



## Board Report

**File #:** 2022-0740, **File Type:** Fare / Tariff / Service Change

**Agenda Number:**

### REGULAR BOARD MEETING DECEMBER 1, 2022

**SUBJECT: FARE CAPPING & FARE CHANGE**

**ACTION: APPROVE RECOMMENDATIONS**

#### **RECOMMENDATION**

CONSIDER:

- A. RECEIVING AND FILING comments from the public hearing conducted by the Board of Directors on Monday, November 14, 2022 (Attachment A & A1);
- B. ADOPTING Option 1 - a modified fare restructuring plan including fare capping, new fare pricing, and fare policy changes (Attachment B) (REQUIRES TWO-THIRDS VOTE OF THE BOARD);
- C. APPROVING the results of the fare equity analysis for the modified fare restructuring plan (Attachment C);
- D. ADOPTING resolution in accordance with the California Environmental Quality Act (CEQA) finding that the purpose of the modified fare restructuring plan is to pay operating expenses (Attachment D);
- E. APPROVING the finding that the proposed fare restructuring plan is statutorily exempt from CEQA under Sections 21080(b)(8);
- F. AUTHORIZING the Chief Executive Officer to file a CEQA Notice of Exemption (NOE) for the fare restructuring plan with the Los Angeles County Clerk; and
- G. AUTHORIZING the Chief Executive Officer to extend the sale of promotional passes at 50% of the cost of full price passes through June 30, 2023, as a continuation of Motion 36: Emergency Relief (Attachment E), or until fare capping is launched, whichever is earlier.

#### **ISSUE**

In May 2020, the Metro Board of Directors approved Motion 36, "Emergency Relief" by Directors Garcetti, Solis, Hahn, Kuehl, and Butts (Attachment A). The motion instructed staff to initiate

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promotional pricing at 50% off full-price day passes, 7-day passes, and 30-day passes when fare collection resumed and to report back with recommendations for permanent reductions to the cost of full-price passes. Motion 36 also directed staff to report back with an implementation plan for a fare capping/best fare system that allows riders to take advantage of passes that promote affordability, with break-even points in line with industry standards. The modified fare restructuring recommendation (Attachment B) includes fare capping, fare pricing changes, and additional fare policy elements to simplify the fare structure and maximize the benefits of fare capping for Metro customers. The final staff recommendation is based on consideration of public input via mail, email, stakeholder outreach, and the public hearing. If these changes are adopted, the result will be a system where no rider ever overpays, and our most frequent riders pay less.

## **BACKGROUND**

In September 2020, staff provided a report (File ID 2020-0565) on the evaluation of fare capping for Metro in response to Motion 36, "Emergency Relief: Full Price Passes," as part of a strategy to provide economic relief for customers during the COVID-19 crisis. Fare capping is a simpler system where no rider ever overpays.

In March 2021 (File ID 2022-0704), the Board of Directors approved moving forward with the fare capping pilot and delegated authority to the CEO to execute project-related contract awards, including contract modifications, to implement fare capping.

In June 2022, staff provided an update on the fare capping timeline (File ID 2022-0351).

In September 2022, an oral report, Fare Capping Update (File ID 2022-0664), was presented to the Board.

In compliance with federal public hearing requirements and Metro policy, the Board held a public hearing and received public testimony regarding the proposed fare changes. In addition, public comment was received at regular Metro Service Council meetings held in October and November, various stakeholder meetings open to the public as described in the body of this report, and at the Budget Telephone Town Hall held on October 18, 2022.

## **Transit Operations Overview**

### **Preliminary Near-Term Forecast**

The updated Preliminary Near-Term Forecast reveals Metro's financial position is improving, but there are challenges in the 3-year horizon. Revenues and resources are forecasted to be higher due to increased sales tax projections driven by economic recovery and inflation but offset by a multitude of increased expenses, specifically in the Metro Transit program. For Metro Transit, the electrification efforts escalating in the near term, the increasing labor costs, and the continuation of costs due to new lines opening and initiatives from FY23 will further increase expenses and capital outlay. The increased cost of operating new rail lines will require additional funding. There are other programs that are utilizing operations eligible funding, such as Metro Micro and Access Services, that further

stretch Metro's budget. Without new revenue sources, fare revenues are necessary to support transit operations. Metro's advocacy for fareless funding at the federal and state levels was unsuccessful over the last 18 months.

Starting last year, the CEO initiated the Equitable Zero Based Budgeting (EZBB) process that helped reveal issues and problems early and provided an opportunity for Metro to respond, which began the work of mitigating Metro's financial challenges. Along with the FY23 EZBB process, the CEO directed senior staff members to create Task Forces in areas of Bus/Rail Costs, Optimal Service Design, and Capital Cost Mitigation towards improving cost controls and creating a culture of fiscal discipline which should mitigate these challenges as we implement their recommendations in the near- and long-term horizons.

### Local Sales Taxes

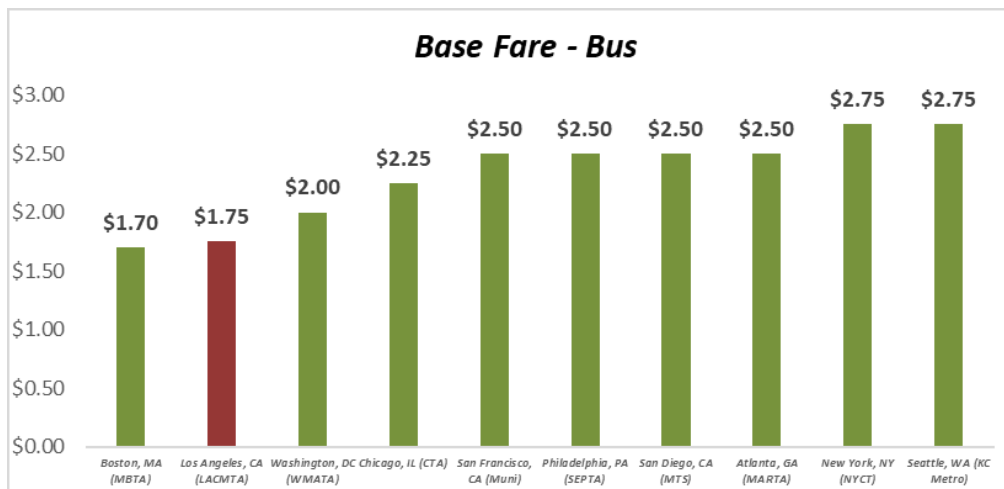
Sales taxes make up more than half of Metro's annual budget. These sales taxes are essential to the work that Metro does for LA County and have defined uses for these funds. About 33% of funding goes directly to the cities and transit operators throughout LA County. Another 34% goes to transit construction and multimodal projects to build out the transit network.

About 25.5% of sales taxes are dedicated to Metro transit operations. Any available flexible funding is also being used to fund Metro operations. Absent federal stimulus funding, local sales taxes funded about 50% of our transit operations budget. Prior to the pandemic, the fares covered about 18% of transit operating costs. Currently, fares cover only 5% of transit operating costs, but the federal stimulus funding has made up for the loss in fares. With the one-time federal stimulus funding now exhausted, revenues to support the transit operations are necessary.

The proposed fare change is projected to generate \$145 million in fare revenues, which is below the fare revenues collected pre-pandemic of \$250 million.

### Lowest Fares in the Nation

Metro's base fare is \$1.75 and includes 2-hour transfers on TAP. As shown in the table below, Metro's fare is among the lowest in the nation.



Most of Metro's peer agencies across the country have a base fare of over \$2.00. While MBTA's bus fare is slightly lower than Metro's at \$1.70, their rail system charges a premium fare of \$2.40, significantly more than Metro's systemwide fare of \$1.75. In addition to the low base fare, Metro provides financial relief to low-income riders by offering subsidized passes and free trips to over 190,000 participants in the LIFE Program.

## DISCUSSION

The overall goal of the fare capping and the fare change proposal is to expand mobility and increase access to opportunity through a simple, equitable, and forward-looking fare structure that supports a sustainable transit system. One key aspect of delivering on that vision is creating a fare structure that's easy to use, is equitable and sustainable. The staff recommendation improves economic relief for riders who need it most and simplifies the experience of using transit. The suite of changes proposed will deliver overall value for the citizens of L.A. County. Staff is recommending fare changes to ensure they are affordable, accessible, simple, and sustainable.

### Current Fares

- Metro's current fare system is complex and confusing
- Metro's many pass types are confusing to customers
- Metro's discounted fares are not applied equitably, with some receiving disproportionately deeper discounts than others (specifically, monthly pass holders, business/employer issued)
- Metro's customer experience research confirms that riders want a simple system that doesn't require a significant upfront investment

### Modified Fare Restructuring Benefits

- Helps our riders by creating a simple way of paying fares
- Helps our low-income riders, who ride frequently and depend on transit
- Helps our riders by making fares more affordable
- Helps ensure a sustainable, quality, and expanded transit system

- Helps all LA County riders by preparing for regional expansion of fare capping

### **Recommended Fare Policy Changes**

The following proposal was developed to simplify Metro's current fares and increase fare equity on Metro bus and rail. See Figure 1 below and Attachment B for a comparison of current adopted fares vs. the proposed changes. If approved, the following policy changes (A-G) will be implemented in Summer 2023 or sooner. Policy changes in A-C respond to Motion 36, directing staff to provide recommendations for permanent reductions to the cost of full-price passes that promote affordability by making break-even points more in line with industry standards and a plan to allow riders to take advantage of pass products without having to put up money upfront.

#### *A. Implementation of Fare Capping*

- With fare capping, customers who pay with TAP would load Stored Value and pay per ride on Metro bus and rail. Paid rides will never exceed a daily and weekly dollar cap (Figure 1 below), after which the customer will ride free for the rest of that time period.
- Daily dollar cap will be set at 2-3 times the base fare, and weekly dollar cap will be set at 8-10 times the base fare.

#### *B. Transition Metro Passes to Fare Capping*

- With fare capping, Metro passes, such as the Metro 1-Day, 7-Day, and 30-Day, are no longer necessary. Instead, customers will load Stored Value and pay per ride. Customers will receive unlimited free rides once the daily or weekly dollar cap is met.
- Based upon public input, the weekly dollar cap will **not** be fixed to start on a certain day (from Monday through Friday, as originally proposed) but will float to follow the rider's travel pattern. For example: Rider A begins their work week on Friday, and by Monday, they have met their weekly cap and can now travel free through Thursday. Rider B starts their work week on Tuesday, and by Friday, they have met their weekly cap and can now ride free through Monday. The flexibility of the start date will significantly enhance the rider's experience and provide the same potential benefit to all riders based on their individual travel patterns.

#### *C. Modified Fare Restructuring Recommendation*

Based on public comments, Metro's final recommendation is to keep the base fare at \$1.75, to include the 2-hour transfers, and to lower the daily and weekly cap amounts to align with the recommended multipliers (daily cap at 2 to 3 times base fare, and weekly cap at 8 to 12 times base fare).

- Base fare for full fare riders will be \$1.75 and will include 2-hr, one directional transfers

on TAP stored value

- Base fare for all reduced fare groups (Senior/Disabled, Students K-12 and College/Vocational) will be \$0.75 and will include 2-hr, one directional transfers on TAP stored value
- Full fare riders using TAP will have a \$5 daily dollar cap and an \$18 weekly dollar cap
- Reduced fare riders using TAP (Seniors/Disabled, Students K-12 and College/Vocational) will have a \$2.50 daily dollar cap and \$6 weekly dollar cap.
- Off-peak pricing for Senior/Disabled Reduced Fare riders between 9 am and 3pm will be eliminated.

*D. LIFE Program (Low-Income Fares is Easy Program)*

To help lessen the financial burden of transit fares on low-income riders, Metro's strategy is to use direct subsidies targeted to riders with the greatest financial need. The program provides free rides to program participants and bases its eligibility on specified income level thresholds. Metro LIFE participants currently must choose between free 20 rides or a discount of passes. This proposal now allows Metro LIFE participants to receive the free 20 rides and participate in fare capping.

- Free 20 rides fare product will continue for all LIFE riders, and once the 20 rides are taken, Metro LIFE riders will pay per ride until they reach the daily or weekly dollar cap in their rider class. Metro LIFE riders will also participate in fare capping and will no longer pay upfront for a pass.

Since LIFE is a regional program, the free rides benefit not only Metro riders but also low-income riders on participating municipal and local operators throughout LA County.

*E. Lower fares on Metro J Line (Silver) and Express Bus*

- All zone upcharges will be eliminated. There will be one base fare across all Metro bus and rail services.

*F. Increase the life of the TAP Card and Continue Free Cards for Reduced Fares, TAP app, and Apple Wallet*

- The expiration on all new TAP cards will increase from 10 to 15 years. Free TAP cards will be available through the Reduced Fare and LIFE programs and through the TAP app and Apple Wallet.

*G. Adopt a comprehensive fare policy that defines pricing and adjustments to lead to minor,*

*predictable, and transparent fare changes.*

- Recalculate base fare every 4 years based on inflation (Consumer Price Index), rounded to the nearest \$0.25.
- Fare policy changes will be re-evaluated during the budget process, with public hearing or notification to be conducted during Metro’s budget process to inform the public about the proposed Automatic Inflater.

**Figure 1: Proposed Fare Pricing Changes**

Rider Category & Fare Product	Adopted Pricing	Public Hearing	Option 1: Same Base Fare (w/transfers)
<b>Regular Fare</b>			
Base Fare	\$1.75	\$2.00	\$1.75
Day Pass / Daily Cap	\$7.00	\$6.00	\$5.00
7-Day Pass / Weekly Cap	\$25.00	\$20.00	\$18.00
30-Day Pass	\$100.00	Not Offered	Not Offered
30-Day Pass Zone Upcharge	\$22.00	\$0.00	\$0.00
<b>Senior/Disabled</b>			
Base Fare	\$0.75 / \$0.35	\$1.00	\$0.75
Day Pass / Daily Cap	\$2.50	\$3.00	\$2.50
7-Day Pass / Weekly Cap	Not Offered	\$8.00	\$6.00
30-Day Pass	\$20.00	Not Offered	Not Offered
<b>K-12 Student &amp; College/Vocational</b>			
K-12 Base Fare	\$1.00	\$1.00	\$0.75
College/Vocational Base Fare	\$1.75	\$1.00	\$0.75
Day Pass / Daily Cap	Not Offered	\$3.00	\$2.50
7-Day Pass / Weekly Cap	Not Offered	\$8.00	\$6.00
K-12 Student 30-Day Pass	\$24.00	Not Offered	Not Offered
College/Vocational 30-Day Pass	\$43.00		
<b>LIFE FREE Trips</b>	<b>20 FREE</b>	<b>30 FREE</b>	<b>20 FREE</b>
<i>Projected Revenues (\$ in millions)</i>		<b>\$ 174.1</b>	<b>\$ 145.4</b>
<i>Est. Projected Revenues @ full ridership (\$ in millions)</i>		<b>\$ 217.6</b>	<b>\$ 181.8</b>

**California Environmental Quality Act (CEQA)**

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The California Environmental Quality Act (CEQA) does not apply to the restructuring of fares charged by public agencies, which the public agency finds are for the purpose of meeting operating expenses. Metro's proposed fare changes will be used solely to pay its operating expenses, including wages and fringe benefits, fuel costs, and insurance reserves. Therefore, the proposed fare restructuring plan falls within a statutory exemption and is not subject to CEQA. Before Metro adopts the proposal, CEQA requires that the Board make written findings to support the fact that the rate changes fall within the statutory exemption. If adopted by the Board, the Resolution (Attachment E) constitutes Metro's written findings.

### **Extend Sales of Half Price Promotional Passes**

Motion 36, "Emergency Relief" by Directors Garcetti, Solis, Hahn, Kuehl, and Butts (Attachment A), instructed staff to initiate promotional pricing at 50% off full-price day passes, 7-day passes, and 30-day passes. In June 2022, the Board approved an extension of the sale of promotional 50% off pricing through December 2022.

To avoid a significant pass price increase to riders when the promotion expires, staff is requesting an extension of the 50% off pricing through June 30, 2023, or until fare capping is launched, whichever is sooner.

### **Stakeholder Outreach**

The Fare Capping and Fare Change outreach began in October 2022. The landing page on metro.net provided information about the Fare Capping and Fare Change, Public Hearing Date, Regional Service Council meeting schedules, and subcommittee schedules and allowed the public to submit comments to simplefares@metro.net <mailto:simplefares@metro.net>. A Telephone Town Hall was conducted on October 18, 2022, to solicit additional comments from the public.

Staff provided a Fare Capping and Fare Change presentation at all five Metro Service Councils and other meetings for stakeholder groups, including but not limited to the Technical Advisory Committee, Policy Advisory Committee, Bus Operations Subcommittee, Local Transit Systems Subcommittee, Streets, Freeways Committee. In addition to the meetings listed above, staff was invited to present to Metro's Accessibility Advisory Committee and Slate-Z.

A summary of the stakeholder briefings conducted throughout the outreach process is included in Attachment F.

### **Public Outreach and Marketing**

#### **"Cash to TAP" campaign**

A thorough marketing and public information campaign will be necessary to ensure customers understand fare changes and the benefits of fare capping. The communications strategy began Fall of 2022 with a regional preparation campaign, with the goal of first converting cash customers to TAP. This "Cash to TAP" campaign educates riders on the benefits of using TAP and highlights the many



locations in LA county where riders can buy TAP cards and load fare. This will ensure cash paying customers become familiar with TAP and enjoy existing benefits before implementing fare capping. The campaign is evergreen, and messaging will be updated periodically based on campaign effectiveness. This campaign is being promoted throughout traditional print and digital channels and will be available in English and Spanish. Additionally, digital ads are geo-targeted to riders near high cash paying bus lines and stops. As the campaign progresses and the messages are updated, key print pieces, such as rail posters, bus cards, and take ones, will also be available in Armenian, Chinese, Japanese, Korean, Russian, and Vietnamese. For a full list of campaign tactics, please refer to Attachment G. Staff will report back in March 2023 on the status of our efforts to convert cash paying customers to TAP and the results of our outreach and focus groups, the status of our fare capping marketing plan and messaging, and an evaluation of the benefits of working with the California Integrated Travel Project (Cal-ITP).

#### Cash riders - Focus Groups, surveys, and interviews

Additionally, a comprehensive research plan is in progress to learn why some riders pay with cash instead of TAP and what would incentivize these riders to use TAP. The plan includes a mix of focus groups, in-depth interviews, and multiple in-person and online surveys with cash- and TAP-paying, English- and Spanish-speaking Metro riders. The interviews and surveys include questions about ridership, how and when they use cash or TAP to pay their fare, and if they frequent TAP vendors. For a full list of market research efforts and timeline, please refer to Attachment H.

#### Fare Capping education

By Summer 2023, a fare capping marketing and information campaign will launch to officially introduce fare capping and approved fare changes to all riders and communicate the exact launch date. This final, formal message will be chosen after extensive testing with both English and Spanish speaking cash and TAP paying riders. This will ensure that the final message is understandable, clear, and effective. Additional messages will be rolled out based on the findings of the focus groups with speakers of languages other than English or Spanish.

Additionally, staff is developing targeted messages to market discount programs to Reduced Fare and LIFE riders and identifying new customer touchpoints at fare purchase points to streamline the application process, increase the opportunities to apply for reduced fares, and get Reduced Fare TAP cards into customers' hands faster.

The formal launch campaign message will be promoted through traditional print and digital channels, including important customer education tools, such as video tutorials and in-depth FAQs. Key materials will be available in English, Spanish, Armenian, Chinese, Japanese, Korean, Russian, and Vietnamese. For the initial plan, please see Attachment I.

#### Distribution of Free TAP cards

Free TAP cards will be distributed to customers before the fare capping implementation, which has proven to be a successful strategy for past campaigns. The distribution of these free TAP cards will target high cash paying bus stops, social service agencies, and community events.

### **Summary of Public Comments**

Out of an estimated customer base of over 870k daily transit riders, over 700 comments were received on the fare proposal.

On Monday, November 14, 2022, a public hearing on fare capping and fare changes was held with a quorum of the Metro Board of Directors. The virtual public hearing had 102 people in attendance, where 77 people offered testimony, including 6 Spanish speakers.

In addition to the verbal testimony at the Public Hearing, 630 emails and other written comments were submitted into the public record on this subject. Collectively, 707 responses on the fare proposal were received by the close of the public record through midnight, November 14, 2022.

For a detailed summary of the public hearing results, see Attachment A.

### **DETERMINATION OF SAFETY IMPACT**

This Board action would have no impact on safety standards for Metro.

### **FINANCIAL IMPACT**

Adopting the fare restructuring plan would result in an estimated \$145 million in annual fare revenues, an increase of \$39 million over the FY23 Adopted Budget. Despite this increase, expected fare revenues of \$145 million are significantly less than pre-pandemic fare revenue of approximately \$250 million annually. If full ridership returned, projected revenues are estimated at \$181 million.

#### **Impact to Budget**

Fare capping is expected to launch in the Summer 2023 or sooner. There is no impact on the FY23 budget.

### **EQUITY PLATFORM**

FTA guidelines require transit providers to complete a Fare Equity Analysis for all fare changes to evaluate effects on low-income and minority populations. The formal Fare Equity Analysis for the proposed fare changes has been completed and is included in this report as Attachment C.

The analysis found a disproportionate burden to low-income riders who would use the Senior/Disabled Weekly Cap. To mitigate this impact, Metro will:

- Implement fare capping, an equitable pay-as-you-go fare payment system that provides the benefits of an unlimited use pass without the need to pay upfront
- Increase outreach to low-income Senior/Disabled riders to ensure all who are eligible receive the monthly benefits of 20 free rides provided under the program.

For all other fares with proposed pricing changes, there is no disparate adverse impact on minorities,

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nor a disproportionate burden on low-income passengers attributable to the proposed changes.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Adoption of the proposed fare changes would support the following:

- Strategic Plan Goal #1: Provide high quality mobility options that enable people to spend less time traveling as part of an effort to manage transportation demand through fair and equitable pricing structures
- Strategic Plan Goal #2: Deliver outstanding trip experiences for all users of the transportation system by improving legibility, ease of use, and trip information on the transit system

### **ALTERNATIVES CONSIDERED**

The original proposal to replace internal transfers with fare capping was designed as part of the complete overhaul and simplification of the fare system. Currently, transfers are only good for travel in one direction for a period of up to 2 hours.

Fare capping is simple as it automatically calculates the number of trips necessary to reach unlimited free rides, whether for the day or the week. The intent was to make it simple for riders riding our system, tap 3x a day, and the rest of your rides are free as opposed to mixing transfers with fare capping and potentially creating customer confusion by not knowing exactly when a daily cap is earned. Additionally, as Metro plans to expand fare capping and move toward a regional fare that would allow for seamless travel in LA County across all operators, it was fundamental to keep the fares simple with the removal of internal and later interagency transfers.

### **Transfers**

Based on the comments received at the public hearing, stakeholder meetings, and via mail/email, the fare change proposal released prior to the public hearing has been revised to maintain the free two-hour transfers for riders paying fare with a TAP card.

At the public hearing of November 14, 2022, an overwhelming majority of the comments requested that transfers remain. Many participants cited that their daily commute costs would increase to \$6 per day if transfers were eliminated. Although they would reach the day cap level at that point, they would spend at least \$3 more each day than they do now.

