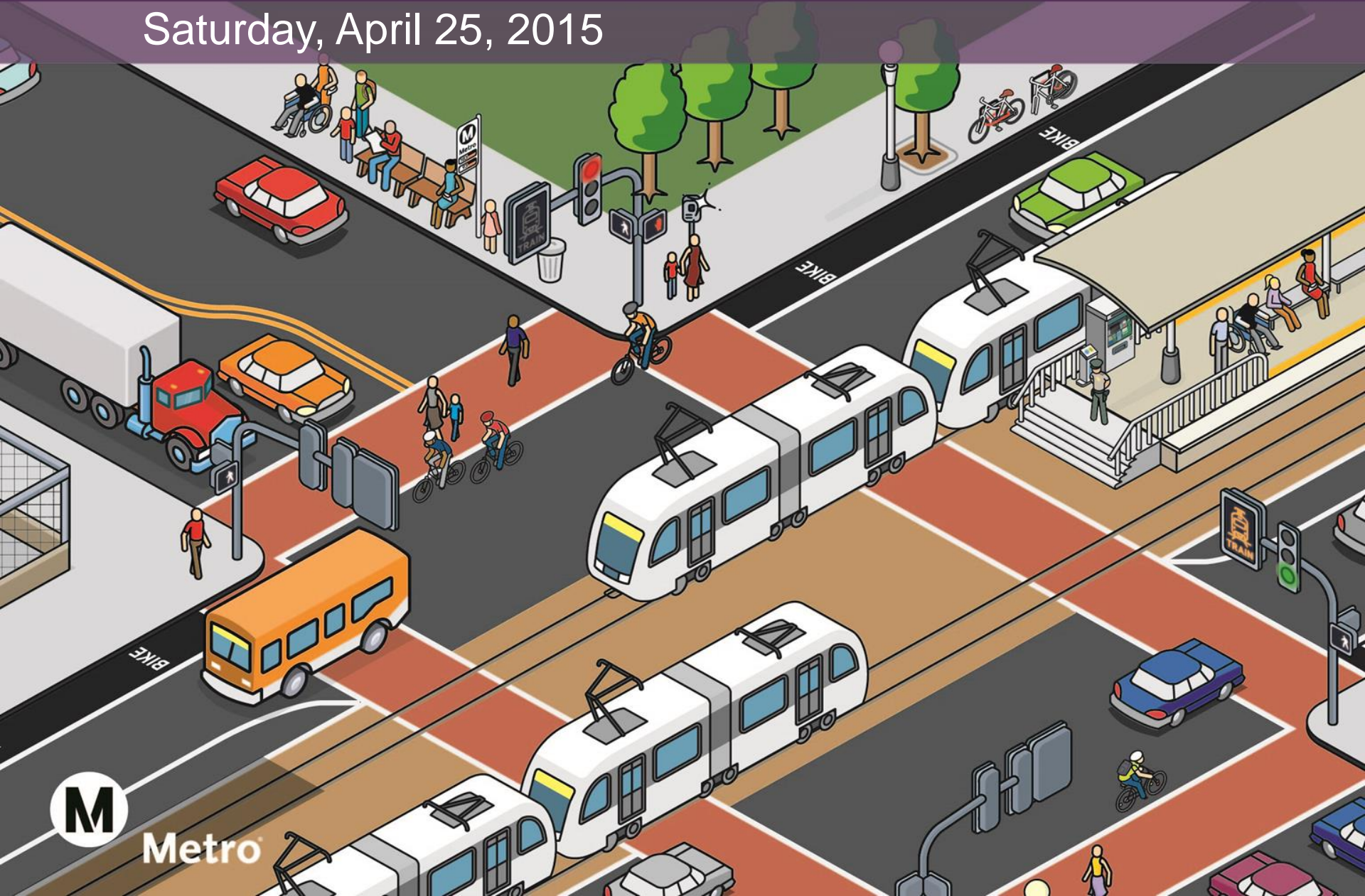


FY16 Budget Public Outreach

Saturday, April 25, 2015



Metro

Outreach Campaign

How did we get them involved?

