Metro

Board Report

M Metro®

File #: 2022-0586, **File Type:** Informational Report   **Agenda Number:** 21.

SUBJECT: GENDER ACTION PLAN

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Metro Gender Action Plan (Attachment A).

ISSUE

Although women comprise over half of all transit ridership, their mobility needs, concerns, and preferences have not been critically accounted for in the way our transportation systems are planned. The Understanding of How Women Travel (UHWT) study's core findings provided a rich understanding of women's travel needs and the challenges they experience. These findings provided a foundation of knowledge upon which Metro can actively work toward enhancing the quality of the travel experience for women in LA County through the Gender Action Plan (GAP).

BACKGROUND

In 2017, Women & Girls Governing Council (WGGC) was established to eliminate barriers faced by women when using public transportation. In February 2018, the WGGC recommended embarking on the UHWT study to understand more about these issues, to improve women and girls' experiences on Metro, and cultivate more gender-inclusive practices at Metro.

In 2019, the UHWT study analyzed women's travel patterns; identified common barriers and challenges focused on four themes to be explored further by the GAP. The UHWT study found that disaggregated gender data was not collected, making it more difficult to understand patterns of travel or preferences. Results of the UHWT study pointed to findings related to how and when women travel, and their most significant barriers and challenges when traveling on transit. Key findings from that study:

- Women account for a larger share of Metro bus and rail ridership
- Almost 90% of all female riders who use the system, ride more than three days per week.
- 57% of women bring their children on transit.
- Women in Los Angeles are also more likely than men to travel mid-day, with a travel peak around 2 PM when transit service may be reduced.

- Based on the How Women Travel survey, the top reason that women find it difficult to ride transit is they do not feel it is safe. While 60% of female riders who participated in the survey feel safe riding Metro during the day, that number plummets to just 20% at night. Safety perceptions for waiting and walking to the stop or station were even lower.
- The physical design of vehicles and stop/station spaces also create access challenges for women. Women were observed in our study traveling with bags, carts, and strollers. Negotiating the space on transit vehicles and at stops and stations appeared to be a challenge.
- Fewer than 40% of female riders surveyed for this study feel that transit is comfortable or that transit vehicles have the space they need for their belongings and 44% - of women's transit trips are longer than an hour.

The Gender Action Plan (GAP) digs deeper into data and trends and uses Metro's recent initiatives to create a foundation for actionable and measurable changes. The GAP will allow Metro to align existing work, with new strategies specifically intended to improve travel experiences for women.

DISCUSSION

Metro aims to provide world-class public transportation for all the people of LA County, one key aspect of that mission is making sure the needs of people are what drives Metro's plans, policies, and actions - which in turn requires that Metro pay special attention to the needs of women and other groups that may not have historically been included in this planning process.

The GAP is Metro's commitment to view all policy, planning, and design efforts through a gender lens that recognizes the diversity of its riders and to closing the gender gap through gender equitable, programs, policies, and services.

With distinct travel patterns and amplified travel concerns, women's travel needs have been omitted in the design of our transportation system. As Metro transforms the customer experience, leading with equity, now is the time to address these needs. Studies have shown that women are more likely to travel throughout the middle of the day with children in tow and are more likely to feel unsafe traveling at night. Metro aims to create a better customer experience by bringing a gender-focused perspective to the delivery of our services. This Gender Action Plan establishes a framework and implementation plan that responds to the expressed needs and preferences of women riders.

The primary goals of the GAP are to:
- Raise awareness of the gender differences in travel
- Ensure diverse gender perspectives are considered in Metro's policies, projects, programs, and services
- Address gender gaps related to Metro's policies, projects, programs, and services
- Improve the quality and accessibility of Metro's services for women
- Create measurable progress toward the GAP goals

Building off that work, the GAP provides specific strategies on how gender perspectives can be incorporated into the design and implementation of Metro's policies, projects, programs, and services. Drawing from best practice research from within the transit industry, input from focus groups and public outreach, and analysis of recent data sources, the GAP defines actions and desired outcomes of gender-inclusive strategies and programs centered around four themes:

- safety
- fare policy
- service frequency & reliability
- station/stop & vehicle design

Due to the changing landscape of COVID-19 response and economic recovery, the importance of safety, cleanliness, comfort, and costs for women are further heightened. The improvements articulated in this Gender Action Plan will not only improve travel experiences for women - they will benefit the experience of all riders.

