <p>c. Will consider parking fees during implementation. Also relevant for joint development/TOC recommendation.</p> <p>d. Agree that improving and expanding mobility options is the primary goal of Metro, this is a supportive strategy.</p> <p>e. Will consider during implementation.</p> <p>f. We edited report to add “a portion of any future congestion pricing revenues” to illustrate list of potential funding sources and will consider during implementation.</p>

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	<p>e. MTA buy peoples vehicles at 3 X's the Kelly BLUE Book value then donate the bought vehicles to "1 800 cars for kids" Also give the person from you purchased the vehicle a lifetime TAP card for free</p> <p>f. Congestion pricing</p>	
Other feedback not tied to specific final recommendations	<p>a. [Multiple comments in support of e-bike incentives and bike infrastructure]</p> <p>b. This survey is very hard to respond to. It references measures I am unfamiliar with. It uses terminology designed to be understood by college graduates. It should be a lot simpler and have more information. What kinds of rebates and incentives are being considered?</p> <p>c. None of this is responsive to the pandemic. Data supporting the plan is largely/exclusively pre-pandemic, and all of the recommendations derive from Metro's pre-pandemic objectives. This "analysis" is self-serving, doing nothing to address the pandemic issues and everything to line the pockets of Metro's planning staff and consultants.</p> <p>d. Covid has not just affected minority and people of color as your report indicated. It has also struck hard on senior citizens of all</p>	<p>a. Will consider in implementation of incentives and complete street recommendations.</p> <p>b. Good point that technical terms can be barrier to public understanding and input. We will aim to be more accessible when reporting back on progress.</p> <p>c. Each of the task force progress reports and the final report included detailed research and data on the impacts of the pandemic, which shaped recommendations.</p> <p>d. Good point that older residents are most vulnerable to COVID-19.</p> <p>e. We agree.</p> <p>f. An early action recommendation was to bring back service to avoid overcrowding.</p> <p>g. We agree.</p> <p>h. This is the logic of some of our equity analysis and we will continue to consider during implementation.</p> <p>i. Improving and expanding mobility options will tend to benefit low-income riders the most, therefore enhancing equity, but Metro's</p>

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	<p> races. I found that comment to be a little biased. e. Public transit is key to enabling economic opportunity for those who are struggling economically, so we need a strong Metro network now more than ever! f. Give us back our buses. No one should have to wait more than 5 minutes for a bus. g. Can't wait for LA to become more bike and mass transit friendly! h. Recovery must prioritize the people who actually ride Metro, not the riders Metro wishes they had (well-off, car drivers). A rising tide lifts all boats- improving the riding experience for current riders has the potential to attract more and different kinds of riders. i. Stop thinking about who rides transit just because they need to. Many urbane professionals, including upper class ones, would prefer to take cheaper, greener alternatives. Particularly BRT and bus only lanes need to replace car lanes throughout the entire city. A person should not have to walk more than 1-2 blocks nor wait more than 5 minutes to take high-quality, quick rapid transit such as buses with designated lanes and signal priority over all other vehicles and underground Metro Rail. We need to use </p>	<p> mission is world class transportation for all. We will consider during implementation. j. Will pass on recommendation on TAP to relevant departments and will consider suggestion on all hours staff support through recommendation on public outreach. k. Thank you for your service and feedback. l. the report includes an early action recommendation on customer ambassadors that recommends a balance between enforcing safety and helping customers through methods other than law enforcement. m. Metro has piloted new smaller scale services like Metro Micro and offers personal vehicles through bike share. The task force encouraged more partnerships on micro-mobility and making express and HOV lanes more effective. However, the evidence suggests that public transit is safe if passengers wear masks and we expect that it will be possible to welcome more riders back when the pandemic conditions improve. n. Each recommendation has an implementation plan to allow the ideas to move forward after the report is released. Our recommendation on complete streets is meant to explore </p>

