How is Metro measuring up?

2008 - 2015 Quality of Life Report



What is Metro's role in our quality of life?

Transportation shapes Los Angeles. From the expansive electric trolley network of the 1920s, which laid the foundation for our diverse and dynamic region, to the freeway system in the 1960's and beyond, transportation affects the daily life of every resident of LA County. As the county transportation agency, Metro moves millions. We plan, operate and maintain the regional transportation system that moves the economy and more than 450 million riders per year, supporting 88 unique local communities.

Our diverse region is growing, and our communities have rapidly changing travel needs. Advances in transportation and technology provide new opportunities and challenges, and we need to keep up.

Our investments today will pay dividends tomorrow through long-term impacts well beyond mobility. We want our transportation dollars to generate jobs, housing, and business opportunities. We want connections for all who live, work, and play in LA County. We want a safe, reliable, and improved travel experience for everyone. We want a healthier and cleaner County. In short, we want to enhance quality of life in our County.

We must invest wisely in our transportation future, and respond nimbly as the needs of our communities evolve. While we focus on delivering both services and new infrastructure, as stewards of the public's resources, we are committed to monitoring and evaluating whether investments are delivering on their promise, or where there is room for improvement.

That's why we commissioned the Quality of Life Report. This initial study for the Quality of Life Report provides a current snapshot of how we are doing. Most of the data and facts presented

What is Measure R?

Measure R is a half-cent sales tax for LA County to finance new transportation projects and programs. The Measure contains an Expenditure Plan that identifies the projects to be funded and additional fund sources that will be used to build out transportation improvements and is subject to independent audits and a Taxpayer Oversight Committee. Spending on Measure R will benefit the LA County economy, with \$51 billion in direct spending on construction projects over a 30-year period resulting in more than \$80 billion in economic output and the creation of over 425,000 jobs with labor income over \$27 billion¹.

For information on Measure R, please visit metro.net/projects/measurer

¹ Construction Impacts of Measure R Projects, Los Angeles Economic Development Corporation, 2015

in this initial study compare 2008, when LA County voters approved Measure R, to the most recently available data (2014 or 2015). This 7-8 year window represents the first steps in the 30year Measure R implementation program.

Since implementation of Measure R in 2008, over 480,000 LA County residents gained access to new rail or BRT services - including two extensions of the Gold Line, the Expo Line Phases I and II, and the Chatsworth extension on the Orange Line - that opened within a halfmile of their homes. Today, residents across the County are using rail and BRT services in significantly greater numbers. New rail and BRT services provide transit access to more than 300,000 jobs. Buses and trains arrive ontime more frequently than before and, along many rail and BRT routes, transit travel times are faster than or similar to driving travel times. Metro opened 34 new miles of carpool lanes, with many more miles around the County still to come. And Metro continues to leverage local dollars to compete - and win - greater and greater amounts of state and federal grants. Moreover, Metro is working with development partners to deliver more housing, including

affordable housing, near Metro rail and BRT station areas to address the increased housing costs across the County.

Data for this initial study was compiled by Metro and was analyzed and presented by our consultant team. The results of the study are presented as questions and answers related to quality of life goals. The underlying takeaways from the analysis of metrics speak to Metro's progress on improving the travel experience while investing in the future, building a connected transportation system for our growing County, and enhancing communities.

A more expansive Quality of Life Report will follow in late 2016, with expanded metrics that will set the framework for future updates in an ongoing effort to monitor and report on progress.

More important than our own snapshot of quality of life is how you feel we're serving you. Stay engaged as we move forward together to build the best transportation system for Los Angeles, setting the groundwork for future generations to live, work and thrive in our County.

Who Is Metro?

LA County Metropolitan Transportation Authority (Metro) is unique among the nation's transportation agencies. The agency was created in 1993 through the merger of an existing transit agency and transportation commission. It serves as regional transportation planner and coordinator, designer, builder, funder and operator for one of the country's largest, most populous counties. More than 9.6 million people – nearly one-third of California's residents – live, work, and play within its 1,433-square-mile service area.

Let's invest wisely in our transportation future.

WE WANT A SAFE, RELIABLE, AND IMPROVED TRAVEL EXPERIENCE FOR EVERYONE.

Since 2008, Metro has made great strides to improve customer service, and it shows. Today, its service is safer, more reliable, and provides an improved travel service for everyone. Buses arrive at their stops on time 13 percent more frequently, and are breaking down less often. Metro provides its customers with many ways to communicate and connect over a variety of technology and social media platforms. Riders can now load transit fare onto their TAP cards digitally and use their TAP cards to ride almost any transit service in the County. They can access real time transit information on multiple mobile phone and web apps. And they can chat with Metro on Twitter, Facebook, and Instagram. Customer satisfaction is up five percent. Meanwhile, Metro is investing Measure R tax dollars wisely to build new rail lines and make significant freeway improvements, and is leveraging those tax dollars to compete – and win – state and federal transportation grants to fund or accelerate even more improvements.

Service and Finance

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How is the experience of Going Metro?

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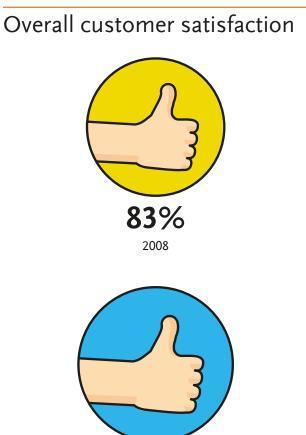
Since 2008, buses and trains have improved their on-time performance, and riders can better depend on the service.

Since the implementation of Measure R, Customer satisfaction is consistently high, ranging from 83 to 88 percent overall between 2008 and 2014. Transit vehicles are on-time more frequently today than they were in 2008, and they are breaking down less often.

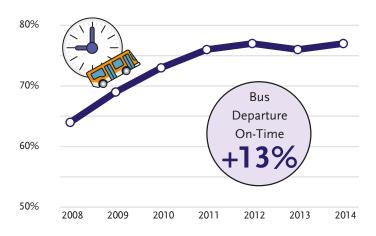
Metro vehicles are

breaking down less frequently.

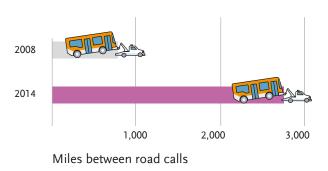
Riders generally feel safe, but there is room for improvement.



On-time bus performance



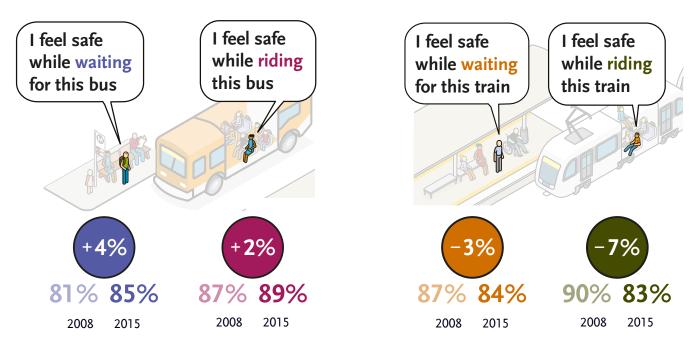
Miles between bus break-downs



Perception of safety riding Metro

88%

2015



How does Metro use technology to serve customers?