APPROACH

The analysis approach for the action plan is built on a foundation of social justice principles and sociological methods. It was designed to capture "hard-to-reach" populations and employ the project's intersectional approach to gender. While traditional collection techniques such as findings from the UHWT study, best practice research, public workshops, focus groups, and comment cards helped inform this analysis, much of the data collection process revolved around conversations with the community. Metro is committed to an ongoing effort to create understanding, trust, and a two-way partnership with the community we serve. Central to the effort was a series of workshops and interviews with community-based based organizations and stakeholders. The outreach process aimed to understand which of the most relevant practices would best meet the needs of women riders.

Metro also conducted:

- Additional research on the UHWT Study: Additional research was conducted to expand on the areas of focus identified in the UHWT study, especially considering the changes in travel behavior due to the pandemic.

- Internal Gender Audit of Metro's Current Plans, Programs, Policies, & Projects: The Gender Audit (Audit) was one of the key first steps of the GAP, and was an element of the Gender Analysis process. The Gender Audit (Audit) evaluated Metro governing documents, plans, policies, programs, and projects adopted or in development since the UHWT was prepared using a critical gender lens to determine their responsiveness to the unique travel needs of women.

Plan/Program/Policy/Project	GAP Themes			
	Safety	Fare Policy	Stop/Station/Vehicle Design	Services/ Frequency/ Reliability
Metro Rail Design Criteria	X		X	
Bus Operator Rulebook/Standard Operating Procedures	X			
HR4000 Heavy Rail Vehicle Specification			X	
Low-Floor Zero-Emissions Bus Technical Specification			X	
Joint Development Policy			X	
Disability and Aging Action Plan				X
Transit Oriented Communities Policy			X	
Transfer Design Guideline	X		X	
Code of Conduct	X	X		
Systemwide Station Design Standards Policy	X		X	
NextGen Bus Study	X			X
Customer Experience Plan	X	X	X	X
Customer Experience Survey Results	X	X	X	X
Transit Service Policies & Standards				X
Our Next LA	X	X	X	X
Moving Beyond Sustainability			X	X
System Security & Law Enforcement Strategic Plan	X			
Covid-19 Recovery Task Force	X	X	X	X
Better Bus Program	X	X	X	X
Traffic Reduction Pilot Program		X		X
Comprehensive Pricing Strategy		X		
Street Safety Policy	X			
New Mobility Regional Road Map	X			X
Microtransit Pilot Program				X
Travel Rewards Research Program				X
Equity & Race Program	X			
Bus Rapid Transit Vision and Principles Study	X		X	

- <u>Department interviews-</u> To understand how policies, programs, and plans address gender from an internal staff perspective.

- <u>Workshops with transit agencies-</u> Research, workshops, and interviews were conducted to gain a deeper understanding of gender-inclusive practices and strategies. To supplement best practices research, virtual workshops were held with nine transit agencies in the U.S. and two international agencies to gather more insight into their practices. Three virtual GAP workshops were held with staff from these 11 transit agencies.

These efforts helped identify existing gaps and issues areas for improvement and create a basis of knowledge for developing a set of impactful, implementable strategies in the GAP.

<u>Gender Analysis Tool (GAT)</u>

The GAP starts with an overarching strategy, the Gender Analysis Tool (GAT), that aims to institutionalize Metro's dedication to gender equity across all future policies, programs, and investments. This tool will create a tangible process through a gender lens and will create a rich source of data to allow Metro to understand how things are improving for women riders over time. The GAT provides a guide for staff to identify and articulate how Metro can better anticipate and

support the needs of women riders.

The GAT creates a formalized and ongoing process to understand how all future investments impact and perform in relation to gender. This critical need corresponds with Metro's Strategic Plan goals to deliver outstanding trip experiences for all users and to provide responsive and accountable governance within the organization.

The GAT will instill a culture of gender equity by ensuring that gender issues, benefits, and challenges are considered during the initiation, development, and evaluation of all policies, projects, programs, and actions.

GAP Strategies

The GAP offers Metro a solid beginning to pioneer innovative gender-focused strategies. The strategies reflect the vision and goals of the GAP - to raise awareness, consider diverse perspectives, address gaps, improve services for women riders, and create measurable progress towards gender equity. The strategies are described through an understanding of "What We Heard," calling out supportive information from the gender analysis, and "Metro's Solution" presenting the proposed strategy. Also included is other background information on "how it will work", "responsible parties", and applicable "cost and timeframes." The strategies are organized by the four major themes i.e., safety; station, stop and vehicle design; and fare policy.

