



Metro

*One Gateway Plaza, Los Angeles, CA 90012,
3rd Floor, Metro Board Room*

Agenda - Final

Thursday, April 18, 2024

11:00 AM

Watch online: <https://boardagendas.metro.net>
Listen by phone: Dial 202-735-3323 and enter Access Code:
5647249# (English) or 7292892# (Español)

To give written or live public comment, please see the top of page 4

Executive Management Committee

Karen Bass, Chair

Janice Hahn, Vice Chair

Fernando Dutra

Holly J. Mitchell

Ara J. Najarian

Hilda Solis

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES
(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non-agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

CONDUCT IN THE BOARD ROOM - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

REMOVAL FROM THE BOARD ROOM - The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

Agendas for the Regular MTA Board meetings are prepared by the Board Clerk and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at <https://www.metro.net> or on CD's and as MP3's for a nominal charge.

DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

ADA REQUIREMENTS

Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 working hours) in advance of the scheduled meeting date. Please telephone (213) 364-2837 or (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

Requests can also be sent to boardclerk@metro.net.

LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.

Requests can also be sent to boardclerk@metro.net.



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

HELPFUL PHONE NUMBERS AND EMAIL

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department) - <https://records.metro.net>

General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - <https://www.metro.net>

TDD line (800) 252-9040

Board Clerk Email - boardclerk@metro.net

NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

Live Public Comment Instructions:

Live public comment can be given by telephone or in-person.

The Committee Meeting begins at 11:00 AM Pacific Time on April 18, 2024; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 202-735-3323 and enter
English Access Code: 5647249#
Spanish Access Code: 7292892#

Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo se pueden dar por telefono o en persona.

La Reunion de la Junta comienza a las 11:00 AM, hora del Pacifico, el 18 de Abril de 2024. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 202-735-3323 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
Codigo de acceso en espanol: 7292892#

Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting. Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER**ROLL CALL**

APPROVE Consent Calendar Item: 20.

Consent Calendar items are approved by one motion unless held by a Director for discussion and/or separate action.

CONSENT CALENDAR

20. SUBJECT: FY2025 COMMITTEE AND BOARD MEETING CALENDAR [2024-0102](#)

RECOMMENDATION

RECEIVE AND FILE the FY2025 Committee and Board Meeting Calendar (Attachment A).

Attachments: [Attachment A - FY25 Committee Board Calendar Presentation](#)

NON-CONSENT

12. SUBJECT: PROPOSED PROJECT AND LOCALLY PREFERRED ALTERNATIVE FOR THE C LINE EXTENSION TO TORRANCE [2023-0532](#)

RECOMMENDATION

CONSIDER:

- A. APPROVING the 170th/182nd Grade-Separated Light Rail Transit Alternative, also referred to as the Hybrid Alternative, as the Proposed Project for the Environmental Impact Report (EIR) and Locally Preferred Alternative (LPA) for the Metro C (Green) Line Extension to Torrance Project (Project); and
- B. AUTHORIZING the preparation of the Final EIR through the California Environmental Quality Act (CEQA) based on the LPA.

Attachments: [Attachment A - Comparison of Alignments & Alternatives Evaluated in Draft EIR](#)

(ALSO ON PLANNING AND PROGRAMMING COMMITTEE)

21. SUBJECT: GOPASS PILOT PROGRAM EXTENSION[2023-0760](#)**RECOMMENDATION**

APPROVE an extension of the GoPass Pilot Program through FY25.

Attachments: [Attachment A – Board Motion 45](#)
[Presentation](#)

22. SUBJECT: BRIDGE TO FARELESSNESS MOTION[2024-0258](#)**RECOMMENDATION**

APPROVE Motion by Directors Bass, Butts, Dutra, Dupont-Walker, Mitchell, and Solis that the Board direct the Chief Executive Officer to:

- A. Make the GoPass Fareless Pilot Program permanent and provide a report back to the Board annually at the September Board Meeting, beginning September 2024, on program implementation, including but not limited to:
1. An analysis reflecting the prior 12 months of data;
 2. Identifying additional funding sources to help offset the program's cost to the Agency, including philanthropic and commercial partnerships;
 3. Identifying barriers to cost sharing that educational institutions, particularly those in or serving Equity-Focused Communities, face in implementing the program;
 4. The Program's impact on Metro ridership and other outcomes for students; and
 5. Report on the feasibility of enhancements to the program.
- B. Report back by June 2024 on opportunities to expand the Low-Income-Fare-is-Easy program enrollment and utilization, including but not limited to:
1. Creating a cost-benefit analysis to provide unlimited free rides for all who qualify for the program
 2. Identifying revenue impacts;
 3. Identifying permanent sources of replacement revenues;
 4. Feasibility of enabling the TAP app to accept applications;

-
5. Allowing program recipients to utilize the TAP app in lieu of the physical card to allow for direct program access to those receiving/signing up for Aid to Families with Dependent Children, or cash assistance and other benefits through the Los Angeles County Department of Public Social Services;
 6. Coordination with open loop upgrades on the TAP system so qualified individuals can use other social benefit cards in lieu of Metro fare media; and
 7. Outreach and engagement efforts led by Community-Based Organizations that include active and direct engagement with customers

C. Direct Metro to conduct outreach with local cities and Councils of Government within Los Angeles County to express the importance of subsidized transit and provide examples of how a local fare subsidy program could be instituted to support their respective constituents.

23. SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY UPDATE [2024-0106](#)

RECOMMENDATION

RECEIVE AND FILE a quarterly status report on the Community Advisory Council (CAC).

Attachments: [Attachment A - Summary of CAC Members' Inputs](#)
[Attachment B - January 2024 Report - Staff Feedback](#)

24. SUBJECT: STATE AND FEDERAL REPORT [2024-0209](#)

RECOMMENDATION

RECEIVE AND FILE April 2024 State and Federal Legislative Report.

25. SUBJECT: QUARTERLY UPDATE: HOMELESS OUTREACH MANAGEMENT & ENGAGEMENT (HOME) [2024-0205](#)

RECOMMENDATION

RECEIVE oral report on Homeless Outreach Management & Engagement (HOME).

Attachments: [Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT [2024-0225](#)

RECEIVE General Public Comment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S
SUBJECT MATTER JURISDICTION

Adjournment



Board Report

File #: 2024-0102, File Type: Plan

Agenda Number: 20.

EXECUTIVE MANAGEMENT COMMITTEE APRIL 18, 2024

SUBJECT: FY2025 COMMITTEE AND BOARD MEETING CALENDAR

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the FY2025 Committee and Board Meeting Calendar (Attachment A).

ISSUE

Staff has prepared the Committee and Board meeting schedule for FY2025 to maintain a regular meeting schedule and improve the ability of the agency, external stakeholders, and the public to plan for upcoming actions needed by the Board of Directors.

BACKGROUND

Per the Los Angeles County Metropolitan Transportation Authority Administrative Code Section 2-01-020, regular Board Meetings are scheduled for the fourth Thursday of the month, and Committees are scheduled for the week prior. Metro's Board Rules and Procedures dictate that August is an annual recess month. For FY2025, exceptions to this schedule occur in October 2024, November 2024, December 2024, and June 2025.

In accordance with the Brown Act, Special Board Meetings can be scheduled, and the agenda for any Special Meeting can be posted 24 hours before the meeting date. Additionally, items not on a posted agenda that either constitute an emergency or a matter that came to the attention of the agency after posting of the agenda and need immediate action may be considered at a regular meeting under conditions outlined in the Act. Also, an emergency meeting may be held, in conformance with requirements under the Act, in the event of a crippling activity, work stoppage, or other activity which severely impairs public health, safety, or both.

DISCUSSION

The FY2025 Committee and Board Meeting Calendar (Attachment A) improves the ability of the agency, external stakeholders, and the public to plan for upcoming actions needed by the Board of Directors. The meeting dates on the Calendar were selected with consideration of government and religious holidays throughout FY2025 and were scheduled to prevent possible conflicts when

necessary.

Working with Board leadership, the following determinations have been made for FY2025, with changes bolded below:

- **Ad Hoc 2028 Olympic and Paralympic Games Committee - 10/23/24, 1/15/25, 4/16/25 or as needed at 10:00 a.m., *time change***
- **Planning and Programming Committee - 3rd Wednesday at 11:00 a.m., *time change***
- **Construction Committee - 3rd Wednesday at 1:00 p.m., *day and time change***
 - Please note that Wednesday Committees may fall on the 2nd or 3rd Wednesday, depending on what day of the week the month begins. They are scheduled for the week before the Regular Board Meeting unless otherwise noted on the meeting schedule (Attachment A).
- **Finance, Budget, and Audit Committee - 3rd Thursday at 10:00 a.m., *day and time change***
- Executive Management Committee - 3rd Thursday at 11:00 a.m., *no change*
- **Operations, Safety, and Customer Experience Committee - 3rd Thursday at 1:00 p.m., *time change***
- Regular Board Meeting - 4th Thursday at 10:00 a.m., *no change*

Considerations

Per the Board Rules and Procedures, August will be a recess month, and no Committees or Board Meetings will be held.

Due to the Sukkot Holiday, October's cycle will be shifted with Committees scheduled for October 23 and 24 and the Regular Board Meeting scheduled for October 31, 2024. November's Committees will occur during their regular pattern, on November 19 and 20, with the Regular Board Meeting occurring on December 4 to accommodate the Thanksgiving Holiday. Additionally, June's Committees will be adjusted to accommodate the Juneteenth Holiday.

EQUITY PLATFORM

The calendar improves agency transparency with the public by setting the Board Meeting schedule for the fiscal year in advance. It will be used to plan contract approvals, hold public hearings, and schedule other major items for Board consideration. Providing this calendar to the public improves the public's ability to engage with the Board on these crucial items.

Once approved, the calendar will be posted on boardagendas.metro.net and shared with our external stakeholders and internal Metro staff.

Boardagendas.metro.net utilizes Google Translate, enabling the site to be translated into 110 different languages. It has been tested to ensure screen readers and other accessibility tools are compatible in compliance with international legislation and standards for accessibility.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The report supports strategic plan goal #5 to provide responsive, accountable, and trustworthy governance within the Metro organization. By formally adopting a Committee and Board meeting calendar for FY2025, internal and external stakeholders can mitigate any conflicts in their schedules far in advance.

NEXT STEPS

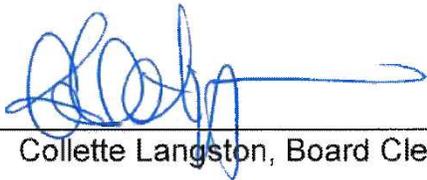
Upon receiving and filing, the calendar will be posted on boardagendas.metro.net and shared with our external stakeholders and internal Metro staff.

