



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

File #: 2022-0569, **File Type:** Informational Report

Agenda Number: 8.

**MEASURE M INDEPENDENT TAXPAYERS OVERSIGHT COMMITTEE
SEPTEMBER 7, 2022**

SUBJECT: ORAL REPORT ON QUALITY OF LIFE EQUITY REPORT UPDATE

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Quality of Life Equity Report - 2022 Update.

A blurred photograph of a crowded train platform. A sign at the top reads "To Union Station". The image shows a dense crowd of people, some standing and some sitting on the train, with a sense of motion and activity.

To Union Station

Quality of Life Equity Report

2022 Update

Advisory Group Meeting
Summer 2022

Agenda

1. Introductions
2. Quality of Life Equity Report Goals
3. Discussion
4. Next Steps

Meeting Goals

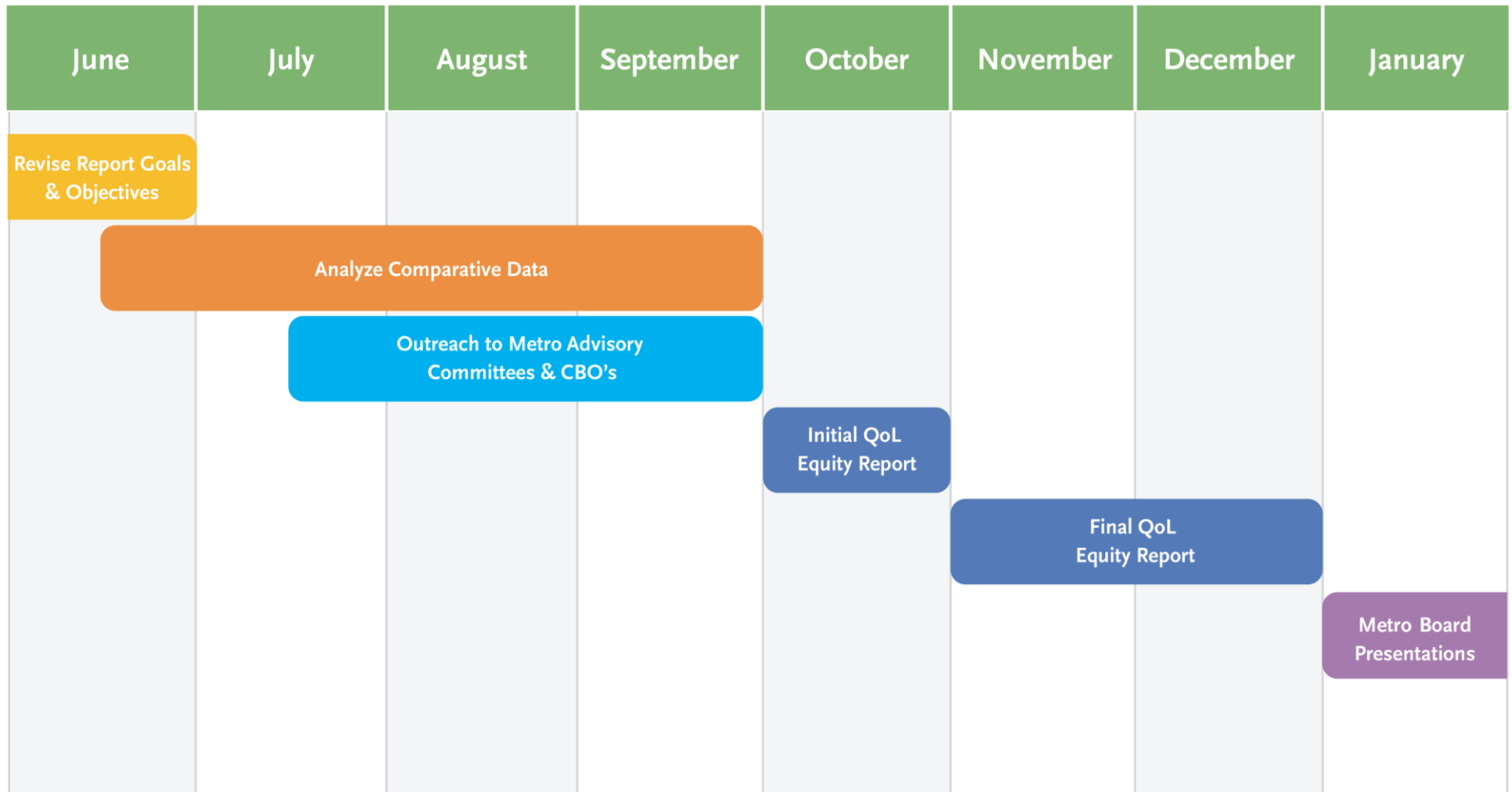
Share

- Background on the 2017 QoL report
- Goals & Objectives for the 2022 QoL Equity report

Discuss

- What aspects of the QOLE Report are of most interest to this oversight committee?
- In terms of the Measure M impacts, any thoughts on how data might be presented if different than the 2017 QOL Report?

Project Timeline



2017 Quality of Life Report

How is Metro measuring up?

2008 - 2015 Quality of Life Report

The Full Study



How secure is Going Metro?

Riding Metro is very safe, and rider safety on Metro is a top priority for the agency. Crime on Metro decreased 9% between 2013 and 2015, when the incidence of crime was lower than 101,000 unlinked passenger trips. The most frequent crimes include theft, narcotics, non-aggravated assault, and vehicle break-ins at park & ride lots. Overall, most Metro riders feel safe both waiting at Metro stations and riding on Metro vehicles. However, over 20% of past riders say they stopped riding Metro due to safety concerns. Metro is implementing a number of new security-related programs and measures to further reduce crime on Metro, including unique policing plans for the community, and bus and rail systems.