The table below summarizes the strategies detailed in the GAP with information about their contribution to the GAP goals, anticipated timeframes, and anticipated costs. Strategy timelines are characterized as short-term (less than one year), medium-term (1-3 years), and long-term (3-5 years).

	STRATEGY	WHAT WILL METRO DO?	TIMEFRAME	LEVEL-OF-EFFORT
	Gender Analysis Tool	A standardized tool to help all Metro staff assess how projects, plans, and policies advance the goals of the GAP. This includes asking important questions about how the project or plan serves women, collecting gender-specific data, and engaging with the community early and often.	Short	Low
SAFETY STRATEGIES	Camera Visibility & Lighting	Continue to upgrade lighting at stations and install cameras within rail and bus vehicles. Camera locations will be emphasized through prominently placed signs letting riders know that video recording is in progress.	Short	Moderate
	Station/Stop Design & Safety Assessment	A tool for gathering regular and measurable feedback from women on safety and design elements that can be used to guide future design choices.	Short	Low
	Metro Employee Travel Partner Program	A pilot program where employees are paired with one or more coworkers that share a similar transit commute.	Short	Moderate
	Promote Travel Partner Opportunities	A campaign to provide information and support to external groups such as businesses, CBOs, and other institutional partners to establish commute partnerships among their employees.	Short	Moderate
	Promote Courtesy Request-a-Stop Service	Promote and advertise the existing "Night Owl Stops" for late-night riders and work with bus operators through training, to ensure the rider courtesy stops are accommodating and offered as often as possible.	Short	Moderate
	Sexual Harassment Prevention Program	Expand and update Metro's current anti-sexual harassment campaign to include: new visuals, messaging, and artistic elements for posters; increased distribution of posters and messaging; with an annual refresh of the anti-sexual harassment campaign based on community and rider feedback.	Short	Moderate
	Gender-Specific Operator Training	Develop and conduct gender-related training for Metro bus and rail operators based on real-world scenarios and experiences.	Medium	High
	Explore Silent Alarm	Explore installation of silent alarm strip or button on new Metro buses and trains to allow riders to discretely alert Metro staff and/or security without attracting the attention of nearby riders.	Long	High

	STRATEGY	WHAT WILL METRO DO?	TIMEFRAME	LEVEL-OF-EFFORT
STATION, STOP, AND VEHICLE DESIGN STRATEGIES	Strollers on Metro Vehicles	Support the updated stroller policy to allow for unfolded strollers on board buses. Additional efforts will go into a reassessment of vehicles to accommodate more designated stroller areas and flip seats.	Medium	Moderate
	Adopt-A-Stop Program	A community-based program to engage with businesses, CBOs, or other organizations to help maintain areas around bus stops while promoting a sense of community pride.	Short	Low
	Business Partnerships	Leverage partnerships with businesses, to offer cross-promotion of services for businesses, and access to services, the opportunity to purchase food, and restroom facilities for riders.	Medium	Low
	Restroom Design Standards	Create restroom design standards for new stations to include elements like changing stations, varied sink levels, and vending machines for toiletries, including diapers.	Short	Moderate
	Improve Interiors on Buses & Trains	Update vehicle design standards for new or renovated vehicles to account for new configurations of seats, handles, straps, and buttons into the interior layout of the vehicle.	Long	High
	Concentrated Amenities Zone at Subway Platforms	Create a designated zone on rail platforms where amenities such as seating, lighting, security personnel, and security technology (e.g., emergency call boxes and security cameras) are concentrated.	Short	Moderate
	Prioritize Household-Serving Uses at Transit Stations	Encourage the development of household-serving uses – grocery markets, medical offices, pharmacies, childcare centers, health centers, community spaces, and social services – at and near stations.	Long	Low
FARE POLICY STRATEGIES	Address Multi-Directional Transfers through Fare Capping Program	Implementation of the fare capping pilot will address the issue of multi-directional travel for women. Fare capping eliminates the need for transfers in that fares will be capped to a daily amount, and once the cap is reached, it allows for unlimited travel in either direction for the rest of the day, thus eliminating the time and directional constraints.	Short	Low
	Partnership with Health Providers to Promote LIFE Program	Leverage existing partnerships with institutions by connecting with healthcare providers to promote Metro's LIFE Program.	Short	Low

Measuring Success

The GAP will make Metro the first major transit agency to monitor and evaluate customer experience outcomes through a gender-oriented lens. This groundbreaking work continues Metro's ongoing efforts to innovate and lead the transit industry in creating evidence-based changes in the realm of gender-responsive transit planning and customer service. To define and measure success for the GAP each strategy has its own KPIs with both process-oriented and outcome-oriented metrics.