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	<p>transit as a way to clean the air, build greener infrastructure and plant more vegetation around high density areas, and make car life possible and preferable for even the political and financial elite of LA. That means not cutting off bus lanes or only putting BRT in areas away from wealthy neighborhoods but integrating them into the wealthy neighborhoods that are becoming more dense.</p> <p>j. There are two areas that definitely need improvement. One is the tap cards. Not only should the funds on them never expire, but any expiration dates during these past 10 months need to be extended in definitely until more people feel safe riding public transportation again. The second area that needs improvement is emergency access. There needs to be away for a live human being to be reachable 24 seven. Because public transportation runs 24 seven, and things happen after regular office hours that need attending. I can list examples of major fails, including several I was the victim of, which would have been significantly eased by knowing that someone knew about it. Responsibility does not end at 5 o'clock, and if something happens, for example, on one of</p>	<p>creative ways to partner for rapid mobility improvements.</p> <p>o. Thank you for your patronage over the years.</p> <p>p. Language was added to the introduction of the report and to the “We’re here for you” early action recommendation to stress how important vaccination will be for public health and Metro’s and LA County’s recovery. We also agree that many of the suggestions in this comment are good options and will share them within the agency.</p> <p>q. Metro has an unsolicited proposal process for partners with new ideas to submit ideas.</p> <p>r. To help clarify how and when implementation will occur a next steps section was added to the end of the report: “With the task force having released its final report, Metro will now focus on implementing recovery recommendations. This includes the steps outlined in the implementation plans for each final recommendation, plus continued work to complete any outstanding early action items. Staff responsible for implementation will similarly be responsible for developing, tracking and sharing metrics regarding progress and outcomes from</p>

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	<p>the trains at midnight, the Metro folks need to be able to take appropriate action.</p> <p>k. I believe the task force is doing a good job because you formed a task force, I have worked for metro for almost 20 years now and it's encouraging to see this new regime step up and provide service and information to the people of Los Angeles county</p> <p>l. Address security and policing. New York is losing its subway due to violence in the stations. This could happen here. Public transportation must be safe - all hours of the day and everywhere. Persons who can afford to have their own private transportation will never take public transportation if it is dangerous to do so. This should be a top priority - not an afterthought. Very disappointed not to see anything about this in your report.</p> <p>m. Uber and Lyft have been eating your lunch. No one wants to get back into a packed and sealed tube to get to work or school. LAC Metro needs to recognize that what was old is new again. People demand a personal vehicle like a taxi or a personal vehicle, not heavy rail, light Rail, and buses. The Corona Virus makes a one-size-fits-all solution obsolete. New</p>	<p>implementation. When the implementation of any given individual recommendation reaches a point that requires action by the Board of Directors, this action will be brought to the board, along with the opportunity for public comment."</p> <p>s. We agree that freight transportation is critical for economic recovery. The Task Force did not focus on goods movement because the agency was simultaneously working on a new Goods Movement Strategic Plan.</p> <p>t. The task force's return service early action recommendation supports restoring service as needed to avoid overcrowding. Will consider this specific input during implementation.</p> <p>u. Fareless transit is relevant to the final recommendation on transit integration and the task force recommended a pilot of fareless during off peak times. We support reaching the full potential of NextGen as quickly as possible and will consider this input during implementation of recommendations on complete streets, M + R ordinances, and incentives.</p> <p>v. Metro customer satisfaction surveys show strong desire for more enforcement on the systems, so any next steps with policing,</p>