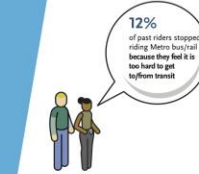


Crime reduction measures

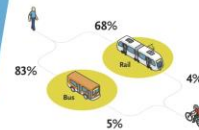


How are people getting to transit?

Most transit riders arrive at their stop or station on foot or a bike (88% for bus, 72% 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. For those who drive, Metro provides almost 30,000 park & ride spaces at stations throughout the system, most of which are free to use. A small percentage of Metro park & ride stations provide paid parking in order to best manage those facilities for all users.

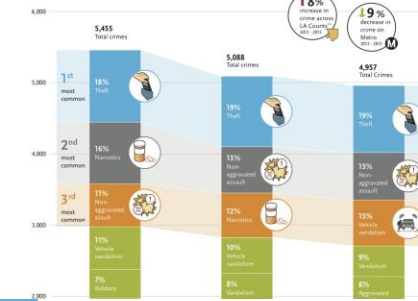


Riders who walk or bike to transit



➔ Most riders connect to transit without a car.

Crime reduction on Metro*

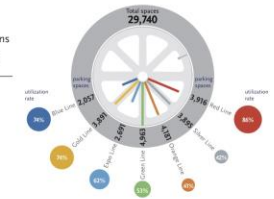


Vehicle parking at Metro

Total vehicle parking spaces at Metro rail stations

86% of parking spaces are provided at no cost.

Vehicle parking spaces per line.



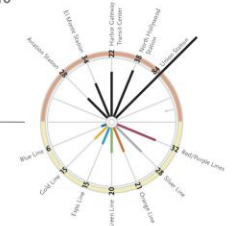
Bike parking at Metro

Top 5 stations with the most new bike parking spaces since 2008.

Average bike parking spaces per station on each line.

43% of stations had HOV bike parking in 2008.

18% of stations had HOV bike parking in 2014.



➔ For riders that drive, Park & Ride lots are available along all Metro rail routes.

➔ Metro is facilitating biking to transit by increasing station bicycle parking, but some stations still have none.

What Changed from 2017 – 2022?

Funding

Impacts of Measure M funding since 2016

New FTA Programs

Within Metro

Various guiding Metro plans & policies

Commitment to equity

Ongoing leadership and Board turnover

Outside Forces

COVID 19 pandemic (ongoing)

Summer of 2020 uprisings and calls for defunding police

LA28 Olympics

Economy

Jobs

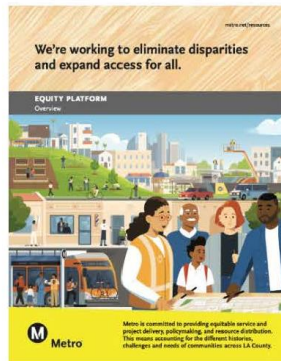
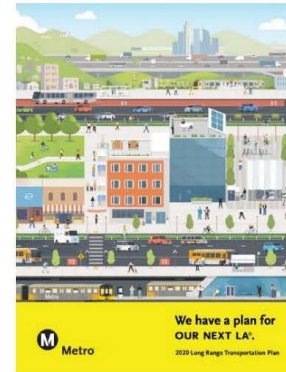
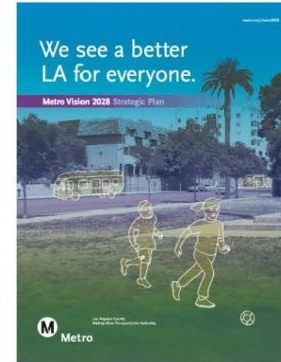
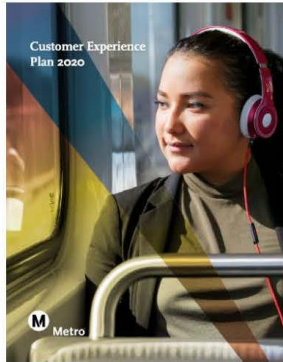
Housing

2022 Quality of Life Equity Report

Goals

- Create a “People First” framework for understanding Metro’s progress
- Apply an equity lens to gathering, analyzing and sharing data
- Convey Metro’s progress as core service provider, employer and economic development catalyst

Applicable Agency Plans



2022 Quality of Life Equity Report

Themes

Mobility How Metro is doing in its planned expansion & in providing transit services equitably

Experience How Metro customers feel about safety, comfort and convenience

Community How Metro supports livability in neighborhoods around stops/stations

Regional How Metro supports other transit providers and cities to serve the region

Stewardship How Metro handles the funds and resources it oversees

Agency Wide Issues to Measure & Example Data

Topic	Example Data from 2017	Possible New Data for 2022
Ridership	Bus ridership, rail ridership, paratransit ridership, ExpressLanes use	Bikeshare ridership, Metro Micro ridership, demographics and disparities in transit access
Environmental Justice	Countywide air quality, countywide CO2 emissions	Air quality and CO2 emissions related to communities facing disparity
Customer experience	Overall customer satisfaction, customer complaints, new technology timeline, travel time	Customer convenience, deeper customer experience insights by those who rely on Metro

Additional Topics:

Affordability of transportation
 Proximity to transit
 Job growth/generation and workforce diversity
 Environmental sustainability
 System mobility
 Safety and security

Transit access for people with disabilities
 First/Last Mile access and options
 Impact to the built environment
 Investment in local communities
 Financial stewardship
 Housing

Discussion

- What aspects of the QOLE Report are of most interest to this oversight committee?
- In terms of the Measure M impacts, any thoughts on how data might be presented if different than the 2017 QOL Report?

Next Steps

- Meet with advisory committees and CBO's (Summer 2022)
- Gather and analyze data (Summer/Fall)
- Provide update (Fall)

Thank you!