…Equity_Section
EQUITY SECTION

By understanding how all of Metro's actions can affect people differently because of their gender, Metro can more effectively work towards that goal of gender equity for women and girls and support Metro's customer-centric culture by improving rider experiences. The GAP advances a path to gender equity for women and girls, providing specific recommendations to incorporate gender perspectives into the design and implementation of Metro's policies, projects, programs, and services to improve the quality and accessibility of Metro's services for women and girls. The GAP has 18 different strategic actions, such as improving lighting in and around stations and implementing fare capping to address issues of multidirectional travel for women, each aimed at reaching one or more of five primary goals:

1. Raising awareness of the gender differences in travel
2. Ensuring diverse gender perspectives are considered in Metro's policies, projects, programs, and services
3. Addressing gender gaps
4. Improving the quality and accessibility of Metro's services for women
5. Creating measurable progress toward the GAP goals

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Project supports the following strategic plan goals identified in Vision 2028: Goal 2 is to deliver outstanding trip experiences for all users of the transportation system. Goal 3: Enhance communities and lives through mobility and access to opportunity and Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization.

NEXT STEPS

With a deeper understanding of the role gender plays in the rider experience, the GAP will enable Metro to meet the complex and diverse needs of women riders and support our goal to be the first choice in transportation for all Angelenos. Staff will work with identified departments on the implementation of the GAP strategies and report back to the board annually.

ATTACHMENTS

Attachment A - Metro's Gender Action Plan
Attachment B - Gender Analysis Tool
Attachment C - Draft Station Evaluation Sheet

Prepared by: Meghna Khanna, Senior Director Countywide Planning & Development, (213) 922-3931
Elba Higueros, Deputy Chief of Staff, (213) 922-6820

Reviewed by: Nicole Englund, Chief of Staff (213) 922-7950

Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A

GENDER ACTION PLAN

Document Available Online at:

http://libraryarchives.metro.net/DB_Attachments/Attachment A- Gender Action Plan.pdf

Metro Gender Action Plan

Gender Analysis Tool

Table of Contents

Introduction

Metro is working to provide an inclusive transportation system by removing barriers on public transportation and promoting gender equity. As a leader in the transportation industry, Metro looks to find opportunities to address access and expand opportunities through delivery of its services. By incorporating gender early in Metro actions, the unique perspectives of those who are often overlooked will be clearly visible in the design and implementation of policies, projects, programs, and services. Addressing the complex and inter-related dynamics of gender inequity, constrained mobility, and economic challenges experienced by women will ensure that Metro is inclusive and not reproducing patterns of gender marginalization.

What is gender?

Gender is comprised of two elements: gender **identity** and gender **expression**.

- Gender identity describes how someone identifies, which may or may not match their assigned sex at birth. Some people identify as a man, while others identify as a woman. Others may identify as neither, both, or are gender-fluid.
- Gender expression describes how someone presents or expresses their gender identity, which may vary from person to person independently of their gender identity. Gender expression is how someone chooses to express their gender identity through their name, pronouns, clothing, hair style, behavior, voice, or body features.

We use the term "women" to signify people whose gender identity is that of female, regardless of their sex assigned at birth. This terminology recognizes that trans women are women, not simply "people who identify as women." These terms also do not reflect sexual preference (see Glossary below).

In addition to gender, there are many facets of identity that shape women's experiences — including race and ethnicity, disability, age, faith, family structure, sexual orientation, and gender expression, which can further shape and compound marginalization and people's experiences.

Note that a Glossary of these and other gender-related terms is included at the end of this document.

Why does this matter to Metro?

