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

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

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

You have put your faith in us, approving sales tax measures in 2008 (Measure R) and again in 2016 (Measure M) to fund the expansion and improvement of transportation in Los Angeles County. Our investments today will pay dividends tomorrow through long-term impacts well beyond mobility. We want our transportation dollars to generate jobs, housing, and business opportunities. We want connections for all who live, work, and play in LA County. We want a safe, reliable, and improved travel experience for everyone. We want a healthier and cleaner County. In short, we want to enhance quality of life in our County.

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

That’s why we commissioned the Quality of Life Report. The Quality of Life Report Initial Study provided a snapshot of how we are doing. Most of the data and facts presented in this study compare 2008, when LA County voters approved Measure R, to the most recently available data (2014 or 2015). In this update to the Initial Study, we’ve taken a deeper dive into our performance in key customer-focused areas. This is a self-critique to identify the areas in which we need to improve. As we move forward, we’ll continue to monitor our success and your quality of life.

Since 2008, over 480,000 LA County residents gained access to new rail or Bus Rapid Transit (BRT) services – including two extensions of the Gold Line, the Expo Line Phases I and II, and the Chatsworth extension on the Orange Line – that opened within a half-mile of their homes. Today, residents across the County are using rail and BRT services in significantly greater numbers.

New rail and BRT services provide transit access to more than 300,000 jobs. Buses and trains arrive on-time more frequently than before and, along many rail and BRT routes, transit travel times are faster than or similar to driving travel times. Metro opened 34 new miles of carpool lanes, with many more miles around the County still to come. And Metro continues to leverage local dollars to compete – and win – greater and greater amounts of state and federal grants. Moreover, Metro is working with development partners to deliver more housing, including affordable housing, near Metro rail and BRT station areas to address the increased housing costs across the County.

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

What are Measure R and Measure M?

Measure R is a half-cent sales tax for LA County to finance new transportation projects and programs. Measure M, passed by voters in November 2016, extends this sales tax. These Measures contain an Expenditure Plan that identifies the projects to be funded and additional fund sources that will be used to build out transportation improvements and is subject to independent audits and a Taxpayer Oversight Committee. Spending on Measures R and M will benefit the LA County economy, with $43.7 billion in direct spending on construction projects resulting in more than $79.3 billion in economic output and the creation of 465,690 jobs with labor income over $26.1 billion.

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

1 Construction Impact of Los Angeles County Traffic Improvement Plan, Los Angeles County Economic Development Corporation, 2016

Who is Metro?

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

LA Co County Commission. It serves as regional transportation planner and coordinator, designer, builder, funder and operator for one of the country’s largest, most populous counties. More than 9.6 million people – nearly one-third of California’s residents – live, work, and play within its 1,433-square-mile service area.
Within each section, pages begin by posing a question about Metro or its involvement in LA County. Below or next to the question is a summary of information answering the question. Each page includes data related to the question arranged in graphics, maps and charts. Each page also includes takeaways with a green, yellow or red indicator of how well Metro is doing.

This Quality of Life Report provides information about Metro’s performance, generally during the period from 2008 - to 2015, and often within the context of wider trends here in LA County. Information is grouped into three main content sections: (1) Service and Finance; (2) Mobility and Access; and (3) Sustainability and Economy. A conclusion section highlights Metro’s major efforts in 2016 and looks ahead at plans for the future. Within the content sections, each topic is presented in a question & answer format. Feel free to read the report in the order in which it is organized, or to jump to the sections and questions which matter most to you. Additionally, an in-depth summary of data sources and methodology is included in a technical appendix.

Service and Finance - Let’s invest wisely in our transportation future

- How is the experience of Going Metro?
- How secure is Going Metro?
- How safe is Going Metro?
- How reliable is Going Metro?
- How does Metro use technology to serve customers?
- Where does funding come from and how is it being spent?

Mobility and Access - Let’s make connections for all who live, work and play in LA County

- Who is Metro serving?
- How does Metro provide for diverse needs?
- How does Going Metro compare to driving?
- What are driving conditions like on LA County streets?
- What are driving conditions like on LA County freeways?
- How is Metro bridging the first/last mile gap?
- Who lives near rail/BRT services?
- Who lives near bus services?
- Who lives near frequent bus services?