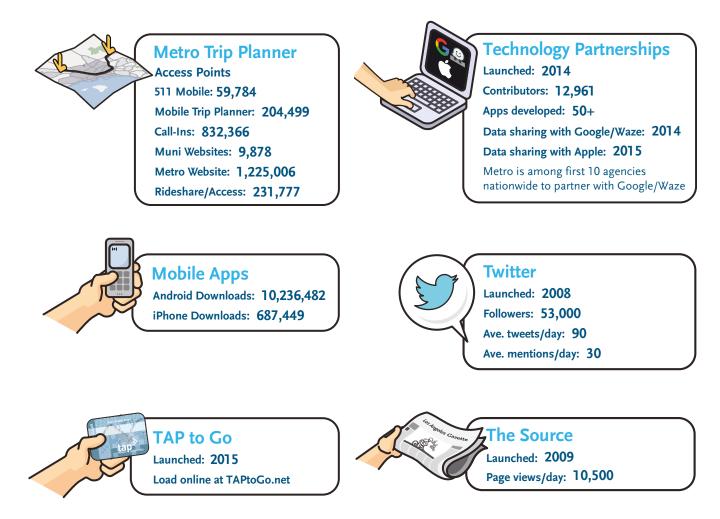


Metro provides many ways for customers to connect.

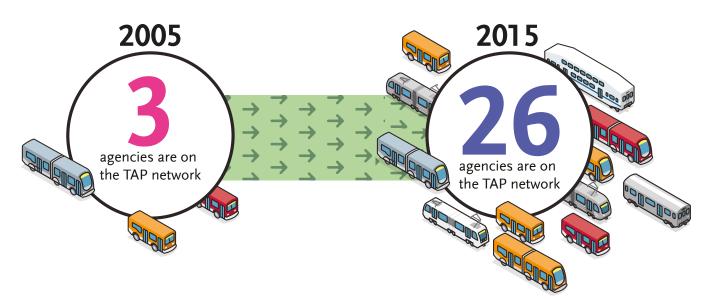
Since 2005, Metro has provided riders with technology tools to make using and interacting with Metro easier. Today, riders can utilize Trip Planner to plan their trip and TAP to pay their fare on any transit service in LA County, Twitter to talk directly to Metro, mobile apps to find real-time transit vehicle arrival and stop location information, and The Source to keep up with Metro news. Web developers can harness a trove of digital data provided on Metro's website to develop new apps to help consumers or conduct research.

TAP can now be used on nearly every transit service in LA.

Metro technology for customers

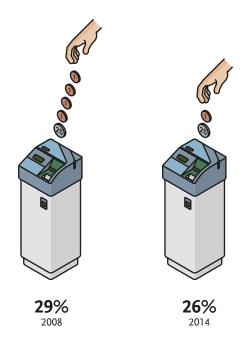


TAP card access

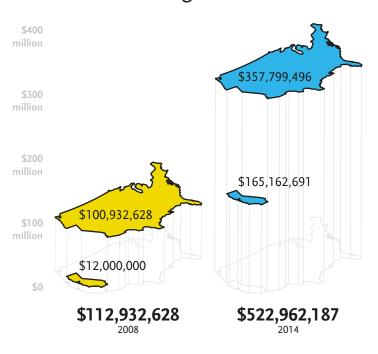


Where does funding come from and how is it being spent?

Metro farebox recovery



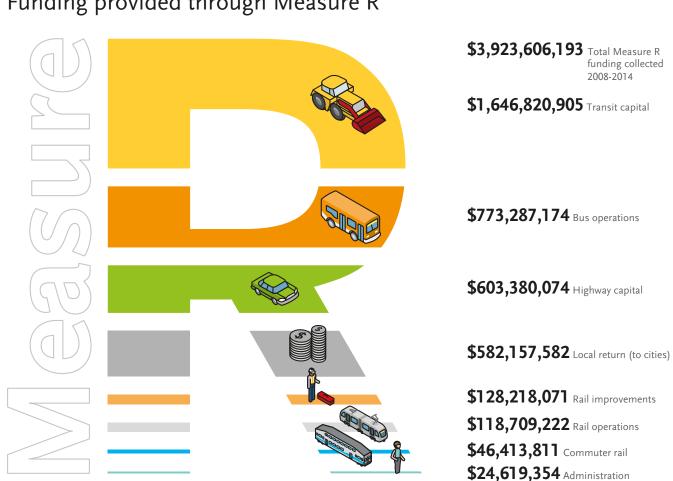
State and federal grants received



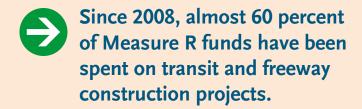


Fares help fund the system, but are covering fewer expenses than they did in 2008.

Metro is leveraging Measure R dollars to compete successfully for more state and federal grants. The primary sources of countywide transportation funds are local sales taxes, the state gas tax, and federal gas tax programs. Additionally, Metro leverages tax dollars to compete for – and win - grants from its state and federal partners. More than \$3.9 billion have been spent on Measure R projects and programs in the first seven years of the measure. A proportion of tax proceeds collected through Measure R and two other local transportation tax measures (Props A and C) is reserved for city and other local agency use through a process called Local Return. Between 2010 and 2015, \$2.6 billion was provided back to jurisdictions in the County



Funding provided through Measure R



Let's make connections for all who live, work and play in LA County.

OUR REGION IS GROWING, AND THE TRANSPORTATION SYSTEM NEEDS TO KEEP UP.

LA County is big and growing bigger, and County residents have travel needs as diverse as their communities. Metro aims to serve those needs through a broad range of transportation services, funding and facilities.

Metro already provides rail or BRT connections to almost 20 percent of County residents, with transit travel times competitive with driving on many lines. Its services support many of the County's most disadvantaged communities, providing low-cost transportation choices to help residents in those communities live, work, and play. In just the seven years since Measure R was implemented, Metro opened new rail or BRT service on the Gold, Orange, and Expo Lines. These new stations provide rail/BRT access to more than 480,000 County residents who did not previously have it. Each year in LA County, transit operators provide about 600 million rides, with the lion's share occurring on Metro. Metro bus ridership has slipped recently, consistent with national transit ridership trends, but Metro rail ridership is soaring, far beyond national trends. The vast majority of Metro riders arrive at transit on foot or by bike, and Metro is facilitating walking and biking to transit by funding first/last mile projects and building more bicycle parking at stations.

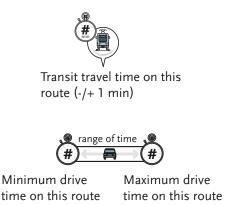
Metro also provides alternative transportation choices beyond transit, including running the nation's largest vanpool program, facilitating carpooling through an employer-based ridematching program, and providing doorto-door paratransit service to people with disabilities. Metro is working to ease traffic not just through provision of high-quality transit, but also through freeway improvements, including building 34 new miles of carpool lanes and attracting ever more carpoolers to the ExpressLanes.