Metro is charged with matching access and mobility needs with expected resources to transform the future of transportation in Los Angeles County. The Metro Women and Girls Governing Council (WGGC) was created in 2017 to further examine Metro policies, projects, programs, and services by considering the unique obstacles faced by women and girls. The WGGC seeks to

address the complex and inter-related causes of gender inequity, mobility, and economic challenges by removing barriers to success and expand opportunities at, within, and on Metro. Metro has a responsibility to ensure the system does not perpetuate or enable marginalization based on gender. Additionally, Metro can be a leader within public transportation by prioritizing and directly addressing the needs of those who have historically been marginalized. By engaging in **gender analysis** – a process of understanding how all of Metro's actions can affect people differently because of their gender – Metro can more effectively work toward the goals of **gender equity.**

Metro's **primary** gender equity goals are the following:

- Raise awareness of the gender differences in travel
- Ensure diverse gender perspectives are considered in Metro's policies, programs, projects and services
- Address gender gaps in Metro's policies, programs, projects and services
- Improve the quality and accessibility of Metro's services for women
- Create measurable progress toward the GAP goals

What is the Gender Analysis Tool (GAT)?

The GAT builds upon the foundation of the Understanding How Women Travel (UHWT) Study and is intended to guide Metro staff in identifying and articulating how Metro actions, programs, and services can better anticipate and support the needs of women. The GAT will be used so that gender is considered early on in the development process and ultimately remains engrained through implementation and beyond. Metro's approach to achieving gender equity, in part through the application of this GAT, are as follows:

- **Identify Gender Specific Needs and Impacts** – Collect and use available gender-disaggregated data, research, and resources to identify gaps and incorporate the needs and travel trends of different genders.
- **Support & Engage with Women** – Engage stakeholders and representative groups so that their unique perspectives and input are incorporated into the process.
- **Implementation and Accountability** – Review implementation processes to identify ways to report measurable progress towards equity goals. Create performance metrics that could be achieved through the action.

Gender Analysis Tool

Project/Action Name:
Team Members:
Date Last Updated:

Has the current or proposed action considered gender differences in its development?

For example, was gender-disaggregated data included? Has the action been analyzed to determine different impacts across women, men, and marginalized genders? Have gender gaps been identified?

 If **Yes**, please continue to Section 1. If **No**, proceed to Section 2.

Section 1

Identify Gender-Specific Needs and Impacts

1. How did the current/proposed action identify the different needs and interests of different genders?

2. Has the project team collected and analyzed gender-disaggregated data or research to inform the current/proposed action? List data sources, research studies, or other information? If not, why? What additional information might be needed?

3. In addition to gender, have other equity factors been considered in order to address intersecting identities and needs (e.g., race, age, and income)? Does the current/proposed action pose a risk or burden to these intersectional identities? Are there potential unintended consequences? If so, explain.

4. Will the current/proposed action create specific benefits for women? Please explain.

5. How does the current/proposed action support Metro's gender equity goals? Identify which goals the action supports and why.

Support & Engage with Women

1. Has the current/proposed action undertaken gender-specific outreach? Did the outreach itself take care to ensure diverse gender attendance (e.g., childcare available at meetings, dates/times for variety of attendee schedules, outreach to specific community based organizations)?

2. Does the current/proposed action need to be revised to reflect gender-related input and feedback? Please describe.

3. What partnerships internal to Metro (e.g., other Metro departments) are part of the current/proposed action that would maximize progress towards gender equity goals? List the partnerships and their potential contributions.

4. What partnerships external to Metro (e.g., stakeholders, organizations, other agencies, etc.) are or could be part of the current/proposed action that would maximize progress towards gender equity goals? List the partnerships and their potential contributions.

Implementation and Accountability

1. Are there any variables that could prevent the current/proposed action from achieving gender equity goals (e.g., schedule, budget, review time)? If so, describe.

2. How can the current/proposed action be measured and evaluated relative to Metro's gender equity goals?

3. How can the current/proposed action further communicate and engage with stakeholders during and after implementation?

4. Will there be updates to the current/proposed action that would further promote gender equity goals? If so, describe these opportunities.

Section 2

\#

1. Please explain why gender differences were not considered in the development of the current/proposed action.

2. Are there internal or external policies or standards that would need to be revised to allow the current/proposed action to achieve gender equity goals (refer to the introduction of this tool for the gender equity goals)? If so, describe.

3. Can the current/proposed action undergo changes to support gender equity goals? Identify which goals the action could support and explain why.