### **Increase Base Fare with continuation of Transfers**

Because Metro's transit system and services depend on transfers, the fare structure should support the Metro transit services, and as such, transfers should continue to be included in the use of base fare on TAP. Maintaining transfers may become an issue when we expand fare capping and move toward a seamless regional fare system. With each operator having different fare pricing and transfer policies in place, the region will need to consider transfers, pricing, and policies across all operators.

Financial projections indicate that retaining the inclusion of transfers will result in a reduction of \$10-

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12 million in projected annual fare revenues.

### Increase base fare and Reduce caps in lieu of transfers

Based on public feedback, staff considered an alternative to reduce the daily cap to just two paid trips per day. A daily rider would reach their daily cap after two paid trips as opposed to three, significantly lowering their cost while earning unlimited rides faster. With just two paid trips per day, riders would be able to transfer as often as they want during that day with no time or direction restrictions. Under the public hearing proposal, riders' stated their daily commute (round-trip with transfers) would be \$6 (daily cap). Under this alternative, , their commute will be \$4, and they will now have free rides for the rest of the day, providing freedom of movement and unlimited transfers at a very low price.

This alternative not only reduces the daily cap but also reduces the weekly cap to eight paid rides a week, which will incentivize ridership and reward frequent riders of our system. This also maintains the simplicity of fare capping and allows for easier expansion of fare capping to all TAP operators and achieving seamless regional fares throughout the region.

### **Base Fare increase**

The proposal to increase the base fare by \$0.25 was to help ensure that Metro could continue to provide a quality transit service now and for our expanding transit service. During the pandemic, transit agencies relied on the support of the federal relief packages to mitigate the loss in fares, to continue to provide transit service, to address covid related expenses, and to preserve jobs. FY23 represents the last year of this one-time funding, and the modest increase was intended to be reinvested into transit service. While the economy is improving and sales taxes may be exceeding budget projections, it does not replace the one-time federal relief funding that Metro will not have in the upcoming years.

The base fare increase was specifically designed to help the low-income riders in the LIFE program. Per Board direction, the LIFE program implemented many changes to make it more accessible and more affordable. Metro has doubled the number of participants in the LIFE program and continues to offer new enrollees free 90-day passes. The estimated cost to expand the LIFE program is about \$15 million. Metro has partnered with DPSS to make enrollment even easier for eligible riders. The increase was intended to make it even more affordable to those that need it the most, our low-income riders, by offering 10 more free trips, for a total of 30 free trips a month.

The base fare increase was also designed to help mitigate the loss in revenues from the GoPass program. Fare revenue collected from K-12 and College/Vocational students was \$28 million annually. Metro's cost sharing partnerships with schools and ARPA funding mitigated the loss in revenues, however with the loss in ARPA funding, the partnership with schools is not enough to cover the costs of the program, but fares can help to mitigate some. Metro's estimated cost of the program, net of the cost agreements with schools shared across participating operators, is \$25 million.

While the revenues generated by the modest \$0.25 increase do not bring Metro back to pre-pandemic fare revenues of \$250 million annually, these revenues will be reinvested into the transit

system. These revenues can be used to:

- *Add Bus Service:* Add 2% more revenue service hours on bus
- *Transit Ambassadors:* Metro has currently invested \$40 million in the Transit Ambassador Pilot program to improve the customer experience, and make sure our riders feel safe. These revenues could be used to support the existing pilot and any improvements identified as we assess the program.
- *Electric Bus:* Funding for 4 electric buses
- *Cleaning:* Increase cleaning throughout the system

Financial projections indicate that the base fare increase results in \$16.7 million in projected annual fare revenues. As ridership recovers and with the expansion of our transit system, fare revenues generated will not only increase but will be a critical source of funding to support Metro's transit system.

## No Fare Policy Adoption

Metro's current 50% promotional pricing for full fare passes is temporary, and a Title VI Fare Equity Analysis must be completed prior to the adoption of permanent fares. The FTA provided Metro with a Title VI waiver for up to 18 months, which will expire on June 30, 2023. If the proposed fare changes are not approved, the following alternatives must be considered:

1. The Board can choose to extend the 50% promo for only another 6 months through June 30, 2023 but must adopt permanent fares before the end of the extension, or the fares will revert back to the adopted pricing. Full price daily, weekly, and 30-day passes would return to \$7, \$25, and \$100, respectively.
2. The Board can choose not to extend the 50% promotion, and the temporary reductions to full price passes would expire on December 31, 2022. Full price daily, weekly, and 30-day passes would return to \$7, \$25, and \$100, respectively.

..Next Steps

## **NEXT STEPS**

Upon Board approval, staff would complete the final testing of TAP software upgrades and launch the marketing and communications plan as described in this report. Fare capping and the new fare structure would launch by Summer 2023 following extensive outreach and marketing campaigns.

## **ATTACHMENTS**

Attachment A - Public Comment Summary  
Attachment A1 - Public Hearing  
Attachment B - Fare Restructuring Proposal

Attachment C - Fare Equity Analysis  
Attachment D - CEQA Statement  
Attachment E - Motion 36: Emergency Relief  
Attachment F - Alternatives Considered

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Stephanie N. Wiggins  
Chief Executive Officer

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**LOS ANGELES COUNTY**  
**METROPOLITAN TRANSPORTATION AUTHORITY**

**FARE CAPPING AND FARE CHANGES**  
**PUBLIC HEARING VIDEOCONFERENCE**

**MONDAY, NOVEMBER 14, 2022**

**5:06 P.M.**

**HEARING REPORTER: MICHELE L. WAGNER**



**HINES REPORTERS**

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LOS ANGELES COUNTY  
METROPOLITAN TRANSPORTATION AUTHORITY

FARE CAPPING AND FARE CHANGES  
PUBLIC HEARING VIDEOCONFERENCE  
MONDAY, NOVEMBER 14, 2022  
5:06 P.M.

MICHELE L. WAGNER  
COURT REPORTER



<p>1 APPEARANCES (VIA VIDEOCONFERENCING):</p> <p>2</p> <p>3 HEARING BOARD MEMBERS:</p> <p>4 ARA J. NAJARIAN, CHAIR</p> <p>5 JACQUELYN DUPONT-WALKER, 1ST VICE CHAIR</p> <p>6 KATHRYN BARGER</p> <p>7 MIKE BONIN</p> <p>8 MAYOR JAMES BUTTS</p> <p>9 FERNANDO DUTRA</p> <p>10 ERIC GARCETTI</p> <p>11 PAUL KREKORIAN</p> <p>12 HOLLY J. MITCHELL</p> <p>13 HILDA SOLIS</p> <p>14 TIM SANDOVAL</p> <p>15 STEPHANIE WIGGINS, CHIEF EXECUTIVE OFFICER</p> <p>16</p> <p>17 ALSO PRESENT:</p> <p>18 NAINI AHUJA</p> <p>19 STEVE ALVAREZ</p> <p>20 MANDY CHEUNG</p> <p>21 JESSICA GAMEZ</p> <p>22 COLLETTE LANGSTON</p> <p>23 CHRISTINA GOINS</p> <p>24 MICHELLE NAVARRO</p> <p>25 CHARLES SAFER</p> <p>DAVID SUTTON</p> <p style="text-align: right;">Page 2</p>	<p>1 (No audible response.)</p> <p>2 CLERK LANGSTON: Second Vice Chair Hahn?</p> <p>3 (No audible response.)</p> <p>4 CLERK LANGSTON: Director Barger?</p> <p>5 (No audible response.)</p> <p>6 CLERK LANGSTON: Director Bonin?</p> <p>7 DIRECTOR BONIN: I'm here.</p> <p>8 CLERK LANGSTON: Director Butts?</p> <p>9 DIRECTOR BUTTS: Here.</p> <p>10 CLERK LANGSTON: Director Dutra?</p> <p>11 DIRECTOR DUTRA: I'm here. Present.</p> <p>12 CLERK LANGSTON: Director Garcetti?</p> <p>13 DIRECTOR GARCETTI: Here.</p> <p>14 CLERK LANGSTON: Director Krekorian?</p> <p>15 DIRECTOR KREKORIAN: Here.</p> <p>16 CLERK LANGSTON: Director Kuehl?</p> <p>17 (No audible response.)</p> <p>18 CLERK LANGSTON: Director Mitchell?</p> <p>19 DIRECTOR MITCHELL: Present.</p> <p>20 CLERK LANGSTON: Director Sandoval?</p> <p>21 (No audible response.)</p> <p>22 CLERK LANGSTON: Director Solis?</p> <p>23 (No audible response.)</p> <p>24 CLERK LANGSTON: And Chair Najarian?</p> <p>25 CHAIR NAJARIAN: Here.</p> <p style="text-align: right;">Page 4</p>
<p>1 VIA LIFESIZE VIDEOCONFERENCING NOVEMBER 14, 2022</p> <p>2 -0-</p> <p>3</p> <p>4 CHAIR NAJARIAN: Good evening, everyone.</p> <p>5 Welcome to the LA Metro Fare Capping --</p> <p>6 PUBLIC SPEAKER: Hello?</p> <p>7 CHAIR NAJARIAN: -- and Fare Changes Public</p> <p>8 Hearing.</p> <p>9 PUBLIC SPEAKER: Hello? Yes.</p> <p>10 Can I make my public comment now?</p> <p>11 CLERK LANGSTON: No.</p> <p>12 CHAIR NAJARIAN: No, no.</p> <p>13 CLERK LANGSTON: My apologies. Please --</p> <p>14 Chair Najarian, apparently 5:00 p.m. is a little</p> <p>15 of a wacky time for us. Just give us one second.</p> <p>16 CHAIR NAJARIAN: Okay. Let's track down this</p> <p>17 audio feed.</p> <p>18 CLERK LANGSTON: Go ahead, Chair.</p> <p>19 CHAIR NAJARIAN: Thank you. So I'm calling to</p> <p>20 order the November 14, 2022, Los Angeles County</p> <p>21 Metropolitan Transportation Authority Fare Capping and</p> <p>22 Fare Changes Public Hearing.</p> <p>23 May we have the roll call, please?</p> <p>24 CLERK LANGSTON: First Vice Chair</p> <p>25 Dupont-Walker?</p> <p style="text-align: right;">Page 3</p>	<p>1 CLERK LANGSTON: A quorum is present.</p> <p>2 CHAIR NAJARIAN: Thank you.</p> <p>3 Madam Clerk, do you have a statement to make</p> <p>4 before we begin?</p> <p>5 CLERK LANGSTON: I do.</p> <p>6 The notice of intent to hold a public hearing</p> <p>7 was published in the Los Angeles Daily News, Pasadena</p> <p>8 Star News, LA Watts Times, LA Opinion, Chinese Daily</p> <p>9 World Journal, Rafu Shimpo, Korea Times, Asbarez Armenian</p> <p>10 Daily News, Asian Journal Publication, Panorama, and on</p> <p>11 the Internet.</p> <p>12 Affidavits of publication and detailed mailing</p> <p>13 lists are filed and are available in the Metro Board</p> <p>14 Clerk's office for review.</p> <p>15 As a reminder, this is a public hearing, and</p> <p>16 the format will be as follows. We will hear a short</p> <p>17 presentation from staff on the proposed fare capping and</p> <p>18 fare changes. We will then hear from the public. Each</p> <p>19 person from the public wishing to speak will have one</p> <p>20 minute.</p> <p>21 There will be no action requested from the board</p> <p>22 at tonight's public hearing. The board will be asked to</p> <p>23 take action on this item at the December 1 board meeting,</p> <p>24 and that is when the directors should make their remarks.</p> <p>25 This concludes my report.</p> <p style="text-align: right;">Page 5</p>

<p>1 CHAIR NAJARIAN: Thank you, Madam Secretary.  2 I am officially opening the public hearing, and  3 just to remind everyone -- that we are going to be  4 hearing a short presentation from staff. Then we're  5 going to the public. We're affording everyone in the  6 public one minute to speak.  7 The board -- the board as a whole, or  8 individually, will not be encouraged to be making any  9 statements or discussion at this time. The most  10 appropriate time for that will be on our December 1st  11 board meeting when the board as a whole will take up and  12 have a discussion on the direction the board wants to  13 take.  14 We were scheduled to start at 5:00 o'clock, and  15 I want to give as much time to the public as possible.  16 This is a serious and significant proposal that is being  17 floated for all riders, so I'm going to take testimony  18 until 9:00 o'clock. And at that point, I'm going to  19 apologize to those who were not given the opportunity to  20 speak and I'll find out how many there were and perhaps  21 make arrangements to take their testimony in written form  22 or in some other manner to make sure that everyone who  23 wishes to speak has had an opportunity to do so.  24 Thank you, staff, for working after hours.  25 Thank you, directors. Your days are hectic as they</p> <p style="text-align: right;">Page 6</p>	<p>1 through this brief presentation on Metro's proposal  2 (audio distortion) so we can leave as much time (audio  3 distortion) to hear directly from the public.  4 DIRECTOR KREKORIAN: I'm sorry. Excuse me, but  5 we're still hearing the simultaneous translation, and it  6 becomes very difficult to hear anything else over the  7 translation.  8 Can we try to make sure that we're only hearing  9 one voice at a time?  10 CHAIR NAJARIAN: Is there another audio channel  11 that that's supposed to be on? Right?  12 Madam Secretary, so as Director Krekorian  13 pointed out, we're still getting simultaneous Spanish  14 translation.  15 CLERK LANGSTON: Yeah, Chair, I apologize. We're  16 hearing it too. We're working on it as hard as we can. IT is --  17 we're working with AT&amp;T and our IT group  18 to figure out --  19 Can we give a five-minute pause to start over on  20 the presentation, please?  21 CHAIR NAJARIAN: Well, yes, if that's going to  22 solve the problem, I think that's going to be important  23 for all of us, so let's take a --  24 CLERK LANGSTON: Yes.  25 CHAIR NAJARIAN: -- small recess.</p> <p style="text-align: right;">Page 8</p>
<p>1 usually are. Now we're giving you a hectic evening.  2 Hectic in the sense that -- extending the hours that  3 we're serving the public. And thank you, Madam CEO, for  4 overseeing all this.  5 Let's go to our presentation if we can.  6 Stephanie Wiggins?  7 CEO WIGGINS: Thank you, Mr. Chair. I'll turn  8 it over --  9 CHAIR NAJARIAN: Stephanie, would you like to  10 tee it up for --  11 CEO WIGGINS: -- to Michelle Navarro.  12 Thank you. I'm going to you turn it over --  13 MICHELLE NAVARRO: Yes.  14 CEO WIGGINS: -- to Michelle Navarro. Thank  15 you.  16 CHAIR NAJARIAN: Thank you, Michelle. Straight  17 to you.  18 MICHELLE NAVARRO: Thanks, Stephanie.  19 Sure.  20 So Good evening. My name is Michelle Navarro  21 from Metro's budget office, and joining me today is  22 David Sutton from our TAP office.  23 Next slide, please.  24 (Audio distortion) public hearing is to hear  25 directly from the public. (Audio distortion.) I will go</p> <p style="text-align: right;">Page 7</p>	<p>1 CLERK LANGSTON: Yes, please.  2 CHAIR NAJARIAN: Five minutes.  3 CLERK LANGSTON: Yes, please.  4 CHAIR NAJARIAN: Let's return at 5:19.  5 CLERK LANGSTON: Thank you. I appreciate it.  6 CHAIR NAJARIAN: Thank you.  7 (Whereupon, an off-the-record break was taken.)  8 CHAIR NAJARIAN: Thank you. The board is  9 reconvening after a brief recess for audio challenges.  10 We invite Michelle Navarro to start again.  11 You hadn't gotten too far in your fare capping  12 and fare changes presentation.  13 Michelle?  14 MICHELLE NAVARRO: Can we get the presentation  15 up?  16 Okay. Great. So next slide.  17 So this is a public hearing, and the purpose is  18 to hear directly from the public, so I will have a very  19 short and brief presentation on our proposal to leave as  20 much time to hear directly from the public. The comments  21 we receive today along with the e-mails and comments from  22 other outreach events will be considered as we develop  23 our final recommendation for board consideration. That  24 final recommendation will include a summary and responses  25 to these comments.</p> <p style="text-align: right;">Page 9</p>

<p>1 Next slide, please.</p> <p>2 So Metro's vision is to expand mobility and</p> <p>3 increase access to opportunities, and one of the key</p> <p>4 tenets to delivering that vision is creating a fare</p> <p>5 structure that's easy to use, equitable, and sustainable.</p> <p>6 Next slide, please.</p> <p>7 Metro's proposal creates a simple and equitable</p> <p>8 fare system (audio distortion) and outcomes of which</p> <p>9 would include increase in economic relief (audio</p> <p>10 distortion) to our low-income riders and frequent riders.</p> <p>11 It will increase ridership, simplify the fare structure,</p> <p>12 create a foundation for a unified regional fare system,</p> <p>13 and keep fares in line with industry standards and also</p> <p>14 create a better customer experience for our riders.</p> <p>15 Next slide, please.</p> <p>16 We are focussing on riders who rely on the</p> <p>17 system the most, and our customer experience research</p> <p>18 does indicate that 83 percent of our riders are making</p> <p>19 ends meet on a household income of less than 50,000 a</p> <p>20 year. At least 75 -- of riders qualify for our LIFE fare</p> <p>21 assistance program. 78 percent of riders rely on transit</p> <p>22 three or more times a week, and 73 percent of our riders</p> <p>23 do not have access to a car and are frequent riders that</p> <p>24 will benefit from fare capping. Our proposal aims to</p> <p>25 help these riders with more free rides for low-income</p> <p style="text-align: right;">Page 10</p>	<p>1 rides a month, which is up from 20, for a total of 30</p> <p>2 free rides a month. And we are eliminating the up charge</p> <p>3 for Silver Line and Express Bus, a reduction of 75 cents</p> <p>4 from the base fare for these lines.</p> <p>5 Next slide, please.</p> <p>6 So here is a summary of the proposed fare</p> <p>7 changes. This proposal, again, removes barriers to</p> <p>8 affordability where a rider who pays for each trip will</p> <p>9 pay no more than a rider who can pay up front and in</p> <p>10 advance for a pass. Riders never pay more than the daily</p> <p>11 or weekly cap on TAP. It makes regular ridership more</p> <p>12 obtainable because fare capping incentivizes ridership.</p> <p>13 This proposal creates and combines one discount price for</p> <p>14 all reduced fare categories further simplifying it for</p> <p>15 all riders. And then this proposal is a pay-as-you-go</p> <p>16 model with the more you ride, the more you save.</p> <p>17 Next slide, please.</p> <p>18 The overall benefits of this proposal helps</p> <p>19 riders. It helps all our riders through a simple and</p> <p>20 easy way of paying fares. It helps our low-income</p> <p>21 riders, who ride frequently and depend on transit, with</p> <p>22 more free rides and no upfront payment for passes. It</p> <p>23 helps our riders by making it more affordable. The</p> <p>24 modest 25 cent increase helps ensure a sustainable,</p> <p>25 quality, and expanding transit service. And finally, it</p> <p style="text-align: right;">Page 12</p>
<p>1 riders through the LIFE program and with fare capping.</p> <p>2 Next slide, please.</p> <p>3 So fare capping benefits our riders. It</p> <p>4 encourages and rewards frequent ridership because the</p> <p>5 more you ride, the more you save. It removes</p> <p>6 accessibility and affordability barriers by shifting from</p> <p>7 prepaid passes to a pay-as-you-go system, and it will</p> <p>8 provide consistent and better customer experience because</p> <p>9 no one ever overpays.</p> <p>10 Next slide, please.</p> <p>11 An overview of the changes to align with fare</p> <p>12 capping include a modest increase of 25 cents to the base</p> <p>13 fare. Passes and transfers are being replaced by a new</p> <p>14 way to pay fares through fare capping, which has become a</p> <p>15 popular policy option to increase equity throughout the</p> <p>16 U.S.</p> <p>17 (Interruption in proceedings.)</p> <p>18 MICHELLE NAVARRO: With fare capping, no one</p> <p>19 will pay more than \$6.00 a day or \$20.00 a week, down</p> <p>20 from \$7.00 and \$25.00 respectively, for unlimited rides.</p> <p>21 Once the cap is met, all additional rides are free.</p> <p>22 Customers will earn toward the cap each week, so a</p> <p>23 monthly cap is not necessary, further simplifying our</p> <p>24 fares.</p> <p>25 Our low-income riders will get ten more free</p> <p style="text-align: right;">Page 11</p>	<p>1 helps all LA County riders prepare for regional expansion</p> <p>2 of fare capping.</p> <p>3 Next slide.</p> <p>4 So that concludes our presentation. Again, all</p> <p>5 comments will be considered as we develop our final</p> <p>6 recommendations for board consideration.</p> <p>7 CHAIR NAJARIAN: Thank you, Michelle. Thank you</p> <p>8 for the presentation. I appreciate its conciseness.</p> <p>9 And let me go to our -- Collette Langston --</p> <p>10 Collette -- or, to Christine for a discussion of the</p> <p>11 rules before we open up to the public calls.</p> <p>12 SECRETARY GOINS: To give public comment, each</p> <p>13 speaker needs to follow a three-step process. First, at</p> <p>14 anytime during the meeting, the speaker can dial</p> <p>15 888-251-2949 to enter the English or Spanish access</p> <p>16 codes. The English access code is 8231160#. The Spanish</p> <p>17 access code is 4544724#. The Cantonese, Mandarin, and</p> <p>18 Russian access code is 2433764#.</p> <p>19 This number and the access codes are also listed</p> <p>20 on the agenda for this meeting, which can be found at</p> <p>21 boardagendas.metro.net.</p> <p>22 For speakers watching the video feed, there is a</p> <p>23 30-second lag behind the actual meeting. If any speakers</p> <p>24 are watching on video and want to give public comment,</p> <p>25 they should dial in early to make sure they don't miss</p> <p style="text-align: right;">Page 13</p>