Mobility and Access

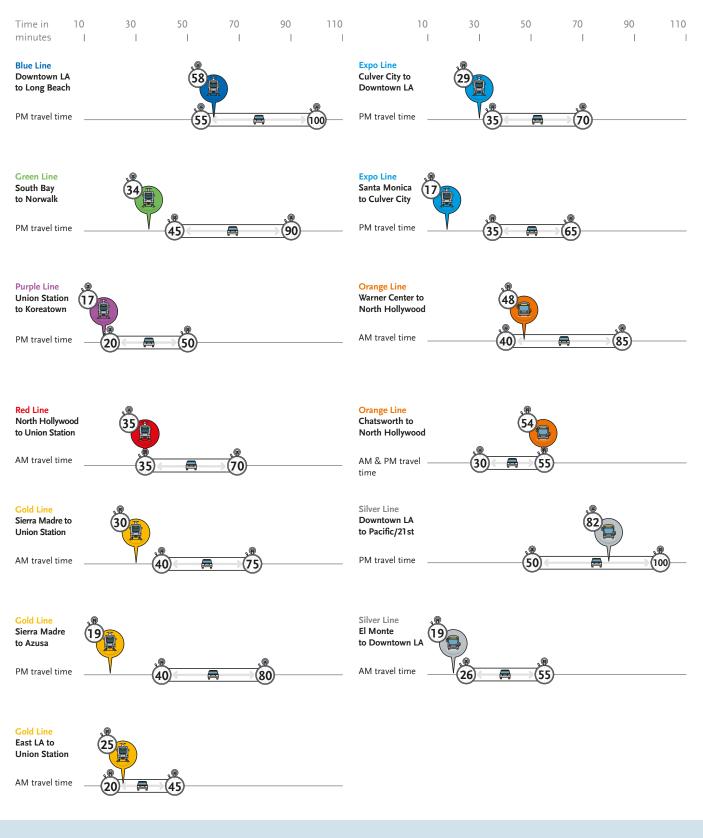
How does Going Metro compare to driving?

Peak period^{*} drive time compared to Going Metro

Travel times on LA County freeways, notorious for their traffic jams, are unreliable. For example, during the morning or afternoon peak periods (for the purposes of this study, 8:00 AM and 5:00 PM), it might take you anywhere from 35 or up to 70 minutes to drive the 101 freeway between Downtown LA and North Hollywood. Going Metro, however, provides consistent travel times day to day and around the clock. Along many routes, not only does Metro provide more reliable travel times, but also delivers riders to their destinations in less time than it would take them to travel by car. Along all routes, riding Metro is quicker than driving during worst case peak period conditions.

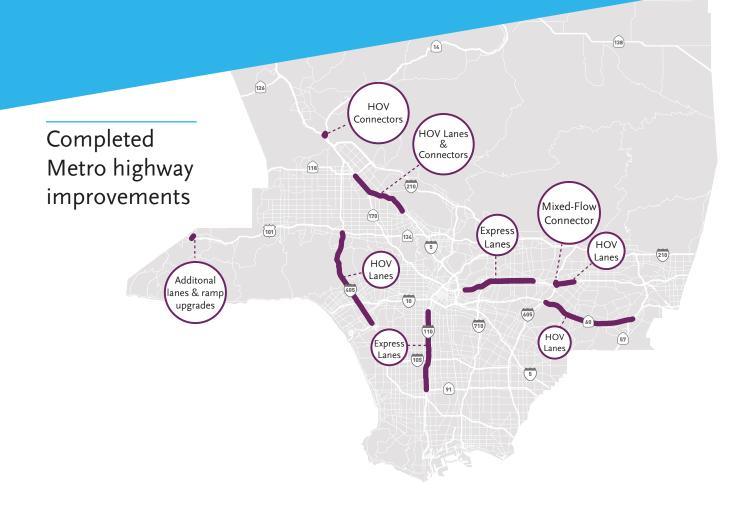


*Peak period travel collected for 8AM and 5PM travel times



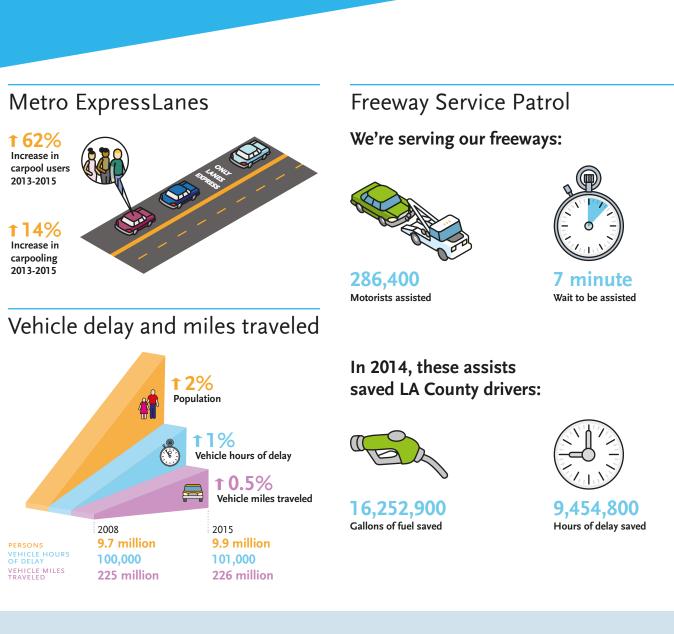


Transit travel times are faster than driving along many routes. How is Metro easing traffic and improving commutes?



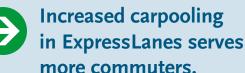


Metro has opened 34 new carpool lane miles since 2009, with more miles around the county still to come. Metro is working to improve the vehicle travel experience on freeways around LA County through carpool lanes, ExpressLanes, and freeway connector projects. Metro's ExpressLanes on I-10 and I-110 have dramatically improved commutes along those corridors for those who use them, with faster travel speeds compared to the mixed flow lanes. ExpressLanes attracted more and more carpoolers – who can utilize the lanes for free – every year, with the most growth occurring in the number of 3-person-plus carpools using the lanes.





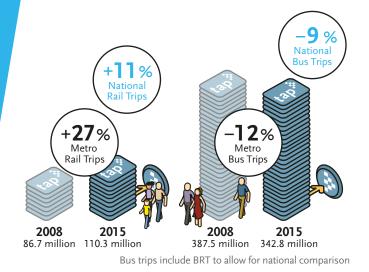
Time stuck in traffic and miles traveled are up, but both have grown less than population.



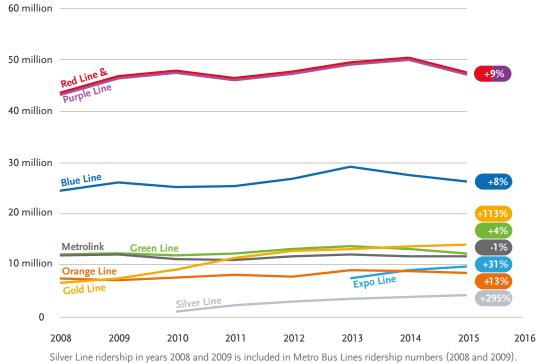
How many people Go Metro?

Since 2008, Metro has operated the secondhighest ridership transit system in the country, with 450 million bus and rail boardings last year. Rail ridership is growing. Since 2008, 31 new stations have opened. In 2014, ridership on the Red and Purple lines exceeded 50 million for the first time. From 2008 to 2015, ridership on the Gold Line grew more than 100 percent. Ridership on the Expo Line increased 31 percent over just its first three years of service. BRT ridership is also growing: ridership on the Silver Line increased 295 percent between 2010 and 2015, while ridership on the Orange Line grew 13 percent. Like national trends, ridership on all Metro bus lines is down 12 percent since 2008, and ridership on all other municipally operated bus lines is down 8 percent.

Changes in rail and bus trips



Annual trips on rail and BRT



Expo Line data in 2012 is not available

Annual trips on Metro and local bus

| 400 million | Metro Bu | is Lines | | | | |
|-------------|----------|---------------|----------|------|------|------|
| 300 million | | | | | | -12% |
| 200 million | | | | | | |
| 100 million | | al Operator B | us Lines | | | -8% |
| 0 | | | | | | |



Rail and BRT ridership grew significantly, and bus ridership slipped.