4. Does the current/proposed action pose a risk or burden to any gender groups? Are there potential unintended consequences? If not, please explain.

5. What would be the desired result if gender differences were incorporated into the current/proposed action?

Please submit your responses for review by the Gender Officer.

Next Steps

Completing the GAT allows Metro to assess how current/proposed actions can support gender equity goals, reduce gender disparities, and track progress of the actions. During implementation of the current/proposed action, the Gender Officer and project team should meet to discuss the GAT responses, how they relate to real-world application, refine the GAT as needed, and use the GAT as an example for other similar Metro actions.

Glossary of Gender Terms

Below is a glossary of gender-related terms to help navigate the GAT and the overall process of considering gender needs for the current/proposed action.

Cisgender	People who identify with the gender assigned to them at birth.#
Gender Groups	Gender identities such as transgender women, cisgender women, transgender men, and non-binary individuals.#
Gender Analysis	Examines the differing needs, constraints and opportunities for women and other marginalized groups (e.g., women with disabilities, transgender men, women of color) and the impact of these differences in their lives.#
Gender Disparities	Identified gaps in opportunities and treatment for women and other marginalized groups.#
Gender-Disaggregated Data	Quantifiable or qualifiable sets of data disaggregated by gender identity and expression. Separate from sex-disaggregated data, which is limited to male and female.#
Gender Equity	Sets the stage for gender equality, as it refers to the fairness and treatment for all groups of genders, according to their respective needs, as well as including all groups of genders in the process of working toward gender equality. #
Gender Equality	The desired end goal, in which access to opportunities is unaffected by gender.#
Gender Expression	Gender expression describes how someone presents or expresses their gender identity, which may vary from person to person independently of their gender identity. Gender expression is how

	someone chooses to express their gender identity through their name, pronouns, clothing, hair style, behavior, voice, or body features.#
Gender Gap	A gap in any area between genders in terms of their levels of participation, access, rights, pay, or benefits.#
Gender-fluid	Gender fluid refers to change over time in a person's gender expression or gender identity, or both.#
Gender Identity	Gender identity describes how someone identifies, which may or may not match their assigned sex at birth. Some people identify as a man, while others identify as a woman. Others may identify as neither, both, or are gender-fluid.#
Gender-Inclusive	A decision that is being made that does not discriminate or lead to discrimination against a particular sex, gender identity, or gender expression, and is designed to enhance positive impacts or reduce negative impacts for everyone regardless of their gender identity or expression.#
Gender-Inclusive Design Features	An approach to design that ensures that you are designing a project that is as equally engaging, useful and effective for all users involved, regardless of their gender identity or expression.#
Intersectionality	How gender considerations interact with other characteristics such as race/ethnicity, age, income, and ability.#
Non-Binary	Preferred umbrella term for all genders other than female/woman/girl or male/man/boy. #
Transgender	An umbrella term for people whose gender identity and/or gender expression differs from what is culturally typically associated with the sex they were assigned at birth. #
UHWT	Understanding How Women Travel Study#

#

Metro Station/Stop Score Sheet

The six categories for this score sheet reflect areas of concern identified by women riders in the Understanding How Women Travel study:

- **Safety and Security:** Safety is high priority for women; they feel much safer around other people and in areas with a lot of activity.
- **Cleanliness and Maintenance:** Women say cleanliness issues and unpleasant odors make transit uncomfortable.
- **Customer Communication:** Women feel less safe waiting for transit than while riding. When real-time and schedule information is not correct, waits and trip times are longer, which affect their total travel time.
- **Lighting:** Women reported that more lighting would make them feel safer on the Metro system.
- **Station Furnishings and Amenities:** Women are more likely to travel with children, walk to the bus stops, and carry items with them. This creates challenges finding spaces for their families and belongings.
- **Circulation Around the Station/Stop:** Walking in and out of stops and stations can be difficult for women carrying items since they often have multiple stops during their transit trips; this is especially hard for older women or women with disabilities.

Purpose of the Station/Stop Score Sheet

This score sheet will be used to collect opinions and gain input on individual Metro stations and stops to understand the areas of concern identified by women riders. The score sheet also provides measurable feedback to prioritize these improvement areas. Finding the specific areas of improvement from women riders, Metro can address the safety and comfort of women for this vital first and everyday interaction with the Metro system.

Please complete and submit this survey within three (3) calendar days of your trip. Write the day and approximate time of the trip at the top of all pages.