Sustainability and Economy - Let’s create a healthier, cleaner LA County

- What is Metro doing to improve the air we breathe?
- How is Metro providing access to jobs?
- Are residential rents changing near stations and around LA County?
- Are commercial rents changing near stations and around LA County?
- Are incomes changing near stations and in communities?
- How is housing development changing in LA County?

Looking Ahead

- What did Metro accomplish in 2016?
- We’re looking ahead.
Since 2008, Metro has made great strides to improve customer service, and it shows. Today, its service is safer, more reliable, and provides an improved travel service for everyone. Buses arrive at their stops on time 13% more frequently, and are breaking down less often. Metro provides its customers with many ways to communicate and connect over a variety of technology and social media platforms. Riders can now load transit fare onto their TAP cards digitally and use their TAP cards to ride almost any transit service in the County.

They can access real time transit information on multiple mobile phone and web apps. And they can chat with Metro on Twitter, Facebook, and Instagram. Customer satisfaction is up 5%. Meanwhile, Metro is investing tax dollars wisely to build new rail lines and make significant freeway improvements, and is leveraging those tax dollars to compete – and win – state and federal transportation grants to fund or accelerate even more improvements.

Let’s invest wisely in our transportation future.

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

Customer satisfaction has increased 5% since 2008.

Winners and Losers:

Rail riders registered one complaint per 87,500 rides, experiencing the most difficulty with ticket vending machines.

Bus riders registered one complaint per 67,700 rides, experiencing the most difficulty with service and reliability.

Since the implementation of Measure R, customer satisfaction is consistently high, ranging from 83% to 88% overall between 2008 and 2015. The top complaints on rail are ticket machine issues, the conduct of their fellow passengers, and train delays. Bus riders complain most frequently about buses passing by their stops, late buses, or no-show buses. With 46,400 total complaints and 2.5 billion rides from 2008 – 2014, Metro received one complaint per 66,700 bus rides and one complaint per 87,500 rail/BRT rides taken by patrons.

How is the experience of Going Metro?

Customer satisfaction has increased 5% since 2008.

Rail riders registered one complaint per 87,500 rides, experiencing the most difficulty with ticket vending machines.

Bus riders registered one complaint per 67,700 rides, experiencing the most difficulty with service and reliability.
Riding Metro is very safe, and rider safety on Metro is a top priority for the agency. Crime on Metro decreased 9% between 2013 and 2015, when the incidence of crime was lower than 1:91,000 unlinked passenger trips. The most frequent crimes include theft, narcotics, non-aggravated assault, and vehicle break-ins at park & ride lots. Overall, most Metro riders feel safe both waiting at Metro stations and riding on Metro vehicles. However, over 20% of past riders say they stopped riding Metro due to safety concerns. Metro is implementing a number of new security-related programs and measures to further reduce crime on Metro, including unique policing plans for the community, and bus and rail systems.

**Crime reduction measures**

- Double security staff.
- Assign security staff to specific locations.
- Connect homeless patrons to social services.
- Implement location-specific solutions.

**While county-wide crime has increased, crimes on Metro have decreased.**

**Crime on Metro is down 9%, but assaults and vehicle break-ins have increased.**

**Riders generally feel safe, but 21% of past riders stopped riding due to perceived safety concerns.**
How safe is Going Metro?

The number of collisions on grade-separated light rail Metro routes are relatively constant year over year, adjusting for new station openings. The Blue line has the highest number of collisions of any light rail line, an issue that Metro has recognized and taken steps to address. Major work is underway to install new safety signage at pedestrian crossings, improve lighting, and install a pedestrian bridge along the line, which is the oldest and most heavily used in the system. The number of collisions on heavy rail lines is very low at less than five per year, as these lines have dedicated, underground tracks. Bus collisions are complicated to track due to sharing the road with other modes and systems, but Metro will be tracking them more closely in the future.

Light rail vehicle collisions are infrequent, but the Blue line has more collisions than other lines.