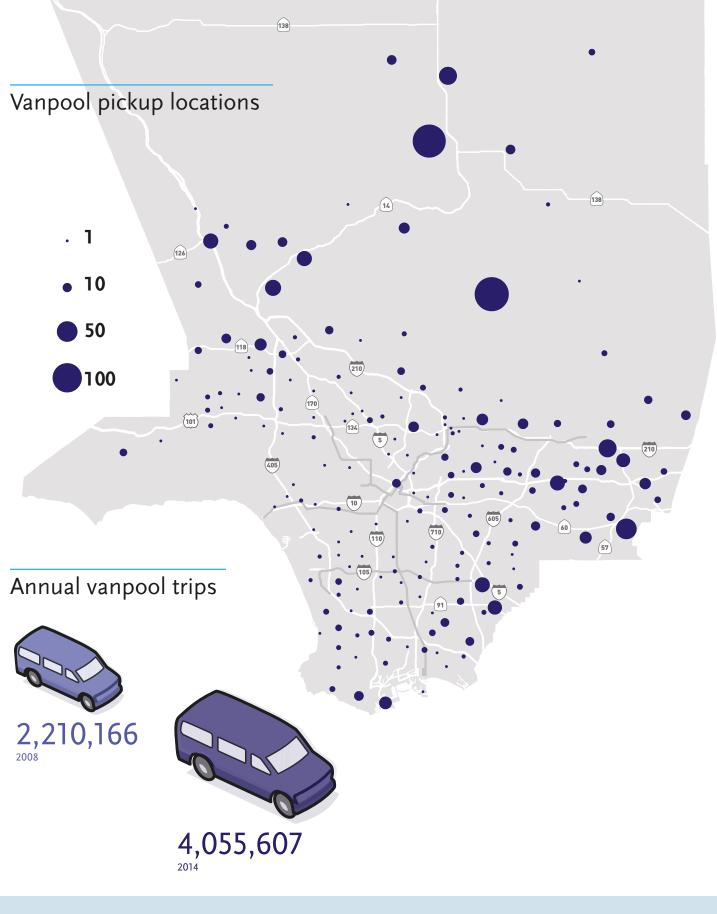
LA County residents are using rail and BRT services significantly more since Measure R was implemented.

How is Metro supporting ridesharing?

Vanpool ridership has almost doubled since 2008, with more than 4 million vanpool trips logged in 2015. Vanpool provides a door-to-door transportation alternative to the single-occupant vehicle for those who live outside the Metro service area, for those whose commutes do not follow an established transit route, and for anyone else who just does not want to drive their own vehicle. Vanpool conserved almost 3.4 million single occupant vehicle trips from points countywide, providing congestion relief everywhere.

Metro Rideshare program



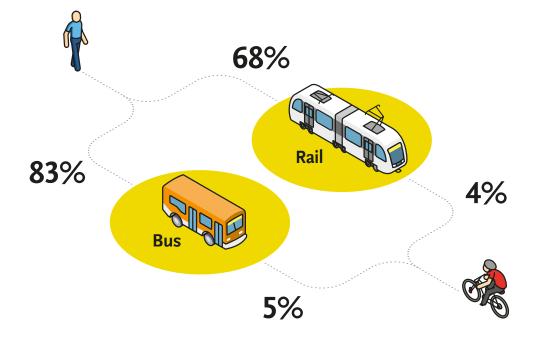






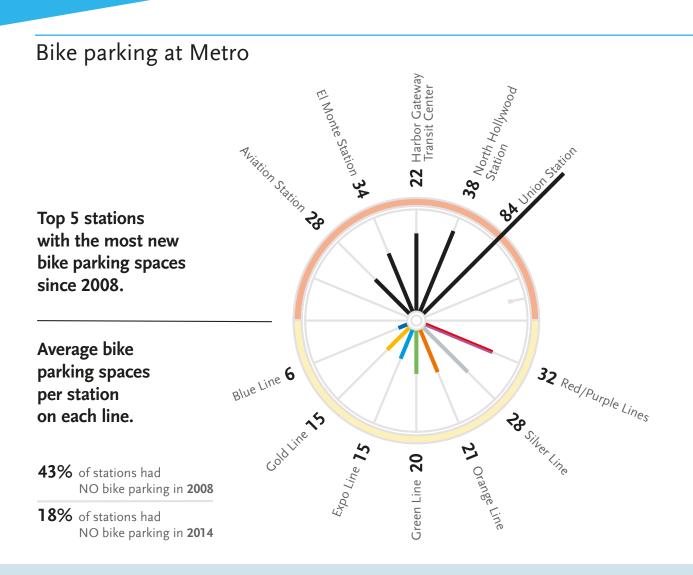
How are people getting to transit?

Riders who walk or bike to transit





The vast majority of transit riders arrive at the stop or station on foot or a bike (88 percent for bus, 72 percent for rail). Metro is facilitating bicycle access by building more short- and long-term bicycle parking at stations: 492 bicycle parking spaces on racks and 313 new lockers since 2008.

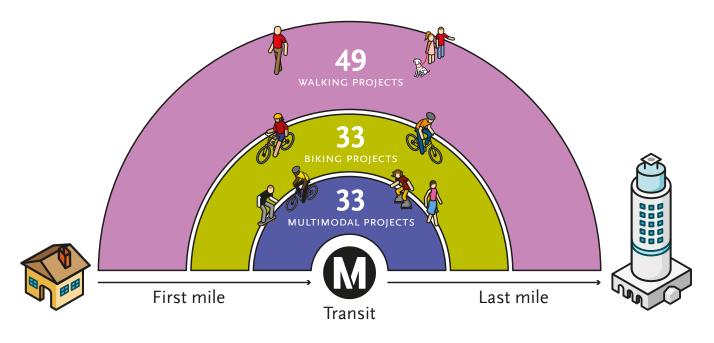




Metro is facilitating biking to transit with increased bicycle parking.

How is Metro helping people get to transit?

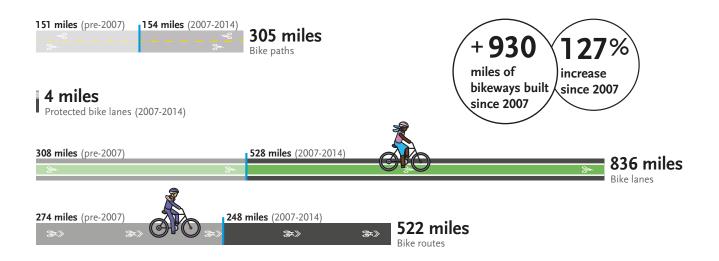
Metro-funded first/last mile projects in LA County





Metro has provided funding to vital bicycle and pedestrian facilities, connecting LA County to jobs, housing, and transit. Metro is not just supporting bicycle riders at transit stations, but is also helping build out a network of bicycling and walking facilities countywide. Since 2008, Metro has provided 37 cities and/or agencies across LA County with funding to help build 115 bicycle, pedestrian, and multimodal first last mile projects that make it easier and safer for people to get to transit.

Miles of bicycle facilities in LA County



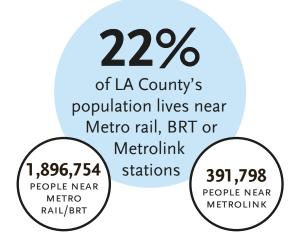


More than 1,600 miles of bikeways connect the people of Los Angeles. Over 930 of those miles have been built since 2008.

Who lives near rail/BRT services?