ATTACHMENTS

Attachment A - FY2025 Board Meeting Calendar

Prepared by: Collette Langston, Board Clerk, (213) 922-2837

Reviewed by: Collette Langston, Board Clerk, (213) 922-2837



Collette Langston, Board Clerk

FY2025 Committee & Board Meeting Calendar

July 2024						
S	M	T	W	TH	F	S
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August 2024						
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IMPORTANT DATES AND HOLIDAYS
July 4: Independence Day
September 2: Labor Day
October 2 – 4: Rosh Hashana
October 11: Yom Kippur
October 16 – 23: Sukkot
November 11: Veterans Day
November 28: Thanksgiving Day
November 29: HQ Offices Closed
December 25: Christmas
December 25 – January 2: Hanukkah
December 26 – January 1: Kwanzaa
January 1: New Year's Day
January 20: Martin Luther King Jr. Day
February 17: Presidents' Day
March 31: Cesar Chavez Day
April 12 – 20: Passover
April 18: Good Friday
April 20: Easter
May 26: Memorial Day
June 1 – 3: Shavuot
June 19: Juneteenth*
*Committees for June 19, 2025, will be shifted to accommodate the Juneteenth Holiday

 Ad Hoc 2028 Olympic and Paralympic Games Committee* - 10:00 a.m.
*10/23/24, 1/15/25, & 4/16/25 or as needed
 Planning & Programming Committee - 11:00 a.m.
 Construction Committee – 1:00 p.m.

 Board of Directors Meeting – 10:00 a.m.
 Metro HQ Offices Closed

 Finance, Budget, & Audit Committee – 10:00 a.m.
 Executive Management Committee – 11:00 a.m.
 Operations, Safety, and Customer Experience Committee – 1:00 p.m.

FY2025 Committee & Board Calendar



Metro

Executive Management Committee
April 18, 2024

FY2025 CALENDAR

FY2025 Committee & Board Meeting Calendar

July 2024						
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June 1 – 3: Shavuot						
June 19: Juneteenth*						
*Committees for June 19, 2025, will be shifted to accommodate the Juneteenth Holiday						

- Ad Hoc 2028 Olympic and Paralympic Games Committee* - 10:00 a.m.
*10/23/24, 1/15/25, & 4/16/25 or as needed
Planning & Programming Committee - 11:00 a.m.
Construction Committee - 1:00 p.m.
- Finance, Budget, & Audit Committee - 10:00 a.m.
Executive Management Committee - 11:00 a.m.
Operations, Safety, and Customer Experience Committee - 1:00 p.m.

- Board of Directors Meeting - 10:00 a.m.
- Metro HQ Offices Closed

ADOPTED: TBC



CHANGES and DETAILS – Wednesday Committees

- Ad Hoc 2028 Olympic and Paralympic Games Committee – 10/23/24, 1/15/25, 4/16/25 or as needed at 10:00 a.m., ***time change***
- Planning and Programming Committee – 3rd Wednesday at 11:00 a.m., ***time change***
- Construction Committee – 3rd Wednesday at 1:00 p.m., ***day and time change***

Please note that Wednesday Committees may fall on the 2nd or 3rd Wednesday depending on what day of the week the month begins. They are scheduled for the week before the Board Meetings unless otherwise noted on the meeting schedule.

CHANGES and DETAILS – Thursday Committees

- Finance, Budget, and Audit Committee – 3rd Thursday at 10:00 a.m., *day and time change*
- Executive Management Committee – 3rd Thursday at 11:00 a.m., *no change*
- Operations, Safety, and Customer Experience Committee – 3rd Thursday at 1:00 p.m., *time change*

CONSIDERATIONS

Per the Board Rules and Procedures, August will be a recess month, and no Committees or Board Meetings held.

Due to the Sukkot Holiday, October's cycle will be shifted with Committees scheduled for October 23 and 24 and the Regular Board Meeting scheduled for October 31, 2024. November's Committees will occur during their regular pattern, on November 19 and 20, with the Regular Board Meeting occurring on December 4 to accommodate the Thanksgiving Holiday. Additionally, June's Committees will be adjusted to accommodate the Juneteenth Holiday.

RECOMMENDATION and NEXT STEPS

We ask the Board to RECEIVE and FILE the FY2025 Committee and Board Meeting Calendar.

Once received and filed, the calendar will be posted on boardagendas.metro.net and shared with our external stakeholders and internal Metro staff.

Thank You!



Metro®



Board Report

File #: 2023-0532, File Type: Project

Agenda Number: 12.

PLANNING AND PROGRAMMING COMMITTEE

APRIL 17, 2024

EXECUTIVE MANAGEMENT COMMITTEE

APRIL 18, 2024

SUBJECT: PROPOSED PROJECT AND LOCALLY PREFERRED ALTERNATIVE FOR THE C LINE EXTENSION TO TORRANCE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

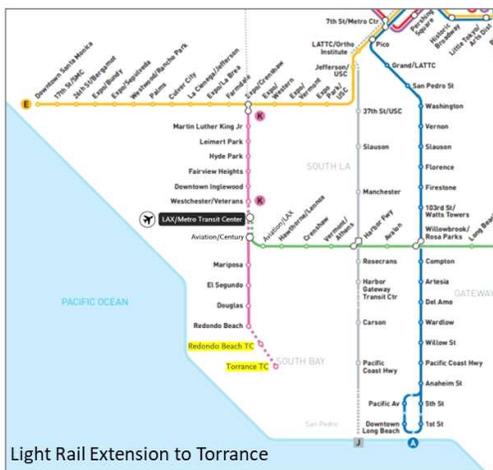
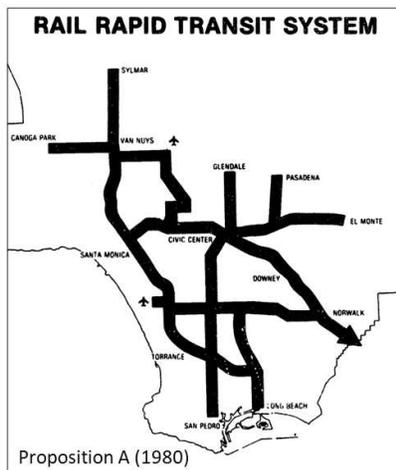
- A. APPROVING the 170th/182nd Grade-Separated Light Rail Transit Alternative, also referred to as the Hybrid Alternative, as the Proposed Project for the Environmental Impact Report (EIR) and Locally Preferred Alternative (LPA) for the Metro C (Green) Line Extension to Torrance Project (Project); and
- B. AUTHORIZING the preparation of the Final EIR through the California Environmental Quality Act (CEQA) based on the LPA.

ISSUE

The South Bay lacks a fast, frequent, and reliable transportation option to connect the region to greater Los Angeles (LA) County. This unmet transportation need threatens the South Bay’s economic growth, exacerbates socioeconomic disparities across the County due to limited access to opportunities, and worsens environmental conditions due to auto-related pollutants, greenhouse gas (GHG) emissions, and energy use. The C Line Extension to Torrance is a critical piece of the rail network to connect people throughout LA County to and from the South Bay, facilitating access to jobs, services, and destinations within the region. Metro is leading the environmental study for the C Line Extension to Torrance Project and prepared a Draft EIR, which was released on January 26, 2023. Pursuant to CEQA, a single alignment (or Locally Preferred Alternative) must be selected by the Metro Board of Directors (Board) to finalize the definition of the Proposed Project and prepare a Final EIR.

BACKGROUND

The concept of a rapid rail connection to the South Bay was first envisioned in 1980 as part of Proposition A, the first sales tax measure to fund the regional rail system. Connecting the rail network to the South Bay has been a long-term regional goal to provide a fast and reliable connection to the area, strengthening economic opportunities and reducing environmental impacts associated with projected auto use.



In 1993, Metro purchased the Harbor Subdivision corridor, a 26-mile freight rail corridor that connects Downtown LA to San Pedro, with the intent of expanding passenger rail access across LA County. In 1995, Metro opened the Green Line (now C line) that travels between Norwalk and Redondo Beach along segments of I-105 and the Harbor Subdivision corridor, referred to as the Metro Right of Way (ROW). In 2009, Metro completed a planning study to extend transit service to the Ports of San Pedro Bay and Long Beach, using the Metro ROW, while maintaining existing freight service operated by railroads. The 2009 Study identified the segment between Redondo Beach and Torrance as the top priority for rail service. Over the years, Metro has led additional planning studies to advance the Project, based on the funding available.

The Project was allocated funding from voter-approved Measure R in 2008 (\$272 Million), Measure M in 2016 (\$619 Million), and a state grant in 2018 (\$231 Million) from the California State Transportation Agency (CalSTA). The Measure M Expenditure Plan identified 2030-2033 as the opening year for the Project. In 2018, the Board authorized Metro to begin environmental clearance for the Project.

On January 29, 2021, Metro published a Notice of Preparation (NOP) to solicit public comments on the scope, content, and information that should be considered as a part of the Draft EIR for a proposed light rail transit line that would extend approximately 4.5 miles from the end of the existing Metro C Line in Redondo Beach southeast to Torrance. Metro held an agency-specific scoping meeting on February 23 and two public scoping meetings on February 24 and 27 during a 60-day comment period, which ended on March 29, 2021. All scoping meetings were held virtually via Zoom

due to LA County Safer at Home orders during the COVID-19 pandemic.

On January 26, 2023, Metro released a Draft EIR, which describes the “Proposed Project” as a light rail extension with elevated and street-level (at-grade) sections traveling primarily along the Metro-owned ROW, from the Metro Redondo Beach (Marine) Station to the new Mary K. Giordano Regional Transit Center (Torrance Transit Center) through the cities of Lawndale, Redondo Beach, and Torrance. The Draft EIR discloses potential environmental impacts generated by the Proposed Project and mitigation measures to reduce or eliminate impacts. The document also evaluates two Options in the north: the Trench Option, which travels below street level along the Metro ROW, and the Hawthorne Option, which travels along I-405 and Hawthorne Blvd. South of 190th Street, all three alignments (Proposed Project, Trench Option, and Hawthorne Option) are the same and terminate at the Torrance Transit Center, which provides bus connections to the greater South Bay and Palos Verdes Peninsula. The three light rail alignments were studied at equal levels of detail with no preference identified. The Draft EIR also identified three “Alternatives to the Proposed Project” as required by CEQA, that would lessen or avoid significant Project-related impacts, including: the Hybrid Alternative, a High Frequency Bus Alternative, and a No Project Alternative.

In addition to the Draft EIR, Metro published several other reports analyzing the rail alignments including ridership, user benefits, cost, schedule, real estate needs, changes to traffic and parking, and other technical issues. Metro collected approximately 2,200 public comments on the Draft EIR over a 61-day public comment period in early 2023, which included five public hearings (four in-person and one virtual).