<p>1 the chance.</p> <p>2 Second, once a speaker dials in to the public</p> <p>3 comment line, they have to indicate which item they want</p> <p>4 to speak on. When their item comes up, the speaker</p> <p>5 should press #2 to raise their hand to speak.</p> <p>6 Third, when it is the speaker's turn, the</p> <p>7 moderator will call out the last four digits of the phone</p> <p>8 number and unmute the speaker. If the speaker is</p> <p>9 listening to the meeting on another device, they will</p> <p>10 need to mute their speakers and microphone on that device</p> <p>11 to prevent an echo. Speakers will have one minute to</p> <p>12 make their comment or two minutes including translation.</p> <p>13 Written public comments must be received by 5:00</p> <p>14 p.m. the day before the meeting. Please include the item</p> <p>15 number in your comment and your position of "for,"</p> <p>16 "against," "general comment," or "item needs more</p> <p>17 consideration." You may e-mail your comment to</p> <p>18 boardclerk@metro.net or mail it to Board Administration,</p> <p>19 One Gateway Plaza, mail stop 99-3-1, Los Angeles,</p> <p>20 California 90012.</p> <p>21 Board members and staff, please be sure to mute</p> <p>22 your phones when not speaking to enable others to clearly</p> <p>23 hear their presentations. Thank you.</p> <p>24 CHAIR NAJARIAN: Thank you, Christine.</p> <p>25 Item 2 on our agenda is public comment, so let</p> <p style="text-align: right;">Page 14</p>	<p>1 I'm urging you to reject the fare hike and fare capping</p> <p>2 proposal.</p> <p>3 (Audio distortion.)</p> <p>4 PUBLIC SPEAKER: Yes, I can hear you.</p> <p>5 (Audio distortion.)</p> <p>6 PUBLIC SPEAKER: Hello?</p> <p>7 SECRETARY GOINS: Go ahead. Make your public</p> <p>8 comment.</p> <p>9 (Audio distortion.)</p> <p>10 PUBLIC SPEAKER: Okay. I don't think this is</p> <p>11 working, but I'm trying to give public comment.</p> <p>12 SECRETARY GOINS: Okay. If you can hear us --</p> <p>13 PUBLIC SPEAKER: I am -- there's --</p> <p>14 (Audio distortion.)</p> <p>15 SECRETARY GOINS: One moment, please. We're</p> <p>16 having problems, caller. If you can please give us a</p> <p>17 moment.</p> <p>18 CHAIR NAJARIAN: Yeah. Yeah, hold on caller.</p> <p>19 We know you're on. We're working out a few bugs. Thank</p> <p>20 you.</p> <p>21 (Interruption in proceedings.)</p> <p>22 CLERK LANGSTON: Okay. Looks like we need</p> <p>23 another five minutes for (audio distortion) reconnection.</p> <p>24 CHAIR NAJARIAN: Five minutes? Okay.</p> <p>25 CLERK LANGSTON: A slow five minutes.</p> <p style="text-align: right;">Page 16</p>
<p>1 us begin.</p> <p>2 SECRETARY GOINS: All right. Okay. We're</p> <p>3 starting now?</p> <p>4 CHAIR NAJARIAN: Yes.</p> <p>5 SECRETARY GOINS: Please press #2 for the first</p> <p>6 speaker, please, 4480.</p> <p>7 (No audible response.)</p> <p>8 SECRETARY GOINS: First caller, 4480?</p> <p>9 (No audible response.)</p> <p>10 CHAIR NAJARIAN: Okay. We don't hear much on</p> <p>11 that speaker.</p> <p>12 SECRETARY GOINS: Okay. We're going to go to</p> <p>13 the next speaker, please. Last four is 4253. 4253.</p> <p>14 4253, can you hear us?</p> <p>15 SPANISH TRANSLATOR: (In Spanish.)</p> <p>16 SECRETARY GOINS: Well, that's our translator.</p> <p>17 SPANISH TRANSLATOR: No response.</p> <p>18 SECRETARY GOINS: Okay. Okay, Chair. It looks</p> <p>19 like we're still having some issues here. Please --</p> <p>20 PUBLIC SPEAKER: Hi. Can you hear me?</p> <p>21 SECRETARY GOINS: Oh, yes, we can. Is -- are --</p> <p>22 PUBLIC SPEAKER: Okay. Assuming you can --</p> <p>23 SECRETARY GOINS: Are you 4253?</p> <p>24 PUBLIC SPEAKER: My name is Chelsey. I'm with</p> <p>25 Strategic Actions for a Just Economy, a member of ACT-LA.</p> <p style="text-align: right;">Page 15</p>	<p>1 CHAIR NAJARIAN: Yeah. Well, let's check back</p> <p>2 then in five -- at 5:40 p.m. It's 5:35 approximately.</p> <p>3 We're going to recess until 5:40 to work out these</p> <p>4 technical bugs. Everyone, hold on, and we're going to</p> <p>5 get through this for sure. Thank you, everyone.</p> <p>6 (Whereupon, an off-the-record break was taken.)</p> <p>7 CHAIR NAJARIAN: Okay. Thank you. We are</p> <p>8 returning from a technology-induced recess. We are back.</p> <p>9 We were just starting to take public comment. The first</p> <p>10 speaker was disrupted by the conflicting audio signals</p> <p>11 coming in, so let's start public comment. Call them out</p> <p>12 or whatever you guys do.</p> <p>13 SECRETARY GOINS: Okay. First caller, please,</p> <p>14 with the last four digits of 4253?</p> <p>15 PUBLIC SPEAKER: Hi. My name is Chelsey. I'm</p> <p>16 with Strategic Actions for a Just Economy, a member of</p> <p>17 ACT-LA.</p> <p>18 Just letting you know, those on the phone line</p> <p>19 are getting a delay. I know you think you fixed the</p> <p>20 technological issues, but it seems like the live stream</p> <p>21 and the phone line are about four minutes off.</p> <p>22 So why am I calling today? Okay. I'm urging</p> <p>23 you to reject the fare hike and the fare cap proposal.</p> <p>24 The fare restructuring is not going to accomplish what it</p> <p>25 intends. Rather, it's going to punish cash riders by</p> <p style="text-align: right;">Page 17</p>

<p>1 making them pay more to use Metro, and it's going to 2 disincintivize auto users, who sometimes ride transit, 3 from using the system. These riders are being forced 4 into meeting ridership goals and (inaudible) reduction 5 goals.</p> <p>6 Overall, this proposal seems to be a waste of 7 time and money. How much has Metro already spent on 8 staff time and promotional materials, et cetera to 9 support this new proposal? The conversation really needs 10 to be recentering on universal fare less transit. The 11 majority of Metro's riders make under \$25,000. Why are 12 we charging fares when so many of these residents are 13 housing and transportation burdened and when we spend so 14 much money collecting these fares?</p> <p>15 (Timer rang.)</p> <p>16 PUBLIC SPEAKER: Please reject the fare 17 restructuring. And given how much of a mess this meeting 18 has been, cancel it and schedule a new one for the next 19 year after the new council is in office and the new board 20 is determined. It's unfair for those who tried to call 21 in tonight and gave up and left. Thank you.</p> <p>22 CHAIR NAJARIAN: Thank you.</p> <p>23 MODERATOR: Caller ending in 2021, please go 24 ahead for one minute.</p> <p>25 PUBLIC SPEAKER: Hi. I'd like to agree with the</p> <p style="text-align: right;">Page 18</p>	<p>1 PUBLIC SPEAKER: Hello? Okay.</p> <p>2 CHAIR NAJARIAN: We hear you.</p> <p>3 PUBLIC SPEAKER: I'm Karen Reside. I'm 4 president of the Long Beach Gray Panthers, and I'm a 5 member of the Metro-PAC, and we totally reject these 6 fare proposals.</p> <p>7 If the goal is to make it simpler to understand, 8 it's not. We agree -- we support universal free fares, 9 particularly for seniors who are really hesitant to get 10 back on the bus. And we're really concerned that this 11 system isn't going to reduce any cars on the road and 12 create cleaner air. Thank you.</p> <p>13 CHAIR NAJARIAN: Thank you.</p> <p>14 MODERATOR: Caller ending in 8255, please go 15 ahead.</p> <p>16 (No audible response.)</p> <p>17 CHAIR NAJARIAN: Hello?</p> <p>18 MODERATOR: Caller ending in 8255, your line has 19 been unmuted.</p> <p>20 (No audible response.)</p> <p>21 CHAIR NAJARIAN: Hello?</p> <p>22 MODERATOR: Okay. We're going to move on, but 23 we'll come back to you.</p> <p>24 Caller ending in 5011, please go ahead. 25 (Interruption in proceedings.)</p> <p style="text-align: right;">Page 20</p>
<p>1 previous speaker. My name's Nicoli.</p> <p>2 There's been some pretty ridiculous technical 3 difficulties calling into this meeting today. I assume 4 that many people have left. I would also like to -- 5 while I approve of general fare capping, the way that 6 this is being implemented is going to harm many users of 7 the Metro system, including people who pay cash fares, 8 which, reading online, are estimated to be 20 percent of 9 your users.</p> <p>10 I also strongly agree with the previous speaker 11 who said that this will disincentivize people who -- car 12 drivers who sometimes use the Metro system, and we rely 13 on -- we need to be pushing policies that are going to 14 get people out of their cars and into Metro. This is a 15 step away from that.</p> <p>16 I would also encourage you to push this meeting 17 back to where there's better opportunity for public 18 comment and to allow the voices of the board members who 19 will be nominated to this board in the future. Thank 20 you.</p> <p>21 CHAIR NAJARIAN: Thank you.</p> <p>22 MODERATOR: Caller ending in 7340, please go 23 ahead.</p> <p>24 PUBLIC SPEAKER: I'm not unmuted.</p> <p>25 CHAIR NAJARIAN: We hear you.</p> <p style="text-align: right;">Page 19</p>	<p>1 MODERATOR: Okay. We'll come back too. 2 Caller ending in 7543, please go ahead.</p> <p>3 PUBLIC SPEAKER: Good evening. My name is 4 Mondo Marez. I am a board member with the (inaudible) 5 council, and I'm a public advocate. I'm speaking on my 6 own capacity.</p> <p>7 I would urge the Metro to reconsider the fare 8 structure because I'm a low-income transit rider myself 9 and I rely on the public transportation to get to work 10 and from home, and I don't -- I cannot afford to pay more 11 in public transportation.</p> <p>12 The price increase and the elimination of the 13 free transfer is going to hurt many of us low-income 14 working-class transit riders, and I urge the Metro board 15 to reconsider its fare structure because many of us 16 will be impacted. And we have a high inflation, we 17 have economic uncertainty, and it's going to affect our 18 wallets. So I urge you, please, to reconsider this 19 fare structure and to not increase the prices and to 20 restore --</p> <p>21 (Timer rang.)</p> <p>22 PUBLIC SPEAKER: -- the free transfers, please. 23 I urge you to do --</p> <p>24 CHAIR NAJARIAN: Thank you.</p> <p>25 PUBLIC SPEAKER: -- the right thing for all of</p> <p style="text-align: right;">Page 21</p>

<p>1 us. Thank you.</p> <p>2 MODERATOR: Caller ending in 9121, please go</p> <p>3 ahead.</p> <p>4 (No audible response.)</p> <p>5 MODERATOR: Caller ending in 9121, your line has</p> <p>6 been unmuted.</p> <p>7 (No audible response.)</p> <p>8 MODERATOR: Okay. We'll come back to you.</p> <p>9 Caller ending in 8319, please go ahead.</p> <p>10 PUBLIC SPEAKER: My name is Ted Trimenski.</p> <p>11 I live in CD-14, and I'm a public transit rider.</p> <p>12 I depend on the Gold Line to get to work.</p> <p>13 This proposal hurts rather than helps</p> <p>14 transit-dependent riders like myself, and I urge you to</p> <p>15 reject the fare hike and fare restructuring. Universal</p> <p>16 fare less transit should be the end goal, and I don't</p> <p>17 believe this is a step towards that.</p> <p>18 Additionally, I urge this board to cancel the</p> <p>19 rest of this meeting and reschedule it. It was over</p> <p>20 40 minutes into this meeting before I heard anything</p> <p>21 coherent on the English line. If this hasn't discouraged</p> <p>22 the very public comments that this meeting is supposed to</p> <p>23 be held for, I don't know what is. I really think you</p> <p>24 need to reconsider how and what we're doing with the fare</p> <p>25 restructuring, and thank you for your time.</p> <p style="text-align: right;">Page 22</p>	<p>1 everyone across the board who has not been using it that</p> <p>2 frequently. As you said, the majority of riders use the</p> <p>3 Metro three times a week.</p> <p>4 If you are like myself, they didn't provide --</p> <p>5 well, for one thing, they did not provide an analysis of</p> <p>6 how many transfers are used per trip. So for myself,</p> <p>7 when I do use it, I need to make at least one transfer.</p> <p>8 So that would increase my cost from \$3.50 for round trip</p> <p>9 to \$6.00.</p> <p>10 MODERATOR: Caller on the Spanish interpretation</p> <p>11 line ending in 7831, please go ahead.</p> <p>12 SPANISH TRANSLATOR: Yes. Thank you very much.</p> <p>13 My name is Devin from SAJE, and I oppose the proposal</p> <p>14 because sometimes I have to even walk an hour in order to</p> <p>15 get somewhere to get my transportation, and that's \$1.75.</p> <p>16 And it's just me -- it's not just me. We have a</p> <p>17 situation where it's pretty tough for most of us.</p> <p>18 Thank you so much.</p> <p>19 CHAIR NAJARIAN: Thank you.</p> <p>20 MODERATOR: Our next caller is from the English</p> <p>21 line. Caller ending in 5583, please go ahead.</p> <p>22 PUBLIC SPEAKER: Hi. Can you hear me?</p> <p>23 CHAIR NAJARIAN: We can hear you. Go ahead.</p> <p>24 PUBLIC SPEAKER: Hi. My name is Cecily, and</p> <p>25 I'm a resident of East LA.</p> <p style="text-align: right;">Page 24</p>
<p>1 CHAIR NAJARIAN: Thank you.</p> <p>2 MODERATOR: Caller ending in 7766, please go</p> <p>3 ahead.</p> <p>4 PUBLIC SPEAKER: Hi. My name is Armando Ruiz,</p> <p>5 a lifelong Metro patron.</p> <p>6 And just echoing what everyone else is saying,</p> <p>7 I urge you all to cancel the fare hike. Considering the</p> <p>8 impending doom that we're dealing with with climate</p> <p>9 change and all the money that Metro gets subsidized from</p> <p>10 our tax dollars, public transportation should be free,</p> <p>11 and that should be the end goal. Thank you.</p> <p>12 CHAIR NAJARIAN: Thank you.</p> <p>13 MODERATOR: Caller ending in 2720, please go</p> <p>14 ahead.</p> <p>15 PUBLIC SPEAKER: Hi. My name is</p> <p>16 Connie Martinez. I'm a resident of Highland Park,</p> <p>17 District 1. I'm just giving comment on behalf of myself,</p> <p>18 who also uses the Metro, and on behalf of Angelenos, who</p> <p>19 as you said, rely upon it, and the majority of them being</p> <p>20 low-income.</p> <p>21 So although I do agree that the fare capping</p> <p>22 can be beneficial, especially for those who do use it</p> <p>23 frequently -- and, of course, that is the end goal --</p> <p>24 we're not there yet. And right now with removing the</p> <p>25 transfer, that is going to actually increase the cost of</p> <p style="text-align: right;">Page 23</p>	<p>1 I completely agree with the callers before me</p> <p>2 and urge you to reject the fare hike and fare</p> <p>3 restructuring proposal.</p> <p>4 Also, I want to emphasize that this was the</p> <p>5 second time I tried calling in to this meeting, and I</p> <p>6 wasn't just dealing with a lag. I couldn't hear the</p> <p>7 meeting at all until the most recent break you took to</p> <p>8 resolve tech issues.</p> <p>9 If I wasn't home and able to open up the virtual</p> <p>10 meeting on my computer, I would have just assumed that it</p> <p>11 wasn't happening and given up. The failure to provide</p> <p>12 public access to what was supposed to be a public hearing</p> <p>13 is ridiculous. You absolutely need to reschedule this</p> <p>14 meeting so that all members of the public who are</p> <p>15 interested can participate.</p> <p>16 As for the actual proposal, transit is Metro</p> <p>17 riders' second highest living expense behind rent, and</p> <p>18 the current proposal raises fares (audio distortion) our</p> <p>19 seniors. It will eliminate free transfers, and it will</p> <p>20 harm cash-paying riders. It is not making the system</p> <p>21 more simple. It adds complexity and would be inequitable</p> <p>22 for the people --</p> <p>23 (Timer rang.)</p> <p>24 PUBLIC SPEAKER: -- who are already burdened the</p> <p>25 most. The majority of Metro spending comes from local</p> <p style="text-align: right;">Page 25</p>

<p>1 sales taxes, and residents such as myself already pay for 2 public transit in that way. Instead of adding -- 3 CHAIR NAJARIAN: Your time is up. 4 PUBLIC SPEAKER: -- to the already burdensome 5 cost, we should be going towards free fares. 6 CHAIR NAJARIAN: Your time is up, speaker. 7 Thank you for calling. 8 MODERATOR: Caller ending in 8663, please go 9 ahead. 10 PUBLIC SPEAKER: Hi. This is Phyllis Lane from 11 Stop the Gondola Coalition. I'm also a neighborhood 12 board council member, but I'm just speaking for myself. 13 As I think anyone who's calling on the phone can 14 hear the presentation and where I live there are a lot of 15 people who don't have Internet access and can only join 16 meetings on the phone, I hope you will schedule another 17 meeting for after the new year. There are too many 18 important hearings that are being scheduled during this 19 busy end of the year holiday season, like this and the 20 horrible Gondola project. 21 And speaking from my own experience, for many 22 years I took (inaudible) and took the Gold Line to work 23 in Pasadena, and I have the experience of trying to 24 figure out cost wise if it was better to buy a weekly 25 pass or pay as I went. And, you know, life happens. You</p> <p style="text-align: right;">Page 26</p>	<p>1 systemwide frequencies to five minutes across the 2 network. 3 I mean this is just a waste of everyone's time, 4 I feel like, you know. I mean, I think fare capping is 5 interesting, but at the rate of which fare revenue 6 collection happens on Metro, I mean, you should just 7 abolish fares. Not even -- it's not even worth your 8 time. This is a waste of -- this meeting is a waste of 9 taxpayer resources. We should stop collecting fares, 10 and this meeting needs to be rescheduled. Thank you. 11 CHAIR NAJARIAN: Thank you. 12 MODERATOR: Caller ending in 4685, please go 13 ahead. 14 PUBLIC SPEAKER: Hello. Can you hear me? 15 CHAIR NAJARIAN: Yes, we can hear you. You're 16 addressing the board. 17 PUBLIC SPEAKER: Okay. Thanks. Good afternoon, 18 everyone. My name is Oscar. I'm a transit rider from 19 Compton and an organizer with SAJE, a member of ACT-LA. 20 This proposal is horrible and will harm riders. 21 Fare costs will rise for mid-range and occasional riders, 22 and cash users are completely missed out of this 23 proposal, who would greatly benefit from the cap if they 24 paid in TAP. A lot of cash users are immigrant folks and 25 our seniors, and we would be excluding them, and that's</p> <p style="text-align: right;">Page 28</p>
<p>1 know, it's hard to plan around it, so I always just paid 2 as I went. And I think a lot of people have that 3 experience. 4 I think it's good you tried to expand the LIFE 5 program, I guess, but it's an obstacle for a lot of 6 people to sign up for a program, and I think it just 7 makes things more complicated. You know, transit -- we 8 need to lower the obstacles for people to take it and 9 make it cost effective. Thank you. 10 CHAIR NAJARIAN: Thank you for calling. 11 MODERATOR: Caller ending in 2979, please go 12 ahead. 13 PUBLIC SPEAKER: Hello. My name's Steven. 14 I'm a resident of CD-1. 15 And first of all, after all the technical 16 issues, I agree with the other callers that this meeting 17 should be cancelled and rescheduled. You know, there was 18 just so much going on, and I think a lot of people who 19 didn't have the live web stream couldn't hear anything. 20 With regard to the proposal, I want to reject 21 this fare increase. You know, it's such a minimal amount 22 of the budget for Metro. We should have no fares. We're 23 wasting money with fare collections. Instead, the board 24 should be directing staff to analyze how many revenue 25 hours and what infrastructure will be needed to increase</p> <p style="text-align: right;">Page 27</p>	<p>1 just not okay. 2 If our goal is to increase ridership, it's not 3 the way to go. Metro spends more on fare enforcement 4 than it collects in fares. We should focus on universal 5 fare less transit instead of wasting our community's time 6 on half-baked proposals. Reject this fare restructuring 7 proposal and get us on the road to universal fare less 8 transit. 9 Also, because of the technical issues, I agree 10 with the other comments. We need to reschedule this 11 meeting and allow for more public feedback. Thanks. 12 CHAIR NAJARIAN: Thank you. 13 MODERATOR: We'll take the second caller from 14 the Spanish interpretation line with no phone number. 15 Please go ahead. 16 CHAIR NAJARIAN: Yes, we can hear you. 17 SPANISH TRANSLATOR: Yes. Thank you so much. 18 Yes. I would like to support the previous proposal to 19 reschedule this meeting, and thank you so much for the 20 attention and the explanation given. (Audio distortion.) 21 CHAIR NAJARIAN: We're losing that audio signal. 22 MODERATOR: Next caller in the Spanish 23 interpretation line, caller ending in 7183, please go 24 ahead. 25 PUBLIC SPEAKER: (In Spanish.)</p> <p style="text-align: right;">Page 29</p>

1 CHAIR NAJARIAN: Yes, we hear you.  
 2 TRANSLATOR: Yes, yes. (Audio distortion.)  
 3 CHAIR NAJARIAN: Thank you.  
 4 MODERATOR: Next caller on the Spanish  
 5 interpretation line ending in 8070, please go ahead.  
 6 SECRETARY GOINS: AT&T, if we could put that  
 7 caller on --  
 8 PUBLIC SPEAKER: (In Spanish.)  
 9 SECRETARY GOINS: Okay. Go ahead.  
 10 SPANISH TRANSLATOR: Hello. Good afternoon.  
 11 My name is Gloria Rodriguez. My comment is just that  
 12 I do not agree that there would be an increase on the  
 13 transportation because most of (audio distortion).  
 14 CHAIR NAJARIAN: AT&T Interpreter, your line  
 15 seems to be breaking up, so I suggest either you try and  
 16 fix that connection, move to another spot if you're on  
 17 wireless, or use another device. You're very spotty.  
 18 Coming in and out. Thank you.  
 19 MODERATOR: We will come back to that caller.  
 20 Next caller is from the English line with no phone  
 21 number. Please go ahead.  
 22 PUBLIC SPEAKER: Hello. My name is  
 23 Glenn Bailey. I'm a resident on the San Fernando Valley  
 24 and an occasional transit user. I'm also involved with  
 25 the neighborhood council systems in the city of

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1 Los Angeles. And I checked, and I haven't been able to  
 2 find any evidence that Metro sent notice of this public  
 3 hearing to the 99 neighborhood councils in the city of  
 4 Los Angeles. Fortunately, a few of them found out about  
 5 it and they posted it to Nextdoor, but that's a very  
 6 small percentage of the city of Los Angeles residents.  
 7 So you do need to have a second hearing, and you do need  
 8 to notice it to all the neighborhood councils so they can  
 9 it get out to the city of Los Angeles residents.  
 10 I am particularly concerned about the impact  
 11 this will have on senior fares and from 35 cents off peak  
 12 for a total of 70 cent round trip is now going to be a  
 13 \$2.00 round trip, so that's more than doubling of the --  
 14 almost tripling of the fares that seniors pay and --  
 15 MODERATOR: Next caller on the English line  
 16 ending in 6917, please go ahead.  
 17 PUBLIC SPEAKER: Hi. Can you hear me?  
 18 CHAIR NAJARIAN: Yes, we can.  
 19 PUBLIC SPEAKER: Hello? Okay. Wonderful.  
 20 I'm Dylan --  
 21 CHAIR NAJARIAN: Yes, we can hear you. Go  
 22 ahead.  
 23 PUBLIC SPEAKER: I'm Dylan. I'm with Youth  
 24 for Climate Control Los Angeles and Sunrise Movement  
 25 Los Angeles, and I urge the Metro board to reject the