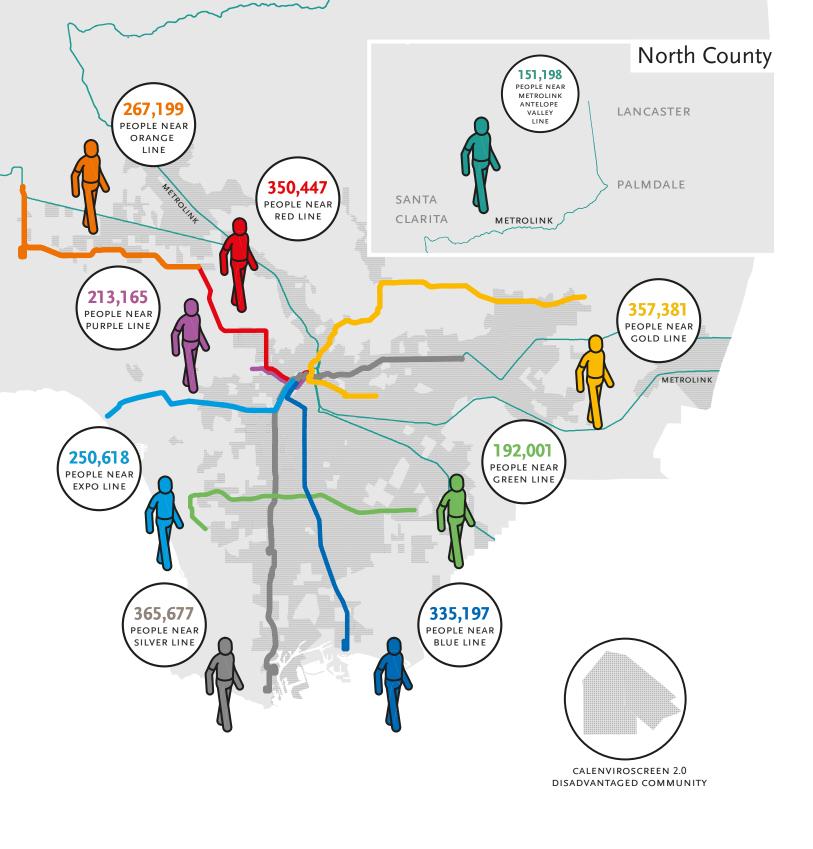
Since 2008, Metro has opened two rail extensions on the Gold Line - the Eastside extension to East Los Angeles, and the Foothill extension to Azusa - as well as built the brand new Expo line all the way to Downtown Santa Monica. A total of 31 new stations have opened to serve over 480,000 potential new customers living around these lines. Metro's rail investments have focused on providing Rail/BRT transit service to parts of the county where the need is high: more than 60 percent of the population around the new stations is disadvantaged according to State metrics. Today, more than 22 percent of LA County's population lives near Metro rail, bus rapid transit (BRT), or Metrolink.

Population near transit



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Since 2008, over 480,000 residents gained access to new rail and BRT services opened within a half mile of their homes.





 21 out of 31 new rail stations serve Environmental Justice Screening Method disadvantaged communities.

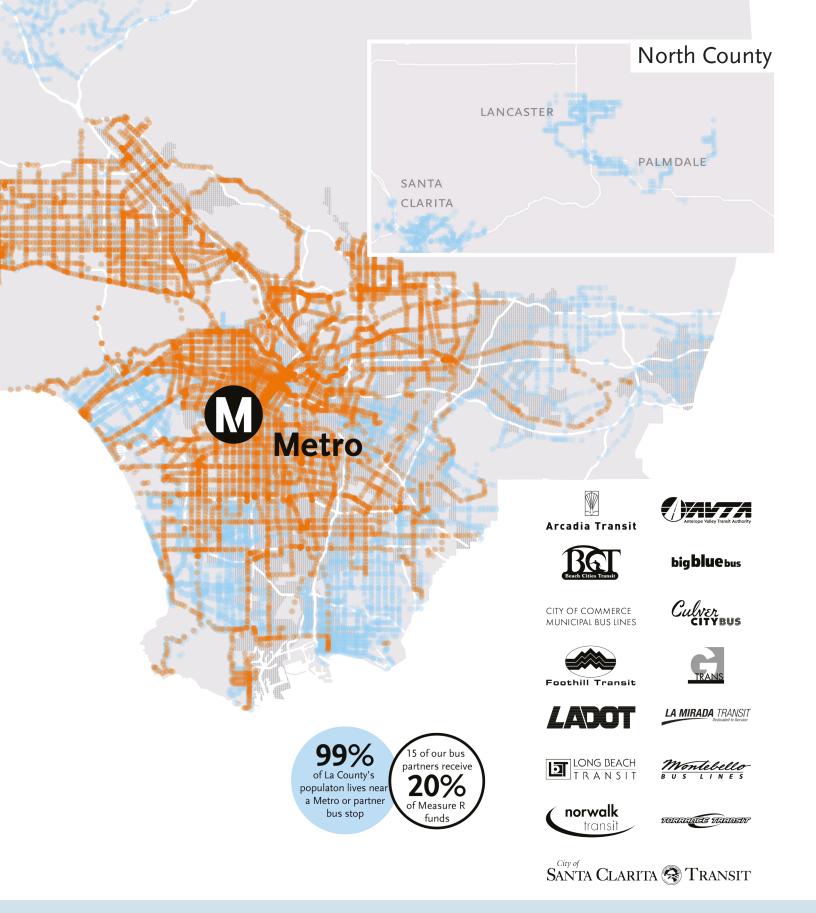
Who lives near bus services?

On weekdays we operate over 1,950 buses and serve people via 169 Metro operated routes. Over 15,000 Metro bus stops provide access near over 80 percent of households. With our partner transit agencies, that number grows to 99 percent of all households in the County. Through a combination of Local, Express, Shuttle, and Rapid services, we serve both long and short distance trips. Twice a year we review service to improve efficiency where significant demand exists and still preserve service throughout many hours of the day and to many places in the County.

Metro updates bus service **x2** per year

Population near bus stops

Metro, with our partners, provides bus service to more than 99 percent of homes in LA County.



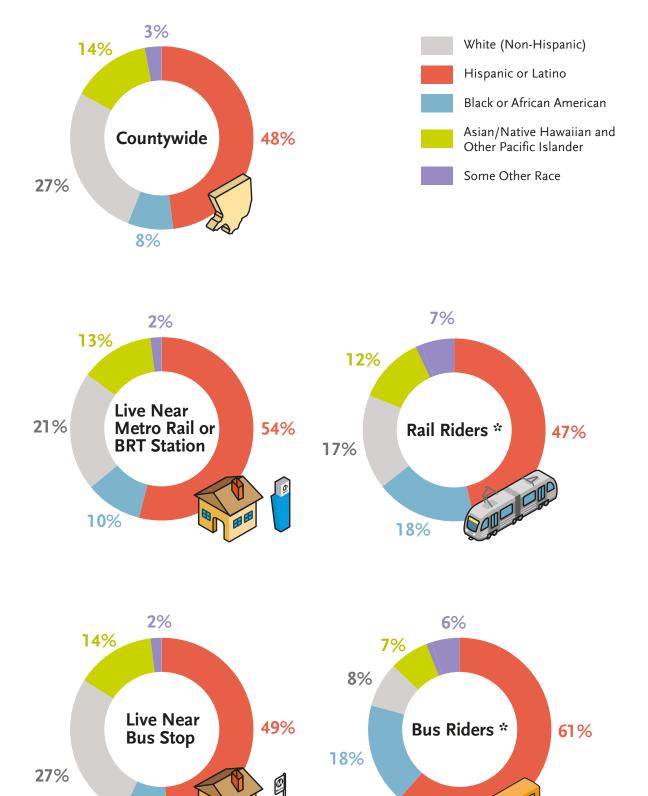
Every CalEnviroScreen 2.0 and Environmental Justice Screening Method disadvantaged community is served by Metro or a partner bus agency.