In September 2023, staff provided a Receive & File Report and presentation to the Metro Board Planning & Programming and Executive Management Committees to summarize the key findings from the Draft EIR and technical reports, public comments received on the Draft EIR, input from stakeholder engagement, and results from a market research phone poll.

On September 27, 2023, Director Mitchell requested that Metro postpone a vote on an LPA for the Project so that her team could walk the alignments, host at least one public meeting with support from Metro, and approach state and federal partners about financial opportunities for the Project, given the considerable cost differences between the alignments studied. In December 2023, Metro supported Director Mitchell’s team to host a community walk of the alignments and a community meeting in January 2024 to discuss mobility conditions and visions for the future in small groups. Feedback received from these events is summarized and posted to the project website at www.metro.net/clineext <<http://www.metro.net/clineext>>.

DISCUSSION

Project Need & Benefits

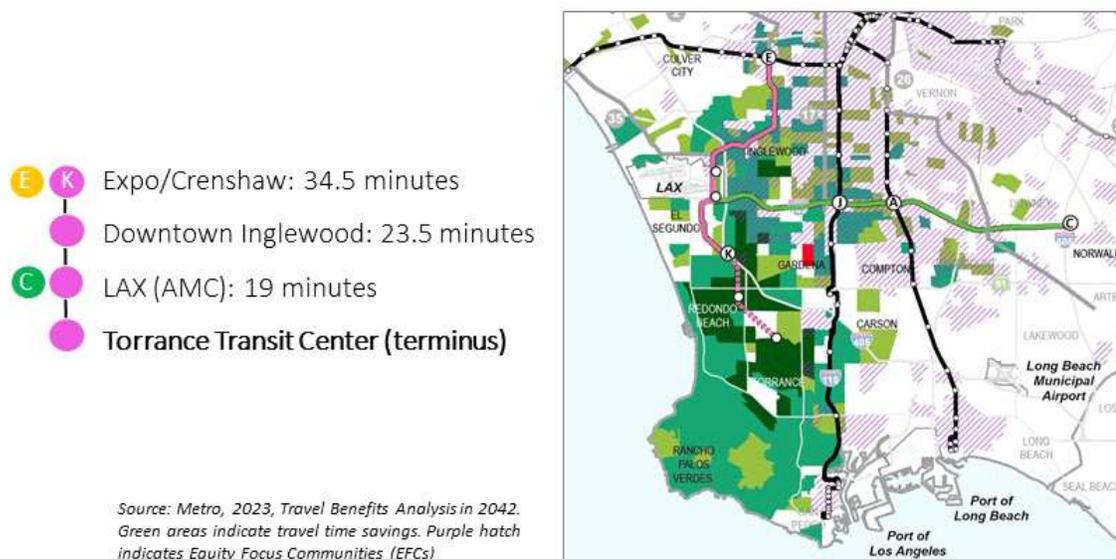
The South Bay is a major job center in LA County and suffers from congested roadways and freeways, limited transit service, and high housing costs. The affordable housing crisis in LA County is exacerbating regional congestion with people commuting long distances to jobs because they

cannot afford to live near their work and limiting economic mobility. Data from the Southern California Association of Governments (SCAG) anticipates the jobs will grow twice as fast as the population, exacerbating the jobs-to-housing imbalance in the coming decades. Congestion is projected to worsen by 30% by 2045, which affects air quality, energy use, and greenhouse gas (GHG) emissions.

By providing a fast, frequent, and reliable transit option to the South Bay, the Project would improve environmental and economic outcomes across LA County and:

- Expand access to opportunities with ~3.6 million project boardings per year,
- Attract ~1.5 million annual new riders to the Metro system,
- Generate over 15,000 jobs (8,600 construction and 6,400 non-construction),
- Reduce travel times across the region,
- Connect two new bus transit centers to the expanding rail network,
- Help address climate change by shifting drivers to transit and reducing:
 - Auto Travel/Congestion: ~19.5 million vehicle miles traveled per year,
 - GHG emissions: ~2,370 metric tons of CO2 equivalent per year,
 - Regional energy use: ~41 million megajoules per year.

With the recent Metro Board-adopted K Line operating plan, the Project would serve as a southern extension of the K Line, providing travelers with a direct ride from Torrance to Los Angeles International Airport (LAX) in 19 minutes. The Project would provide significant travel time savings between the South Bay and greater LA and link many Equity Focus Communities (EFCs) to employment centers along the C, K, and E Lines. The Project benefits extend far beyond the Project area as seen in the green areas on the map below.



City Investments in Transit Centers along Metro ROW

Based on previous phases of planning for the Project, the Cities of Redondo Beach and Torrance each purchased land adjacent to the Metro ROW to construct new bus transit centers to connect to future Metro rail stations, approximately \$45 million of public investment combined. After two decades of planning, both transit centers opened in the spring of 2023. Both cities would like Metro to consider their transit investments in the bus centers as in-kind contributions to satisfy their 3% local match contribution for the Project. Following the selection of an LPA, Metro would begin coordinating with the cities on first and last mile planning (FLM) and analyze what elements of the recently constructed bus centers may be eligible to be considered as in-kind contributions to satisfy the 3% local match contribution per the Measure M Ordinance.

Environmental Review Process

Per CEQA, the EIR must include a well-defined Proposed Project to provide clarity to the public on the Project scope, potential environmental impacts, and mitigation measures. The selection of the LPA will be used to update the description of the Proposed Project, narrowing the study of multiple alignments to a single preferred alignment in the Final EIR with related mitigation measures. Project approval would occur after the completion and public release of the Final EIR, estimated to be typically 18-24 months after the LPA is selected. Metro is the Lead Agency under CEQA; therefore the Board has the authority to certify the Final EIR and approve the Project to advance toward implementation and pursue potential discretionary permits, reviews, and approvals.

Community Engagement and Common Themes

Metro has led extensive community engagement both in person and virtually during the environmental review process, working to share information with the community on the Project through videos, interactive websites, public meetings and briefings, to listen and learn about local concerns through neighborhood walks and transit rider intercepts, and to respond to questions and document feedback for transparency. To provide responses to common questions Metro has received at community events and forums, Metro developed a 18-page set of frequently asked questions (FAQs). The FAQs are available on the Project website, as are summary reports of all engagement events at metro.net/clineext. Feedback from community engagement has helped inform the staff recommendation. Staff will continue to update the FAQs and project materials to make project facts and information readily available. Per CEQA, Metro will formally respond to all comments provided during the Draft EIR public comment period in the Final EIR.

Winter 2023/24 Engagement with Director Mitchell

Per Director Mitchell's request to hold additional public engagement before the Board considers an LPA selection, Metro supported two community events. In December 2023, Director Mitchell and Metro hosted a neighborhood walk in Lawndale with approximately 200 community members, who walked in small groups along the proposed rail alignments (Metro ROW and Hawthorne Blvd) with facilitators to discuss concerns, share ideas, and ask questions.

Also led by Director Mitchell with Metro's support, in January, approximately 50 community members gathered for a visioning exercise at Springhaven, an affordable housing development located near

the Metro C Line Willowbrook/Rosa Parks Station. This meeting was conducted in a “charette” format where participants broke into small groups at tables to discuss questions about the future of the South Bay and related transportation needs and solutions. Prompts included: “As a 3rd grader who grows up living in the South Bay, what is working about transit in the South Bay and what is not?” and “After 20 years, our 3rd grader has grown up, what will they see where the C Line Extension site is located?” The questions helped spur a constructive discussion about the future of LA County and what types of investments are needed to make the South Bay more accessible and livable. Both events allowed community members with different viewpoints to listen to each other’s concerns and engage in dialogue. A summary of events and input received is available on the project website at www.metro.net/clineext <<http://www.metro.net/clineext>> and shared with stakeholders through our project newsletter.

Metro has reviewed the comments and questions from these events. Many of the comments touched on similar areas of concern to those received on the Draft EIR and at other forums of community input. Through listening to the discussion, Metro found that attendees placed a greater emphasis on protecting greenspace, safety for children and families to walk and cycle in neighborhoods, first/last mile improvements, and better mobility options to help spur economic development in the South Bay. This round of outreach also surfaced more questions related to construction near homes and the real estate process. Metro has a fact sheet on the real estate coordination and acquisition process for Metro projects on our website. Lastly, the feedback from recent community engagement demonstrated strong support for a rail extension to Torrance. Metro has worked to address major community concerns (e.g. noise, vibration, greenspace, safe streets, changes to properties and home values) through design strategies and mitigations in the staff recommendation.

In response to recent questions from the community, Metro has updated and added to our Project FAQs to provide responses and clarifications. For example, the FAQs clarify:

- Metro has experience building light rail in other residential neighborhoods in LA County and has worked with communities to mitigate noise and vibration through sound walls, special trackwork and other strategies, and create new walking/cycle paths with greenery to enhance access and neighborhood spaces.
- While the width of the Metro ROW varies from 75 feet to over 150 feet, there is sufficient width to fit the Project without acquiring residential properties. No homes are identified for acquisition in the Draft EIR.
- Existing freight tracks and crossings would be rebuilt and modernized with new trackwork and equipment to reduce noise and vibration and improve safety through a quiet-zone-ready corridor if the ROW was selected. This would eliminate existing freight horn noise in the neighborhood.
- Metro has met legal requirements under CEQA to appropriately address the headstone uncovered in Lawndale in September 2023 and any future discovery of human remains. The Draft EIR includes mitigation measures to address how to handle the discovery of human remains and/or burial sites during construction. Metro has experience with this scenario on other projects and will abide by all laws to maintain sanctity of any human remains and burial artifacts found in the Project corridor.
- Metro has evaluated ridership projections, project benefits and cost and prepared a

cost/benefit summary below to respond to recent questions on cost effectiveness.

As part of the next phase of work, pending an LPA selection, Metro will conduct real estate surveys and perform geotechnical investigations to gather more information on subsurface conditions, property lines, easements, and encroachments to provide more information in the Final EIR and respond to public comments on the Draft EIR.

Alignments and Alternatives Studied in Draft EIR

As mentioned earlier, the Draft EIR evaluates three light rail alignments at equal levels of detail with no preference identified and three “Alternatives to the Proposed Project” as required by CEQA, that would lessen or avoid significant Project-related impacts. The Metro Board may select the Proposed Project, Options, or Alternatives as the LPA based on their comparative merits and impacts.

The table below provides a comparison of the Alignments & Alternatives studied in the Draft EIR to address community questions on ridership and travel benefits as they relate to cost.