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1 fare hikes and to move towards universal fare less  
 2 transit because you spend more every year to enforce the  
 3 fares than we bring in, in fares.  
 4 It's a misuse of funds, and on top of that  
 5 having police on Metro is not like -- it doesn't keep  
 6 people safe, especially working-class people. And the  
 7 fare hikes would adversely affect working-class people  
 8 the most, which are the people that use transit the most.  
 9 So we urge that you move towards universal fare less  
 10 transit thank you.  
 11 CHAIR NAJARIAN: Thank you.  
 12 MODERATOR: Caller ending in 5833, please go  
 13 ahead.  
 14 PUBLIC SPEAKER: Hi. Can you hear me?  
 15 CHAIR NAJARIAN: Yes, we can. You're addressing  
 16 the board.  
 17 PUBLIC SPEAKER: Okay. Hi. My name is Wendy,  
 18 and I'm with Esperanza Community housing, which is a  
 19 member of ACT-LA, and I'm also a resident of Wilmington.  
 20 I also just want to echo everyone's comments  
 21 about this meeting. There were way too many tech issues  
 22 in this meeting. It should definitely be rescheduled to  
 23 give folks -- to let folks give public comment on a very  
 24 important topic.  
 25 But as for my comment, I just urge you all

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1 to reject the fare proposal. It is harmful for  
 2 working-class folks and seniors, as it would raise fares,  
 3 eliminate free transfers, and harm cash-paying riders.  
 4 It is an inequitable solution and would further harm the  
 5 most vulnerable in our community.  
 6 And as a Wilmington resident, I used to rely --  
 7 to regularly rely on transfers to get to different parts  
 8 of the city and county to get to work, school, run  
 9 errands, et cetera. And this proposal would just further  
 10 create barriers for folks who depend on public transit to  
 11 get around, such as Wilmington residents who live further  
 12 away from the rest of the city. That's why I urge the  
 13 board, especially Janice Hahn, who represents my  
 14 community, to stop this fare hike. Metro should be  
 15 universally and permanently fare less for everyone.  
 16 Thank you.  
 17 MODERATOR: Caller ending in --  
 18 CHAIR NAJARIAN: Thank you.  
 19 MODERATOR -- 7205, please go ahead.  
 20 PUBLIC SPEAKER: Hi there. I just want to  
 21 comment and say that I think that particularly the  
 22 removal of transfers in this proposal wasn't clearly  
 23 messaged in a lot of the communications I've seen about  
 24 this fare hike. I know for me, and a many other riders,  
 25 I ride typically about three times per week, and this

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<p>1 amounts to effectively over a 50 percent fare hike for 2 me.</p> <p>3 Adding on top of that, I typically need a 4 transfer, and in the system right now, just with headways 5 where they are, that can be over twenty minutes of 6 waiting. Even more if it's a bus transfer. That's just 7 really unacceptable, and it further punishes people that 8 need to make -- link multiple lines in order to complete 9 their trips.</p> <p>10 I think we need to focus on better headways if 11 anything (inaudible) bus in particular to speed up the 12 bus routes and -- as we try to hire more drivers and get 13 more buses running. But, again, I think the elimination 14 of transfers is a big misstep in this proposal.</p> <p>15 MODERATOR: Caller ending in -- 16 CHAIR NAJARIAN: Thank you. 17 MODERATOR: -- 392, please go ahead. 18 PUBLIC SPEAKER: Hi. Good evening, Metro board. 19 My name is Kathy Bush, and I'm a retired city employee, 20 and I'm against this hike -- this price increase. When I 21 worked for the City, I did utilize public transportation. 22 It was convenient and very -- financially easier. 23 My husband and I enjoy taking the Metro Gold 24 Line to and from Downtown Los Angeles because we love 25 Los Angeles, and we do not think it's fair to increase</p> <p style="text-align: right;">Page 34</p>	<p>1 CHAIR NAJARIAN: Thank you. 2 MODERATOR: -- 631, please go ahead. 3 PUBLIC SPEAKER: Hi. Can you hear me? 4 CHAIR NAJARIAN: Yes, we can. 5 PUBLIC SPEAKER: Hello? Hi. I'm sorry. I'm on 6 the bus. 7 CHAIR NAJARIAN: Yes, we can. 8 PUBLIC SPEAKER: I'm on the -- I'm on the 720 9 bus right now. I've been just waiting, you know, to make 10 a comment. And I really feel like if -- you know, we 11 have to do fare less transit. And I think folks who were 12 taking public transit during the pandemic, people on the 13 front lines, you know, we knew that this was the right 14 thing to do. And we also saw that it's possible. 15 And, you know, everything -- I think the city 16 has gone through a reckoning recently, and even 17 nationwide folks are saying, you know, "We want to focus 18 on the climate. We want to stay sustainable. We want to 19 have better infrastructure." And the best way to do that 20 is fare less transit. 21 And I really believe LA has such a huge 22 opportunity to move forward and do something for the 23 majority of the people that work here and live here. 24 We're in traffic right now on this bus. And why? It's 25 because we have so many people driving. Let's make it</p> <p style="text-align: right;">Page 36</p>
<p>1 our -- the price that we'd have to pay -- 2 MALE VOICE: For senior citizens. 3 PUBLIC SPEAKER: -- as senior citizens. Thank 4 you. 5 CHAIR NAJARIAN: Thank you. 6 MODERATOR: Caller ending in 2215, please go 7 ahead. 8 PUBLIC SPEAKER: Hi there. My name is 9 Ekaterina. I just want to comment that I also agree that 10 the elimination of transfers is not a good idea because 11 it discourages riders that actually don't take Metro, you 12 know, like, up to five times a day. So, you know, 13 eliminating transfers will discourage riders like me not 14 to use Metro frequently. 15 So with the proposed elimination of transfers -- 16 and, you know, right now you pay 1.75 regardless of how 17 many transfers you take within two hours. And now, for 18 example, if a rider takes two trips a day, which involve 19 multiple transfers, they only pay 1.75 each way or 3.50 a 20 day, and with the proposed hike, it can be up to 6.00 per 21 day and \$20.00 per week, which will only make sense if a 22 rider takes, you know, more than 11, you know -- or, 10 23 trips per week. So I think the transfers in particular, 24 I'm against that. Thank you. 25 MODERATOR: Caller ending in --</p> <p style="text-align: right;">Page 35</p>	<p>1 easier for people to take transit. Let's make this a 2 more livable place for everyone. I always use transit. 3 I take the 10, the 720, the 28. So, you know, I hope -- 4 you know, if anything, maybe city council and people on 5 the LA Metro board should only take transit for a while 6 too, and I think -- 7 MODERATOR: Caller ending in 5137, please go 8 ahead. 9 PUBLIC SPEAKER: Hello. My name is Jamie Penn. 10 I'm the President of Wilshire Center Koreatown 11 Neighborhood Council, and I'm also an avid public 12 transportation user on the Metro Red Line as well as many 13 bus lines. 14 I can also confirm we never received notice of 15 this meeting. I'm not sure if our constituents were 16 aware that it was going on, and we were never really 17 noticed to give any kind of discussion or feedback from 18 our own constituents. 19 I do know that in February the board did vote to 20 amend the law -- or, I'm sorry -- the budget that was 21 proposed from 111 million to 36 billion, and I am 22 wondering if this proposed fare increase should have 23 proceeded that large budget increase. And if that amount 24 wasn't granted to Metro, why isn't this a proposed fare 25 decrease? It was -- during that meeting, it was</p> <p style="text-align: right;">Page 37</p>

<p>1 resoundingly clear that we reject any increase to  2 policing on MTA. We do want to move towards a free  3 transit system, and we do want to stop taking --  4 CHAIR NAJARIAN: Thank you.  5 MODERATOR: Caller ending in 6157, please go  6 ahead.  7 PUBLIC SPEAKER: Hi. My name is Jamie Ferrel.  8 I'm a CD-4 resident and a Red Line commuter.  9 I strongly oppose this fare hike proposal. It  10 concerns me that you're framing this as a social equity  11 change when it would double fares for riders who have to  12 make a transfer. It feels disingenuous, and you could  13 have implemented a daily cap without charging for  14 transfers.  15 Anyone who takes Metro knows it's already a  16 punishment to have to make a transfer. Red Line still  17 has longer 15-minute headways from the COVID era. This  18 causes Metro times to be two to three times driving  19 times. You have -- this not only hurts low-income  20 riders, but it discourages riders who have other options.  21 We really need to be moving towards a system that will  22 get all these drivers off the road and out of their  23 private vehicles both for our public health, climate, and  24 air quality.  25 In addition to that, I think you have a very</p> <p style="text-align: right;">Page 38</p>	<p>1 MODERATOR: Caller ending in 5605, please go  2 ahead.  3 CHAIR NAJARIAN: Hello?  4 PUBLIC SPEAKER: Hi. Yeah, my name is Tiernan,  5 and I'm echoing the so far unanimous calls for the board  6 to reject the fare hikes. While you may try to pass this  7 hike off as modest, the reality is that this price change  8 hurts Metro riders and disincentivizes youth.  9 Because of the transfer cost, riders can look at  10 a daily commute price over double what they currently  11 pay. The fact that you are trying to tighten the purse  12 strings on fares of all things is frankly ridiculous.  13 90 cents of every dollar collected in Metro fare is spent  14 on policing and fare collection costs.  15 Last year LA Metro spent more than \$150 million  16 on contracts with LAPD and sheriff's departments to  17 enforce fare collection. In the next fiscal year, Metro  18 isn't even projected to make over 110 million, so knowing  19 that the majority of Metro riders are low-income or  20 experiencing poverty, knowing that 63 percent of riders  21 live on less than \$25,000 a year, and knowing that for  22 two years during the pandemic Metro ran a successful  23 de facto fare less bus system, why would this modest fare  24 hike even be --  25 MODERATOR: Caller ending in 9664, please go</p> <p style="text-align: right;">Page 40</p>
<p>1 clear public mandate to go towards free fares, and this  2 is moving in the absolute opposite direction of that  3 mandate. Thank you.  4 CHAIR NAJARIAN: Thank you.  5 MODERATOR: Caller ending in 7596, please go  6 ahead.  7 PUBLIC SPEAKER: Hi. Can you hear me?  8 CHAIR NAJARIAN: Yes, we can.  9 PUBLIC SPEAKER: Okay. So my name is Carlos.  10 I am a resident of Long Beach, and I'm an occasional  11 rider of the Metro system.  12 And I have a specific thing against one very  13 specific detail of the weekly fare cap. I noticed that  14 it is Monday through Sunday. I very strongly disagree  15 with that, and I believe it should be a rolling fare cap  16 so that if you are to start on a midweek and come back  17 and end on a midweek, it should not end the cap in the  18 middle.  19 This is very bad for tourists who come and visit  20 LA and want to use the public transit system instead of  21 other options, such as renting a car, which also  22 increases congestion on our roads.  23 I also believe that we should encourage more  24 tourists to use the system for that reason, and this will  25 also help increase the -- what was I saying? Sorry.</p> <p style="text-align: right;">Page 39</p>	<p>1 ahead.  2 PUBLIC SPEAKER: Hello. I'm Anthony.  3 CHAIR NAJARIAN: Hello.  4 PUBLIC SPEAKER: I'm a Metro rider out of  5 Long Beach.  6 I am also echoing the sentiment that everyone  7 else has had being against the fare restructuring,  8 especially with the lack of transfers. The two-hour  9 window allowed a lot of riders like me to get to places  10 we need to go without having to pay extra money.  11 A real world example is -- for example, when I  12 was working in La Brea, I would have to take a Metro bus  13 to the Green Line to another bus. That fare was 1.75.  14 There and back the ride would cost me a total of 3.50.  15 Now with your new fare, it would be a total of \$6.00 for  16 the first time, and then on the I way back, it would be  17 another -- or, it would cap. But that's still three --  18 \$2.50 more than I was paying originally. Even if I were  19 to do that five times a week, it would still cost more  20 than -- it would still cost less than the current cap you  21 guys are offering. So I'm very against it.  22 MODERATOR: Caller ending in 0738, please go  23 ahead.  24 PUBLIC SPEAKER: Hi. I'm a Metro rider from  25 Englewood, and first and foremost, this meeting needs to</p> <p style="text-align: right;">Page 41</p>

<p>1 be rescheduled. There was, you know, callers that were  2 probably on here and couldn't stay on or whatever because  3 of your technical issues, and I couldn't hear the Spanish  4 speakers, so I'm not sure if that was, like, an issue I  5 was having on my end, but yeah.</p> <p>6 Since we're here, I'm calling to urge you to  7 reject the fare hike and fare restructuring proposal.  8 I believe this fare hike and just having fares in general  9 are detrimental to riders. This proposal would just do  10 more harm than good, especially to seniors and  11 cash-paying riders.</p> <p>12 And seeing as how the bulk of Metro's funding  13 comes from local sales taxes, it doesn't make sense to  14 even have fares. You're basically making residents pay  15 double for something that they're already paying for.  16 So I'm imploring Metro -- I implore you all to make  17 universal and permanently -- make Metro universally and  18 permanently fare less. It's the equitable solution to  19 make transit accessible, especially --</p> <p>20 MODERATOR: Caller ending in 9535, please go  21 ahead.</p> <p>22 PUBLIC SPEAKER: Hi. My name's Robert. I'm a  23 transit rider from west LA.</p> <p>24 I would like to echo all of the previous calls  25 for ending fares and moving towards fare less transit.</p> <p style="text-align: right;">Page 42</p>	<p>1 everyone that has been saying for this meeting to be  2 rescheduled. There's been so much time just waiting on  3 the line to connect, and I was on the computer and then  4 on my phone again back and forth. And it was (audio  5 distortion) for a while, but yeah, it needs to be  6 rescheduled.</p> <p>7 There should be more outreach for the community.  8 I felt this was really rushed. I'm pretty sure a lot of  9 people -- I was on the buses today -- did not even know  10 about this meeting when they should be made aware.</p> <p>11 I live south of Century, and already we are --  12 we don't have as many resources. There's not many buses.  13 There's no bikes. There's no scooters. (Inaudible)  14 needs to have more buses 24/7. I feel like that should  15 be a goal and fare less transportation -- public  16 transportation. (Inaudible) thing for the community.</p> <p>17 Especially right now that we're going through  18 climate change and -- we should be getting more people to  19 try and take the bus. We live in a big city, and it's  20 still like --</p> <p>21 MODERATOR: Caller ending in 0415, please go  22 ahead.</p> <p>23 PUBLIC SPEAKER: Hi. My name is Esther, and  24 I'm a transit rider in Pasadena.</p> <p>25 I take a Metro bus to the L Line, and then I</p> <p style="text-align: right;">Page 44</p>
<p>1 It's a direct attack on our lowest income citizens. And,  2 of course, with that, that would mean giving everyone  3 free transfers along the way. I find that to be an  4 especially malicious change, as someone who used to take  5 very long commutes to get to job locations in places like  6 Pasadena and Glendale.</p> <p>7 So yeah, if we look at the benefits of transit  8 reducing -- congestion, improving air quality, getting  9 cars off the road, getting more people into the same  10 businesses without needing to build expanded parking  11 structures -- we should be trying to incentivize  12 ridership. And increasing cost is the exact opposite way  13 to do that. It's just appalling that we would be moving  14 in this direction. Fund the transit via any other means  15 than fares at the point of service. Thank you.</p> <p>16 MODERATOR: Caller ending in 2993, please go  17 ahead.</p> <p>18 PUBLIC SPEAKER: (Audio distortion.)</p> <p>19 MODERATOR: Caller ending in 2993, your line is  20 unmuted.</p> <p>21 PUBLIC SPEAKER: Oh, sorry. Can you hear me?  22 Hello?</p> <p>23 CHAIR NAJARIAN: Yes, we can hear you. Yes, we  24 can hear you.</p> <p>25 PUBLIC SPEAKER: Oh, hi. I do agree with</p> <p style="text-align: right;">Page 43</p>	<p>1 usually have to take that all the way to Union Station,  2 transfer to another line to go more west. At this time  3 that would cost me \$3.50 round trip, but under the new  4 system with no free transfers, that would cost me \$6.00  5 on my very first trip of the week.</p> <p>6 For this entire year, I have been either  7 unemployed or underemployed, and many times I had to  8 choose between either buying food or putting money on my  9 TAP card. I can't see savings that are going to come at  10 the end of the week when I -- there were times this past  11 year where I could barely make it on \$3.50 a day.  12 These -- the proposed new fare system is not helpful  13 upfront for elders and for cash riders -- for people that  14 don't have access to TAP machines.</p> <p>15 MODERATOR: Caller ending in 7505, please go  16 ahead.</p> <p>17 PUBLIC SPEAKER: Hello. Can you hear me?  18 Hello? Can you hear me? Hello. Can you hear me?</p> <p>19 CHAIR NAJARIAN: We can hear you. Go ahead.  20 We can hear you. Go ahead.</p> <p>21 PUBLIC SPEAKER: Okay. Okay. All right. I can  22 hear you now. Thank you. Okay.</p> <p>23 All right. Let's put this fare plan into real  24 word context. We just opened the K Line.  25 Congratulations. Now south LA residents can use the K</p> <p style="text-align: right;">Page 45</p>

1 and E Lines to go to the Crypto.com Arena. Total travel  
2 distance is less than six miles, but it will cost four  
3 bucks one way short trip because that person is riding  
4 two Metro rail lines. Yet, a person living in  
5 Santa Monica 15 miles away can ride the E Line and only  
6 pay \$2.00 to get to the same place. Who's subsidizing  
7 who? We need better fare solutions for LA. UFC isn't it  
8 either. The missing factor is each rider's travel  
9 distance which varies person to person.

10 Metro did a NextGen study that shows 60 percent  
11 of Metro riders ride less than five miles. Then can we  
12 look at charging by fare by the distance instead? Charge  
13 less for shorter trips and charge more for farther trips.  
14 Do things like TAP in/TAP out. Start the fares off at  
15 50 cents. Make it go up in small increments the farther  
16 you go, and we can cap it off at \$3.00 or \$4.00 for the  
17 longest rides. Thank you.

18 MODERATOR: Caller ending in 2727, please go  
19 ahead.

20 PUBLIC SPEAKER: Hi. My name is  
21 Carmina Calderon, and I'm a community organizer with  
22 Community Power Collective. I'm also a member of ACT-LA,  
23 and I urge you to reject the fare hike and fare  
24 restructure proposal.

25 Transit is Metro riders' second highest living

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1 expense behind rent. The staff proposal raises fares,  
2 especially for seniors, eliminates free transfers, and  
3 harms cash-paying riders. It also adds more complexity  
4 to the system rather than simplicity.

5 Though it is understandable to want to move to  
6 a more streamlined form of payment, a lot of  
7 transit-dependent community members we speak to weekly,  
8 for many reasons still prefer to use cash. So this will  
9 exclude them from the benefits you claim to provide with  
10 the restructuring because it will further  
11 institutionalize TAP. This along with the elimination of  
12 the transfer window means it is an inequitable solution  
13 that will further harm the most vulnerable in our  
14 community.

15 The majority, around 70 percent of Metro's  
16 funding, comes from local sales taxes. Metro should be  
17 universally and permanently fare less for everyone. I  
18 urge you to end these fare change proposals, and I also  
19 urge you to have this meeting again to --

20 MODERATOR: We will go on the caller on the  
21 Spanish interpretation line ending in 6797.

22 (No audible response.)

23 SECRETARY GOINS: Translator, we cannot hear  
24 you.

25 SPANISH TRANSLATOR: Can you hear me now?

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1 SECRETARY GOINS: We can hear you. Thank you.

2 SPANISH TRANSLATOR: Yes, yes. I would agree  
3 with everyone regarding the increase of the fare. And  
4 also, for those of us who depend on buses, in particular  
5 in the area of Normandy, Bus Number 206 -- there are some  
6 instances where we need to wait up to an hour to get a  
7 bus. And then when we do have one, there are two or  
8 three competing each other with the TAP. So we need the  
9 bus in order to pick up our children from school. And  
10 really an incremental fare will not be fair for us.

11 Also, it would not be fair for those who depend  
12 also on the buses, which are the senior citizens. We do  
13 not agree with the increase of fare, and we would like to  
14 see an increase on buses. Thank you so much.

15 MODERATOR: Moving back to the English line,  
16 caller ending in 6644, please go ahead.

17 (No audible response.)

18 MODERATOR: Caller ending in 6644, your line has  
19 been unmuted.

20 (No audible response.)

21 MODERATOR: Okay. We will come back to you.  
22 Caller ending in 81 --

23 PUBLIC SPEAKER: Oh, there we go. Are you still  
24 there?

25 Okay. My name is James. I live in Pasadena.

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1 CHAIR NAJARIAN: Yeah, we can hear you. Go  
2 ahead.

3 PUBLIC SPEAKER: I live in Pasadena, and I'm an  
4 occasional transit rider and a senior. I go typically  
5 off the peak hours, so my cost for a transfer trip is  
6 35 cents each way. With this proposal, that would jack  
7 up to \$2.00, and that's a 471 percent increase, which is  
8 just intolerable.

9 That's not at all equitable, and certainly when  
10 you compare that to the increase in the benefits from  
11 social security -- I guess that's 3 percent -- that's  
12 just one-third. I also oppose the general principles of  
13 increasing the rates and eliminating the transfer  
14 availability, and we do need to reschedule this meeting  
15 and get better participation.