A collision is nearly 600 times less likely on Metro light rail than in a car.

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

Perception of safety riding Metro

<table>
<thead>
<tr>
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<th>2008</th>
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<tbody>
<tr>
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<td>81%</td>
<td>85%</td>
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<tr>
<td>I feel safe while riding this bus</td>
<td>87%</td>
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</tr>
<tr>
<td>I feel safe while waiting for this train</td>
<td>87%</td>
<td>84%</td>
</tr>
<tr>
<td>I feel safe while riding this train</td>
<td>90%</td>
<td>83%</td>
</tr>
</tbody>
</table>

Metro light rail collisions

Collisions on light rail are 590 x less likely than when traveling in a car.

Based on comparison of LA County average daily vehicle miles traveled and average collisions, and LA Metro light rail service miles and collisions.
How reliable is Going Metro?

Buses are on-time more frequently today than they were in 2008, and rail is almost always on-time. Real-time vehicle arrival information is available to riders via the web, on smartphones, and at most rail stations, helping riders plan their trips to avoid long waits.

77% of current riders agree that bus/rail service is generally reliable within 5 minutes.

11% of past riders stopped riding Metro bus/rail because they feel transit is not reliable.

Since 2008, buses have been more on time, but some riders stopped Going Metro due to reliability concerns. Metro vehicles are breaking down less frequently.

On-time bus and rail performance

Miles between bus break-downs

Miles between road calls
How does Metro use technology to serve customers?

Since 2005, Metro has provided riders with technology tools to make using and interacting with Metro easier. Today, riders can utilize Trip Planner to plan their trip and TAP to pay their fare on any transit service in LA County. Twitter to talk directly to Metro, mobile apps to find real-time transit vehicle arrival and stop location information, and The Source to keep up with Metro news.

Most recently, Wi-Fi service has come to the subway, with service available to Vermont/Sunset on the Red Line and Wilshire/Western on the Purple Line.

Real-time rider information

Metro technology for customers

TAP card access

Real-time arrival displays are available at most rail stations and at select bus stops.

Metro provides many ways for customers to connect.

TAP can now be used on nearly every transit service in LA.
Where does funding come from and how is it being spent?

The primary sources of countywide transportation funds are local sales taxes, the state gas tax, and federal gas tax programs. Additionally, Metro leverages tax dollars to compete for – and win – grants from its state and federal partners. More than $3.9 billion have been spent on Measure R projects and programs in the first seven years of the measure. A proportion of tax proceeds collected through Measure R and two other local transportation tax measures (Props A and C) is reserved for city and other local agency use through a process called Local Return. Between 2010 and 2015, $2.6 billion was provided back to jurisdictions in the County through these measures. It is anticipated that Measure R will fund $51.1 billion in projects.

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

Metro is leveraging Measure R dollars to compete successfully for more state and federal grants.

Since 2008, almost 60% of Measure R funds have been spent on transit and freeway construction projects.

Funding provided through Measure R to Date

- Total Measure R funding collected 2008-2015: $3,923,606,193
- Transit capital: $1,646,820,905
- Bus operations: $773,287,174
- Highway capital: $603,380,074
- Local return (to cities): $582,157,582
- Rail improvements: $128,218,071
- Rail operations: $118,709,222
- Commuter rail: $46,413,811
- Administration: $24,619,354

Metro farebox recovery

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

State and federal grants received

- Transit capital
- Bus operations
- Highway capital
- Local return (to cities)
- Rail improvements
- Rail operations
- Commuter rail
- Administration

$12,800,000
$100,932,628
$651,788,550
$1,302,000
$112,932,628
$653,090,550
Let’s make connections for all who live, work and play in LA County.

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

Metro already provides rail or BRT connections to almost 20% of County residents, with transit travel times competitive with driving on many lines. Its services support many of the County’s most disadvantaged communities, providing low-cost transportation choices to help residents in those communities live, work, and play. In just the seven years since Measure R was implemented, Metro opened new rail or BRT service on the Gold, Orange, and Expo Lines. These new stations provide rail/BRT access to more than 480,000 County residents who did not previously have it.