- Project Trips: number of trips that use the new stations on the Project.
- New Riders: number of new riders who were not previously using transit and will use Metro transit based on the Project.
- VMT Reduction: reduction of auto use (vehicle miles traveled) due to Project.
- Travel Time Savings (User Benefit) /Trip: reduction of trip time for travelers throughout the transportation system with Project.
- Cost Per New Rider: Ratio of construction cost compared to annual new riders.
- Cost Per Project Trip: Ratio of construction cost compared to annual trips.
- Cost Per VMT Reduced: Ratio of construction cost compared to the annual reduction of vehicle miles traveled due to Project.

Comparison	Metro ROW (Elevated/ At-Grade)	Trench Option (ROW)	Hybrid Alt (ROW)	Hawthorne Option	High Frequency Bus Alt
Annual Project Trips	~3.68M	~3.68M	~3.68M	~4.96M	~1.29M
Annual New Riders	~1.49M	~1.49M	~1.49M	~1.74M	~396K
Annual VMT Reduction	~19.51M	~19.51M	~19.51M	~19.39M	~2.28M
Travel Time Savings/Trip (minutes)	22	22	22	19.7	18.2
Cost/ Annual New Riders	\$1,318	\$1,905	\$1,497	\$1,695	\$338
Cost/ Annual Project Trips	\$534	\$772	\$607	\$595	\$103
Cost/Annual VMT Reduced	\$101	\$146	\$115	\$153	\$59

Source: Metro (2024)

The following section describes the opportunities and challenges for the Alignments & Alternatives studied in the Draft EIR, summarizing key considerations in the table below. See Attachment A for a

more detailed comparison.

ATTACHMENT C: Metro C (Green) Line Extension to Torrance
 Comparison of Alignments & Alternatives Evaluated in Draft EIR

DRAFT March 20, 2024

SUMMARY TABLE

Comparison	Metro ROW (Elevated/At-Grade)	Trench Option (ROW)	Hybrid Alternative (ROW)	Hawthorne Option
Ridership	●	●	●	●
Auto Reduction & Travel Time Savings	●	●	●	●
Cost & Funding	●	○	●	○
Approvals & Key Agreements	●	●	●	●
Real Estate Needs	●	●	●	○
Constructability	●	○	●	○
Station Connections & TOD Potential	●	●	●	●
Safety Enhancements	●	●	●	●
Light Rail & Freight Noise Mitigation	●	●	●	●
Permanent Changes to Street & Parking	●	●	●	●

Harvey balls compare level of performance relative to the alignments & alternatives studied from high ●, medium ●, and low ○. Data from 2023 Draft EIR and technical studies. South of 190th Street, all alignments and alternatives are the same.

Source: Metro (2024)

Metro ROW Elevated/At-Grade Alignment: Travels along the Metro ROW for the entire 4.5-mile length with two new stations at the Redondo Beach Transit Center and Torrance Transit Center. All streets are grade-separated for light rail except for 170th and 182nd Street.

Opportunities: To address community interest in public greenspaces and concerns around noise and vibration, the alignment includes three neighborhood paths (one in each city) within the Metro ROW where feasible, noise and vibration reduction strategies, and mitigation measures including sound walls, special track work, and freight improvements to create a quiet-zone-ready corridor. A quiet zone corridor includes enhanced safety features at rail crossings to eliminate the need for freight trains to blow their horn (as required at 96 to 110 decibels) within a quarter-mile of every freight crossing. Metro would fund the construction of freight improvements and support local cities through the quiet zone corridor application and approval process with the California Public Utilities Commission (CPUC) and the Federal Railroad Administration (FRA). The Elevated/At-Grade ROW alignment requires the fewest acquisitions (approximately three parcels) to build as the construction would be staged within the Metro-own ROW. No residential properties are identified for acquisition. This alignment has the shortest construction schedule and lowest construction cost of the alignments studied (\$1.9B).

Challenges: The light rail travels through a residential community with two at-grade light rail crossings at 170th and 182nd Street, which are walking routes to elementary schools. The introduction of light rail would result in a long-term significant and unavoidable noise impact due to the light rail crossing gates and bells and less-than-significant delays to emergency responders. The CPUC reviewed the Draft EIR and recommended that Metro grade separate 170th and 182nd Street based on the increased frequency of train activity at the two light rail crossings and their proximity to schools. This alignment requires shifting the freight line closer to Breakwater Village (a senior living community between Artesia Blvd and Grant Ave) and would include relocation of underground utilities lines in some locations including gas, fiber, sewer, and a jet fuel line for LAX.

Trench Option: Travels along the Metro ROW with 1.8-miles of the alignment traveling below street level in an open-air trench, making this alignment fully grade-separated.

Opportunities: The grade separations avoid significant long-term noise impacts, potential delays to emergency responders, and shifting freight closer to Breakwater Village (a senior living community). Like the Elevated/-At-Grade alignment, the Trench Option would include neighborhood paths, noise and vibration strategies including sound walls and a quiet-zone-ready corridor. Acquisitions are minimal (approximately five parcels) as the construction would be primarily staged in the Metro ROW. No residential properties are identified for acquisition.

Challenges: Due to extensive excavation, the Trench Option would result in an air quality impact during construction. To avoid a major underground storm drain that cannot be relocated, the Trench Option would require deep excavation (between 35-45 feet below ground) in the northern section of

Lawndale. The Trench would include other underground utility relocations in some places including gas, fiber, sewer, and a jet fuel line. Excavation near residential properties while maintaining freight operations would be a slow and complex construction process, resulting in the longest construction schedule and second highest construction cost (\$2.84B). The high cost of the Trench Option would also likely require that Metro complete NEPA to be eligible for federal funding. Completion of NEPA could add approximately two to four years of environmental review and approvals.

Hawthorne Option: Travels within Caltrans ROW along the western embankment of I-405 before turning onto Hawthorne Blvd and traveling in the center median of the street, which fully grade separates this Option.

Opportunities: A single station along Hawthorne Blvd would be located south of Artesia Blvd, near the South Bay Galleria. Light rail noise would be mitigated with sound walls and special trackwork. This alignment has fewer homes adjacent to the light rail line and is located on a commercial corridor.

Challenges: The alignment encroaches into Caltrans ROW to avoid acquiring residential homes near I-405. Caltrans also has jurisdiction over sections of Hawthorne Blvd, which is a state highway (Route 107) with an average daily traffic (ADT) of 70,000. The encroachment would require a longitudinal encroachment permit from Caltrans, which would require review and approval from the U.S. Department of Transportation (U.S. DOT) and Caltrans, and completion of federal environmental clearance under NEPA, which could add approximately two to four years of environmental review and approvals. Most of the construction would be staged in the street, reducing roadway capacity with lane closures, which would eliminate street parking in some areas and exacerbate existing traffic congestion over the five-to-seven-year construction period. There are approximately 170 businesses that front this section of Hawthorne Blvd. This alignment has the highest number of property acquisitions (~13 commercial parcels including an auto dealership, auto repair shops, self-storage site, furniture store, gas station, strip malls, and billboards). Several major utilities would need to be relocated, including an underground storm drain in the center of Hawthorne Blvd and three sets of overhead high voltage transmission lines that would need to be raised to avoid the elevated rail. The elevated structures and longer project approval process result in the highest construction cost of the alignments studied (\$2.96B), which would necessitate Metro to pursue federal funds. The Hawthorne Option would not include any improvements along the Metro ROW (e.g. freight noise, vibration and safety improvements, neighborhood paths). Lastly, the station would not directly connect to the new Redondo Beach Transit Center, which is a half-mile away.

Hybrid Alternative - Staff Recommendation for Proposed Project in EIR: The Hybrid Alternative is similar to the Elevated/At-Grade Alignment, which travels along the Metro ROW for the entire length. The Hybrid Alternative differs from the Elevated/At-Grade Alignment in that it includes two grade separations (under-crossings) at 170th Street in Lawndale and 182nd Street in Redondo Beach, resulting in a fully grade separated line.

Opportunities: The Hybrid provides direct connections to the new two transit centers in Redondo Beach and Torrance, including three new walking paths in the neighborhoods, and multiple noise and vibration reduction strategies (e.g. sound walls, special trackwork, freight improvements with quiet-

zone-ready corridor). The Hybrid has minimal acquisitions (approximately three parcels) as construction would be staged in the Metro ROW. No residential properties are identified for acquisition. The two proposed under-crossings at 170th and 182nd Street would eliminate long-term noise impacts, avoid potential delays to emergency responders, enhance safety along school routes, and improve operations with a fully grade separated line. The Hybrid Alternative also avoids shifting freight closer to the Breakwater Village senior living community, a key concern from community members.

Challenges: The Hybrid includes the same utility relocations as the Elevated/At-Grade Alignment. The two under-crossings add approximately one year to the construction schedule compared to the Elevated/At-Grade Alignment and would increase costs to \$2.23B.

High Frequency Bus (HFB) Alternative: The HFB Alternative would provide a bus route between the Redondo Beach (Marine) Station and Torrance Transit Center with four new bus stops and 10-minute service during peak periods.

Opportunities: The HFB Alternative would have a shorter construction period and lower cost than light rail at \$134M and avoids noise impacts, acquisitions, and major utility relocations.

Challenges: The HFB would not have the same capacity as rail to support anticipated growth in the South Bay, putting additional strain on the transportation network. The HFB Alternative would operate on congested city streets with a level of service (LOS) between C and F and congestion is anticipated to worsen with future growth in the region, reducing travel time. Rail attracts 65% more transit trips and results in 88% greater reduction of auto use (VMT) to help reduce air pollution and GHG emissions, which contribute to climate change.

No Project Alternative: The No Project Alternative assumes no transportation project is implemented to connect the Redondo Beach (Marine) Station to the Torrance Transit Center.

Opportunity: Avoids construction disruption and related potential environmental impacts.

Challenges: Fails to address the Project need and objectives of meeting future travel demand and improving mobility and expanding access to the South Bay. The No Project Alternative could result in a loss of the \$231 million TIRCP grant, intended for a transit project as Metro would not be advancing the Project in good faith per the award.