How will this information be used?

The information from this score sheet will create a basis of station performance (baseline data) from a rider's perspective. This will also help Metro update stations and stops and other transit features.

How can I fill out this score sheet?

This score sheet can be filled out through several ways including: 1) hard copies picked-up from a local community group; 2) electronic QR Codes in stations; or 3) as part of Metro's Customer Experience surveys.

Station or Stop Name:
Date/Time of Review: Check One Please: Rail Station ☐   Bus Stop ☐

Instructions

For each of the questions below, please rate the station or stop (**1 through 4**) on how well it addresses the question. Please explain why you it gave this rating in "comments."

1 = poor

2 = fair

3 = good

4 = excellent

Questions for "All Stations/Stops" apply to all station and stop locations (whether a Metro rail, busway, or bus).

Questions for "Metro Rail/Busway Station" apply to rail/busway stations including:

🚊 **Metro Rail**

Ⓐ **A Line (Blue)**
Downtown LA to Long Beach

Ⓑ **B Line (Red)**
North Hollywood to Union Station

Ⓒ **C Line (Green)**
Redondo Beach to Norwalk

Ⓓ **D Line (Purple)**
Wilshire/Western to Union Station

Ⓔ **E Line (Expo)**
Downtown LA to Santa Monica

Ⓛ **L Line (Gold)**
East Los Angeles to Azusa

🚌 **Metro Busway**

Ⓖ **G Line (Orange)**
Chatsworth to North Hollywood

Ⓙ **J Line (Silver)**
San Pedro to El Monte

Questions identified as "Bus Stop" apply to bus stops for local, rapid and express bus services, including:

- **Local buses,** which stop every two blocks and are painted orange
- **Rapid buses,** which are faster buses with fewer stops only at major intersections and are painted red
- **Express buses,** which travel on routes on freeways for longer distances with fewer stops

Please submit one score sheet for each station or stop (example: a separate score sheet for each stop/station when boarding and exiting Metro).

You can also fill out separate score sheets for other Metro stations or stops you visit. Just provide the name of the station/stop at the top of each score sheet.

Thank you for your participation!

Metro Station/Stop Score Sheet

Station or Stop Name: Check One Please: Rail Station ☐   Bus Stop ☐

Date/Time of Review: 1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent

Safety and Security		Rating	Comments
All Stations/Stops	How visible is the stop or station to people walking by, or in nearby buildings? (1 = not visible; 4 = very visible)	1 2 3 4	
	Are security cameras visible so riders and people nearby can see them? (1 = not visible; 4 = very visible)	1 2 3 4	
	Can you clearly see the entrances/exits of the nearby properties around the station/stop (near loading/ unloading areas, near stairs, and near elevators?) (1= difficult seeing my surroundings; 4 = can clearly see all my surroundings)	1 2 3 4	
	Are emergency/security buttons clear and easily seen in the station/stop? (1 = not clear or visible; 4 = very clear and visible)	1 2 3 4	
	Is information to report non-emergency issues/concerns clear and easily seen? (1 = not available or visible; 4 = very available and visible)	1 2 3 4	
Rail Station	How visible is Metro staff presence in the station? (1 = not available or visible; 4 = very available and visible)	1 2 3 4	
	How visible are security personnel, in the station? (1 = not available or visible; 4 = very available and visible)	1 2 3 4	
Bus Stop	Is the bus stop waiting area separated far enough away from moving traffic?	1 2 3 4	
	Does the area around the bus stop (buildings, sidewalks, lots, etc.) feel safe?	1 2 3 4	
OVERALL SCORE	How would you rate overall safety and security at the station/stop?	1 2 3 4	

Cleanliness and Maintenance		Rating	Comments
All Stations/Stops	Are the station/stop benches and waiting areas free of trash, dirt, and other debris?	1 2 3 4	
	Are the trash receptacles too close to seating/waiting areas?	1 2 3 4	
	Are there enough trash receptacles provided at the station/stop?	1 2 3 4	
	Are seating and waiting areas clean enough to feel comfortable using?	1 2 3 4	
Bus Stop	Is there clear information on who to contact if the stop needs maintenance/cleaning?	1 2 3 4	
	Is the stop clear of dirt or debris from the sidewalk and street to board Metro buses safely?	1 2 3 4	
OVERALL SCORE	How would you rate the overall cleanliness and comfort at the station/stop?	1 2 3 4	