Who is Metro serving?

Metro serves communities that reflect the diversity of the county.

Los Angeles is a diverse county, and its residents have diverse travel needs. Metro's rail and bus services help residents meet those needs, with bus stops in almost every neighborhood in the county and a rapidly expanding rail and BRT network. On average, the racial composition of areas around bus stops is representative of the racial composition of the county. Racial composition of areas around rail are more heavily Hispanic or Latino or Black or African American. Our onboard customer surveys show transit services are used more by Hispanic or Latino (bus) and Black or African American (rail and bus) riders.

Metro riders reflect the demographics of the nearby communities.



8%

Racial makeup of LA County and Metro service

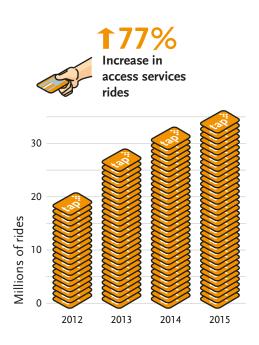
*Data is based on Metro survey results.

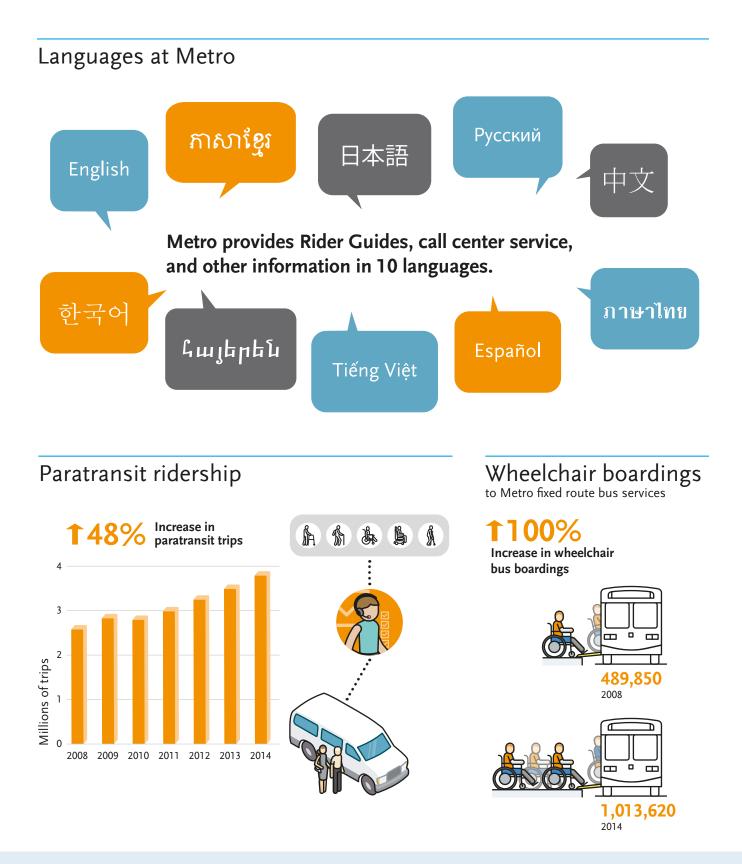
Rococ

How does Metro provide for diverse needs?

Metro's more than 200 bus and rail routes are fully accessible to all potential customers, including those with disabilities. New Metro buses exceed ADA accessibility requirements to provide exceptional service to customers with disabilities, including more gradually sloped boarding ramps and more spacious entryways, allowing for the choice by wheelchair users to ride front-facing or rear-facing, and with quick wheelchair securing. Metro also provides the primary funding for Access Services, which provides doorto-door transportation service for those with disabilities.

Access riders using transit









Paratransit riders are using almost double the door-todoor service since 2008.

Let's create a healthier, cleaner LA County.

WE WANT OUR TRANSPORTATION DOLLARS TO GENERATE JOBS, HOUSING AND BUSINESS OPPORTUNITIES.

Air quality is improving in LA County, and Metro is part of the reason for that. We are a leader in the field of alternative fuel heavy duty vehicles and operate the nation's largest clean fuel fleet. We retired our last diesel bus in 2011. We are reducing emissions across our operations, from building LEED-certified facilities, to installing solar panels on existing buildings, to implementing programs to cut our water use, to planting drought-resistant plants on Metro properties. Countywide, median incomes are down and rents are up. While incomes and rents around Metro rail and BRT stations generally follow these larger trends, Metro is working with partners to deliver jobs, housing, and business opportunities around existing and new stations. Metro is committed to providing affordable housing, with at least 35 percent of the units in our total development portfolio reserved for affordable housing, helping create not just new, but also affordable, housing units where they are most needed. Metro projects connect residents to more than 300,000 jobs newly accessible by rail/BRT since 2008.

Sustainability and Economy



What is Metro doing to improve the air we breathe?

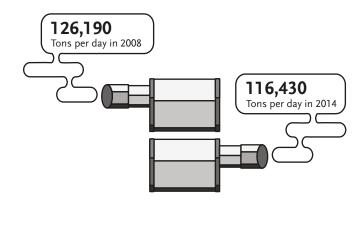
Metro's national leadership in the field of alternative fuel heavy duty vehicles has helped LA County achieve dramatic improvements in air quality. In 2011, Metro retired its last diesel bus. Today, Metro operates the largest clean fuel transit fleet in the United States, with more than 2,300 CNG-fueled buses in operation countywide. Metro's CNG fleet reduces cancer-causing particulate matter emissions by more than 80 percent compared to diesel. Metro emits nearly 300,000 fewer pounds of greenhouse gases per day since switching from diesel to clean fuel buses.

Metro's clean bus fleet

Metro operates 100% clean fuel buses

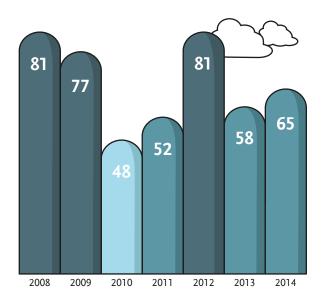
Countywide CO₂ emissions

L8% Decrease in CO₂ emissions



Countywide air quality

120% Decrease in number of days that exceeded Clean Air Act standards



Select Metro sustainability measures

Metro new construction projects are required to:



Use diesel filters on equipment as feasible



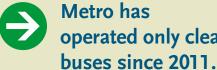
Maintain a buffer around truck traffic as feasible