Strategy	Action	Summary/Recap	
Stakeholder meetings	Service Councils (SC) Citizens Advisory Council (CAC) Streets and Freeways Subcommittee (SFS) Bus Operations Subcommittee (BOS) Technical Advisory Committee (TAC)	<u>Comments</u> Service Councils: 22 CAC: 8 SFS: 4 BOS: 1	
Website	Public access to budget details On-line survey	Page views: 605 Email comments: 11 Budget Survey: 33	
Social Media	Podcast, blog posts	Blog hits: 385 Podcast views: 302 Source comments: 11	Facebook likes: 19 Twitter: 14 re-tweets
E-blast	>24,000 emails		
Messages on-hold	On-hold message began April 1		
Publications (multi-language)	Notification of public forum/hearing > 60 publications		
Take-ones (English/Spanish)	Distribution of >81,000 throughout system and at stakeholder events	Phone calls: 2	
Budget Public Forum		Attendance: 18	Video views: 323

Recap of Budget Public Forum

Attendance: 18 members of the public

Saturday, April 25th, 10:00am - noon

Key topics	Synopsis
Transit Service	<ul style="list-style-type: none">• Partner with private companies to build housing and open more retail stores at transit stations• More routes, more frequent service, better on time performance, 24 hour service• Rail construction causes inconveniences because many bus stops are temporarily out of service• Existence of short lines makes it inconvenient to travel the longer route• Many comments/complaints about specific routes and specific transit service; specific services cited include buses near the Crenshaw Line construction, North Hollywood station, Red Line, buses going to La Habra, bus service to Disneyland, and the new Valley Express bus, among others
ADA Comments	<ul style="list-style-type: none">• Bike and pedestrian projects can actually make travel for the disabled more difficult• Metro has an obligation to follow accessibility requirements
Technology	<ul style="list-style-type: none">• TPIS screens are not accurate• Improve the communication of service alerts to Metro customers (i.e. add alerts on new bus cameras)• Expand TAP program to be used for goods purchase, similar to Visa or MasterCard
Safety & Security	<ul style="list-style-type: none">• Complaints about lack of LASD presence and ineffectiveness of law enforcement• Find ways to control fare evasion
Highway Programs	<ul style="list-style-type: none">• Make drivers pay more and charge for parking; expand ExpressLanes project to other highways• Cancel the 710 North project and use the funds to build the Gold Line out to the LA County border
Customer Service	<ul style="list-style-type: none">• Customer service should be a top priority• Customer Service should be open longer; should be easier for the public to give feedback and get a response

Summary of All Comments

Venue	Synopsis
The Source	<ul style="list-style-type: none"> • No room to widen 5 freeway between 605 and Downtown • Turn free parking to paid parking, use stored value for transactions at other businesses • Introduce distance based fares, flat fare system, or automatic fare caps • Share the responsibility of operating Metro with big businesses, i.e. contract bus and rail lines out • Expand TAP to be a payment method for other businesses • Base fare is too high, it is cheaper to drive and pay for parking
February Service Council Meetings	<ul style="list-style-type: none"> • Coordinate with other agencies to create a regional transit mobile phone app • Add more money in FY16 budget for Green Line station refurbishments • In addition to buying new buses, budget money for maintenance on older buses
Streets & Freeways Subcommittee	<ul style="list-style-type: none"> • Most comments were requests for details on budgeted projects, such as the bike program, I-405 project, and the pedestrian bridge at Universal Station
Bus Operations Subcommittee	<ul style="list-style-type: none"> • There is no need to buy 350 new buses with the new rail lines opening; this will cause duplicate service
Citizens Advisory Council	<ul style="list-style-type: none"> • Monitor the growth of the capital program as a percentage of the total budget • Post budget information, including presentations, on the <i>metro.net</i> website • Ensure subsidy funding, Access Services funding, fare subsidies, and security costs are controlled and monitored
Technical Advisory Committee	<ul style="list-style-type: none"> • Presentation to this group is scheduled for Wednesday, May 6th
Written Comments	<ul style="list-style-type: none"> • Email comments and online survey submissions continue to be collected through May 15, 2015



Improving Public Engagement

Give LA County residents an opportunity to shape Metro's budget

- > First Budget Public Forum
- > Public comments and feedback will be used to form the framework for future Budget Public Forums
- > Next budget public forum will be held in the Winter (during Budget development/Budget parameters phase)
- > On-line Interactive Tool

BUDGET FORUM STRATEGIC PLAN

1. Engage public and identify budget priorities
2. Focus on priorities through focused budget forums
3. Improve outreach, public engagement and involvement

OTHER AREAS TO CONSIDER

- > Monthly/Quarterly Service Councils Update to Operations Committee
- > Service or Operations Public Forum to engage the public and get their input



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