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	<p>highways, including underpasses and long commuter tunnels are viable alternatives.</p> <p>n. My general sense is that I see a lot of studies and reports of this type, and good I guess, but it's time to put this stuff into action. We know what we have to do! A lot of good projects get gummed up by LA's dysfunctional government. Transportation is a collective problem involving the entire region, and regional planners (Metro, DOT) should have the final say, not individual council members or city governments. Also, I really want to hear Metro talk more about freeway removal. If we're concerned about equity and righting past wrongs, dismantling freeways or repurposing them for public transit, parks, and housing should be a bigger priority. My grandmother's neighborhood, Boyle Heights, was absolutely gutted by freeway construction, and people there still have to live w this legacy. Likewise, in my current neighborhood, one made up primarily of Central American and Asian immigrants, is cut up by a stretch of freeway, the 101, that's effectively useless from a mobility standpoint and actively harms public health. I understand that this is a big lift and involves a lot of money but, Metro can be a leader here and</p>	<p>customer ambassadors, community-led safety efforts etc. would need to be tied to improvements in enforcement outcomes and customer satisfaction. We will consider in connection to our early action recommendation on customer ambassadors and a recovery budget.</p> <p>w. This is a good idea, and we will consider during implementation of recommendations related to revenues and construction costs.</p> <p>x. We agree that collaborations are vital for most of the recommendations. The public outreach recommendation is meant to improve outreach generally, and some of the recommendations include calls for partnerships. Will consider during implementation.</p> <p>y. Agree that this is essential. Every recommendation includes a list of elements of Vision2028 strategic plan that the recommendations would advance, and some recommendations reference other Metro plans and policies. Will consider during implementation.</p> <p>z. We agree that safety and security and important and will consider during implementation of relevant recommendations.</p>

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	<p>should get the conversation going. With a green recovery conversation beginning on the national stage, there's no better time to be having these big conversations.</p> <p>o. I've been using Metro since it was RTD in the 80s. It has improved a lot since then. But there is room for a lot more improvement. I would love to see public transportation in L.A. become more integral, as in other major cities all over the world.</p> <p>p. Metro should do all that it can to support vaccination and improve vaccine distribution equity. From a distribution standpoint, Metro could advocate for its front-line workers to receive the vaccine, at locations convenient to their workplace. Metro should invite the major vaccination distribution pharmacies to host on site vaccination clinics where Metro employees can get the vaccine during working hours. Metro could continue to lobby for its frontline workers to get the vaccine in advance of the general population, due to the special role that they serve and their constant contact with people. To encourage uptake of the vaccine, senior leadership, division managers, and peer leaders could be encouraged to get vaccinated and broadcast their status. This</p>	<p>aa. Will consider during implementation of open/safe streets program. We have updated introduction and 'we're here for you' sections of report to stress importance of vaccination.</p> <p>bb. Will consider during implementation of return service and green jobs and infrastructure recommendations.</p> <p>cc. Will consider during implementation of bike-related recommendations.</p> <p>dd. We believe that reaction to on-the-ground pilots can help communities provide input, but we will consider during implementation of bus lane and complete streets recommendations.</p> <p>ee. Will consider during implementation of recommendations addressing revenues and improving service.</p> <p>ff. Will consider during implementation of Measure R + M amendments.</p>

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	<p>could be done through televising vaccination of senior leadership during rap sessions or having supervisors and longtime employees wear stickers stating their vaccination status.</p> <p>Metro could give free rides to people getting their vaccines. San Diego MTS is an example of one agency doing so. Or, partnering with vaccination distribution agencies to hand out free limited use TAP cards to walk-in vaccine recipients so that they can go to their second dose without paying a fare.</p> <p>Metro has ad space and PSA space in the headsigns of buses available which could be used to spread the vaccination message. These buses travel through predominantly minority communities and would help spread the message.</p> <p>Similarly, its drivers, train operators, cleaning personnel, and other staff can also act ambassadors for vaccination. If they choose to do so, they should wear stickers or buttons stating their status. They can also voluntarily spread their message in the community, or</p>	

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	<p>their stories could be featured on car cards which are visible on buses and trains. Obviously no employee would be forced to broadcast their vaccination status or lack thereof, but those who choose to broadcast their status should be supported in doing so.</p> <p>Metro has underutilized facilities in Black and Latino communities, such as Harbor Gateway Transit Center, 37th Street Station, Manchester/I-110 station, El Monte Station, and Union Station which could be used for on-site vaccination clinics, convenient to both those in the surrounding neighborhoods and transit dependent residents. In particular, Metro's park and ride lots would be a good point of distribution for vaccines due to the amount of space, good transit access, and limited demand for parking due to COVID-19. Metro's on-site vaccination clinics at their bus yards in communities hard hit by the pandemic, such as Division 1, 2, 3, and 5, should also be used as vaccination sites for targeted groups such as homeless individuals.</p> <p>q. Metro would be wise to explore the feasibility of using driverless micro buses as TAAS.</p>	