Metro Station/Stop Score Sheet

Station or Stop Name: Check One Please: Rail Station ☐   Bus Stop ☐

Date/Time of Review: 1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent

Customer Communication		Rating	Comments
All Stations/Stops	Does the station/stop have screens with correct and up-to-date information such as train/bus arrival times?	1 2 3 4	
	Is train/bus information clearly displayed and easily seen?	1 2 3 4	
	Is information on how to contact Metro staff clearly displayed and easily seen?	1 2 3 4	
	Is how to report an emergency at the station/stop clearly displayed and easily seen?	1 2 3 4	
Rail/ Busway Station	Are there clear signs showing where ticket vending machines, TAP validators, and platforms are?	1 2 3 4	
	Is Metro staff assistance present and available in the station?	1 2 3 4	
	Do the customer telephones in the station provide a live person to talk to?	1 2 3 4	
Bus Stop	Is real-time bus arrival information available at this bus stop?	1 2 3 4	
	Are fares, discounts, and other customer information easy to understand at the bus stop?	1 2 3 4	
OVERALL SCORE	How would you rate customer communication overall at the station/stop?	1 2 3 4	

Lighting		Rating	Comments
All Stations/Stops	When walking to and from the station/stop, does lighting seem bright enough? Can you clearly see your surroundings as you walk toward the station/stop?	1 2 3 4	
	Are there dark spots or shadows at the waiting areas? (1 = many dark spots/shadows; 4 = no dark spots/shadows)	1 2 3 4	
Rail/Busway Station	Is the lighting along the platform bright enough (from the first rail car to the last rail car or G/J Line bus)?	1 2 3 4	
	Is the platform free of large objects that block views or cast shadows on the platform? (1 = large objects are present; 4 = the platform is free of such objects)	1 2 3 4	
	Are stairs and escalators well lit? Can you see steps and paths clearly?	1 2 3 4	
Bus Stop	Is lighting near bus loading and unloading areas well lit?	1 2 3 4	
	Is there enough lighting near bus benches and waiting areas?	1 2 3 4	
	Is there enough lighting to read signs and other transit information?	1 2 3 4	
OVERALL SCORE	How would you rate lighting overall at the station/stop?	1 2 3 4	

Metro Station/Stop Score Sheet

Station or Stop Name: _____   Check One Please: Rail Station ☐   Bus Stop ☐

Date/Time of Review: _____   1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent

Station Furnishings and Amenities		Rating	Comments
All Stations/Stops	Is there enough weather and sun protection near the outdoor waiting areas?	1 2 3 4	
	How available and comfortable are benches/seating in station/stop waiting areas?	1 2 3 4	
	How well do benches/seating accommodate riders of a variety of sizes, including children and large adults?	1 2 3 4	
	How well do benches/seating allow families to sit together and provide space for strollers, suitcases and other belongings?	1 2 3 4	
Rail/ Busway Stations	If restrooms are provided in or around the station, is there clear signage where they are located?	1 2 3 4	
	Are ticket vending machines provided in safe and clean areas?	1 2 3 4	
Bus Stop	Are trash receptacles, signage, benches, and other amenities at the bus stop well-maintained?	1 2 3 4	
	Does the bus stop provide a comfortable and pleasant waiting experience?	1 2 3 4	
OVERALL SCORE	How would you rate overall furnishings and amenities at this location?	1 2 3 4	

Circulation Around the Station/Stop		Rating	Comments
All Stations/Stops	Is the station/stop easy to use for people traveling with strollers, personal items, or children?	1 2 3 4	
	Is the path or sidewalk to the station/stop entrance wide enough to walk in a group? (1 = not wide enough; 4 = very wide)	1 2 3 4	
Rail/ Busway Stations	Does the station have wide enough fare gates to accommodate wheelchairs, strollers, and other large personal items?	1 2 3 4	
	Are elevators, ADA ramps, and escalators conveniently placed and visible?	1 2 3 4	
	Are walking surfaces within the station slip and trip resistant?	1 2 3 4	
Bus Stop	Are there safe and well-maintained sidewalks for walking to and from the stop?	1 2 3 4	
	Is there enough room to easily move around the stop without stepping into the street or private property?	1 2 3 4	
OVERALL SCORE	How would you rate overall circulation near the station/stop?	1 2 3 4	