Staff Recommendation for Locally Preferred Alternative

The staff recommendation was developed to maximize benefits (both for the immediate neighborhoods and greater region) and minimize risks for successful Project implementation. At a regional level, the Hybrid Alternative connects to the South Bay to the rail network, expanding access to jobs, housing, schools, and daily needs. At a local level, the Hybrid Alternative provides several benefits to the adjacent neighborhoods including: two new rail stations with direct connections to regional bus transit centers, three new neighborhood walking paths where sidewalk lack today, and a safer, quieter freight line where BNSF operates today. The Hybrid Alternative is designed to respond

to community concerns and minimize construction disruptions and long-term impacts to the community. Below is a summary of how the Hybrid Alternative addresses community input received during public engagement and public comment on the Draft EIR:

- **Easy access to transit:** Provides direct and convenient rail access to the newly constructed bus centers in Redondo Beach and Torrance for seamless bus-to-rail transfers, leveraging approximately \$45 million of recent public investment.
- **Limited real estate needs:** Minimizes property acquisitions as the majority of construction would occur on Metro property (Metro ROW). No residential homes have been identified for acquisition.
- **No changes to parking and traffic:** Avoids changes to streets and parking with fully grade-separated light rail.
- **Public space, landscaping, and greenery:** Provides three new neighborhood paths (over 1.2 miles) along the rail corridor (one in each city) to include trees, landscaping, and lighting to improve pedestrian walkability, safety, and neighborhood access and community spaces where sidewalks are lacking today. Metro will work with communities on the design of the neighborhood paths.
- **Safe routes to schools:** Enhances safety for families walking between home and school by locating light rail below the street level to avoid interfacing with pedestrians, cars, and cyclists at 170th and 182nd Street.
- **Reduces noise & vibration impacts:** Eliminates a potentially significant and unavoidable noise impact to homes near 170th Street with light rail under-crossing, and mitigates light rail noise and vibration through sound walls and special trackwork along the corridor.
- **Improves existing freight:** Reduces existing freight horn noise and vibration along the corridor and improves freight rail safety by modernizing eight freight crossings with new quad gates, trackwork and other upgrades to be quiet-zone-ready.
- **Avoids freight relocation near sensitive uses:** Avoids shifting freight to the west between Artesia Blvd and Grant Ave, which was a key concern for residents at Breakwater Village, a senior living community.
- **No delays to emergency responders:** Eliminates potential delays to emergency responders at 170th and 182nd Street with light rail grade separations to allow vehicles to pass along these streets without interfacing with light rail service.
- **Privacy:** Lowers the grade (height) of the light rail tracks south of 182nd Street to be less visible to adjacent homes in Redondo Beach based on community input. Metro will work with communities on the design of sound walls to further serve as privacy elements.
- **Safety and security:** Includes the development of a safety and security plan, in partnership with the cities and law enforcement to meet Metro station and end-of-line needs.

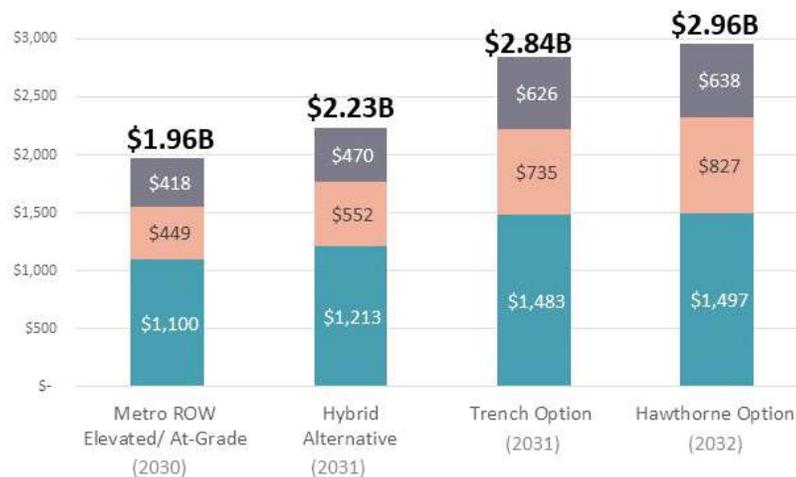
Cost Estimates & Construction Schedule

The Hybrid Alternative is estimated to cost approximately \$2.23 billion when escalated to 2031 (midpoint of construction) with 2034 as the anticipated opening year. The cost estimates were developed by two professional cost-estimating firms with support from the Metro Cost Estimating Department. The cost estimates include three key components and follow the Federal Transit Administration (FTA) based on the early level of design:

- 1) construction costs in 2022\$ including labor, materials, professional services,
- 2) escalation (3.5% annual assumed) to the midpoint of construction, and
- 3) contingency (~40%) to account for known and unknown project risks.

The two recommended grade crossings at 170th and 182nd Streets add approximately one year to the construction schedule and increase the construction cost by approximately \$113 million (or \$270 million including escalation and contingency) compared to the ROW Elevated/At-Grade Alignment. However, the additional cost for the two grade separations delivers multiple long-term benefits for the community (reduced noise and vibration, enhanced safety) and improves overall operations and maintenance for Metro with a fully grade-separated light rail line. The cost estimates will be updated as part of the next phase of design, and the recommended contingencies will be revised based on more detailed engineering and risk assessment.

Follows FTA Guidance
 Based on 15% Design
 Blue= 2022\$ Costs
 Orange = Escalation 3.5%
 GREY = Contingency (~40%)
 Escalation is set to midpoint of construction, which varies by alignment. Contingency varies by SCC code.
 Cost estimate is assigned an accuracy range with upper limit of 30%, based industry best practices. As design advances, cost estimates will be updated.



Source: Metro (2024)

Project Schedule Comparison

	Measure M (2030-2033)													
	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Metro ROW (Elevated/At-Grade)	CEQA		Design/ RE / Contract Award		BNSF & Utility Relocation		Construction					Fall 2033		
Trench Option	CEQA		Design/ RE / Contract Award		BNSF & Utility Relocation		Construction							Winter 2036
Hawthorne Option	CEQA		Caltrans PA&ED		Design/ RE / Contract Award		BNSF & Utility Relocation		Construction					Fall 2035
Hybrid Alternative	CEQA		Design/ RE / Contract Award		BNSF & Utility Relocation		Construction					Winter 2034		

Schedule prepared in 2023 and will be updated pending Metro Board selection of a preferred alignment (Locally Preferred Alternative)

Project Schedule*	Measure M (2030-2033)													
	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Metro ROW (Elevated/At-Grade)	CEQA		Design/RE Contract Award		BNSF & Utility Relocation		Construction					Sep-33		
Metro ROW (Hybrid) Alternative	CEQA		Design/BID/RE Contract Award		BNSF & Utility Relocation		Construction						Dec-34	
Trench Option	CEQA		Design/RE Contract Award		BNSF & Utility Relocation		Construction							Jan-36
Hawthorne Option	CEQA		Caltrans PA&ED		Design/RE Contract Award		BNSF & Utility Relocation		Construction					Sep-35

Source: Metro (2023)

Abbreviations: CEQA: California Environmental Quality Act, BID: Bidding process for contract; RE: Real Estate, PA&ED: Project Approval and Environmental Document

Project Funding Strategy

The Project has secured funding from Measure R, Measure M, Senate Bill (SB) 1, a Transit & Intercity Rail Capital Program (TIRCP) grant, and 3% local contributions. While Measure M funds escalate over time, Measure R, SB1, and the TIRCP funds do not. For the staff-recommended Hybrid Alternative, the current cost estimate in the year of expenditure dollars exceeds the amount of secured funding. To bridge the funding shortfall for the Hybrid Alternative, if selected as the LPA, Metro would seek additional funding from existing state grant programs and the use of existing local sales tax funds. Further transfers of local funds may also be required, given the uncertainty regarding the amount of state grant funding. This can happen if either grant applications are not successful or are less than the amount requested.

The table below outlines potential sources to explore at the local, state, and federal levels to fill the gap for the various rail alignments studied. Because the Project has not been federalized, which would involve additional requirements that have time and cost implications, it is not currently eligible

for federal funding. The high cost of the Trench and Hawthorne Options would likely necessitate that Metro pursue federal funding. This would require Metro to complete federal environmental documentation per NEPA in coordination with the FTA. Completing NEPA and coordinating with the U.S. DOT and Caltrans would add approximately two to four years for environmental review and the FTA project development process.

Funding Strategy	Metro ROW (Elevated/ At-Grade)	Trench Option	Hybrid Alternative	Hawthorne Option
Secured Sources				
Local Sources	Funding Estimate (YOE \$M)			
Measure R	\$272.0	\$272.0	\$272.0	\$272.0
Measure M*	\$828.5	\$828.4	\$828.4	\$878.3
3% Local Match Requirement**	\$59.0	\$85.3	\$66.9	\$88.9
State Sources				
TIRCP Grant	\$231.3	\$231.3	\$231.3	\$231.3
SB1 - Local Partnership Program	\$9.0	\$9.0	\$9.0	\$9.0
Not Yet Secured				
Other Local Funding	\$417.2	\$668.0	\$675.6	\$633.5
Other State Funding	\$150.0	\$150.0	\$150.0	\$150.0
Other Federal Funding	N/A	\$600.0	N/A	\$700.0
Total	\$1,967	\$2,844	\$2,233.5	\$2,963

*The Measure M year of expenditure (YOE) inflation estimate assumes a 3% annual escalation to the year of funding availability. The actual funding amount for Measure M will depend on future sales tax receipts, the Board-approved inflation index used to escalate the sales tax, and when Measure M is expended. The estimated escalation amount is higher for the Hawthorne Option as the construction start date is further out.

**The current cost estimate is based on a 15% design. Final estimate to be prepared at 30% design based on LPA.

Project Implementation, Potential Sequencing & Risk Reduction

To improve the project development process, reduce potential risks, and inform the cost estimating process, the Project team presented to an interdisciplinary team of staff on the Early Intervention Team (EIT) in April 2023. Following the Board selection the recommended LPA, the Project Team will advance the design based on the LPA including additional geotechnical investigations and real estate surveys to help Metro respond to comments in the Final EIR and respond to community concerns about property ownership. Metro will prepare a value engineering analysis and internal reviews on cost-saving measures in coordination with the EIT. The EIT will also support cost and schedule refinement, proposed delivery methods, and funding and financing strategies.

At this early stage in design, Metro is exploring a sequenced project implementation approach to

advance the Project and reduce risk, which can help manage costs, while additional funding is secured given the funding gap. In addition, as part of the next phase of design following LPA selection, A sequenced construction approach would involve procurement for early earthwork including relocating utilities and freight tracks as the first sequence, followed by a light rail contract to construct stations, tracks, and related infrastructure and equipment. This approach would allow Metro to move the Project forward to work towards the Measure M schedule and reduce construction risks and associated costs for the light rail contractor, while Metro pursues additional funding from local and state sources to complete the Project. During the first sequence of utility and freight relocation, Metro would explore the potential to deliver near-term benefits to the community including the quiet-zone-ready corridor freight improvements, and the neighborhood paths, as feasible.

Following the completion of the Final EIR and public release, Metro will return to the Board with a final recommendation for the Project to certify the environmental document and discuss the next steps for delivery based on updated cost estimates, technical analysis, and design work.

DETERMINATION OF SAFETY IMPACT

The selection of an LPA will not impact the safety of Metro's customers or employees.

FINANCIAL IMPACT

The Fiscal Year 2023-24 budget includes approximately \$7.7 million in Cost Center 4350 (Mobility Corridors), Project 460304 for professional services and support. Since this is a multi-year contract, the cost center Manager and Chief Planning Officer will be responsible for budgeting in future years.