16 MODERATOR: Caller ending in 8122, please go  
17 ahead.

18 PUBLIC SPEAKER: Hello? Hello? Hello?

19 CHAIR NAJARIAN: Yes. Yes, we can hear you.  
20 Go ahead. We can hear you. Go ahead.

21 PUBLIC SPEAKER: Okay. I think everyone agrees  
22 with this -- let's learn from those who run transit  
23 better than us. Then why are we not looking to agencies?  
24 Everyone, including the socialists calling for UFC, knows  
25 that Japan, South Korea, Taiwan all have better mass

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<p>1 transit than we do, including New York. Why are we not 2 learning what they do and applying that here? 3 Let's remind ourselves that increasing ridership 4 is not the goal. Increasing the fare box recovery ratio 5 along with increasing ridership is the actual goal. 6 What is that cities like them, Tokyo, Seoul, Taipei, 7 Hong Kong, Singapore, do that accomplishes that but none 8 of our U.S. cities can? 9 New York City and Taipei have the same ridership 10 numbers, two million riders per day, but totally 11 different results. New York City only recovers 12 25 percent; Taipei recovers 100 percent. Why? Let's 13 look at what they're -- 14 MODERATOR: Caller ending in 5011, please go 15 ahead. 16 PUBLIC SPEAKER: Hello. Can you hear me? My 17 name is Sim -- 18 CHAIR NAJARIAN: We can hear you. 19 PUBLIC SPEAKER: -- Los Angeles. 20 We are vehemently opposed to raising fare 21 prices. You know, we're facing a climate crisis here in 22 south LA and all across Los Angeles. This is no time to 23 be dissuading riders from riding public transit. You 24 know, this is actually kind of embarrassing that you guys 25 would suggest increasing fare prices when you well know</p> <p style="text-align: right;">Page 50</p>	<p>1 name is Elizabeth Medrano. I am a community organizer 2 and advocate at the intersection of housing and 3 transportation and hunger and all kinds of vital services 4 that people need to thrive. 5 I agree with everyone. I just want to say that 6 moving us or forcing people to go on TAP is not the 7 solution. People pay ride by ride because people don't 8 have money. They cannot pay up front. Many people earn 9 in cash, if people have jobs. People have not recovered 10 from the pandemic. The pandemic is still happening. 11 This is a huge opportunity for LA to be the 12 actual leader of fare less transit. Let's find solutions 13 centered on bus riders, not on what other big cities are 14 doing or other big countries. Let's focus on what's the 15 local solution for the LA people -- LA city people, 16 LA County people. Fare less transit -- 17 MODERATOR: Caller ending in 6753, please go 18 ahead. 19 PUBLIC SPEAKER: Hi, everyone. My name is 20 (Inaudible). 21 As the previous (inaudible), I oppose this fare 22 hike as it is really bad for our low-income communities. 23 As well, I currently use the Metro to get around to the 24 museums and all that. This fare increase will hurt not 25 only my family, but also being able to take my siblings</p> <p style="text-align: right;">Page 52</p>
<p>1 everyone wants fare-free public transit -- even 2 demonstrated on this call. So, you know, I hope you take 3 into consideration the public. It is public transit 4 after all. Thank you. 5 MODERATOR: Caller ending in 5142, please go 6 ahead. 7 PUBLIC SPEAKER: Hi. I'm Mya. I'm a resident 8 of CD-13, and I rely on Metro to get everywhere -- mainly 9 the 4, the 2, and the 603. And I also frequently pay 10 cash for Metro. I vehemently oppose the fare hikes. 11 It's not riders' fault that you can't get 12 anywhere without a transfer, and riders shouldn't be 13 paying double because their rides are less efficient. 14 For people like me, having to buy a weekly pass every 15 week, it's confusing and also doesn't make sense for 16 people who have irregular schedules and don't know how 17 often they'll be on Metro every week. 18 I also echo everyone that the meeting should be 19 rescheduled due to issues of scheduling and technology. 20 And, also, fares should be ended overall. Thank you. 21 MODERATOR: Caller ending in 5322, please go 22 ahead. 23 PUBLIC SPEAKER: Can you hear me? 24 CHAIR NAJARIAN: We can hear you. Go ahead. 25 PUBLIC SPEAKER: Okay. Hi. Good evening. My</p> <p style="text-align: right;">Page 51</p>	<p>1 out and getting to know LA County. 2 As well, I also echo that this meeting needs 3 to be rescheduled, as we had a lot of technical 4 difficulties. Thank you. 5 MODERATOR: Caller ending in 5826, please go 6 ahead. 7 PUBLIC SPEAKER: My name is Michael Texter, and 8 I live in West Hollywood. 9 I am firmly against this proposal because I feel 10 like all it's really trying -- or, all it's really 11 ultimately going to do is make Metro twice as expensive 12 for the vast majority of riders. I really try hard to 13 get people out of owning cars and out of that mindset and 14 on to buses, but this is just making it way harder for 15 what I strive to daily, which is talk people into taking 16 the bus and Metro lines out here, which actually are 17 wonderful. And I really wish Metro would get more credit 18 for the wonderful lines that exist before this proposal. 19 Also, eliminating free transfers, to me, is a 20 huge disappointment. That wasn't clear in any of the 21 documentation that I saw prior to this meeting, so I wish 22 you would have made that much more clear. But that's 23 just a total disaster, and since LA is so spread out, we 24 really need those free transfers because we often need to 25 take more than one line to get to where we need to go.</p> <p style="text-align: right;">Page 53</p>

<p>1 Also, in regards to the tech issues, if you 2 didn't reschedule, holding another meeting like this 3 would --</p> <p>4 MODERATOR: Caller ending in 5684, please go 5 ahead.</p> <p>6 PUBLIC SPEAKER: Yes. Hi. This is Eli Lipmen, 7 representing Move LA.</p> <p>8 The staff -- while we believe that fare capping 9 can be more equitable (audio distortion) including the 10 increase (audio distortion). The staff report bases its 11 assumptions -- sorry, Move LA asks the board to step back 12 and direct the staff to restructure this proposal.</p> <p>13 The staff report basis its assumption on an 14 ideal rider that's going to benefit from fare capping, 15 but that rider has a regular 9:00 to 5:00 job and then 16 goes to his doctor appointment in the middle of the day, 17 which we believe is not the typical Metro rider. 18 For instance, seniors, students, and people with 19 disabilities. The off-peak fare is currently 35 cents, 20 but this plan proposes almost tripling the cost for 21 rides. When we passed Measure M, 2 percent was dedicated 22 to keeping fares low for these riders, and this breaks 23 that promise.</p> <p>24 Second, cash riders who are approximately a 25 quarter of riders and 38 percent of bus boardings -- what</p> <p style="text-align: right;">Page 54</p>	<p>1 quality, but furthers inequity.</p> <p>2 Fares should be eliminated and eliminate costs 3 it would make to enforce collecting them. This would 4 be -- this would actually save money for Metro. And 5 lastly, I agree with other callers. This meeting should 6 be rescheduled so that the callers --</p> <p>7 MODERATOR: Caller ending in 4480, please go 8 ahead.</p> <p>9 PUBLIC SPEAKER: Hi. My name is (Inaudible) 10 Morales, and I am a community organizer here with SAJE, 11 and I am in total opposition of this proposal.</p> <p>12 I take Lines 251, 182, 94, and the Gold and 13 Red Lines, and I am in strong agreement that this meeting 14 needs to be rescheduled in order for more community 15 members to voice their concerns on this very important 16 proposal.</p> <p>17 It's extremely disappointing to hear Metro's 18 attempting to raise fares during a pandemic, housing 19 crisis, and time of economic instability. This proposal 20 hurts Metro's most vulnerable riders, including cash 21 riders, seniors, low-income families, and low-income 22 riders in general.</p> <p>23 We already pay for Metro. It is a public good, 24 and if it's public, it should just be free. And, again, 25 many people have lost loved ones, their jobs, and have</p> <p style="text-align: right;">Page 56</p>
<p>1 is the income of these cash riders? Are these are lowest 2 income riders? Why are we burdening them without knowing 3 who they are? It isn't clear that the staff examined 4 alternative strategies to get these riders to use TAP. 5 As such, raising fairs is unjust, unfair, and likely to 6 drive them off the system, so it's a --</p> <p>7 MODERATOR: Caller ending in 6256, please go 8 ahead.</p> <p>9 PUBLIC SPEAKER: Hi. My name is Diana, and I am 10 a transit rider in Los Feliz.</p> <p>11 I'm urging you to reject the plan to restructure 12 fares. It's being patterned as a way to help riders 13 save money, but in reality, it's going to hire fares for 14 many situations, including paying cash and transfers. 15 63 percent of transit users earn less than \$25,000 a year 16 and are already burdened by the current fares. This is a 17 fare hike for most rides because most trips require 18 transfers, as you heard in this call.</p> <p>19 I agree with other commenters. Our city should 20 be moving toward fared less public transportation. Metro 21 does not even rely on revenue from fares to operate, so 22 what is the purpose of it being effectively raised? More 23 money is spent on law enforcement to enforce that people 24 pay the fares than is even generated from the fares. 25 It's senseless and does almost nothing to further</p> <p style="text-align: right;">Page 55</p>	<p>1 lost financial stability. So it would hurt and penalize 2 the riders that need the most support. And if you want 3 to increase ridership and more equitable ridership, just 4 make transit free.</p> <p>5 MODERATOR: Caller ending in 8634, please go 6 ahead.</p> <p>7 PUBLIC SPEAKER: My name is Adriana. I live in 8 CD-10, and I'm a frequent transit rider.</p> <p>9 I notice that your presentation did not include 10 how many transit users have to transfer as part of their 11 ridership. Getting rid of free transfers will kill 12 casual ridership and make commutes even more difficult in 13 a city where it is rare to be able to get to a 14 destination with only one ride.</p> <p>15 According to the exceptional budget tool that 16 Metro O&amp;B released this month, Metro spends \$175 million 17 a year on LAPD contracts and eliminating fares is 18 expected to cost \$105 million a year. Metro has the 19 budget to eliminate fares, and it should. I urge the 20 board to reject the fare hike and reconsider this 21 proposal.</p> <p>22 I'd also like to support and echo all the 23 previous comments about rescheduling this meeting due to 24 the many technical issues. Thank you.</p> <p>25 MODERATOR: Caller ending in 3837, please go</p> <p style="text-align: right;">Page 57</p>

<p>1 ahead.</p> <p>2 PUBLIC SPEAKER: Hello. This is Visatino.</p> <p>3 PUBLIC SPEAKER: I'm calling as a member of --</p> <p>4 CHAIR NAJARIAN: Hello.</p> <p>5 PUBLIC SPEAKER: Can you hear me? Hello?</p> <p>6 CHAIR NAJARIAN: Yes, we can.</p> <p>7 PUBLIC SPEAKER: Hi. I'm -- my name is --</p> <p>8 CHAIR NAJARIAN: We can hear you. Go ahead.</p> <p>9 PUBLIC SPEAKER: Hello. I'm calling from -- my</p> <p>10 name is Visatino. I'm calling from -- as a member of the</p> <p>11 LA Black Workers Center and Nature For All.</p> <p>12 I want to echo everyone -- what everyone has</p> <p>13 shared. City councils, Metro, shame on ya'll. Ya'll</p> <p>14 have not done the proper job to do the outreach so that</p> <p>15 communities know about this public comment event.</p> <p>16 It is sad to hear that the only languages that</p> <p>17 we're hearing is English and Spanish. Ya'll should know</p> <p>18 that LA County is a very diverse place, and there should</p> <p>19 be more languages available. There's no Asian languages</p> <p>20 available on here.</p> <p>21 And so I do want to say that once again how</p> <p>22 everyone has shared, this is going to impact a lot of</p> <p>23 people. We're still in a pandemic. People are still</p> <p>24 unemployed. People are being evicted, and this is not</p> <p>25 the moment to do this, and this is not the moment to do</p> <p style="text-align: right;">Page 58</p>	<p>1 guidelines.</p> <p>2 You did nothing to make these fares free</p> <p>3 permanently. And this bull shit fare restructuring plan</p> <p>4 hurts the low-income commuter's pocket. We need</p> <p>5 universal fare less transit right now. We've been</p> <p>6 demanding this for, like, several months. Fuck the fare</p> <p>7 hikes and fuck Metro. I yield my time.</p> <p>8 MODERATOR: Caller ending in 1589, please go</p> <p>9 ahead.</p> <p>10 PUBLIC SPEAKER: Miguel. I am a reward-winning</p> <p>11 activist and a rider here in Watts.</p> <p>12 I echo the previous comments about this meeting</p> <p>13 and their sentiments about this shitty fare hike. How</p> <p>14 grotesque of you guys to hike up prices when you wasted</p> <p>15 so much taxpayer money on terrible updates, buggy ass,</p> <p>16 a horrible knock off of Uber called Metro Micro that</p> <p>17 sucks, the amount of policing being spent on stations</p> <p>18 when they're so disgusting, unclean, and so many people</p> <p>19 have been assaulted and murdered and you've done nothing</p> <p>20 about it. You've brought no justice to riders.</p> <p>21 You've undercut several lines and hours of</p> <p>22 operation forcing people to be stranded and in unsafe</p> <p>23 areas at certain times. Your fare hike is a slap in the</p> <p>24 face of people during a pandemic that has not ended, has</p> <p>25 cost people lives, jobs, homes, health, and so much more.</p> <p style="text-align: right;">Page 60</p>
<p>1 this ever.</p> <p>2 MODERATOR: Caller ending in 1117, please go</p> <p>3 ahead.</p> <p>4 PUBLIC SPEAKER: Hi. My name's Greg Heining.</p> <p>5 I live in CD-13. I'm a public transit rider who depends</p> <p>6 on the Metro to get to my job at the Pasadena Symphony.</p> <p>7 "I think the fare hike is a great idea," said no</p> <p>8 one. I think this really hurts our seniors, folks who</p> <p>9 have to use cash.</p> <p>10 I agree with what everybody else has said that</p> <p>11 the technical difficulties and the lack of notice about</p> <p>12 this meeting, should mean that it should be rescheduled</p> <p>13 so more folks can weigh in on the subject. Once again,</p> <p>14 I'm firmly against the fare hike. Thanks.</p> <p>15 MODERATOR: Caller ending in 0959, please go</p> <p>16 ahead.</p> <p>17 PUBLIC SPEAKER: Can you hear me?</p> <p>18 CHAIR NAJARIAN: Yes, we can. Go ahead.</p> <p>19 PUBLIC SPEAKER: You all remember when you guys</p> <p>20 assumed the fares in the middle of the pandemic ten</p> <p>21 months ago? Like, this is a bad move for Metro. How</p> <p>22 many passengers and your employees got COVID? People are</p> <p>23 getting sick because your unreliable transportation</p> <p>24 agency mishandled its Covid19 protocols and also not</p> <p>25 following the LA public health and CDC's Corona virus</p> <p style="text-align: right;">Page 59</p>	<p>1 It's grotesque, it's disgusting, it's wrong, and you</p> <p>2 people should be ashamed -- ashamed to ask more money of</p> <p>3 us riders who still have to depend on this. I end my</p> <p>4 time.</p> <p>5 MODERATOR: Caller ending in 6371, please go</p> <p>6 ahead.</p> <p>7 (Interruption in proceedings.)</p> <p>8 MODERATOR: Caller, we'll come back to you.</p> <p>9 Okay. That caller hung up.</p> <p>10 Caller ending in 3139, please go ahead.</p> <p>11 PUBLIC SPEAKER: Yes. Hello. My name is</p> <p>12 (inaudible). I live in the city of Downey, and I ride</p> <p>13 the Green Line C train every day to work.</p> <p>14 I'm against the current proposal and agree with</p> <p>15 the previous speakers that LA Metro needs to move towards</p> <p>16 a free, fare less system. I'm against this proposal not</p> <p>17 just because of the elimination of free transfers and the</p> <p>18 increase in fares, but it will increase -- lead to the</p> <p>19 increase of fare evasion, and that's because a majority</p> <p>20 of riders do not ride LA Metro more than three times a</p> <p>21 day or more than ten times a week. And when riders</p> <p>22 realize they won't reach the daily or weekly cap, this</p> <p>23 will cost an unintended consequence of making fare</p> <p>24 evasion even worse.</p> <p>25 Having a daily fare cap after two times or a</p> <p style="text-align: right;">Page 61</p>

1 weekly cap after five times a week makes much more sense,  
 2 but currently, Metro wants to daily cap after three times  
 3 a day and weekly cap after ten times per week, which  
 4 doesn't make sense. Lastly, I do agree that we should be  
 5 having --  
 6 MODERATOR: Caller ending in 1148, please go  
 7 ahead.  
 8 PUBLIC SPEAKER: Yeah. My name is Andrew Neal.  
 9 I'm a Metro rider, and I want to echo the overwhelming  
 10 call for both rescheduling this meeting and also to make  
 11 it fare less, not do this fare hike.  
 12 I think that there's just been an changing of  
 13 the guard in LA politics -- both a new mayor coming in,  
 14 a new county supervisor probably coming in, multiple new  
 15 elected positions in significant power, and I think that  
 16 there's a changing of priorities. I think that you  
 17 should rethink this. I think you need to reschedule this  
 18 meeting. I think you need to make riding fare less, and  
 19 I think you need to listen to the overwhelming amount of  
 20 people saying to reject this rate hike. I yield my time.  
 21 MODERATOR: Caller ending in 0119, please go  
 22 ahead.  
 23 PUBLIC SPEAKER: Hi. My name's  
 24 Scarlett De Leon, and I am with Alliance for Community  
 25 Transit Los Angeles, ACT-LA.

1 We're opposed to any fare increases, elimination  
 2 of transfer window, and penalizing cash riders. This  
 3 will directly impact the most vulnerable in our  
 4 community, your riders. This is an inequitable solution  
 5 that causes harm to those you serve. We call for an  
 6 overall fare less system -- for a system that -- we call  
 7 for a universal fare less system.  
 8 This system, Metro already gets a majority,  
 9 70 percent, of its funding from local sales tax.  
 10 LA County residents, including me, already pay for public  
 11 transit, so do better. Thank you.  
 12 MODERATOR: Caller ending in 0381, please go  
 13 ahead.  
 14 PUBLIC SPEAKER: Good evening, board members.  
 15 My name's Laura Raymond. I'm the director of ACT-LA, a  
 16 coalition of 42 community organizations working on behalf  
 17 of transit and housing justice in the county. Our  
 18 coalition urges you to reject this fare restructuring  
 19 proposal.  
 20 Metro riders are overwhelmingly extremely  
 21 low-income, and transit is often riders' second highest  
 22 living expenses behind rent. Staff's current proposal  
 23 raises fares, especially for seniors, eliminates free  
 24 transfers, and especially impacts cash-paying riders.  
 25 It's not equitable, so using the language of "equity" for

1 this is not right.  
 2 Furthermore, this adds more complexity to the  
 3 system rather than simplicity. The majority, about  
 4 70 percent, of Metro's funding comes from local sales  
 5 taxes, so we're already paying for public transit when  
 6 we make purchases. Los Angeles is well positioned to  
 7 lead the way in the U.S. in creating a universally and  
 8 permanently fare less countywide transit system. Let's  
 9 concentrate on that and reject this proposal. Thank you.  
 10 MODERATOR: Caller ending in 7329, please go  
 11 ahead.  
 12 PUBLIC SPEAKER: Thank you. Good evening, Metro  
 13 directors. My name is Hector Huezo. I'm a California  
 14 director with Jobs to Move America and a member of the  
 15 Alliance for Community Transit.  
 16 I want to echo the calls to reject this fare  
 17 restructuring. It has disproportionate impacts to riders  
 18 of color and transit-dependant riders, but more  
 19 importantly, you know, at a time when, you know, major  
 20 companies, like Amazon or DoorDash or Instacart or Uber  
 21 and Lyft are congesting our streets -- they're polluting  
 22 our air, they're treating workers like garbage -- to  
 23 consider any kind of fare restructuring on the backs of  
 24 working people when you have this humongous opportunity  
 25 in front of you to really go after bad actors while

1 cleaning up our streets and our air making this county  
 2 more just for people who are just trying to get to work  
 3 and get to their appointments. I urge you to reject this  
 4 fare hike and to please come back with a fair --  
 5 MODERATOR: Caller ending in 4971, please go  
 6 ahead.  
 7 PUBLIC SPEAKER: Hi. I approve the fare cap  
 8 system, but I oppose the increasing the fare. That not  
 9 only burdens the low-income, but also short-distance  
 10 riders, especially with eliminating free transfers.  
 11 I am sorry to those who are saying it, but  
 12 I oppose universal free transit also. It doesn't make  
 13 sense. No metropolis in the world is able to run free  
 14 transit, especially in a metro the size of LA County. We  
 15 should be looking at ways to move away from forever being  
 16 dependant on taxpayer dollars by increasing Metro's  
 17 independence to self-sustainability.  
 18 I propose a third alternative -- move away from  
 19 pay per ride and move to a pay-by-the-mile system similar  
 20 to every other mode of transportation but just at a  
 21 cheaper rate. Many cities in the world do this. Why is  
 22 this not considered, but we just look at increasing pay  
 23 per ride or no fares at all? There are other  
 24 alternatives to think about. Thank you.  
 25 MODERATOR: Caller ending in 3347, please go



<p>1 ahead.</p> <p>2 PUBLIC SPEAKER: Hello. Hello. Yeah, the same</p> <p>3 as everybody, I disagree with increasing the fares. That</p> <p>4 literally makes sense to nobody. It's really</p> <p>5 disrespectful that it's even being suggested.</p> <p>6 And to respond to the last caller -- it hasn't</p> <p>7 ever been done, but that doesn't mean it can't be done.</p> <p>8 Actually, it was already done. We literally had free</p> <p>9 transit during the pandemic. So the current system is</p> <p>10 actually a retrograde from that. We used to actually</p> <p>11 literally have free transit literally a couple months</p> <p>12 ago, and then we came back to the system which costs more</p> <p>13 money.</p> <p>14 So yeah, honestly, you guys could lead the way.</p> <p>15 We could lead the way in the whole world. Be the first</p> <p>16 fully free transit system. This would alleviate so much</p> <p>17 tension, would make living here easy -- easier for people</p> <p>18 because it's already so difficult for working-class</p> <p>19 people to live here. So, yeah. That's that.</p> <p>20 MODERATOR: Caller ending in 9608, please go</p> <p>21 ahead.</p> <p>22 PUBLIC SPEAKER: Hi there. This is Kevin Leer</p> <p>23 calling. I am a Metro rider and someone who is also</p> <p>24 studying transportation at UCLA as an urban planning</p> <p>25 student.</p> <p style="text-align: right;">Page 66</p>	<p>1 me?</p> <p>2 SECRETARY GOINS: Go ahead. We can hear you.</p> <p>3 PUBLIC SPEAKER: (Inaudible.) This fare</p> <p>4 increase shows that you were not listening to your</p> <p>5 riders. Very few people would benefit from such a fare</p> <p>6 structure, and the casual riders like myself would be</p> <p>7 less inclined to use public transit as opposed to using</p> <p>8 my car. We're obviously in a climate crisis right now.</p> <p>9 We can't -- we have to encourage more people to use</p> <p>10 public transit, and this is not the way to do it. Thank</p> <p>11 you.</p> <p>12 MODERATOR: Caller ending in 4478, please go</p> <p>13 ahead.</p> <p>14 PUBLIC SPEAKER: Okay. Now you can hear me.</p> <p>15 I think the fare increase is good. I mean, like, things</p> <p>16 cost more money -- inflation. So I think that's a good</p> <p>17 idea, but the whole taking away the transfers, I think</p> <p>18 that might be -- I don't know. I kind of like that.</p> <p>19 That's kind of a good -- if you have to take different</p> <p>20 busses and stuff like that.</p> <p>21 But yeah, I don't -- I don't agree with the</p> <p>22 whole going fare less because when you had no fares,</p> <p>23 there was a lot of people, like, that just didn't have</p> <p>24 houses that were on there and just trash everywhere, so</p> <p>25 I think you got to keep some money there and yeah -- but</p> <p style="text-align: right;">Page 68</p>
<p>1 I strongly urge you to listen to the people on</p> <p>2 this line, especially those of you that don't have your</p> <p>3 cameras on, maybe aren't even at your desks listening to</p> <p>4 the people that have taken time out of their evenings to</p> <p>5 come and protest this awful policy.</p> <p>6 Everything has been said already about</p> <p>7 the issues with the fare hike, and this really</p> <p>8 disproportionately affects seniors, it disproportionately</p> <p>9 affects cash users, and nothing here points to this being</p> <p>10 a solution at all.</p> <p>11 So consider rescheduling this meeting because so</p> <p>12 many have been disenfranchised in this process. And</p> <p>13 also, this is just a laughable policy. This is terrible,</p> <p>14 so please take the time to listen to your constituents if</p> <p>15 you're going to provide them the venues to provide their</p> <p>16 opinions. So, yeah, I yield.</p> <p>17 MODERATOR: Caller ending in 9121, please go</p> <p>18 ahead.</p> <p>19 (No audible response.)</p> <p>20 MODERATOR: Caller ending in 9121, your line has</p> <p>21 been unmuted.</p> <p>22 (No audible response.)</p> <p>23 MODERATOR: We will come back to you.</p> <p>24 Caller ending in 2040, please go ahead.</p> <p>25 PUBLIC SPEAKER: Hello? Hello? Can you hear</p> <p style="text-align: right;">Page 67</p>	<p>1 yeah, I think the fares are good. And I think that's it.</p> <p>2 Thanks so much.</p> <p>3 MODERATOR: We will now return to the next</p> <p>4 callers who did not speak when unmuted, but if we do not</p> <p>5 hear anything after ten seconds, we will move on to the</p> <p>6 next caller and you will not be back in the queue. The</p> <p>7 first is caller ending in 8255. Please go ahead.</p> <p>8 (No audible response.)</p> <p>9 MODERATOR: Caller ending in 8255, your line has</p> <p>10 been unmuted again.</p> <p>11 (No audible response.)</p> <p>12 MODERATOR: We're not getting any audio.</p> <p>13 Caller ending in 2720. Please go ahead.</p> <p>14 (No audible response.)</p> <p>15 MODERATOR: Caller ending in 2720, please go</p> <p>16 ahead. Your line is unmuted.</p> <p>17 PUBLIC SPEAKER: Hi. I already spoke</p> <p>18 previously, but I will just add to that. I think you</p> <p>19 should listen to what everybody has been saying in terms</p> <p>20 of making it more accessible to everybody. Obviously,</p> <p>21 it's not convenient. It's not clean. It's not</p> <p>22 efficient. People should be incentivized to use it. It</p> <p>23 would be a win/win. We should go for the win/win to</p> <p>24 actually make it more accessible by reducing fares, not</p> <p>25 increasing them. And that would reduce -- you know, that</p> <p style="text-align: right;">Page 69</p>