These rules apply to construction projects that cost \$5 million or more

Metro is also drought-minded



In 2015, Metro established drought awareness goals



operated only clean



Restrict idling vehicles

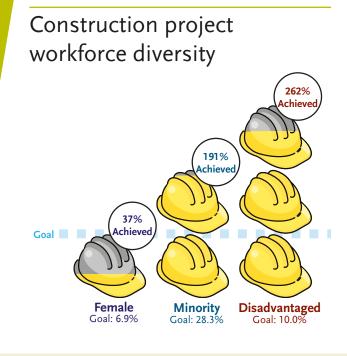
and equipment

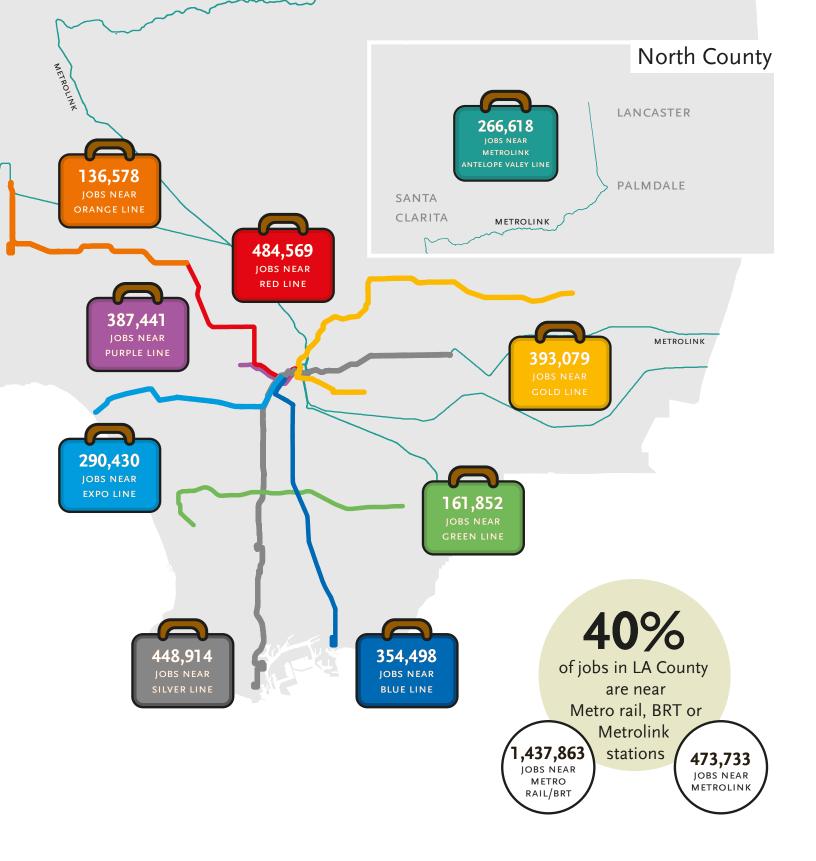
Metro reduces its greenhouse gas emissions 80 percent compared to diesel with its clean fleet of buses.

How is Metro providing access to jobs?

Since 2008, Metro has opened 31 new station on two Gold Line extensions and the Expo Line, providing residents new rail access to more than 300,000 jobs located within a half mile of the stations. Metro is currently using Measure R funds to complete construction on the largest rail system expansion in the nation. Construction workers have logged project work hours equivalent to a year's worth of full-time work for almost 3,000 people. Metro projects are staffed by a diverse workforce, and Metro has exceeded its workforce hiring diversity goals in multiple categories. On an ongoing basis, Metro employs more than 9,000 workers to oversee construction projects and daily operations, including the operation of 601 fixed route bus lines which provide access to more than 2.9 million jobs.

Employment near transit







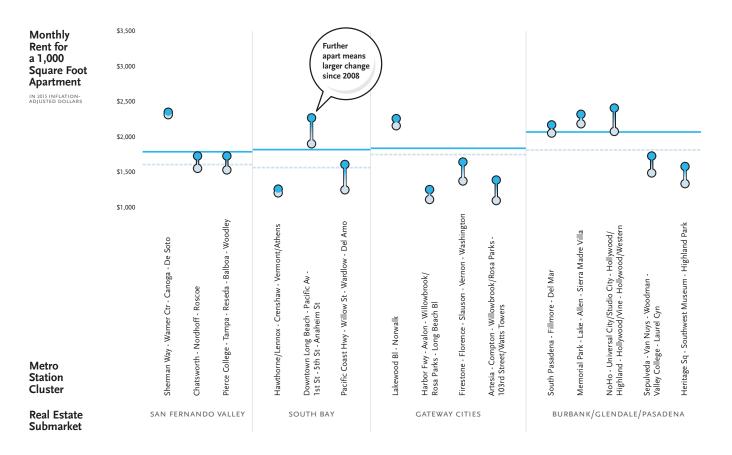
Metro has exceeded 2/3 of its construction project workforce diversity goals.



New rail and BRT services opened since 2008 has provided transit access to over 300,000 jobs.

Is rent changing near stations and around LA County?

Average home lease rates in real estate submarkets and station clusters

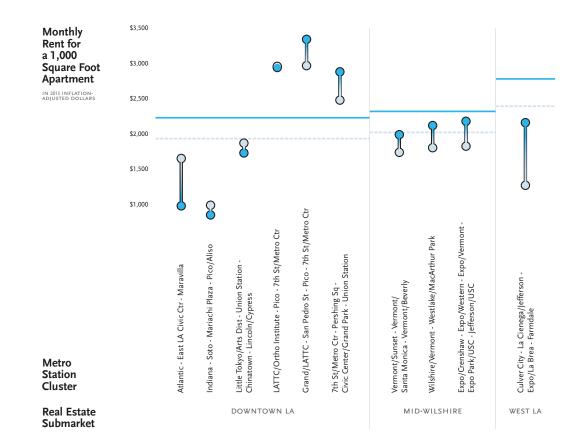


Metro Station Cluster Monthly Rent* 2015 • 2008 •

Real Estate Submarket Monthly Rent*

2008 ·····

increased, but growth did not occur evenly. Countywide, lease rates increased 11 percent. Rents of neighboring stations. At the station cluster level, there was greater variability in growth rates. In the fastest and slowest growing station clusters, individual residential projects affected growth rates



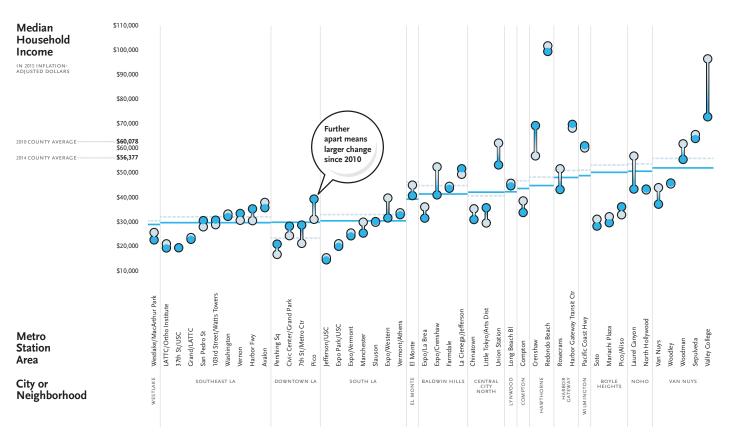




On average, housing costs aren't increasing more quickly near stations than in surrounding communities.

Is income changing near stations and in communities?