Each year in LA County, transit operators provide about 600 million rides, with the lion’s share occurring on Metro. Metro bus ridership has slipped recently, consistent with national transit ridership trends, but Metro rail ridership is soaring, far beyond national trends. The vast majority of Metro riders arrive at transit on foot or by bike, and Metro is facilitating walking and biking to transit by funding first/last mile projects and building more bicycle parking at stations.

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

Our region is growing, and the transportation system needs to keep up.

Mobility and Access
Who is Metro serving?

Metro serves communities that reflect the diversity of the county.

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

Metro riders reflect the demographics of the nearby communities.

Racial makeup of LA County and Metro service

- White (Non-Hispanic)
- Hispanic or Latino
- Black or African American
- Asian/Native Hawaiian and Other Pacific Islander
- Some Other Race

*Data is based on Metro survey results.
How does Metro provide for diverse needs?

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

Languages at Metro

Metro provides Rider Guides, call center service, and other information in 10 languages.

Access riders using transit

Paratransit ridership

Wheelchair boardings to Metro fixed route bus services

↑ 77% Increase in access services rides

↑ 66% Increase in paratransit trips

↑ 108% Increase in wheelchair bus boardings

Mobility for people with disabilities has increased significantly.

Paratransit riders are using almost double the door-to-door service since 2008.
How does Going Metro compare to driving?

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

Peak period* drive time compared to Going Metro

Transit travel times are faster than driving along many rail/BRT routes.

Transit travel times on rail/BRT are more reliable than driving times, which vary greatly.
Arterials – the roads we use to connect us from our homes to everywhere we want to go – in LA County are busy. This isn’t necessarily bad. People are shopping, going to school, working, and visiting friends and family. Compared with freeway travel, there is less variation in travel speeds throughout the day, however things do slow down during the commute periods. Speeds on arterials in the San Gabriel Valley are the most varied across different arterials. Additionally, arterial congestion tends to build as drivers funnel toward freeway ramps.

Across the county, the evening peak hour is more congested than the morning.

Commuters in less-dense North County experience faster travel times on arterials.

Peak hour speeds are lowest in the Central and Westside regions of Los Angeles County.

* Speeds per arterial available in appendix.
Los Angeles area freeways are notoriously congested. While this makes for an unpleasant commute, it’s not all bad news. Millions of people are on the move every day. They stimulate the economy with every trip they make and every mile they drive. And even during the morning and evening commute hours, conditions aren’t bad everywhere. Across the County, congestion in the evening is generally more intense and longer lasting than it is in the morning. Focused Metro projects aim to improve commutes for Los Angeles County drivers through construction of new HOV and HOT lanes, truck lanes, and ramp upgrades.

**What are conditions like on LA County freeways?**

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How is Metro easing traffic and improving commutes?

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

Metro has opened 34 new carpool lane miles since 2009, with more miles around the county still to come.

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

Increased carpooling in ExpressLanes serves more commuters.

Metro ExpressLanes

\[ \frac{\text{Increase in carpool users}}{\text{Population}} \times 100\% = 62\% \]

\[ \frac{\text{Increase in carpooling}}{\text{Vehicle hours of delay}} \times 100\% = 2\% \]

\[ \frac{\text{Increase in carpool users}}{\text{Vehicle miles traveled}} \times 100\% = 1\% \]

Freeway Service Patrol

We’re serving our freeways:

\[ \text{Motorists assisted} = 286,400 \]

\[ \text{Wait to be assisted} = 7 \text{ minutes} \]

In 2014, these assists saved LA County drivers:

\[ \text{Gallons of fuel saved} = 9,454,800 \]

\[ \text{Hours of delay saved} = 9,454,800 \]
Since 2008, Metro has operated the second-highest ridership transit system in the country, with 450 million bus and rail boardings last year. Rail ridership is growing. Since 2008, 31 new stations have opened. In 2014, ridership on the Red and Purple lines exceeded 50 million for the first time. From 2008 to 2015, ridership on the Gold Line grew more than 100%. Ridership on the Expo Line increased 31% in just its first three years of service. BRT ridership is also growing: ridership on the Silver Line increased 295% between 2010 and 2015, while ridership on the Orange Line grew 13%. Like national trends, ridership on all Metro bus lines is down 8%.