<p>1 would address our climate goals. That would address 2 alleviating congestion, and it would increase ridership. 3 So at the same time I think that you need to 4 take additional public comment because of all the 5 technical difficulties, and that includes via e-mail and 6 possibly having another hearing as well because a lot of 7 people were shut out and they were obstructed from making 8 their public comment. Thank you very much. 9 MODERATOR: Caller ending in 6371, please go 10 ahead. 11 PUBLIC SPEAKER: People haven't spoken yet. 12 MODERATOR: Caller ending in 6371, your line is 13 unmuted. 14 PUBLIC SPEAKER: All right. I've been on here 15 waiting for two hours, and I have somewhere to go. 16 CHAIR NAJARIAN: We can hear you. Go ahead and 17 speak. It's your turn to speak. 18 PUBLIC SPEAKER: Okay. Bye. 19 CHAIR NAJARIAN: Okay. 20 MODERATOR: Caller ending in 6371, your line is 21 unmuted and you can be heard. 22 PUBLIC SPEAKER: Hi. Can you hear me? Hello? 23 CHAIR NAJARIAN: Yes, we can. Yes, we can hear 24 you. 25 PUBLIC SPEAKER: Hello? Can you hear me?</p> <p style="text-align: right;">Page 70</p>	<p>1 rider rides -- I'm sorry. I can -- can you hear me? 2 SECRETARY GOINS: Yes, we can hear you. Please 3 go ahead. We can hear you. 4 (No audible response.) 5 DIRECTOR KREKORIAN: Please remind the callers 6 to turn their devices down. That's the problem. They're 7 listening to the meeting on the device, and there's a 8 lag. 9 MODERATOR: That caller has disconnected. We 10 will now go to caller ending in 9121. 11 PUBLIC SPEAKER: Hi. My name's Shekina. 12 First of all, to the person that made the anti 13 unhoused comment earlier, fuck you in your rear for that. 14 And second of all, I'm an organizer with 15 Pilipino Workers Center in HiFi, and just like everyone 16 else except for that person on the call, I'm calling 17 against fare hikes and against collecting Metro fares at 18 all. 19 First of all, fares account for less than 20 1.5 percent of your revenues. Metro spends over 150 -- 21 \$15 million more on security and police that have failed 22 to protect or care for Metro riders leaving community 23 members to care for each other. There is literally no 24 legitimate reason to mandate fares. 25 Secondly, a Metro fare at any price bars</p> <p style="text-align: right;">Page 72</p>
<p>1 CHAIR NAJARIAN: Yes. 2 PUBLIC SPEAKER: Can you hear me? You can 3 address the board. 4 MODERATOR: Yes. 5 PUBLIC SPEAKER: I'm not sure why you can't -- 6 DIRECTOR KREKORIAN: You need to remind people 7 to turn down their devices. There's a lag, so people 8 need to turn down their devices. 9 DIRECTOR GARCETTI: Maybe the clerk can tell 10 people that we can hear them. 11 PUBLIC SPEAKER: Can you hear me? I'm trying to 12 talk to you. 13 CHAIR NAJARIAN: Yes, we can hear you, but you 14 can't hear us. 15 PUBLIC SPEAKER: Can you hear me? Hello? 16 Hello? 17 CHAIR NAJARIAN: We can hear you. We can hear 18 you. 19 (Simultaneous speakers.) 20 SECRETARY GOINS: Okay. 6371, 6371, we can hear 21 you. Please go ahead. 22 PUBLIC SPEAKER: Okay. Great. 23 SECRETARY GOINS: We can hear you. 24 PUBLIC SPEAKER: Hi. I urge you to reject the 25 fare hike and cap proposal. The average regular bus</p> <p style="text-align: right;">Page 71</p>	<p>1 children from regularly attending school, bars parents 2 from going to work and being able to provide for their 3 families, and bars elders from accessing lifesaving 4 medical needs. 5 Furthermore, many are in our undocumented 6 community who cannot obtain drivers id's because they're 7 rightfully afraid of interacting with any government 8 entities and rely on Metro just to exist. City, county, 9 and federal government already fail to provide support -- 10 MODERATOR: Our final question -- caller ending 11 in 8927, please go ahead. 12 PUBLIC SPEAKER: My main concern is getting rid 13 of the transfers. Right now people pay only \$1.75 for a 14 one-way trip regardless one or two or how many transfers, 15 but most people, they require more than a, you know, 16 transfer to get to their destination. So with two 17 transfers, you have to pay \$6.00 instead of \$1.75. 18 That's three and a half times increase, three and a half 19 times increase from the fare they're paying right now, so 20 this is a big, big fare increase. This is something you 21 really should think about. This is just simply too much. 22 Thank you. 23 SECRETARY GOINS: Okay. That was the last 24 caller. 25 CHAIR NAJARIAN: Thank you. Thank you, staff,</p> <p style="text-align: right;">Page 73</p>

<p>1 and thank you callers who called in.  2 All the lines are cleared, Madam Secretary?  3 SECRETARY GOINS: One person just raised their  4 hand.  5 Do you want to take them?  6 MODERATOR: Caller ending in 6638, please go  7 ahead.  8 PUBLIC SPEAKER: Hello. I just want to  9 reiterate the person that did say that comment, it was  10 anti unhousing (audio distortion).  11 City council did not do their job. (Audio  12 distortion.) People can join in on this conversation.  13 I want to say it's in violation of the Brown Act.  14 Two, you guys want to say that this is  15 accessible for everyone, but (audio distortion) public  16 comment.  17 Can you all hear me?  18 SECRETARY GOINS: Yes, we can hear you. If you  19 can just mute your other devices.  20 (Simultaneous speakers.)  21 PUBLIC SPEAKER: No, it's not my problem.  22 There's a problem -- you guys did a poor job of being  23 able to access this call. There's a lag, and now it  24 doesn't allow for everyone to speak on time. And you  25 guys are just giving a certain amount, and then there's a</p> <p style="text-align: right;">Page 74</p>	<p>1 People are going through a lot, and it is not okay. It  2 is not okay that you guys are trying to --  3 CHAIR NAJARIAN: Thank you.  4 PUBLIC SPEAKER: And it sounds like because of  5 the Olympics, you guys might be wanting to raise fares to  6 make more profit, and that should be shame on you. You  7 want to talk about accessibility? Equity? People can't  8 even access this public comment. This is ridiculous.  9 CHAIR NAJARIAN: Okay.  10 MODERATOR: Caller ending in 91 --  11 CHAIR NAJARIAN: Thank you, speaker.  12 MODERATOR: Caller ending in 9193 -- there are  13 some callers who have already spoken.  14 Would you still like me to call on those  15 callers?  16 SECRETARY GOINS: No.  17 CHAIR NAJARIAN: No. If they've had their one  18 minute to speak, that is our policy not to.  19 MODERATOR: There are nine callers lined up, and  20 all of them have already spoken at least once.  21 CHAIR NAJARIAN: Okay. So everyone who has  22 desired to speak has had at least one minute to speak.  23 That young person maybe addressed us three times. So  24 yeah, she was complaining about not being able to call  25 in.</p> <p style="text-align: right;">Page 76</p>
<p>1 lag. I just want to reiterate this is horrible and it  2 needs to be rescheduled.  3 CHAIR NAJARIAN: Okay.  4 MODERATOR: (Inaudible) callers in the queue.  5 CHAIR NAJARIAN: There are how many?  6 (Audio distortion.)  7 CHAIR NAJARIAN: Are there any other callers in  8 the queue?  9 MODERATOR: There are no callers (audio  10 distortion).  11 CHAIR NAJARIAN: Okay. Supervisor Dutra, you  12 can mute yourself. We're getting some extra calls from  13 there.  14 Are there any other calls in the queue?  15 SECRETARY GOINS: Yes. Hands are being raised  16 once again.  17 CHAIR NAJARIAN: Let's take them, please. We  18 are going to continue to take calls until there are no  19 more calls to take or 9:00 -- whichever comes first.  20 MODERATOR: Caller (audio distortion), go ahead.  21 PUBLIC SPEAKER: Again, I want to reiterate you  22 guys need to reject this hike increasing fares and go  23 back to free transportation. We are still in a pandemic.  24 People are being evicted. There was just someone that  25 ended up killing themselves because they were evicted.</p> <p style="text-align: right;">Page 75</p>	<p>1 Okay. That concludes the business of this  2 meeting. It was a public hearing. I'm going to now  3 officially close the public hearing.  4 Madam Secretary, is there anything on your end  5 that we need to announce?  6 CLERK LANGSTON: Chair, there's nothing on my  7 end that I need to announce, but I have been taking down  8 the last four digits of everybody's phone number that has  9 spoken or has attempted to speak, and I would like to just  10 give myself one second to check the numbers that are in  11 the queue to make sure that they have not spoken just to  12 give everybody the opportunity so that we don't have  13 somebody say that they tried to speak and were rejected so  14 if you can just give me two seconds --  15 CHAIR NAJARIAN: Please review.  16 CLERK LANGSTON: -- real quick.  17 CHAIR NAJARIAN: Please go ahead and do that.  18 Yes, we will pause and you do your thing.  19 CLERK LANGSTON: Great. Thank you.  20 CLERK LANGSTON: Okay, Chair. We do have a  21 couple that have not spoken. We would like to call them  22 now.  23 CHAIR NAJARIAN: Okay. I'm going to reopen the  24 hearing then, and let's hear from the public.  25 CLERK LANGSTON: Thank you, Chair.</p> <p style="text-align: right;">Page 77</p>

<p>1 MODERATOR: Caller ending in 9193, please go 2 ahead.</p> <p>3 PUBLIC SPEAKER: Oh, hello. Good evening, Board 4 of Directors. My name is (Inaudible). I live in 5 La Mirada.</p> <p>6 I ride the Metro from the Norwalk station about 7 a couple of times a week. I'm probably the only person 8 tonight who actually supports, you know, this proposal 9 because I do -- you know, I want to recognize the 10 benefits of this is -- it is a good alternative compared 11 with the monthly pass which a lot of Metro riders just 12 simply don't have the money to buy a monthly pass at the 13 beginning of this month. I do want to give credit for 14 this proposal.</p> <p>15 I just have two comments. I think first -- 16 and I feel like you guys might reconsider the transfer 17 because I think it does hurt people who only ride the 18 Metro, like, two to three times a week. I'm wondering 19 whether you guys can share more about what's your 20 understanding about the barriers, you know, so many 21 people are not using TAP card and --</p> <p>22 MODERATOR: Caller ending in 5586, please go 23 ahead.</p> <p>24 PUBLIC SPEAKER: Hi. Thank you. I just wanted 25 to reiterate that the majority of Metro's funding comes</p> <p style="text-align: right;">Page 78</p>	<p>1 reducing traffic, and yet we're still having meetings 2 about Metro as a business instead of Metro as a service. 3 Please consider the people that use Metro who need this 4 service to survive and who are being punished for the 5 crime of being poor. I really don't understand how this 6 is not wildly out of line with the priorities this 7 community and this board claims to have. Metro should be 8 free. Metro should always be free. Thank you.</p> <p>9 MODERATOR: Caller ending in 8555, that's 8555, 10 please go ahead.</p> <p>11 PUBLIC SPEAKER: Hi. My name is Yadirah, and 12 I'm a member of ACT-LA.</p> <p>13 We want to urge you to reject the fare hike and 14 fare restructuring proposal. Transit is Metro's -- Metro 15 riders' second highest living expense behind rent, and 16 staff's current proposal raises fares, especially for 17 seniors, eliminates free transfers, and harms cash-paying 18 riders.</p> <p>19 Considering also parents who have to deal with 20 also paying for their youth, their kids, and, like, their 21 rides, it also adds more complexity to the system rather 22 than simplicity. It is an inequitable solution that 23 would further harm the most vulnerable in our community.</p> <p>24 The majority, 70 percent, of Metro's funding 25 comes from local sales tax, and LA County residents,</p> <p style="text-align: right;">Page 80</p>
<p>1 from local sales taxes and there's literally little to no 2 reason why we need to have fares at all and also 3 reiterate that we are still in a pandemic and people are 4 getting evicted and we're navigating a completely 5 different economic climate than we were two, three years 6 ago.</p> <p>7 Metro should be universally and permanently fare 8 less for everyone, and I urge you to end the fare change 9 proposal. Thank you.</p> <p>10 MODERATOR: Caller ending in 0508, please go 11 ahead.</p> <p>12 PUBLIC SPEAKER: Can you hear me? 13 SECRETARY GOINS: Yes. 14 CHAIR NAJARIAN: Yes, we can.</p> <p>15 PUBLIC SPEAKER: Thank you. Metro, as others 16 have said, should be permanently free, and I believe this 17 because Metro should be a service, not a business. With 18 just around 6 percent of the city's -- the revenue 19 actually coming from Metro fares and the average median 20 income of the user of Metro being \$19,000 a year, this is 21 just -- it's a cost for the people who are preventing us 22 from having more traffic.</p> <p>23 And I don't understand because every time this 24 board meets, we hear about climate justice. We hear 25 about reducing our carbon footprint. We hear about</p> <p style="text-align: right;">Page 79</p>	<p>1 including myself, have already paid for public transit. 2 Instead of adding to transit riders' already burdensome 3 cost of living and maintaining expenses in a fare 4 collection enforcement system, Metro should be 5 universally and permanently fare less for everyone. 6 I urge you to --</p> <p>7 MODERATOR: Caller ending in 0568, please go 8 ahead.</p> <p>9 PUBLIC SPEAKER: Hi. My name is Jennifer. I am 10 a resident of the San Fernando Valley.</p> <p>11 I used to go Los Angeles Pierce College and now 12 attend Cal State North Ridge. I currently use a Metro U 13 pass, but it does not cover the whole year. Therefore, 14 when it is not active, I am on my own. When I'm on my 15 own, I don't have the funding for the buses that I need 16 or enough of fare for the buses. So this is also 17 detrimental to college students -- additionally to the 18 senior citizens, like my parents who also rely on the 19 cash fare on the buses to get to work and other necessary 20 activities and stuff -- for shopping. Thank you.</p> <p>21 MODERATOR: Caller ending in 7982, please go 22 ahead.</p> <p>23 PUBLIC SPEAKER: Hi. Good evening. I'm 24 completely against the fare hike. Particularly, removing 25 the fare transfers makes riding the Metro more expensive.</p> <p style="text-align: right;">Page 81</p>

<p>1 I take the Metro every day to work, and I take the Gold 2 and Expo Lines. Making things more expensive will 3 discourage people from taking public transportation, 4 especially when it's so dirty and unsafe. You need to 5 improve the transfer times between the lines to make 6 riding the Metro more efficient, and it will discourage 7 people from riding their cars.</p> <p>8 Also, please reschedule the meeting to allow 9 people to voice their opinion. This is a horrible idea. 10 Please think of the people who actually ride the train 11 every day. Thank you.</p> <p>12 MODERATOR: Caller ending in 5080, please go 13 ahead.</p> <p>14 PUBLIC SPEAKER: Hi. My name's Tim (Inaudible). 15 I'm a San Pedro resident, and I'm calling to advocate for 16 fare less transit.</p> <p>17 And I really agree with the caller that said the 18 Metro really should consider itself a service more than a 19 business. And I think LA could really be a leader in a 20 sense with implementing universal fare less transit, and 21 I just think it's kind of ridiculous to increase fares 22 when service and wait times are already so inconsistent. 23 And anyway -- thank you.</p> <p>24 MODERATOR: Caller ending in 2 -- caller ending 25 in 2796, please go ahead.</p> <p style="text-align: right;">Page 82</p>	<p>1 inequitable because who knows what a consumer price index 2 is. And you're using words like that to describe this to 3 the general public, so I find that to be extremely 4 disappointing.</p> <p>5 Mobility that is safe, sustainable, accessible, 6 and reliable is a human right, and I urge you to pivot to 7 using the resources that were so grossly displayed 8 tonight to create universal fare less transit. Thank 9 you.</p> <p>10 MODERATOR: Caller ending in 8781, please go 11 ahead.</p> <p>12 PUBLIC SPEAKER: I want to know if the EZ pass 13 is part of the proposal. And then the unlimited rides 14 with the EZ pass works better for me instead of stored 15 value pay per ride.</p> <p>16 CHAIR NAJARIAN: So we can't answer that 17 question directly, but if you leave your number with 18 staff, someone can answer that for you.</p> <p>19 PUBLIC SPEAKER: Okay.</p> <p>20 MODERATOR: We will now go to the two questions 21 on the Spanish interpretation line. 22 Caller ending in 4172, please go ahead.</p> <p>23 SPANISH TRANSLATOR: Yeah, my name is 24 Magda Fernandez, and I do not agree that there would be 25 an increase on our fare and -- because if you increase</p> <p style="text-align: right;">Page 84</p>
<p>1 PUBLIC SPEAKER: Hello. Good evening everyone. 2 I live in south Los Angeles. I'm calling to urge the 3 board members to reject the fare increase and to not take 4 away the 30 monthly day passes because I am in the LIFE 5 program, and I pay \$26, but if you guys take it away, I'm 6 going to pay \$100. And I'm the only one that works in my 7 household.</p> <p>8 And also, I have a testimony. I was in the bus. 9 The operator told a lady with a 4-year old kid to get out 10 of the bus because she couldn't pay the fare. It was sad 11 to see that the lady had to walk from Berlin all the way 12 to Western. It broke my heart. And please reflect on 13 your choices. Thank you.</p> <p>14 MODERATOR: Caller ending in 0527, please go 15 ahead.</p> <p>16 PUBLIC SPEAKER: Hi there. My name is Kimberly, 17 and I'm a grad student at UCLA, and I also happen to be a 18 761 pass rider.</p> <p>19 During your presentation tonight you said the 20 word "equitable" and then followed it shortly after with 21 the words "market rate." There's nothing equitable about 22 consumer price indices, and as a grad student, I didn't 23 know what that was until about two weeks ago, which, to 24 me, indicates that your program and this whole fare 25 less -- or, fare hike initiative is incredibly</p> <p style="text-align: right;">Page 83</p>	<p>1 the fares, the most affected group would be the students 2 because they would not be able to attend school because 3 they would not be able to afford the fare to go on Metro. 4 It would be better if the bus, the Metro, and 5 transportation in general would be free. Thank you. 6 It would afford more opportunities to the general public, 7 and it would allow us to recover from this pandemic. 8 Thank you so much.</p> <p>9 SECRETARY GOINS: Next Spanish speaker, 88 -- 10 MODERATOR: Caller ending -- 11 SECRETARY GOINS: Go ahead. 12 MODERATOR: 887, please go ahead. 13 SPANISH TRANSLATOR: Yes. Good evening. 14 Can you hear me? 15 CHAIR NAJARIAN: Yes, we can. 16 SPANISH TRANSLATOR: Yes. My name is Rolando, 17 and I live in south -- in the south. And I am a member 18 of SAJE. I am in disagreement with the fare changes that 19 Metro would like to enforce on the transportation. I do 20 not agree on any increases on passes for buses and for 21 individuals, seniors in particular, and students and 22 people of lower income. People disabled like myself. 23 I am not (audio distortion). I believe that (audio 24 distortion). I believe public transportation should also 25 be free because public transit, it's already being (audio</p> <p style="text-align: right;">Page 85</p>

1 distortion) taxes. I would like to request --  
 2 MODERATOR: There are no more questions on  
 3 either the Spanish interpretation line or the English  
 4 line.  
 5 CHAIR NAJARIAN: Okay. Thank you. And I'm  
 6 informed there are no more callers on English or Spanish  
 7 speaking lines. Therefore, the agenda suggests that I  
 8 entertain a motion to close the public hearing.  
 9 Would any one of my directors like to do so?  
 10 DIRECTOR DUPONT-WALKER: I move to close the  
 11 public hearing. Dupont-Walker.  
 12 DIRECTOR BARGER: I second it.  
 13 CHAIR NAJARIAN: Thank you Supervisor Barger.  
 14 With no objections, that will be the action of the board.  
 15 If that's okay.  
 16 Mr. Safer, we don't need a roll call on that, do  
 17 we?  
 18 SECRETARY GOINS: No.  
 19 (Simultaneous speakers.)  
 20 CHAIR NAJARIAN: Okay. And therefore, if  
 21 someone will make a motion to adjourn, we will adjourn.  
 22 TIM SANDOVAL: I move to adjourn.  
 23 DIRECTOR BUTTS: I move to adjourn.  
 24 CHAIR NAJARIAN: Thank you Butts and Sandoval.  
 25 Thank you, directors, for listening to the

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1 public this evening, and this will be an item that the  
 2 board will take up shortly. We are adjourned. Thank  
 3 you.  
 4 (Whereupon, the public hearing was adjourned at  
 5 7:29 p.m.)  
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1 STATE OF CALIFORNIA )  
 2 COUNTY OF LOS ANGELES )  
 3  
 4 I, Michele L. Wagner, hearing reporter  
 5 in the matter of the Los Angeles County Metropolitan Fare  
 6 Capping and Fare Changes Public Hearing, do hereby  
 7 certify that the foregoing proceedings were taken before  
 8 me via videoconference at the time herein set forth; that  
 9 a verbatim record of the proceedings was made by me using  
 10 machine shorthand, which was thereafter transcribed under  
 11 my direction; and that the foregoing is a true and  
 12 accurate transcription thereof.  
 13 I further certify that I am neither financially  
 14 interested in the action nor a relative or employee of  
 15 any attorney of any of the parties.  
 16  
 17 In witness whereof, I have hereunto subscribed  
 18 my name.  
 19  
 20 Dated: November 14, 2022  
 21 Michele L. Wagner  
 22 Michele L. Wagner  
 23 Hearing Reporter  
 24 Dismantling of transcript will void Reporter's  
 25 certificate.

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**RESULTS OF NOVEMBER 14, 2022, PUBLIC HEARING FOR FARE CAPPING AND FARE CHANGES**

**PUBLIC COMMENT**

Out of an estimated customer base of over 870k daily transit riders, over 732 comments were received on the fare proposal.

*Public Hearing*

On Monday, November 14, 2022, a public hearing on fare capping and fare changes was held with a quorum of the Metro Board of Directors. The virtual public hearing had 102 people in attendance, where 77 people offered testimony, including 6 Spanish speakers.