Impact to Budget

Funding for this action comes from Measure R 35% Transit Capital.

EQUITY PLATFORM

The Project will connect the South Bay with the rest of the Metro Rail network, increasing access to employment, education, housing, and regional centers, serving many Equity Focus Communities (EFC) along the C and K Lines, including high-need communities such as Hawthorne, Gardena, West Carson, and Inglewood where close to 50% of the population is low-income. The 2022 Metro Customer Satisfaction Survey shows that 73% of existing C Line riders are coming from very low-income households and 74% do not have access to a vehicle for trips. Four out of five C Line riders identify as black, indigenous, and/or people of color.

Based on Metro's 2022 Equity Focus Community data, only a small portion of Lawndale is considered an EFC. Around the two proposed station areas, there are census tracts in which 20% to 39.9% of households are low-income (Redondo Beach Transit Center) and 10% to 19% of households are low-income households (Torrance Transit Center). Given that most Metro rail riders are low-income, the demographic analysis showed a significant need for transit options in the Project area, and communities along the C and K lines that would be well served by the Project.

Metro circulated materials and notices in English and Spanish and held pop-up events at community

events to increase awareness of the Project and engage groups who do not typically participate in community meetings. Metro met with over 100 bus riders at transit stops and performed door-to-door outreach to over 500 businesses in the Project area. Metro also held project briefings with local community colleges to reach students, another group that relies heavily on transit. Metro will invest more time and resources into Community Based Organization partnerships to help disseminate project information, advise on outreach methods, and engage a diverse set of project stakeholders as Metro advances the Project, pending the selection of an LPA.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Project supports the following strategic plan goals identified in Vision 2028: Goal 1: Provide high-quality mobility options that enable people to spend less time traveling, 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.

ALTERNATIVES CONSIDERED

1. The Board may approve, in response to the higher costs of the other alignments, the Metro ROW Elevated/At-Grade Alignment in the Draft EIR as the Proposed Project/LPA, and adopt a Statement of Overriding Considerations in the Final EIR to acknowledge that significant noise impacts may remain. This alignment does not include the grade separations at 170th and 182nd Street to avoid a significant and unavoidable long-term noise impact and address CPUC's recommendation to grade separate and does not alleviate some of the community concerns that could be addressed with the Hybrid Alternative.
2. The Board may approve the Trench Option in the Draft EIR as the Proposed Project/LPA. This is not recommended due to higher cost, higher risk of schedule and budget impacts during construction due to extensive excavation, and a longer construction period compared to the other alignments.
3. The Board may approve the Hawthorne Option in the Draft EIR as the Proposed Project/LPA. This is not recommended due to the high number of real estate acquisitions (13 parcels, complex utility relocations, significant disruptions to traffic, parking, and businesses during construction, and longer project approval process due to the Caltrans encroachment permit approval and NEPA process.
4. The Board may approve the High Frequency Bus Alternative as the Proposed Project/LPA. This is not recommended as it does not provide sufficient capacity when compared with rail to meet projected future travel demand for the South Bay and the greater region.
5. The Board may approve the No Project Alternative. This is not recommended as it does not meet Project needs and objectives and would result in the potential loss of the \$231 million TIRCP grant.
6. The Board may make its determination, not select a Proposed Project/LPA and not proceed with the Final EIR but instead request for further study or place the project on hold. This is not recommended as it would delay the Project, moving it farther from its Measure M schedule, resulting in the potential loss of the \$231 million TIRCP grant as Metro is not advancing the Project in good faith per the grant award, and fails to address Vision 2028 Goal 1 to "provide

high-quality mobility options” and meet the Project need and community support for a rail connection to the South Bay.

NEXT STEPS

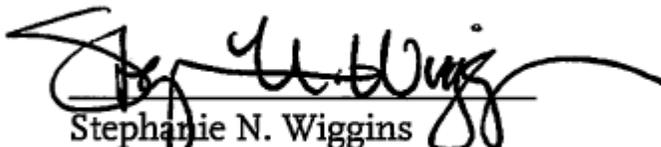
Upon Board selection of the recommended Proposed Project/LPA, staff will initiate preparation of the Final EIR, which includes updating the project description to reflect the selected LPA, advancing design and technical analysis including additional geotechnical and subsurface investigations, real estate surveys, etc. to respond to public comments on the Draft EIR and to prepare a mitigation, monitoring, and reporting plan (MMRP). During this time, Metro will complete value engineering, update cost estimates, prepare a more detailed funding plan with potential delivery strategies and phasing options, and continue to conduct community outreach, including but not limited to, gathering input on urban design and first/last mile connections to station areas and other community features. After completion of the Final EIR, typically 18-24 months following the selection of the Proposed Project/LPA, the Final EIR will be released to the public for review, staff will return with a final recommendation for the Metro Board to consider.

ATTACHMENTS

Attachment A - Comparison of Alignments & Alternatives Evaluated in Draft EIR

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Stephanie N. Wiggins
Chief Executive Officer

**ATTACHMENT A: Metro C (Green) Line Extension to Torrance
Comparison of Alignments & Alternatives Evaluated in Draft EIR**

April 2024

Comparison	ROW (Elevated / At-Grade)	Trench Option (ROW)	Hybrid Alternative (ROW)	Hawthorne Option
Ridership	●	●	●	●
Annual Project Trips	~3.68M	~3.68M	~3.68M	~4.96M
Annual New Riders	~1.49M	~1.49M	~1.49M	~1.74M
Cost/New Riders	\$1,318	\$1,905	\$1,497	\$1,695
Cost/Project Trips	\$534	\$772	\$607	\$595
Auto Reduction & Travel Time Savings	●	●	●	●
Annual VMT Reduction	~19.51M	~19.51M	~19.51M	~19.39M
Cost/VMT Reduction	\$101	\$146	\$115	\$153
Annual Travel Time Savings/Trips	6,996	6,996	6,996	6,265
Cost & Funding	●	○	●	○
Construction Cost	\$1.96B	\$2.84B	\$2.23B	\$2.96B
Funding Needs	Local/State*	Local/State & Federal	Local/State*	Local/State & Federal
Approvals & Key Agreements	●	●	●	●
California Environmental Clearance (CEQA)	Required	Required	Required	Required
Federal Environmental Clearance (NEPA)	Not assumed as this stage*	Needed for federal funding eligibility	Not assumed as this stage*	Needed for federal funding eligibility
Caltrans Encroachment Permit Approval	N/A	N/A	N/A	Required
BNSF Agreement (Shared Rail Corridor)	Required	Required	Required	Required
Constructability	●	○	●	○
Construction Staging	Metro ROW	Metro ROW	Metro ROW	I-405 & Hawthorne Bl
Utility Relocation Complexity	Underground petroleum lines	Underground petroleum lines	Underground petroleum lines	Underground storm main & overhead high voltage transmission lines
Excavation	Minor	Significant	Moderate	Moderate
Construction Disruption to Traffic & Parking	Minor	Minor	Minor	Significant
Construction Duration	2027-2033	2027-2036	2027-2034	2029-2035

Harvey balls compare level of performance relative to the alignments & alternatives studied from high ●, medium ●, and low ○. Data from 2023 Draft EIR and technical studies. South of 190th Street, all alignments and alternatives are the same.
*Metro may pursue federal funding and conduct federal environmental clearance based on Board direction.

**ATTACHMENT A: Metro C (Green) Line Extension to Torrance
Comparison of Alignments & Alternatives Evaluated in Draft EIR**

April 2024

Comparison	ROW (Elevated / At-Grade)	Trench Option (ROW)	Hybrid Alternative (ROW)	Hawthorne Option
Real Estate Needs	●	●	●	○
Residential Acquisitions	None	None	None	None
Non-Residential Acquisitions	Minor (~3)	Minor (~5)	Minor (~3)	Significant (~13)
Station Connections & TOD Potential	●	●	●	◐
Direct Rail Access to Bus Centers	Yes	Yes	Yes	No
Rail Access to South Bay Galleria	Yes	Yes	Yes	Yes
TOD Opportunities in Station Areas	Medium	Medium	Medium	High
New neighborhood paths to stations	Yes	Yes	Yes	No
Safety Enhancements	◐	●	●	●
Light Rail (LRT) Grade Separations	Two at-grade LRT x-ings (170th & 182nd St)	Fully separated LRT	Fully separated LRT	Fully separated LRT
Safety Improvements to Eight (8) Freight X-ings	Yes	Yes	Yes	No
Emergency Responder Access & Circulation	Potential delays at 170th & 182nd St	No changes	No changes	No changes
Light Rail & Freight Noise Mitigation	◐	●	●	◐
Mitigates Long-term Light Rail Noise Impacts	Significant LRT noise impact at 170th St.	Yes	Yes	Yes
Quiet Zone Ready Corridor (eliminates existing freight horn)	Yes	Yes	Yes	No
Permanent Changes to Street & Parking	◐	●	●	◐
Changes to street	Two at-grade LRT x-ings (170th & 182nd St)	None	None	Changes to median, left turn lanes, signals
Permanent Parking Loss	None	None	None	~20 spaces (Lawndale)

Harvey balls compare level of performance relative to the alignments & alternatives studied from high ●, medium ◐, and low ○. Data from 2023 Draft EIR and technical studies. South of 190th Street, all alignments and alternatives are the same.

SUMMARY TABLE

Comparison	Metro ROW (Elevated/At-Grade)	Trench Option (ROW)	Hybrid Alternative (ROW)	Hawthorne Option
Ridership	●	●	●	●
Auto Reduction & Travel Time Savings	●	●	●	●
Cost & Funding	●	○	●	○
Approvals & Key Agreements	●	●	●	●
Real Estate Needs	●	●	●	○
Constructability	●	○	●	○
Station Connections & TOD Potential	●	●	●	●
Safety Enhancements	●	●	●	●
Light Rail & Freight Noise Mitigation	●	●	●	●
Permanent Changes to Street & Parking	●	●	●	●

Harvey balls compare level of performance relative to the alignments & alternatives studied from high ●, medium ●, and low ○. Data from 2023 Draft EIR and technical studies. South of 190th Street, all alignments and alternatives are the same.



← To Crens

Next stop: more rail in the South Bay.

C LINE (GREEN) EXTENSION TO TORRANCE



Planning & Programming
Executive Management Committees
April 2024 | File ID: 2023-0532

Recommendation for the Metro Board

CONSIDER:

- A. APPROVING the 170th/182nd Grade-Separated Light Rail Transit Alternative, also referred to as the Hybrid Alternative, as the Proposed Project for the Environmental Impact Report (EIR) and Locally Preferred Alternative (LPA) for the Metro C (Green) Line Extension to Torrance Project (Project); and
- B. AUTHORIZING the preparation of the Final EIR through the California Environmental Quality Act (CEQA) based on the LPA.