Changes in rail and bus trips

Annual trips on rail and BRT

Annual trips on Metro and local bus

Rail and BRT ridership grew significantly from 2008 to 2015.

Like the national trend, bus ridership slipped from 2008 to 2015.
How is Metro supporting ridesharing?

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

Most transit riders arrive at their stop or station on foot or a bike (88% for bus, 72% for rail). Metro is facilitating bicycle access by building more short- and long-term bicycle parking at stations: 492 bicycle parking spaces on racks and 313 new lockers since 2008. For those who drive, Metro provides almost 30,000 park & ride spaces at stations throughout the system, most of which are free to use. A small percentage of Metro park & ride stations provide paid parking in order to best manage those facilities for all users.

Riders who walk or bike to transit

- 68% of bus riders walk or bike
- 83% of rail riders walk or bike
- 5% of rail riders use bikes

Vehicle parking at Metro

- Total vehicle parking spaces at Metro rail stations: 29,740
- 86% of parking spaces provided at no cost

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Bike parking at Metro

- Top 5 stations with the most new bike parking spaces since 2008:
- Average bike parking spaces per station on each line:
- 43% of stations had NO bike parking in 2008
- 18% of stations had NO bike parking in 2014

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For riders that drive, Park & Ride lots are available along all Metro rail routes. Metro is facilitating biking to transit by increasing station bicycle parking, but some stations still have none.
How is Metro bridging the first/last mile gap?

Metro is closing the first/last mile gap in LA County, making it easier and safer for people to get to transit. Metro is helping build out a network of bicycling walking facilities countywide. Since 2008, Metro has provided 37 cities and/or agencies across LA County with funding to build 115 bicycle, pedestrian, and multimodal first/last mile projects. And in 2015, Metro partnered with Zipcar to provide car share vehicles at Metro park & ride lots, opening up a new range of destinations from Metro stations. Today, there are Zipcars parked along every Metro rail line and at Union Station.

Bike networks in LA County have more than doubled since 2007.

Metro has provided funding to vital bicycle and pedestrian facilities.

Car share at Metro stations provides a key first/last mile connection, but few car share spaces are available.

Miles of bicycle facilities in LA County

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<tr>
<td>Protected bike lanes</td>
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</table>

Metro-funded first/last mile projects in LA County from 2008-2014

Car share at Metro stations

15 Metro stations have car share

47 car share spaces system-wide
Who lives near rail/BRT services?

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

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

22 out of 31 new rail stations serve CalEnviroScreen 2.0 disadvantaged communities.

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

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CalEnviroScreen is a screening methodology that is used to help identify California communities that are disproportionately burdened by multiple sources of pollution. The Environmental Justice Screening Method (EJSM) is an alternative screening methodology that is used to help identify Los Angeles County communities that are disproportionately burdened by multiple sources of pollution.
Who lives near bus services?

On weekdays Metro operates over 1,950 buses and serve people via 169 Metro operated routes. Over 15,000 Metro bus stops provide access, and 74% of households are in a U.S. Census block group within a quarter mile of a stop. With our partner transit agencies, that number grows to 96% of all households in the County. Through a combination of Local, Express, Shuttle, and Rapid services, we serve both long and short distance trips. Twice a year we review service to improve efficiency where significant demand exists and still preserve service throughout many hours of the day and to many places in the County.

Almost every CalEnviroScreen 2.0 and Environmental Justice Screening Method disadvantaged community is served by Metro or a partner bus agency.
Metro provides frequent bus service (frequencies of 15 minutes or less) on 56 routes, and five partner agencies provide frequent service on an additional 17 routes. Bus stops with frequent service are accessible to 41% of the households in the County. Almost 59% of the population around frequent bus service is disadvantaged according to State metrics, but outside of Central Los Angeles, many disadvantaged communities lack frequent bus service.

Who lives near frequent bus services?

Population near frequent service bus stops

Metro, with our partners, provides frequent bus service to 41% of the households in LA County.