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	<p>Transit HUBs need to be created at several (low income) neighborhoods for patrons to catch a micro bus to transport them to their destinations (another transit hub). Just a study for now.</p> <p>r. A comprehensive Recovery Implementation Strategy would identify: A comprehensive multi-year capital and operating plan. The Board should be provided detail comparable to that found in Metro’s successful NextGen Bus Study. Although some recommendations can be implemented without affecting current capital and operating budget commitments, several recommendations, such as the fare-less system initiative, will have significant initial and ongoing costs and revenue impacts that will ripple across the agency’s current and future capital and operating budgets. Some recommendations may even require deferral or abandonment of current Board commitments. These far-reaching recommendations deserve more Board scrutiny before being included in Metro’s Short-Range financial plans or annual budgets. A 10-year implementation timeframe for each recommendation. We believe the recommendations and their financial implications could be better</p>	

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	<p>addressed if they were grouped according to an implementation timeframe (e. g.: immediate, 1-3 years, 3- 5 years, and 5+ years}. This would allow Metro to evaluate new initiatives in the context of current commitments and anticipated resources over the next decade. An analysis of annual budgetary tradeoffs for each recommendation. Some of the Plan’s elements include funding actions that have previously been approved by the Metro Board (e. g.: the NextGen Bus Study, the Congestion Reduction Program). We encourage Metro staff to identify the pre-existing funding sources and amounts of any prior Metro Board approvals for each near-term recommendation. For recommendations that lack sufficient prior funding, Metro should evaluate whether current commitments need to be deferred or abandoned to fund more critical and timely recommendations within available current or short-term budget resources. Secure partner commitments prior to approving recommendations. Several of the initiatives such as acceleration of complete streets projects, joint development, and provision of new affordable housing around station areas require close</p>	

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	<p>cooperation with local jurisdictions that control land use and uses of local streets. Metro should involve all relevant public partners in the development of implementation plans for each of its recommendations. In addition, written concurrence from potential partners on the scope, funding sources and implementation timeframes should be secured before the Metro Board approves a multi-jurisdictional recommendation.</p> <p>s. The report makes no mention of freight and trade routes as a critical element of our highway and rail networks. As you know, for any transportation-related recovery, this must be part of the conversation. Freight movement uses local, regional, national, and international systems. Cooperation between private and public sectors—requiring changes in both—will be needed to ensure a transportation system that meets the freight needs of businesses and consumers. New freight-transport systems must also be responsive to user needs and expectations. Without these necessary freight investments and state and federal partnerships, the Metro region will lose out on the sales tax revenues that are required to support the promises that</p>	

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	<p>Metro made to voters under Measure R and M.</p> <ul style="list-style-type: none"> t. Increase bus service to NextGen <i>Transit First</i> levels u. Permanently adopt fareless transit + enact plans to increase bus service to NextGen <i>Future Funding</i> levels. v. Sunset Metro’s current policing contract to save lives and livelihoods and unlock nearly a billion dollars in savings. Enable community-led safety alternatives to take root and transform LA Metro into a sanctuary for everyone in Los Angeles w. Negotiate better federal loan terms for Metro’s debt x. With 37 recommendations proposed under the Recovery Task Force Report, Metro should include details on plans to leverage existing partnerships with cities, councils of governments, and community-based organizations to encourage residents and riders to utilize the programs and resources that will be provided under the proposed recommendations. For example, the “Adopt-a-Bike” Program under Recommendation #12 can only be effective at preventing overcrowding on transit if individuals are aware about the program. A comprehensive 	