Average income in communities and near stations



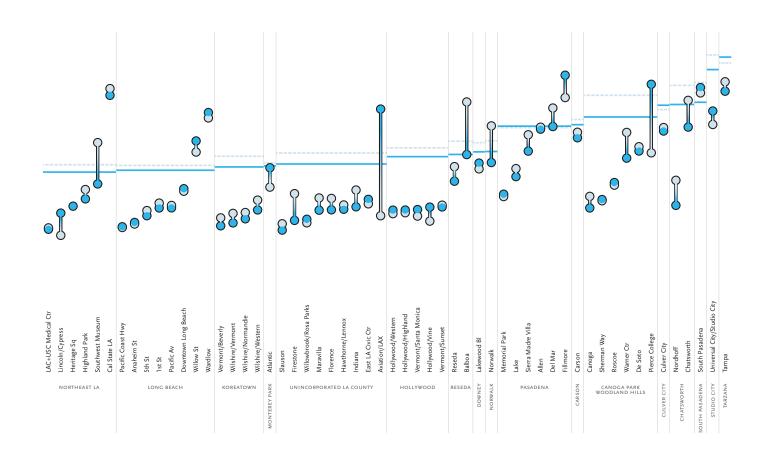
Metro Station Area Median Income 2014 2010

City/Neighborhood Median Income

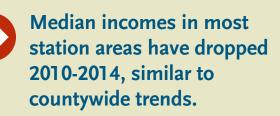
2010

42

LA County median household income decreased from 2010 to 2014, as did median income in most communities. Around individual Metro stations, median household incomes generally followed similar trends with most station areas showing a decline or no change in median income between 2010 and 2014. Metro is working with partners to deliver jobs, housing, and business opportunities around existing and new stations.







How is housing development changing in LA County?

Vehicle access

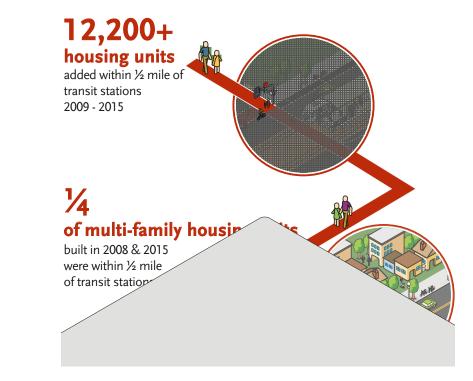


Households within a ½ mile of transit own 20% fewer vehicles



than the rest of LA County.

New housing within a ½ mile of rail





Living near transit allows people to use less energy and spend less money to get around. The majority of residential development in LA County since 2008 has been multi-family, and more than ever, that development is occurring near transit. This gives residents more transportation choices. In 2008 and 2015, just over a quarter of all new multi-family housing was built near transit. About a third of affordable housing is also being built near transit. Metro has a new policy requiring that 35 percent of the total units in our portfolio be affordable. This will increase the amount of affordable housing near transit as new projects are built.

Metro joint development



1,447 2008-2014 Housing units built



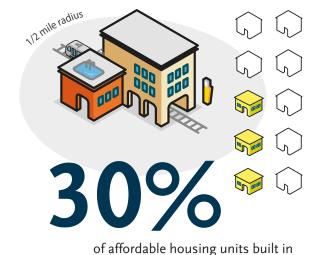
2014 Housing units in construction/planned



Metro is working with both public and private partners in order to deliver affordable housing near transit.

LA County were near transit stations

Affordable housing



45

We're looking ahead.

In 2008, you as the resident, voter, and rider had the vision to transform transportation in Los Angeles. Thanks to the passage of Measure R, Metro has the tools to do just that. Altogether, recently completed projects including the Gold, Orange, and Expo Lines, and the many other projects in the works, are expected to create more than 425,000 construction jobs, benefiting the local economy with \$51 billion in direct spending on construction projects alone, and \$80 billion in total economic output.

As the stewards of your investment in the County's transportation future, it is Metro's responsibility to report back to you on the progress we've made. This report provides a snapshot of how these investments have benefited the County, and how our agency has performed in delivering these projects and serving the transportation needs of the County.

But Measure R is a 30-year program and we are only in year eight. Much more is in the works. What's next for the Measure R program? With three major transit projects under construction – the Purple Line extension, the Crenshaw/LAX Transit Corridor Line, and the Regional Connector – we are busier than ever. The Purple Line extension to Westwood will bring heavy rail to the West Side for the first time ever in LA County history. Transit over the Sepulveda Pass will provide an important new northsouth connection between the San Fernando Valley and the West Side, as well as provide direct access to transit through the heart of the County with connections to the Purple and Expo Lines. Another Gold Line extension will bring light rail to the County's eastern edge. The Crenshaw/LAX Line will bring rail service to the Crenshaw community and a direct connection to LAX. A Green Line extension in the South Bay will extend existing service from the current terminus in Redondo Beach to the Torrance Regional Transit Center. BRT along north-south arterials in the San Fernando Valley will increase access to the Orange Line. Major highway improvements are planned along I-710, I-5, and the High Desert Corridor. These and many other projects will continue the transformation of transportation in LA County already underway.

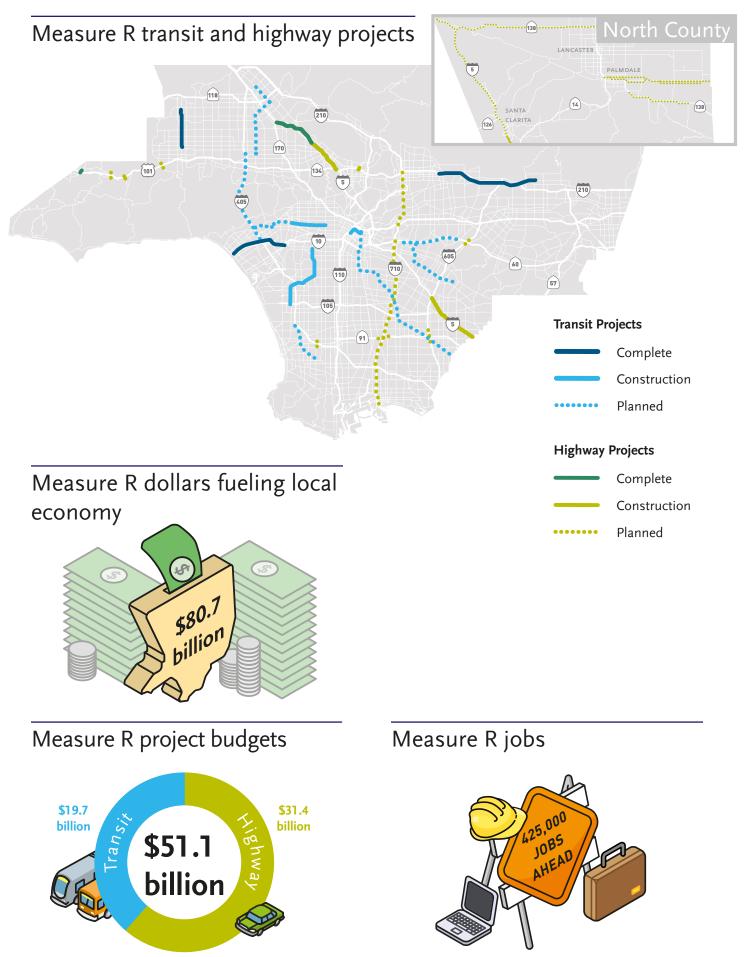
As we deliver these major transportation infrastructure investments, we will continue to monitor our progress. At the end of 2016, Metro will publish an expanded version of this study with additional detailed evaluation of metrics, and will periodically update the study to track changes in metrics over time.



There are 3 transit projects under construction, and 7 more being planned.



There are 4 freeway projects under construction, and 5 more being planned.



Includes Measure R and other local, state, and federal funding sources

We're working together.

Acknowledgments

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Sources & Related Page Numbers

Organizations

Metro staff [See pages 2, 3, 6, 7, 8, 9, 10, 11, 16, 17, 18, 19, 20, 21, 23, 24, 25, 29, 32, 33, 36, 37, 38, 39, 45, 46, 47] Municipal operators [See pages 19, 29]

USC Program for Environmental and Regional Equity [See pages 26, 27, 28, 29]

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