Frequent bus service is available to 59% of CalEnviroScreen 2.0 disadvantaged communities.

Many disadvantaged communities outside of Central Los Angeles lack frequent bus service.
Air quality is improving in LA County, and Metro is part of the reason for that. We are a leader in the field of alternative fuel heavy duty vehicles and operate the nation’s largest clean fuel fleet. We retired our last diesel bus in 2011. We are reducing emissions across our operations, from building LEED-certified facilities, to installing solar panels on existing buildings, to implementing programs to cut our water use, to planting drought-resistant plants on Metro properties.

Countywide, median incomes are down and rents are up. While incomes and rents around Metro rail and BRT stations generally follow these larger trends, Metro is working with partners to deliver jobs, housing, and business opportunities around existing and new stations. Metro is committed to providing affordable housing, with at least 35% of the units in our total development portfolio reserved for affordable housing, helping create not just new, but also affordable, housing units where they are most needed. Metro projects connect residents to more than 300,000 jobs newly accessible by rail/BRT since 2008.
What is Metro doing to improve the air we breathe?

Metro’s national leadership in alternative fuel heavy duty vehicles has contributed to LA County’s improvements in air quality. In 2011, Metro retired its last diesel bus. Today, Metro operates the largest clean fuel transit fleet in the United States, with more than 2,300 CNG-fueled buses in operation countywide. Metro’s CNG fleet reduces cancer-causing particulate matter emissions by more than 80% compared to diesel. Metro emits nearly 300,000 fewer pounds of greenhouse gases per day since switching from diesel to clean fuel buses. Overall, emissions from Metro vehicles are down; however, they have increased for some vehicle types. Metro has introduced new policies to further curb its greenhouse gas emissions, including new restrictions and requirements for construction projects and establishment of drought awareness goals.

Metro's clean bus fleet

- Metro operates 100% clean fuel buses
- Since 2011, Metro has operated a 100% clean-fuel bus fleet.

Metro's impact on CO₂ emissions

- Metro reduced its emissions 80% compared to diesel with its clean-fuel bus fleet.
- Heavy and light rail emissions have decreased significantly, but other Metro vehicles have increased in emissions.

Selected sustainability measures

- Metro new construction projects are required to:
  - Use diesel filters on equipment as feasible
  - Maintain a buffer around truck traffic as feasible
  - Restrict idling vehicles and equipment

- Metro new construction projects that cost $5 million or more are required to:
  - Restrict idling vehicles and equipment
  - Use diesel filters on equipment as feasible
  - Maintain a buffer around truck traffic as feasible

Countywide air quality

- Decrease in number of days that exceeded Clean Air Act standards
- Metro’s impact on CO₂ emissions
- Change from 2011 to 2015
- Or earliest available data

Drought awareness

- In 2015, Metro established drought awareness goals
How is Metro providing access to jobs?

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

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

New rail and BRT services opened since 2008 has provided transit access to over 300,000 jobs.
Are residential rents changing near stations and around LA County?

From 2008 to 2015, apartment lease rates across the county and in all seven county submarkets increased, but growth did not occur evenly. Countywide, lease rates increased 11%. Rents grew the fastest in the West LA submarket (16%), and the slowest in South LA (4%). Data on lease rates was not available at the level of individual stations, but was obtained for clusters of neighboring stations. At the station cluster level, there was greater variability in growth rates. In the fastest and slowest growing station clusters, individual residential projects affected growth rates in otherwise stable markets. Generally, lease rates near stations did not increase more quickly than the corresponding submarkets.

Since 2008, residential rents in LA County rose 11%.

On average, housing costs around stations are increasing in proportion to those in the surrounding communities.
Are commercial rents changing near stations and around LA County?

From 2008 to 2015, commercial lease rates across the county and in all seven county submarkets decreased, but it did not occur evenly. Countywide, lease rates decreased 16%. Rents only grew in the Downtown LA submarket, and decreased the most in the San Fernando Valley. Data on lease rates was not available at the level of individual stations, but was obtained for clusters of neighboring stations. At the station cluster level, there was greater variability in growth or decline rates. In the fastest and slowest growing station clusters, individual commercial projects affected growth rates in otherwise stable markets. Commercial rents are increasing more quickly near stations than in surrounding communities, meaning the demand for transit-adjacent commercial space has increased.