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	<p>community outreach plan for similar recommendations should be included in the document in order to effectively implement the stated actions.</p> <p>y. While the Final Recommendations were drafted to improve mobility and equity after the pandemic, these recommendations should be closely analyzed to ensure that they support Metro’s strategies in the Customer Experience Plan, Fareless System Initiative, Goods Movement Strategic Plan, Long Range Transportation Plan, Moving Beyond Sustainability Plan, NextGen Bus Plan, Traffic Reduction Study, Transit App Partnership, and Transit Oriented Communities Implementation Plan. Metro staff should closely identify the nexus between the proposed Final Recommendations and the existing Metro strategic documents to ensure successful implementation of the recommendations.</p> <p>z. For additional safety, FASTLinkDTLA also advocates for Metro Ambassadors to provide ‘eyes on the system’ and answer customer questions as well as having security officers riding transit. The safer people feel, the more they will continue to ride and choose to ride Metro.</p>	

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	<p>aa. Reallocate safe streets funding to support community-based, walk up vaccination sites and/or alternative methods that most efficiently deliver vaccinations to those without reliable access to a vehicle in the areas of Los Angeles County most impacted by COVID-19. Ensure Metro transit operators and frontline workers have access to frequent on-site COVID-19 testing. When vaccines are available for Metro frontline workers, the on-site COVID-19 testing stations can be mobilized for vaccine distribution.</p> <p>bb. Fully fund the NextGen Bus Plan 3-phased roll out to provide fast, frequent, reliable and accessible service as approved by the Metro Board of Directors at the October 22, 2020 Board meeting. Swift and massive intervention to increase bus service will meet the needs of people who ride transit, provide jobs that provide earned income for unemployed workers who face the possibility of homelessness, and provide sufficient service that allows for physical distancing onboard transit. Operating money for transit typically produces the most jobs per dollar, because it is essentially all labor, and it can be implemented quickly by preventing layoffs and hiring new employees. Increasing bus</p>	

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	<p>service will likely require purchasing new buses which has the added benefit of accelerating Metro’s transition to a zero-emission fleet. Purchasing new buses also has the potential to create new skilled union jobs in zero-emissions bus manufacturing for communities facing significant barriers to employment in Los Angeles County based on a community benefits agreement reached by a community-labor coalition in California in December 2020. Bus procurement takes time. To ramp up bus service in the short-term, Metro may need to explore whether private buses can be leased for the interim period and/or identify other strategies to increase bus service levels while new buses are procured.</p> <p>cc. [For study bike share and promote biking early action recommendations]. Work with marginalized people with local knowledge to understand transportation needs. Define the problem with those disparately served prior to deciding to study new Bike Share models. Ensure equity efforts are a threat to the existence of inequity, not merely a mitigation of their symptoms. Adopt program guidelines and metrics to ensure marginalized people receive equitable distribution of the bicycles.</p>	

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	<p>Consider providing vouchers for bicycle maintenance redeemable at local bike shops to support the ongoing maintenance costs associated with owning a bicycle.</p> <p>dd. Conduct dignity infused community engagement, including but not limited to engagement of Limited English Proficiency populations and people who ride transit before the introduction of new bus lanes.</p> <p>ee. For a reparative recovery, Metro should adopt job creation for disparately impacted groups as a primary goal and target investments to help these individuals remain employed. Operating money for transit typically produces the most jobs for disparately impacted groups per dollar, because it is essentially all labor, it can be implemented quickly, and because Metro’s workforce is inclusive of those most impacted by COVID-19 in Los Angeles</p> <p>ff. Rescope, defer, and/or cancel inequitable, inefficient capital projects through a transparent, inclusive Measure M and Measure R Amendment process focused on addressing racial and economic inequities. Identify and make the necessary structural changes to overhaul governance structures and community engagement to transform</p>	

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	<p>transit infrastructure to be responsive to the deliberation and decision-making of residents, riders, and workers.</p>	