



**Metro**<sup>®</sup>

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

Dear Friends,

A more prosperous future for Los Angeles County depends on our collective ability to enable people to move more effectively throughout the region. Better mobility results in greater access to opportunities for all, including jobs, education, housing, and health care – essential elements for a higher quality of life. As Metro implements the largest transportation expansion program in the country, we have the opportunity to improve the quality of our existing services and leverage all modes in our system for more reliable, convenient, and safe travel anywhere in the County. The Metro Vision 2028 Plan proposes a comprehensive approach to transforming our mobility future by putting the customer at the heart of how we plan and operate our transportation system. And by customer, I mean everyone who lives, works, or plays in LA County.

We are at a pivotal moment in LA County; there is no time to lose. We must seize this opportunity to pursue a more sustainable future by taking steps now to manage the capacity and improve the effectiveness of our transportation system. Metro Vision 2028 is the strategy for elevating the quality of our services to make them better for everyone.

The transportation challenges in the Southern California region require bold action. Metro Vision 2028 declares our intention to take unprecedented and innovative approaches to address these challenges. Solutions will require a comprehensive and collaborative approach from all people in the region, including each of you. Please consider Vision 2028 an invitation to everyone in LA County to join us on this journey towards a better mobility future.

Best Regards,

Phillip A. Washington  
Chief Executive Officer

## EXECUTIVE SUMMARY

**The Metro Vision 2028 Plan (“Plan”)** is the agency-wide strategic plan that creates the foundation for transforming mobility in Los Angeles County (LA County) over the next 10 years. Based on more than a year of outreach, it sets the mission, vision, performance outcomes, and goals for Metro and puts in motion specific initiatives and performance outcomes towards which Metro and its partners will strive in pursuit of a better transportation future.

### Outreach

Vision 2028 is the result of more than 18 months of research, discussion, and outreach. Metro solicited input from an extensive number of stakeholders and key influencers, and we surveyed customers (defined as anyone living or working in LA County) and our employees. Metro learned from a range of perspectives, and based on the outreach, we identified the following key trends that describe the challenges and complexities of delivering efficient and effective mobility to the people of LA County:

- Continued growth in demand is straining an already oversubscribed transportation system
- The challenges of meeting the mobility needs and expectations of a diverse region are becoming increasingly complex
- Technological innovations are changing the mobility landscape
- A shortage of affordable housing across the region exacerbates transportation challenges
- Failure to reform policies that favor solo driving will continue to add congestion and reduce mobility



## Mission and Vision

Metro's mission is to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

Metro's vision is composed of three elements:

- Increased prosperity for all by removing mobility barriers;
- Swift and easy mobility throughout LA County, anytime; and
- Accommodating more trips through a variety of high-quality mobility options

The Plan recognizes that LA County has a complex transportation ecosystem that is controlled by a patchwork of local, regional, state, and federal agencies. Our region faces numerous mobility challenges that often seem insurmountable. Even so, we must work together with our regional partners to enable this network to accommodate more efficient movement for people and goods. Vision 2028 puts the customer at the heart of the journey by prioritizing the movement of people over vehicles and using our existing network far more efficiently.

## Performance Outcomes

Our current transportation system is highly congested because roadway space is inefficiently used. Limited street space is largely given over to single-occupancy vehicles, which are too often stuck in traffic, while the most disadvantaged members of our community are confined to transportation options that often fail to meet their basic mobility needs. We need to use public space more effectively, while giving everyone higher-quality options for getting around. By better managing existing roadway capacity, all users in LA County can have greater mobility.



Metro's visionary outcomes aim to double the percent usage of transportation modes other than solo driving, including taking transit, walking, biking, sharing rides, and carpooling by accomplishing the following:

- Ensuring that all County residents have access to high-quality mobility options within a 10-minute walk or roll from home
- Reducing maximum wait times for any trip to 15 minutes during any time of day
- Improving average travel speeds on the County's bus network by 30%
- Providing reliable and convenient options for users to bypass congestion

### **Vision 2028 Goals**

To address these trends and achieve the desired visionary outcomes, Vision 2028 outlines the following five goals:

1. Provide high-quality mobility options that enable people to spend less time traveling;
2. Deliver outstanding trip experiences for all users of the transportation system;
3. Enhance communities and lives through mobility and access to opportunity;
4. Transform LA County through regional collaboration and national leadership; and
5. Provide responsive, accountable, and trustworthy governance within the Metro organization



The Action Matrix located at the end of the Plan summarizes the goals, initiatives, and actions that Metro will implement. Metro will issue periodic reports to the public on the progress toward these goals and initiatives, and we will review the Plan every five years to ensure that we are advancing toward our vision.

Addressing LA County's transportation challenges will require bold action, leadership, and widespread support. Removing transportation barriers will help fulfill and sustain LA County's economic and social promise, transforming the region into a happier, more vibrant, more prosperous, and more equitable place to live and work.

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