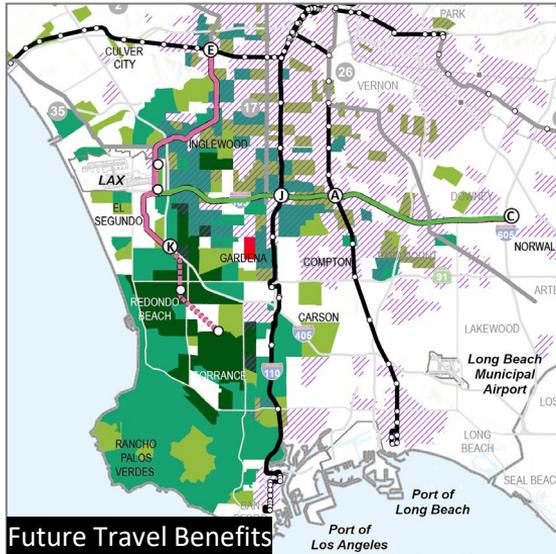
We are planning for the future needs of the South Bay

South Bay

- Major jobs center
- Severe congestion
- Long travel times
- Infrequent bus service
- High cost of housing

C Line Extension to Torrance

- Operates as part of K Line
- Connects to LAX, Metro E & C Lines
- Provides fast, reliable access to jobs
- Serves equity focus communities
- Reduces travel times



Metro held extensive community engagement

FAQs & outreach summaries on website

Spring 2021 to Winter 2024

- Comments: 4,700+
- Nearly 20,000 views on the project StoryMaps
- 3 Scoping Meetings: 387 attendees
- 12 Spring '22 Neighborhood Walks: 400 attendees
- 4 Summer '22 Open Houses: 600 attendees
- 5 Draft EIR Public Hearings: 421 attendees
- 8 Transit Rider Intercepts: 150 transit riders
- 4 Pop-up events
- Door-to-Door Business Outreach: 560 businesses
- Winter 2023/24 SD2 Events: 250 attendees



C LINE (GREEN) EXTENSION TO TORRANCE
Community Engagement Frequently Asked Questions Winter 2023–2024

Frequently Asked Questions (FAQs)

All public comments on the Draft Environmental Impact Report (EIR) will be responded to formally in the Final EIR. The intent of the FAQs is to provide responses to common questions received during community engagement.*

FAQ Updates Fall 2023–Winter 2024

1. What are the benefits of the C Line Extension Project?

By providing a fast, frequent, and reliable transit option to the South Bay, the Project would improve environmental and economic outcomes across LA County and:

- > Expand access to opportunities with ~3.6 million project boardings per year;
- > Attract ~1.5 million new riders to the Metro system;
- > Generate over 15,000 jobs (8,600 construction and 6,400 non-construction);
- > Reduce travel times across the region;
- > Connect two new bus transit centers to the expanding rail network;
- > Help address climate change by shifting drivers to transit and reducing:
 - Auto travel/congestion: ~19.5 million vehicle miles traveled per year;
 - GHG emissions: ~2,370 metric tons of CO₂ equivalent per year;
 - Regional energy use: ~41 million megajoules per year.

2023, Metro published two reports (August Board Box and September 2023 Receive & File Report) to the Metro Board of Directors (Metro Board), which discuss the cost estimates. Metro ROW Trench Option: ~\$2.84B
> Metro ROW Elevated/At-Grade: ~\$1.96B
> Hawthorne BI Option: ~\$2.96B
> Metro ROW Hybrid: ~\$2.23B

3. What are the ridership estimates for the alignments? Does Metro consider cost-effectiveness?

Cost effectiveness is one of the five project objectives in the Draft EIR. In 2023, Metro published a Ridership Report Summary explaining projections for the rail alignments in 2024. The table on the next page provides a comparison of the Alignments & Alternatives studied in the Draft EIR to address how ridership and travel benefits relate to cost.

1. **Project Trips:** number of trips (boardings) that use the Project stations.

2. **New Riders:** number of new riders that Metro attracts based on the Project.

* MACTD reduction of auto use (vehicle miles traveled)



*Not all attendees signed into meetings and overall attendance exceeds listed amount.

Comparison of Alignments & Alternatives Studied

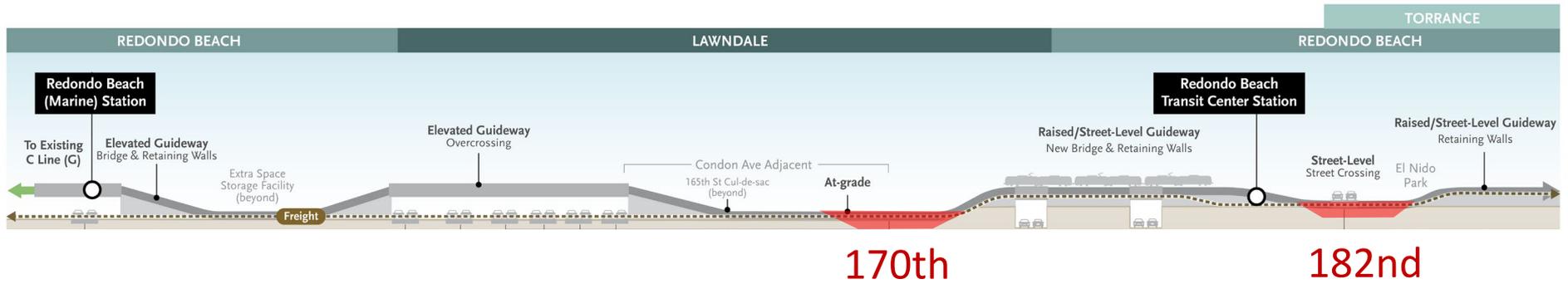


Comparison	Metro ROW (Elevated/At-Grade)	Trench Option (ROW)	Hybrid Alternative (ROW)	Hawthorne Option
Ridership	●	●	●	●
Auto Reduction & Travel Time Savings	●	●	●	●
Cost & Funding	●	○	●	○
Approvals & Key Agreements	●	●	●	●
Real Estate Needs	●	●	●	○
Constructability	●	○	●	○
Station Connections & TOD Potential	●	●	●	●
Safety Enhancements	●	●	●	●
Light Rail & Freight Noise Mitigation	●	●	●	●
Permanent Changes to Street & Parking	●	●	●	●

Harvey balls compare level of performance relative to the alignments & alternatives studied from high ●, medium ●, and low ○. Data from 2023 Draft EIR and technical studies. South of 190th Street, all alignments and alternatives are the same.



Hybrid Alternative – Staff Recommendation



Proposed under-crossing at 170th Street



Hybrid Alternative – Staff Recommendation

Meets project need and objectives

Provides local benefits to adjacent communities

- Designed to be compatible w/ residential
- Three new neighborhood walking paths
- Safer and quieter freight
- Access to new rail/bus centers and SB Galleria

Responds to Community Concerns about ROW

- Fully grade separated
- Two under-crossings: 170th & 182nd Street
- Mitigates all noise impacts with under-crossings, berms and soundwalls
- Avoids delay to emergency responders
- Avoids shift in freight closer to senior homes

Minimizes disruption to properties, traffic, parking

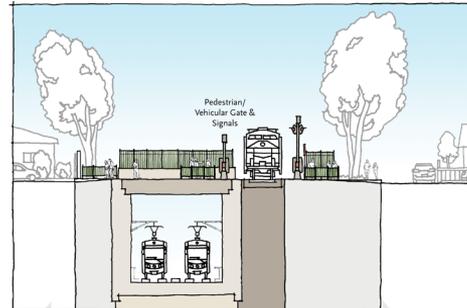
- Minor real estate needs (~3 parcels)
- Construction staged on Metro property
- No changes to traffic & parking



Freight Safety & Noise Improvements



New Neighborhood Paths



Under-crossings at 170th & 182nd St



Redondo Beach Transit Center



Torrance Transit Center

Next Steps if Metro Board approves LPA

- Prepare Final EIR
 - Respond to public comments on Draft EIR
 - Prepare Monitoring & Mitigation Reporting Plan
- Advance engineering and technical analysis for LPA
- Pursue funding opportunities
- Continue to engage with community
 - First & Last Mile improvements
 - Design of neighborhood paths, sound walls, etc.
 - Freight improvements
- Return to Metro Board with update and Final EIR certification

Funding Sources		Funding Estimate (YOE \$M)	
		HYBRID	HAWTHORNE
Local	Measure R	\$ 272.0	\$ 272.0
	Measure M*	\$ 828.4	\$ 878.3
	3% Local Match**	\$ 66.9	\$ 88.9
State	TIRCP Grant	\$ 231.3	\$ 231.3
	SB1- Local Partnership Program	\$ 9.0	\$ 9.0
	Subtotal - Secured	\$ 1,407.6	\$ 1,479.5
Other	Other Local Funding	\$ 675.6	\$ 633.5
	Other State Funding	\$ 150.0	\$ 150.0
	Other Federal Funding	\$ -	\$ 700.0
	Subtotal - Not Yet Secured	\$ 825.6	\$ 1,483.5
Total		\$ 2,233.2	\$ 2,963.0

*The Measure M year of expenditure (YOE) inflation estimate assumes a 3% annual escalation to the year of funding availability. The actual funding amount for Measure M will depend on future sales tax receipts, Board-approved inflation index used to escalate the sales tax, and when Measure M is expended.

**The current cost estimate is based on 15% design. Final estimate to be prepared at 30% design based on LPA.





Board Report

File #: 2023-0760, File Type: Program

Agenda Number: 21.

EXECUTIVE MANAGEMENT COMMITTEE APRIL 18, 2024

SUBJECT: GOPASS PILOT PROGRAM EXTENSION

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE an extension of the GoPass Pilot Program through FY25.

ISSUE

GoPass is a groundbreaking three-year pilot program designed to provide students in participating K-12 school districts, charter networks, private schools, public vocational schools, and community colleges with fare-free access to Metro and 15 additional transit agencies. Free access to public transportation increases students' mobility, school attendance, graduation rates, and access to social activities, promoting a better quality of life and better job opportunities. The GoPass Boardings Year-Over-Year data shows a 32% increase in ridership in Year 3. The current pilot period is set to expire June 30, 2024.

BACKGROUND

On May 27, 2021, the Board passed Motion 45 by Directors Garcetti, Mitchell, Krekorian, Hahn, Bonin, and Solis (Attachment A) on implementation strategies for FSI. The motion directed the Chief Executive Officer to implement the FSI, subject to a final funding plan, while pursuing cost-sharing agreements, and reporting to the Board on the development, launch, and performance of FSI.