In addition to the verbal testimony at the Public Hearing, 630 emails and other written comments were submitted into the public record on this subject. Collectively, 707 responses on the fare proposals were received by the close of the public record through midnight, November 14, 2022.

Below is a summary of the written and oral comments relevant to the fare capping and fare change recommendations.

*Implementation of Fare Capping*

Of the 236 comments received on this topic, 48 comments favored the recommendation to implement Fare Capping. 188 comments raised concerns with this recommendation. With consideration to the written and oral comments received on this topic, staff supports the original recommendation to implement fare capping as it remains the most equitable method of fare collection. A summary of comments and staff responses are highlighted below:

*Summary of Comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>• Agree with fare capping for the flexibility, simplicity, and proven success in multiple cities across the US.</li> <li>• Enjoy the idea of a pay as you go model</li> </ul>	<ul style="list-style-type: none"> <li>• Fare capping ensures equity by ensuring all customers only pay for rides taken and never overpay. Fare capping also removes the requirement to pay upfront for the cost of a pass, while still earning free rides after the daily and weekly dollar cap has been met.</li> </ul>
<ul style="list-style-type: none"> <li>• Infrequent riders and commuters may not benefit from the daily and weekly cap, making their fare cost increase.</li> </ul>	<ul style="list-style-type: none"> <li>• The fare capping model ensures that the more customers ride, the more they will save on costs.</li> <li>• This model will incentivize ridership through the ability to earn free rides once a daily and weekly dollar cap is met.</li> </ul>
<ul style="list-style-type: none"> <li>• Lower daily and weekly cap for all</li> <li>• Lower daily and weekly cap for senior/disabled only</li> </ul>	<ul style="list-style-type: none"> <li>• The proposed fare structure offers a permanent reduction in cost for both the daily and weekly caps.</li> <li>• In order to move towards a simple and equitable fare structure, staff proposed one discount price for all reduced fare categories, including senior and disabled riders.</li> </ul>
<ul style="list-style-type: none"> <li>• Potential financial impact on customers</li> </ul>	<ul style="list-style-type: none"> <li>• The Reduced Fares and LIFE programs offer discounted fares to eligible customers.</li> <li>• Additionally, free TAP cards can be obtained through the Reduced Fare program as well as digital TAP cards through the TAP mobile app and Apple Wallet.</li> </ul>
<ul style="list-style-type: none"> <li>• Loading Stored Value is less convenient than loading a pass, requires pre-planning.</li> </ul>	<ul style="list-style-type: none"> <li>• In lieu of loading a pass, Metro customers can load TAP cards with the amount of Stored Value that aligns with the daily and weekly dollar cap. Or customers can load Stored Value throughout the day or week to avoid paying upfront costs.</li> </ul>



	<ul style="list-style-type: none"> <li>• If preferred, riders can load the value of 4 weeks, similar to loading a pass. Fare capping eliminates the requirement of customers having to load all costs upfront in order to benefit from unlimited rides.</li> <li>• Customers may utilize the fare calculator on metro.net/simple fares for assistance with determining the correct amount of Stored Value to load.</li> </ul>
<ul style="list-style-type: none"> <li>• Add a monthly cap</li> </ul>	<ul style="list-style-type: none"> <li>• Customers will earn toward the fare cap each week, so a monthly cap is not necessary, further simplifying the fare structure.</li> <li>• 4 weekly caps will amount to a month</li> </ul>

*Removal of Passes and Internal Transfers*

Of the 180 comments received on this topic, 0 comments favored the removal of passes and internal transfers. 180 comments raised concerns with this recommendation. With consideration to the written and oral comments received on this item, staff recommends keeping internal transfers. A summary of comments and staff responses are highlighted below:

*Summary of Comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>• Travel costs will increase for infrequent riders and commuters that rely on internal transfers</li> <li>• Small trips that include transfers but don't reach the daily cap become more expensive.</li> <li>• Internal transfers create a seamless, streamlined service.</li> <li>• Potential financial impact of Low-Income and Reduced fare riders.</li> <li>• LIFE customers will run through their rides quicker without internal transfers.</li> </ul>	<ul style="list-style-type: none"> <li>• Given the overwhelming response against the removal of internal transfers, staff has amended the fare proposal to include internal transfers.</li> </ul>
<ul style="list-style-type: none"> <li>• Senior/Disabled prefer passes, specifically the 30-day pass</li> </ul>	<ul style="list-style-type: none"> <li>• Senior/Disabled riders will earn toward the fare cap each week, so a monthly cap is not necessary, further simplifying the fare structure.</li> </ul>

*Proposed Permanent Pricing*

Of the 407 comments received on this topic, 5 comments favored the proposed permanent pricing. 402 comments raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

*Summary of comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>• Concerns of inequity across various groups</li> </ul>	<ul style="list-style-type: none"> <li>• Fare capping corrects inequity by ensuring all customers only pay for rides taken and never overpay. Fare capping also removes the requirement to pay upfront for the cost of a pass, while still earning free rides after the daily and weekly dollar cap has been met.</li> <li>• The proposed fare changes offer one discount price for all reduced fare categories related to age, disability and student status.</li> <li>• The changes to LIFE program and the increased benefits, restores equity, providing more free rides and discounts to those that need it the most, low-income riders.</li> <li>• Recommendations also include the removal of upcharges for the Metro J (Silver) line and Express Bus, creating one flat fare regardless of service level.</li> </ul>
<ul style="list-style-type: none"> <li>• Financial Impact on:               <ul style="list-style-type: none"> <li>○ Low-income riders</li> <li>○ Senior/Disabled</li> <li>○ LIFE Riders</li> <li>○ Infrequent/ Casual Riders</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Low Income/LIFE riders-Low Income riders who qualify for the LIFE program will receive 20-Free rides in addition to 2 hours of free transfers for each paid ride.</li> <li>• Senior/Disabled riders- LIFE and Access programs are available for Senior/Disabled customers who qualify</li> <li>• Infrequent/Casual riders- The fare capping model ensures that the more customers ride, the more they will</li> </ul>

**ATTACHMENT A**

	<p>save on costs. This model will incentivize ridership through the ability to earn free rides one a daily and weekly dollar cap is met.</p>
<ul style="list-style-type: none"> <li>• Lower base fare or keep current pricing</li> </ul>	<ul style="list-style-type: none"> <li>• Given the overwhelming response against the increase in fares, staff has amended to maintain the base fare and include internal transfers.</li> </ul>
<ul style="list-style-type: none"> <li>• Current post-pandemic economic climate</li> <li>• High increase after relief pricing, 50% off.</li> </ul>	<ul style="list-style-type: none"> <li>• Discount fare programs are being offered and promoted to accommodate the needs of low income riders</li> <li>• Staff has requested that the 50% off promotional pricing be extended until fare capping and fare changes are implemented. Permanent pricing in this fare proposal is more simple and equitable compared to fares pre pandemic.</li> <li>• The proposed pricing introduces a pay as you go system, with no upfront payment for a pass and no need to determine what pass you need ahead of time. Riders will always get the best fare.</li> </ul>

*LIFE Program Enhancements*

Of the 108 comments received on this topic, 2 comments favored the LIFE program enhancements. 106 comments raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

*Summary of comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>Like the addition of 10 additional rides</li> </ul>	<ul style="list-style-type: none"> <li>Based on TAP usage data, most LIFE riders will pay less with the implementation of fare capping</li> <li>With the inclusion of internal transfers, the additional 10 trips are not needed.</li> </ul>
<ul style="list-style-type: none"> <li>LIFE customers will run through their rides quicker without internal transfers.</li> <li>Requests more rides to compensate for loss of internal transfers</li> </ul>	<ul style="list-style-type: none"> <li>Given the overwhelming response against the removal of internal transfers, staff has amended the fare proposal to include internal transfers.</li> </ul>

*Reduced Fares: Create One Discount Level for All Reduced Fares*

Of the 2 comments received on this topic, 0 comments favored creating one discount level for all reduced fares. 2 comments raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

*Summary of comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>LIFE should have additional discounts after rides are used</li> </ul>	<ul style="list-style-type: none"> <li>For LIFE customers who are also participants in the Reduced Fare program, once the 20 free rides are used, daily and weekly fare capping will be offered.</li> </ul>

*Senior/Disabled Riders: Create One Fare for All Times of Day*

## ATTACHMENT A

Of the 5 comments received on this topic, 0 comments favored the creation of one fare for all times of day for senior/disabled riders. 5 comments raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

### *Summary of comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>• \$1 is a large increase from current pricing</li> </ul>	<ul style="list-style-type: none"> <li>• Given the overwhelming response against the increase in fares, staff has amended to maintain the base fare and include internal transfers.</li> <li>• Metro will continue to offer Senior/Disabled fares at 50% off full fares and create simple fare structure to understand.</li> <li>• Riders will no longer have to be aware of their travel times in order to pay the correct fare.</li> <li>• Recommendation also reduces conflicts with operators</li> <li>• To improve fare equity, the proposal focuses on providing discounts based on need. With the benefits offered through LIFE, low-income Senior riders will be able to receive 20 free trips a month.</li> </ul>
<ul style="list-style-type: none"> <li>• Financial impact on the senior/disabled community</li> </ul>	<ul style="list-style-type: none"> <li>• Senior/Disabled riders- LIFE and Access programs are available for Senior/Disabled customers who qualify</li> </ul>

*Lower Fares for Metro J Line (Silver) and Express Bus*

Of the 3 comments received on this topic, 3 comments favored lower fares for Metro J Line (Silver) and Express Bus. 0 comments raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

*Summary of comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>• Agree that this is an improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• The elimination of upcharges on the Metro J (Silver) line and the Express Bus will ensure a more simple and equitable fare structure across all Metro service level.</li> </ul>

*Increase the Life of the TAP Card; Continue Free Cards for Reduced Fares, TAP app and Apple Wallet*

1 comment received on this topic, 0 comments favored the increased life of the TAP card and continuation of free cards for Reduced Fares, TAP app, and Apple Wallet. 1 comment raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

*Summary of comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>• TAP cards without an expiration would be ideal.</li> </ul>	<ul style="list-style-type: none"> <li>• The life of TAP card increases to 15 years, while the free TAP mobile app incentivizes the shift to mobile cards, resulting in overall reduction of plastic waste</li> </ul>

*Reject proposal and offer free fares*

308 comments received on this topic that called for rejecting proposal and to offer free fares. 249 comments were replicated and stated that Metro should move toward a fareless system. 1 comment stated that Metro should move toward free fares but until that point they agree with fare capping. A summary of comments and staff responses are highlighted below:

*Summary of comments*

Comments	Staff Responses
<ul style="list-style-type: none"> <li>• What happened to Metro exploring free fares?</li> <li>• Metro should move toward free fares</li> <li>• Objections to fare changes due to the economic aftershocks of the pandemic, including but not limited to the housing crisis and the rising cost of living, and the reasoning that Metro makes 70% of revenue from taxes already.</li> <li>• Metro should be made permanently fareless.</li> <li>• Reject the proposal</li> </ul>	<ul style="list-style-type: none"> <li>• Metro has sought funding to support a fareless system at both the state and federal levels over the last 18 months and have not been successful.</li> <li>• About 25.5% of local sales taxes are dedicated for Metro Transit Operations which funds half of the transit operations budget.</li> <li>• The proposal responds directly to the Board’s direction to permanently reduce the price of full fare passes.</li> </ul>

## **ATTACHMENT B**

### **PROPOSED FARE RESTRUCTURING Fare Capping & Fare Policy Changes**

Staff requests Board approval of the following changes to Metro's fare structure and fare policy.

#### **IMPLEMENTATION OF FARE CAPPING**

- Discontinue sales of prepaid Day Passes, 7-Day Passes, and 30-Day Passes
- Establish daily and weekly dollar caps for fares paid with TAP stored value: all rides will be free for the rest of the day or week once the dollar cap has been paid
  - Daily dollar caps will be set at 2 to 3 times the base fare
  - Weekly dollar caps will be set at 8 to 12 times the base fare

#### **REMOVAL OF UPCHARGE ON SILVER AND EXPRESS**

- Remove the upcharge for Silver Line and Express Bus service
  - Base fare will be the same regardless of the bus or rail line

#### **AUTOMATIC FARE INFLATOR**

- Recalculate the base fare every 4 years based on inflation (Consumer Price Index), rounded to the nearest \$0.25.
- Fare changes will be re-evaluated during the budget process, with public hearing or notification to be conducted during Metro's budget process to inform the public about the proposed Automatic Fare Inflator.

#### **EXTEND LIFE OF TAP CARD**

- Increase the expiration date on new TAP cards from 10 years to 15 years
- Offer the TAP mobile app free of charge



# ATTACHMENT B

## PROPOSED PRICING

<b>COLOR KEY</b>
PRICE INCREASE
PRICE DECREASE
NO CHANGE

Rider Category & Fare Product	Adopted Pricing	Proposed Pricing
<b>Regular Fare</b>		
Base Fare (including 2-hour, 1-directional transfers)	\$1.75	\$1.75
Day Pass / Daily Cap	\$7.00	\$5.00
7-Day Pass / Weekly Cap	\$25.00	\$18.00
30-Day Pass	\$100.00	Not Offered - Transition to Fare Capping
<b>Senior/Disabled</b>		
Base Fare - Peak (including 2-hour, 1-directional transfers)	\$0.75	\$0.75
Base Fare - Off-Peak (including 2-hour, 1-directional transfers)	\$0.35	\$0.75
Day Pass / Daily Cap	\$2.50	\$2.50
7-Day Pass / Weekly Cap	\$5.00*	\$6.00
30-Day Pass	\$20.00	Not Offered - Transition to Fare Capping
<b>K-12 Student</b>		
Base Fare (including 2-hour, 1-directional transfers)	\$1.00	\$1.00
Day Pass / Daily Cap	\$7.00	\$2.50
7-Day Pass / Weekly Cap	\$6.00*	\$6.00
30-Day Pass	\$24.00	Not Offered - Transition to Fare Capping
<b>College/Vocational Student</b>		
Base Fare (including 2-hour, 1-directional transfers)	\$1.75	\$1.00
Day Pass / Daily Cap	\$7.00	\$2.50
7-Day Pass / Weekly Cap	\$10.75*	\$6.00
College/Vocational 30-Day Pass	\$43.00	Not Offered - Transition to Fare Capping

\*Current adopted fare structure does not include weekly passes for S/D, K-12, or C/V. For comparison purposes, "Adopted Pricing" for these products is shown as the weekly equivalent of the 30-Day Pass price.

**Title VI Proposed Fare Restructuring  
Fare Equity Analysis**

**Los Angeles County Metropolitan Transportation Authority  
Recipient ID 5566  
December 2022**

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# **1.INTRODUCTION**

Title VI of the Civil Rights Act of 1964 is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Federal Transit Administration (FTA) is responsible for ensuring that recipients of Federal funds follow Federal statutory and administrative requirements. In 2012, FTA issued Circular 4702.1B, which provides recipients of FTA financial assistance with guidance and instructions necessary to carry out the United States Department of Transportation Title VI requirements. As a recipient of federal funds, LA Metro is required to evaluate service and fare changes under Chapter IV of the Title VI Circular.

## **2. REGULATORY SETTING**

### **2.1 FTA Circular 4702.1B Chapter IV**

Title 49 CFR Section 21.5 (b)(2) specifies that a recipient shall not “utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.” Section 21.5 (b)(2) requires recipients to “take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color, or national origin.”

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in an urbanized area (UZA) of 200,000 or more in population, are required to meet all requirements of Chapter IV of the Circular (i.e., setting service standards and policies, collecting and reporting data, monitoring transit service, and evaluating fare and service changes).

### **2.2 Metro Title VI Program Update**

Metro’s Board approved Title VI Program Update in compliance with Title 49 CFR Section 21.9 (b) and with the FTA Circular 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” issued in October 2012. The purpose of the Title VI Program Update is to document the steps Metro has taken and will take to ensure Metro provides services without excluding or discriminating against individuals on the basis of race, color, and national origin.

The Title VI Program Update provides an outline of Metro’s Title VI policies including what constitutes a major service change, the disparate impact, and disproportionate burden policy. The Title VI Program Update also includes the general requirements for

Title VI and the requirements for fixed route transit providers. The latest Title VI Program Update was approved by the Board in September 2022 and submitted to FTA by the due date of October 1, 2022, as outlined in the Title VI Program Update.<sup>1</sup>

## 2.4 Definitions

The following terms are used in this document:

**Disparate Impact:** Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority riders. For fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%) per Metro's Board approved Disparate Impact Policy.

**Disproportionate Burden:** Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations and/or low-income riders more than non-low-income populations and/or riders. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least five percent (5%) per Metro's Board approved Disproportionate Burden Policy.

**Low Income:** Metro defines low-income riders or populations as anyone making below \$59,550 which represents the median income of a four-person household in Los Angeles County.<sup>2</sup>

## 3. METHODOLOGY APPROACH

Metro serves as transportation planner and coordinator, designer, builder and operator for one of the country's largest, most populous counties. More than 10.1 million people live and work within the 1,433-square-mile service area.<sup>3</sup> Collectively, Metro operates multiple rail and bus lines which consists of over 50 rail vehicles in a UZA over 200,000 in population. Metro operates its service without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended.

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<sup>1</sup> Los Angeles County Metropolitan Transportation Authority, Title VI Program Update, October 2022

<sup>2</sup> Los Angeles County Metropolitan Transportation Authority, Title VI Program Update, October 2022

<sup>3</sup> Los Angeles County Metropolitan Transportation Authority, Title VI Program Update, October 2022

As Metro serves the core of Los Angeles County’s population, and this analysis focuses on the population falling within the borders of Los Angeles County. County data was used to evaluate Metro’s Service Area for this evaluation. Ridership data was compiled using 2022 Customer Survey race/ethnicity and income demographic data.

For the purpose of this analyses the following demographics were used as the service area minority and low income population shares (Table 3-1):

Table 3-1 Metro Service Area Demographic Breakdown

<b>Metro Service Area</b>				
<b>Total Population</b>	Minority Population	Percent Minority	Low-Income Population	Percent Low-Income
<b>10,105,722</b>	7,428,740	73.5%	2,122,201	20.9%

## 4. PROPOSED FARE RESTRUCTURING

### Overview

Metro staff is proposing a revised fare structure. Because the revised fare structure includes changes in fare pricing, a fare change impact analysis is required. The purpose of this analysis is to determine if the fare changes will create disparate impacts for minority passengers or a disproportionate burden on low income passengers.

### Implementation of Fare Capping

The proposed fare restructuring includes implementation of fare capping—an equitable, pay-as-you-go fare payment model that ensures customers only pay for the rides they take and never overpay. Customers would no longer have to pay for the upfront cost of a pass. Instead, they would load stored value onto a TAP card and pay per ride. With each paid ride in a day and week, customers will ride toward a daily and weekly dollar cap, after which they can ride free for the rest of that time period.

With fare capping, the Metro 1-Day, 7-Day, and 30-Day passes are no longer necessary and will not be offered. This will relieve riders of the financial burden of prepaying for a pass while still offering access to earning unlimited free rides.

### Public Outreach Summary:

Metro conducted public outreach as listed below, as well as communication with Limited English Proficient (LEP) communities:

- Public Notice Released: 10/12/22
- Virtual Public Hearing: 11/14/22 at 5pm

Marketing campaign to inform Metro Riders of the upcoming Public Hearing on proposed fare capping and fare changes:

- Take one
- Fare capping web ad under rider news
- The Source Post
- Landing Page on Metro.net with fare capping information and FAQ
- Newspaper ads promoting the Public Hearing
- Social media graphics
- Internal factsheet/FAQ
- Email to TAP users, stakeholders, LIFE, Metro email list
- Bus and rail cards
- Internal daily brief email to Metro employees
- Union Station east portal ticker
- Email address for public hearing
- E-blast for public hearing
- LED Banner Message on TVMs

Scheduled Meetings with Service Councils, Advocacy Groups, and other Advisory Groups

- October 10 5pm San Gabriel Valley Service Council
- October 11 10am LIFE Program Administrators Briefing
- October 12 6pm Westside Central Service Council
- October 13 1:30pm TAP Operating Group
- October 13 2pm Gateway Cities Service Council
- October 18 6pm Budget Telephone Town Hall
- October 19 10am General Managers
- October 20 9:30am Streets & Freeway Subcommittee
- October 21 9:30am South Bay Service Council
- November 2 6:30pm San Fernando Valley Service Council
- November 2 9:30am Technical Advisory Committee (TAC)
- November 9 10:45am On the Move Riders Program
- November 9 1:30pm Local Transit Systems Subcommittee (LTSS)
- November 10 10:30am Accessibility Advisory Council (AAC)
- November 10 1:00pm Slate-Z (Advocacy Group)
- November 14 5pm Public Hearing
- November 15 9:30am Bus Operations Subcommittee (BOS)

Notice of Proposed Fare Change has been published in these LA County periodicals, to include the Limited English Proficient (LEP) communities, after October 14:

- Los Angeles Daily News
- Pasadena Star News
- L.A. Watts Times
- La Opinion
- Chinese Daily/World
- Rafu Shimpo (Japanese)
- Korea Times
- Asbarez Armenian Daily News
- Asian Journal Pub, Inc. (Tagalog)
- Panorama (Russian)



**Metro's Board Approved Title VI Policies:**

- A disparate impact will be deemed to have occurred if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minorities is at least 5%
- A disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least 5%

## Analysis and Results

### Disparate Impact Analysis

Impacts of proposed fare changes to minority populations were analyzed by determining the percentage share of minority usage for each fare product with a proposed pricing change. In accordance with Metro's disparate impact policy described above, this percentage was compared to the overall/systemwide minority ridership as shown in the following table.

Rider Category & Fare Product	Adopted Pricing	Proposed Pricing	Price Increase/ (Decrease)	ANALYSIS OF MINORITY SHARE	
				% Minority	Difference from Overall Minority Share (88.7%)
<b>Proposed Fare Products Decreasing in Cost</b>					
<b>Silver and Express - All Riders</b>					
Zone Upcharge	\$0.75 per trip \$22 monthly	\$0.00	Eliminate Upcharge	90.7%	2.0%
<b>Regular Fare</b>					
Day Pass / Daily Cap	\$7.00	\$5.00	(\$2.00)	90.3%	1.6%
7-Day Pass / Weekly Cap	\$25.00	\$18.00	(\$7.00)	91.8%	3.1%
<b>K-12 Student</b>					
Day Pass / Daily Cap	\$7.00	\$2.50	(\$4.50)	90.3%	1.6%
<b>College/Vocational Student</b>					
Base Fare	\$1.75	\$1.00	(\$0.75)	94.3%	<b>5.6%</b>
Day Pass / Daily Cap	\$7.00	\$2.50	(\$4.50)	90.3%	1.6%
7-Day Pass / Weekly Cap	\$10.75*	\$6.00	(\$4.75)	93.4%	4.7%
<b>Proposed Fare Products Increasing in Cost</b>					
<b>Senior/Disabled</b>					
Base Fare - Off-Peak	\$0.35	\$0.75	\$0.40	78.2%	<b>-10.5%</b>
7-Day Pass / Weekly Cap	\$5.00*	\$6.00	\$1.00	84.6%	-4.1%

\*Current adopted fare structure does not include weekly passes for S/D, K-12, or C/V. For comparison purposes, "Adopted Pricing" for these products is shown as the weekly equivalent of the 30-Day Pass price.