Average commercial lease rates in real estate submarkets and station clusters

**Metro Station Cluster**

- **Real Estate Submarket**: San Fernando Valley
- **Monthly Rent per Square Foot**: $20

**Metro Station Cluster**

- **Real Estate Submarket**: South Bay
- **Monthly Rent per Square Foot**: $25

**Metro Station Cluster**

- **Real Estate Submarket**: Gateway Cities
- **Monthly Rent per Square Foot**: $30

**Metro Station Cluster**

- **Real Estate Submarket**: Burbank/Glendale/Pasadena
- **Monthly Rent per Square Foot**: $35

**How to read this chart:**
Vertical axis shows cost, and horizontal displays places. The circles represent cost of rent in specific places. The lines show cost of rent across neighborhoods. Gold lines and circles are 2008 data, while 2015 data is in blue. Longer connecting lines between circles mean greater change over time.

**Since 2008, commercial rents in LA County decreased 16%.**

**On average, commercial rents are increasing more quickly near stations than in the surrounding communities.**
Are incomes changing near stations and in communities?

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

Since 2008, median incomes in LA County have decreased 6%.

Median incomes in most station areas have dropped 2010-2014, similar to countywide trends.
How is housing development changing in LA County?

Living near transit allows people to use less energy and spend less money to get around.

Vehicle access

- Households within a ½ mile of transit own 20% fewer vehicles than the rest of LA County.

New housing within a ½ mile of rail

12,200+ housing units added within ½ mile of transit stations 2009 - 2015

¼ of multi-family housing units built in 2008 & 2015 were within ½ mile of transit stations

Metro joint development

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

30% of affordable housing units built in LA County were near transit stations

1,447 2008-2015 Housing units built

598 2015 Housing units in construction/planned

Affordable housing *

- Development projects using Low Income Housing Tax Credit Financing (LIHTC) targeting all population groups

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

* Development projects using Low Income Housing Tax Credit Financing (LIHTC) targeting all population groups.
What did Metro accomplish in 2016?

2016 was a busy year for Metro. Two new rail extensions opened: Expo Phase II connecting Culver City to Downtown Santa Monica, and Gold Line Foothill Extension connecting Sierra Madre station in Pasadena to Azusa. Metro additionally launched Bike Share with 61 stations in Downtown LA, and more stations still to come. Cell service is now available on the Purple Line from Union Station to Wilshire/Western, and available on the Red Line from Union Station to Vermont/Sunset. Wi-Fi has been installed on 150 test buses, and will be installed across the bus fleet in the years to come. Metro established a pilot Paid Parking Program to determine whether requiring parkers to pay for parking helps better manage Metro parking facilities. Metro also established a Green Construction Policy in order to reduce the carbon footprint of new construction projects.

Metro opened two rail extensions with a total of 13 new stations.

Metro Bike Share in Downtown LA

Metro Bike Share is a new form of public transportation in downtown LA, and has plans to expand countywide.

Wi-Fi has come to our buses, and will eventually be available on the whole fleet.
In 2008, you the resident, voter, and rider had the vision to transform transportation in Los Angeles, and in 2016 you voted to continue this investment and expand on this vision. Thanks to the passage of Measures R and M, Metro has the tools to do just that. Altogether, recently completed projects including the Gold, Orange, and Expo Lines, and the many other projects in the works, are expected to create more than 465,000 construction jobs, benefiting the local economy with $43 billion in direct spending on construction projects alone, and $79 billion in total economic output.

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

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

As Metro delivers these major transportation infrastructure investments, Metro will continue to monitor its progress. This study will be periodically updated to track changes in metrics over time.

Measure R data reflects the 30-year period through 2039; Measure M reflects the current project list.
We’re working together.

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Municipal operators [See pages 34, 35, 44, 45, 46, 47]
USC Program for Environmental and Regional Equity [See pages 42 – 47]
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