The difference between minorities affected exceeds the 5% threshold for two fare products; those differences are bolded in the last column in the table above and analyzed further in the text below:

- **College/Vocational Student Base Fare** – This group is slightly above the 5% threshold. However, the proposed pricing represents a decrease in cost of \$0.75. *Therefore, there is no disparate impact to minority riders in this category because there is no adverse effect to minorities from the proposed changes.*
- **Senior/Disabled Off-Peak Base Fare** – This group is also above the 5% threshold. However, this category is 10.5% **less** minority than overall ridership, meaning that fewer minorities would be affected by the change in comparison with the share of minorities systemwide. *Therefore, increasing the price does not result in a disparate impact to minority ridership.*

### Disproportionate Burden Analysis

Impacts of proposed fare changes to low-income populations were analyzed by determining the percentage share of low-income usage for each fare product with a

proposed pricing change. In accordance with Metro’s disproportionate burden policy described above, this percentage was compared to the overall/systemwide low-income ridership as shown in the following table.

Rider Category & Fare Product	Adopted Pricing	Proposed Pricing	Price Increase/ (Decrease)	ANALYSIS OF LOW INCOME SHARE	
				% Low Income	Difference from Overall Low Income (76.2%)
<b>Proposed Fare Products Decreasing in Cost</b>					
<b>Silver and Express - All Riders</b>					
Zone Upcharge	\$0.75 per trip \$22 monthly	\$0.00	Eliminate Upcharge	58.3%	<b>-17.9%</b>
<b>Regular Fare</b>					
Day Pass / Daily Cap	\$7.00	\$5.00	(\$2.00)	80.6%	4.4%
7-Day Pass / Weekly Cap	\$25.00	\$18.00	(\$7.00)	77.9%	1.7%
<b>K-12 Student</b>					
Day Pass / Daily Cap	\$7.00	\$2.50	(\$4.50)	80.6%	4.4%
<b>College/Vocational Student</b>					
Base Fare	\$1.75	\$1.00	(\$0.75)	86.7%	<b>10.5%</b>
Day Pass / Daily Cap	\$7.00	\$2.50	(\$4.50)	80.6%	4.4%
7-Day Pass / Weekly Cap	\$10.75*	\$6.00	(\$4.75)	79.6%	3.4%
<b>Proposed Fare Products Increasing in Cost</b>					
<b>Senior/Disabled</b>					
Base Fare - Off-Peak	\$0.35	\$0.75	\$0.40	78.8%	2.6%
7-Day Pass / Weekly Cap	\$5.00*	\$6.00	\$1.00	82.6%	<b>6.4%</b>

\*Current adopted fare structure does not include weekly passes for S/D, K-12, or C/V. For comparison purposes, "Adopted Pricing" for these products is shown as the weekly equivalent of the 30-Day Pass price.

The difference between low-income riders affected exceeds the 5% threshold for three fare products. Those differences are bolded in the last column in the table above and analyzed further in the text below:

- Zone Upcharge – This category exceeds the 5% threshold, with 17.9% fewer low-income riders riding Silver Line and Express Bus than the systemwide average. Therefore, decreasing the cost to these riders by removing the upcharge represents a benefit to current riders that are less low-income than Metro’s overall ridership. However, *given that decreasing the price of these higher-cost services improves affordability of these services for low-income riders, this is not a disproportionate burden to Metro’s low-income ridership.*
- College/Vocational Student Base Fare – This category exceeds the 5% threshold, with more low-income riders using this product than low-income riders systemwide. However, the proposed pricing represents a decrease in cost of \$0.75. Therefore, *there is no disproportionate burden to these riders since the proposed change represents a fare decrease.*
- Senior/Disabled 7-Day Pass / Weekly Cap – This group is slightly above the 5% threshold, with 6.4% more low-income riders than the systemwide low-income ridership. Therefore, *there is a disproportionate burden for low-income Senior/Disabled riders using the Weekly Cap under fare capping.*

## Conclusion

The proposed fare changes do not result in a disparate impact to minority riders. However, it does have disproportionate burden to low-income riders, for the Senior/Disabled Weekly Cap, which exceeds the 5% threshold for disproportionate burden.

Staff recommends Board approval pricing changes with the following proposed mitigation efforts to minimize the disproportionate burden for the Senior/Disabled Weekly Cap:

- Implementation of fare capping – Fare capping removes the need for all riders to prepay for a pass, which is a mitigating factor for affordability.
- Expansion of outreach to low-income Senior/Disabled riders – Metro will expand outreach to low-income Senior/Disabled riders to explain the benefits of fare capping and to increase enrollment in LIFE, Metro's regional low-income fare program. Senior/Disabled riders who enroll in LIFE will receive 20 free trips, decreasing overall transportation costs and further mitigating the impact of the modest proposed price increase from \$5 weekly to \$6 weekly.

**CEQA Resolution**

**RESOLUTION IN ACCORDANCE WITH CEQA FINDING THAT THE PURPOSE OF THE FARE RESTRUCTURING PLAN IS TO PAY OPERATING EXPENSES**

WHEREAS, Motion 36 “Emergency Relief” by Directors Garcetti, Solis, Hahn, Kuehl, and Butts instructed staff to initiate promotional pricing at 50% off full-price day passes, 7-day passes, and 30-day passes, and to report back on the status of pass sales and recommendations for permanent reductions to the cost of full-price passes

WHEREAS, Metro will implement fare capping– an equitable, pay-as-you-go fare payment model that ensures customers only pay for the rides they take and never overpay

WHEREAS, Additional revenues from fare capping and fare change will be approximately \$101M, which will be used toward operating costs.

WHEREAS, all Metro fare revenues are credited to the Enterprise Fund, an account which is used solely to pay for bus and rail operating costs, including operating employee wages and fringe benefits, fuel and propulsion power, materials and supplies, contract transportation services, professional services for operations, Public Liability/Property Damage and other insurance related to operations, utilities, taxes and overhead allocated to bus and rail operations; and

WHEREAS, the Enterprise Fund is prepared in accordance with all applicable standards of the Government Accounting Standards Board and supported by reports of all operations-related transactions; and

WHEREAS, internal controls, such as authorization, verification, and monitoring, are in place to ensure that fares are used solely to fund bus and rail operations, and Metro’s financial transactions are audited annually by an independent CPA firm.

NOW, THEREFORE, the Metro Board of Directors finds that any future fare structure adopted on this date will be solely used for the purpose of meeting operating expenses, including employee wage rates and fringe benefits, purchasing or leasing supplies, equipment or materials, meeting financial reserve needs and requirements, and obtaining funds for capital projects, necessary to maintain service within existing service areas.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2022.



## Board Report

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**File #:** 2020-0355, **File Type:** Motion / Motion Response

**Agenda Number:** 36.

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**EXECUTIVE MANAGEMENT COMMITTEE  
MAY 21, 2020**

**Motion by:**

**DIRECTORS GARCETTI, SOLIS, HAHN, KUEHL, AND BUTTS**

**Emergency Relief: Full-Price Passes**

The collapse of the pre-COVID economy has left many families in Los Angeles County on the precipice of financial calamity. As economic distress from the COVID-19 emergency grows, Metro should provide emergency relief for transit-dependent Angelenos.

The economic impact of the COVID-19 emergency upon the residents of L.A. County has been swift and severe. The Los Angeles Economic Development Company (LAEDC) forecasts that the L.A. area will lose 1.7 million jobs and reach an unprecedented unemployment rate of 31.7 percent by May 2020.

LAEDC's forecast includes a nearly 70 percent decline in food service jobs and 60 percent decline in retail/sales jobs. Many of these jobs are held by persons of color, who are being disproportionately impacted by the COVID-19 emergency. Altogether, according to a current UCLA study, there are nearly two-thirds of a million low-income residents in L.A. County at high risk of becoming homeless due to the COVID-19 emergency. The households with these residents are concentrated in the most transit-dependent neighborhoods in the County.

At the same time, Metro continues to carry up to 400,000 boardings each weekday. According to Investing in Place, this is the least decline of any major American city. By Federal Transit Administration data, this would make Metro the 11th-busiest pre-COVID transit agency in the U.S. These 400,000 boardings are predominantly essential workers and Angelenos making essential trips, and are mostly female, persons of color, and low-income Angelenos, many of whom are without other mobility options.

L.A. County jurisdictions are working aggressively to lessen the impact of this economic distress. L.A. County, the City of L.A., and many other jurisdictions are providing eviction moratoriums, tax relief, small business support, and many different types of financial assistance, including food, legal, utility, direct cash, and more. All of these strategies are designed to protect struggling families' economic security.

While the Los Angeles region works to relieve this economic distress, Metro's current fare structure presents financial challenges for families who rely on transit or who can no longer afford to travel by automobile. A 30-day pass, for instance, requires \$100 upfront-a significant sacrifice out of reach for families in need.

Additionally, the high upfront cost of these passes means that Angelenos who rely on Metro do not save money if they ride frequently. With a base fare of \$1.75 and a two-hour free transfer window, a customer who takes two separate trips on Metro each day would have to ride 29 days each month to break even on a \$100 30-day pass.

This negligible incentive also extends to Metro's full-price one-day and seven-day passes, which are priced at \$7 and \$25, respectively. A customer would have to take four trips in one day and 15 trips in one week to break even on the cost of these passes. In effect, customers who ride frequently are unable to realize the financial benefits of these passes.

In fact, Metro's groundbreaking Understanding How Women Travel study included similar detail on how Metro's current fare structure penalizes low-income women:

The high up-front cost of a monthly pass is difficult for low-income women, and the potential cost-savings of the pass are uncertain since one would need to ride nearly every day, twice a day, in order to realize a cost savings over pay-per-ride...Payment for Metro services is a critical interaction that every rider must have with the system. By prioritizing a fare structure, payment options, and enforcement strategies that do not penalize women for their unique travel patterns and responsibilities, Metro can help to relieve some of the disproportionate burden.

Reducing the cost of full-price passes would have only a marginal impact on Metro's fare revenue. In February 2019, the last month before Stay-at-Home and Safer-at-Home orders went into effect, Metro sold only about \$2 million in full-price 30-day, seven-day, and one-day passes.

Furthermore, the ratio of Metro's base fare to 30-day pass cost is far out of step with other American transit agencies. Among 81 transit agencies representing the largest metropolitan areas and cities in the United States and California, 70 (86%) of those agencies price their full-price 30-day pass at no more than 40 times the cost of their base fare. Metro's 30-day pass-at 58 times the cost of the base fare-has the highest break-even point of all of these 81 American agencies.

Ultimately, customers should not have to worry about the decision to purchase a pass in the first place. Metro's TAP system has the capability to cap fares once a customer reaches a certain number of trips in any period. This fare capping system -or "Best Fare"- is already provided by several American transit agencies, including in Portland, Miami, Indianapolis, St. Louis, San Jose, and Houston. Under a Best Fare system, customers' fares are automatically capped once the amount they spend in pay-per-ride reaches the price of an equivalent pass. Implementing Best Fare at Metro will take time.

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However, given the serious financial challenges burdening many families in L.A. County because of the COVID-19 emergency, Metro should act with urgency to provide relief for customers who rely on transit and ride frequently. Metro's Recovery Task Force is considering a recommendation to eliminate fares during the off-peak period, which would provide direct financial relief for riders. However, more can be done.

Under Federal Transit Administration Circular 4702.1B, Metro may provide promotional fare products for up to six months without a public hearing.

Reducing the cost of full-price passes would provide economic relief for struggling families as Los Angeles County enters the recovery phase of the COVID-19 emergency.

**SUBJECT: EMERGENCY RELIEF: FULL-PRICE PASSES**

**RECOMMENDATION**

APPROVE Motion by Directors Garcetti, Solis, Hahn, Kuehl and Butts directing the CEO to:

- A. Provide relief for current frequent riders by initiating the sale of promotional passes at 50% the cost of full-price passes:
  1. Promotional Day Pass: \$3.50
  2. Promotional 7-Day Pass: \$12.50
  3. Promotional 30-Day Pass: \$50.00;
- B. Provide these promotional passes for not less than six months from the date regular boarding practices resume;
- C. In conjunction with the debut of these promotional passes, suspend the sale of full-price passes;
- D. Prepare a marketing plan to engage frequent riders on these fare changes, with particular focus on helping cash-paying frequent riders take advantage of these promotional fare products and transition to cashless, TAP-enabled payments;
- E. Develop recommendations for cost reductions of the Regional EZ Pass (Base and Zones 1 through 15) that meet the same affordability goals as the 50% pass reductions above;
- F. Report to the Executive Management Committee within 120 days after the initiation of the sale of promotional passes with a report on the status of pass sales and recommendations for permanent reductions to the cost of full-price passes that promote affordability by making break-even points more in line with industry standards; and
- G. Report to the Board in 120 days with an implementation plan for a fare capping/best fare system that allows riders to take advantage of pass products without having to put up money upfront.



# ATTACHMENT F

## ALTERNATIVES CONSIDERED

Based on public feedback and comments, various options were considered in reaching a final recommendation. See below.

Rider Category & Fare Product	Adopted Pricing	Public Hearing	Option 1: Same Base Fare (w/transfers)	Option 2: Public Hearing (w/transfers)	Option 3: Lower caps
<b>Regular Fare</b>					
Base Fare	\$1.75	\$2.00	\$1.75	\$2.00	\$2.00
Day Pass / Daily Cap	\$7.00	\$6.00	\$5.00	\$6.00	\$4.00
7-Day Pass / Weekly Cap	\$25.00	\$20.00	\$18.00	\$20.00	\$16.00
30-Day Pass	\$100.00	Not Offered	Not Offered	Not Offered	Not Offered
30-Day Pass Zone Upcharge	\$22.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Senior/Disabled</b>					
Base Fare	\$0.75 / \$0.35	\$1.00	\$0.75	\$1.00	\$1.00
Day Pass / Daily Cap	\$2.50	\$3.00	\$2.50	\$3.00	\$2.00
7-Day Pass / Weekly Cap	Not Offered	\$8.00	\$6.00	\$8.00	\$8.00
30-Day Pass	\$20.00	Not Offered	Not Offered	Not Offered	Not Offered
<b>K-12 Student &amp; College/Vocational</b>					
K-12 Base Fare	\$1.00	\$1.00	\$0.75	\$1.00	\$1.00
College/Vocational Base Fare	\$1.75	\$1.00	\$0.75	\$1.00	\$1.00
Day Pass / Daily Cap	Not Offered	\$3.00	\$2.50	\$3.00	\$2.00
7-Day Pass / Weekly Cap	Not Offered	\$8.00	\$6.00	\$8.00	\$8.00
K-12 Student 30-Day Pass	\$24.00	Not Offered	Not Offered	Not Offered	Not Offered
College/Vocational 30-Day Pass	\$43.00				
<b>LIFE FREE Trips</b>	<b>20 FREE</b>	<b>30 FREE</b>	<b>20 FREE</b>	<b>30 FREE</b>	<b>30 FREE</b>
<i>Projected Revenues (\$ in millions)</i>		\$ 174.1	\$ 145.4	\$ 162.1	\$ 160.0



# Fare Capping and Fare Proposal

*Board Meeting*

*December 1, 2022*

**Item #50**



**Metro**



# Public Comments >700



**PUBLIC HEARING**  
November 14, 2002

102 attended  
77 testimony



630 comments



Service Councils, Advocacy  
Groups, Advisory Groups and  
stakeholders



**Metro**

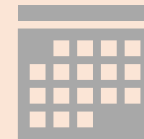
**2-hr Transfers**



**25¢**

**Free  
Fares**

**Rolling  
Weekly cap**



# Modified Fare Restructuring Recommendation

Rider Category & Fare Product	Adopted Pricing	Public Hearing	Option 1: Same Base Fare (w/transfers)
<b>Regular Fare</b>			
Base Fare	\$1.75	\$2.00	\$1.75
Day Pass / Daily Cap	\$7.00	\$6.00	\$5.00
7-Day Pass / Weekly Cap	\$25.00	\$20.00	\$18.00
30-Day Pass	\$100.00	Not Offered	Not Offered
30-Day Pass Zone Upcharge	\$22.00	\$0.00	\$0.00
<b>Senior/Disabled</b>			
Base Fare	\$0.75 / \$0.35	\$1.00	\$0.75
Day Pass / Daily Cap	\$2.50	\$3.00	\$2.50
7-Day Pass / Weekly Cap	Not Offered	\$8.00	\$6.00
30-Day Pass	\$20.00	Not Offered	Not Offered
<b>K-12 Student &amp; College/Vocational</b>			
K-12 Base Fare	\$1.00	\$1.00	\$0.75
College/Vocational Base Fare	\$1.75	\$1.00	\$0.75
Day Pass / Daily Cap	Not Offered	\$3.00	\$2.50
7-Day Pass / Weekly Cap	Not Offered	\$8.00	\$6.00
K-12 Student 30-Day Pass	\$24.00	Not Offered	Not Offered
College/Vocational 30-Day Pass	\$43.00		
<b>LIFE FREE Trips</b>	<b>20 FREE</b>	<b>30 FREE</b>	<b>20 FREE</b>
<i>Projected Revenues (\$ in millions)</i>		<b>\$ 174.1</b>	<b>\$ 145.4</b>
<i>Est. Projected Revenues @ full ridership (\$ in millions)</i>		<b>\$ 217.6</b>	<b>\$ 181.8</b>

**Based on Public Comment**  
Final Recommendation:

- Keep Base fare
- Transfers
- 7 Day Rolling Cap

# Senior/Disabled Fares

## Fare based on time at boarding adds complexity

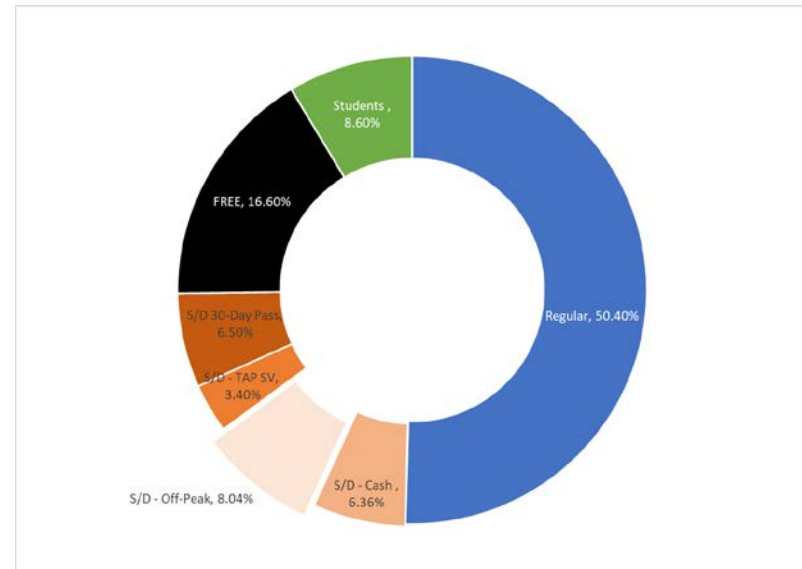
- Riders must be aware of the time to pay correct fare
- Operator conflicts with riders regarding time of day

## FTA requires: 50% S/D discount during off-peak

- Metro Peak Fare **57%** off (\$0.75)
- Metro Off-Peak Fare **80%** off (\$0.35)
  - 7pm-6am & 9am-3pm weekdays, weekends, holidays
- \$0.35 OWL (late night fare) since 1995 – **27 years**

## Mitigation Strategies

- Fare capping is a mitigation factor for affordability
- Expand outreach/marketing of reduced fare programs to Senior/Disabled communities
  - Access Services - Ride Metro Free
  - LIFE Program – Free 20 trips each month and fare capping
    - Currently, 13.3% of LIFE participants are Senior/Disabled riders
    - About 6.5% of new enrollees are Senior/Disabled riders



# Policy Change Elements (A-G)

- A. Implement Fare Capping
- B. Transition Metro Passes to Fare Capping
  - *No upfront payment for passes*
- C. Modified Fare Restructuring
  - *Day/Weekly pricing based on industry standard “multipliers”*
- D. LIFE Program
  - *Free 20-trips every month & fare capping*
- E. Lower Fares on Metro J Line (Silver) and Express Bus
  - *One fare for all Metro services*
- F. Increase life of the TAP card and Continue Free cards for Reduced fares, TAP app and Apple Wallet
- G. Adopt comprehensive fare policy
  - *Consider during budget process, recalculating fares every 4 years based on CPI*

# Efforts to convert Cash Paying Riders to TAP

## Cash to TAP Conversion Campaign

- Timing: November 2022 – October 2023
- GOAL: Convert cash-paying riders to TAP
- Messaging:
  - The benefits and savings of using a TAP card to ride transit
  - How easy it is to find TAP near you (Ralph's, LA Public Libraries, Continental Currency locations)
- Messages will be updated as research results unfold

## Market Research to understand how to convert cash paying riders to TAP

- Timing: September 2022 – March 2023
- GOAL: Understand what would motivate cash paying riders to switch to TAP
  - Understand rider fare payment habits, awareness of LIFE and Reduced Fare Programs, and test fare capping marketing message for seamless transition
- Strategy:
  - Mix of focus groups, in-depth interviews and surveys (online & at high cash paying bus stops)
  - Target: Cash Riders, TAP Riders, Non-English Speakers
  - Meetings & Focus Groups with Bus Operators to gain insight on cash riders



**Metro**

# Phased Marketing Campaigns

## Phase 1

Oct

- In-depth research to understand how to convert cash paying riders to TAP starts

## Phase 2

Nov- Dec

- TAP Regional Campaign to convert cash payers to TAP begins (update per research results)
- Public Outreach and Presentations to Advocacy & Advisory Groups
- Public Hearing on Proposed Fare Changes on November 14, 2022
- In-Person Surveys & Focus Groups with riders on fare payment habits and test of initial launch messages

## Phase 3

Spring 2023

- Extensive outreach to explain benefits of fare capping and how it works to riders
- Reduced fare programs campaign
- Free TAP Card distribution (high cash paying bus stops)

## Phase 4:

Summer 2023-  
ongoing

- Ongoing fare capping campaign, Reduced Fare programs, and continuing of efforts to convert cash paying riders to TAP



# Recommendations

- A. RECEIVE & FILE comments from the public hearing conducted by the Board of Directors on Monday, November 14, 2022 (Attachment A & A1);
- B. ADOPT Option 1 - a modified fare restructuring plan including fare capping, new fare pricing, and fare policy changes – Requires 2/3 majority (Attachment B);
- C. APPROVE the results of the fare equity analysis for the modified fare restructuring plan (Attachment C);
- D. ADOPT resolution in accordance with the California Environmental Quality Act (CEQA) finding that the purpose of the modified fare restructuring plan is to pay operating expenses (Attachment D);
- E. APPROVE the finding that the proposed fare restructuring plan is statutorily exempt from CEQA under Sections 21080(b)(8);
- F. AUTHORIZE the Chief Executive Officer to file a CEQA Notice of Exemption (NOE) for the fare restructuring plan with the Los Angeles County Clerk; and
- G. AUTHORIZE the Chief Executive Officer to extend the sale of promotional passes at 50% of the cost of full price passes through June 30, 2023, as a continuation of Motion 36: Emergency Relief (Attachment E), or until fare capping is launched, whichever is earlier.

Thank you!