On September 23, 2021, the Board approved a staff recommendation to launch Phase 1 of the FSI for K-14 students (GoPass) on October 1, 2021 as a two-year pilot, with the understanding that future Board approval would be required to launch Phase 2 for non-student, low-income adults once available funding had been identified. On April 23, 2023, the Board approved a one-year extension of the GoPass Pilot Program to add Year 3 through June 30, 2024.

DISCUSSION

GoPass reflects Metro's commitment to connecting students to opportunity by making transit more accessible and eliminating transportation cost barriers. GoPass has helped to promote educational equity by ensuring that all students, regardless of financial circumstances, have access to

transportation to access opportunities. The GoPass program supports students with greater access to higher education and better jobs. A Metro study showed that students receiving a free transit pass have up to 27% higher graduation rates, which leads to expanded academic and employment opportunities.

School District Participation

As of March 2024, 113 K-12 public school districts, charter school networks, and independent charter and private schools are participating in the GoPass Program, along with one adult/vocational district (LAUSD Adult Education) and nine community college districts representing 17 colleges for a total of 123 total districts. Currently, 27% of 81 public school districts in LA County are participating in the program, along with 69% of charter networks, 39% of independent charter schools and 69% of community college districts. Staff is currently in discussions with an additional 25 school districts, charter networks, and community colleges who are interested in joining the program.

Total GoPass Program Participation by District Type

GoPass Program Participation by Year and District Type (Cumulative)

District Type	Year 1	Year 2	YOY Increase	Year 3	YOY Increase
Public Districts	12	20	67%	22	10%
Charter Networks	10	18	80%	20	11%
Independent Charters	25	46	84%	59	28%
Private Schools	3	9	200%	12	33%
Community College Districts	6	8	33%	9	13%
Vocational Districts	0	1	100%	1	0%
Total	56	102	82%	123	21%

Districts and students have expressed appreciation for how easy it is for them to participate in the program and the improved cost-benefit of providing transit passes. Schools say that they have students who rely on the program to get to school daily, and having a pass helps them avoid absences. In a press conference with LAUSD on October 31, 2023, Superintendent Carvalho said that he believed the GoPass program significantly reduced chronic absenteeism from 50% to 20%.

Transit Agency Participation

Antelope Valley Transportation Authority (AVTA) joined the GoPass Program in September 2023, and Lawndale Beat joined in November 2023. This brings the total number of transit agencies participating in the program to 17: AVTA, City of Commerce, Culver CityBus, Foothill Transit, Glendale Beeline, Gardena Transit (GTrans), LA County Shuttles, LADOT DASH, Lawndale Beat, Long Beach Transit, Lynwood Trolley, Metro, Montebello Bus, Norwalk Transit, Pasadena Transit, Santa Monica Big Blue Bus, and Torrance Transit. This represents 56% of the transit agencies on the TAP system (15/27), plus two agencies who are not yet on TAP (Commerce and Lynwood).

Staff continues to meet with all interested transit agencies in LA County to ensure open communication and data sharing and is working on adding more transit agencies to the program.

Program Participants

As of April 2, 2024, over 376,000 unique GoPass participants have benefitted from the program, which is approximately 33% of the 1.15 million eligible students in participating districts, compared to about 6% of LA County residents who ride transit. The total number of eligible students in participating districts has decreased year-over-year due to reductions in district enrollment numbers. However, the number of districts in the program has grown by 24% and staff will continue to work with the remaining districts to expand the program,

The number of annual participants increased 7% between Years 1 and 2. With ongoing outreach and marketing, Year 3 participation has increased 42% in the first half of year compared to the first half of Year 2. Retention between Year 1 and 2 was 13.8% and is 44.9% for the first half of Year 3, and the number of renewing students increased 274% from 10,500 in Year 2 to 39,400 in Year 3.

Approximately 48% of GoPass participants have shared their household income voluntarily through the registration process. As of December 2023, 87% of these students reported an annual income of less than \$50,000 per year. This is equivalent to the qualification requirements for the Low-Income Fare is Easy (LIFE) program, which establishes eligibility at \$50,450 for households of two persons or more. According to Metro’s Fall 2023 Onboard Customer Survey, 84% of Metro customers meet the LIFE threshold. At 87%, low-income participation in GoPass is higher than the 84% of Metro riders who qualify for the LIFE Program and also higher than the 69% of students in LA County who qualify for free and reduced-cost lunch programs.

Ridership

The GoPass Boardings Year-Over-Year data shows a 32% increase in ridership in Year 3. This growth is indicative of successful outreach and operational improvements such as a streamlined registration process and the availability of the TAP virtual app. Building on this success, we will continue to amplify the benefits of GoPass by encouraging students to utilize their GoPass beyond their school commutes by developing marketing initiatives that inspire exploration across LA County via public transit.

Go Pass Boardings Year-Over-Year



For the duration of the program, 87-88% of boardings occurred Monday through Friday, with the highest usage peaking at 8 a.m. and 4 p.m., indicating that the students were using the GoPass to get to and from school. Conversely, 12-13% of rides have been taken on weekends. This pattern underscores the program’s success in fulfilling its primary purpose: facilitating students’ commutes to and from school.

However, a strong growth opportunity lies in the remaining “non-school commute” rides, showing a relatively untapped market segment. Staff will capitalize on this growth opportunity through a comprehensive approach involving social media engagement campaigns, youth content partnerships and other geo-targeted paid media promotions. Encouraging GoPass use into weekends and off-peak hours presents a strategic opportunity to not only increase overall GoPass boardings, but to support the broader goals of reducing car dependency among younger generations and fostering a culture of public transit usage.

Fare Programs staff in Customer Experience have been partnering with schools to participate in back-to-school events and on-campus registration events to boost program enrollment since program launch. In FY23, staff attended 76 GoPass outreach events. In the first half of FY24, staff have already conducted 77 GoPass Outreach events. For Year 3 of GoPass, Metro Marketing has focused on positioning GoPass as an all-access pass for students to travel across LA County, anywhere, anytime.

2024 GoPass Survey Results

In a recent survey sent to 150,000 active GoPass students, 3,569 respondents shared the following:

- 53% of surveyed GoPass students rode Metro daily, with 60% reporting increased transit usage since joining the program.
- 78% of respondents note improved school attendance following enrollment in the GoPass program.
- 78% of students had to choose between transit expenses and other essential needs prior to being enrolled in GoPass, with food being the priority expense.
- The survey also highlights a significant positive impact on students' well-being, with 94% reporting feeling better in general thanks to GoPass.
- Safety while riding Metro tops the list of concerns, closely followed by the need for fast, reliable service.

These findings underscore the program's effectiveness in growing transit use, attendance, financial stability, and overall student well-being.

GoPass Pilot Program Cost

In the September 2021 Board Report, the estimated cost of the FSI Phase 1 20-month regional fareless pilot program was \$49.9 million. This was based on the annual student fare revenue that was collected pre-COVID and the corresponding projected fare-revenue loss from not collecting those fares. Fare revenue losses for Metro were estimated at \$33.5 million (\$16.75M per year) and at \$16.4 million (\$8.2M per year) for municipal and local operators for FY22 and FY23. The projection did not take into account cost-sharing from school districts, or funding from grants and sponsorships, and additional operational costs were assumed to be absorbed in the existing Transit Operations budget. In FY19, total student boardings were 27 million.

At the close of Year 1, GoPass boardings were 5.4 million, and the fare revenue loss was \$3.4 million for Metro and \$925,000 for municipal and local operators, for a total fare revenue loss of \$4.3 million. This was primarily due to fares not being collected until January 2022. Taking into account additional

costs, including TAP cards and program administration, the full cost of the program for Year 1 was approximately \$10.4 million, and the school district cost-sharing amount for Year 1 was \$2.6 million, for a net cost of \$7.8 million.

Because the largest percentage of program cost is calculated from lost student fare revenue, as annual boardings have increased, costs have increased as well. GoPass boardings for Year 2 were 17.8 million for a cost of \$16.1 million (see Figure 4 below).

The current three-year cost estimate for the Pilot Program is 19% below the initial two-year cost estimate. This is because total GoPass boardings have not yet reached the projected 54 million boardings for two years, or 27 million boardings per year. However, there were approximately three million non-GoPass student boardings in FY23, so total student boardings were close to 21 million.

GoPass Estimated vs. Actual Cost

Figure 9 - GoPass Estimated vs. Actual Cost

	Boardings	Cost	
FY19	27,000,000	\$24,950,000	
Year 1 (Actual)	5,354,103	\$7,813,068	
Year 2 (Actual)	17,836,154	\$16,112,934	
Year 3 (Estimated)*	25,091,606	\$16,654,833	
3-Year Total To Date	48,281,863	\$40,580,835	-19%
Initial 2-Year Projection	54,000,000	\$49,900,000	

*Year 3 District cost-sharing rate increased from \$3 to \$7 per student

While the actual cost of the GoPass program is currently 19% below projections, as the program continues to gain popularity, total boardings and cost will continue to increase. Staff will continue to monitor program costs and advocate for additional funding (see additional information on funding efforts below).

State Funding Opportunities

Metro has aggressively advocated for state funding to support free-fare programs in the State of California. In the 2023 legislative session, Assemblymember Chris Holden (D - Pasadena) introduced AB 610, which proposed to create the state Youth Transit Pass Pilot Program. Established Board policies allow us to support these types of measures as they are introduced, and Metro did formally support AB 610 through letters and legislative support at policy committee hearings. However, the bill did not have dedicated funding attached, and was not signed into law. Metro staff recognizes the need for dedicated funding for these programs and will continue to support legislation advancing these programs and keep the Board apprised of any new developments. Metro is also engaging in the statewide Transit Transformation Task Force that was created last year through SB 125. This Task Force plans on exploring avenues to increase transit ridership, including expanding funding to help transit agencies cover the cost of providing low-or-no-cost transit passes.

In addition, Metro is part of two Transformative Climate Community (TCC) Grants under CARB - one

for \$35 million in South Los Angeles and another for \$22 million in Pomona. Metro's portion of this funding will provide GoPasses and LIFE passes at no cost to eligible participants in the grant area.

Federal Funding Opportunities

Metro has been and continues to be a national leader in advocating and exploring pathways forward for legislation that would establish federal grants or formula funding to cover the cost of fare-free and reduced-fare transit programs. In the 117th Congress, Metro successfully advocated for the inclusion of fare-free funding as part of a new discretionary grant program (Affordable Housing Access Program) included in the Build Back Better Act. Unfortunately, this bill was never adopted into law.

Consistent with the agency's Board-approved Federal Legislative Program for 2024, Metro staff is continuing to work with a number of stakeholders to pursue federal funding for fare-free and reduced-fare transit services across Los Angeles County. As part of this effort, Metro's Government Relations team is exploring any appropriate legislative vehicles during the 2nd session of the 118th Congress.

With respect to seeking congressionally directed spending, Metro previously supported the Los Angeles Community College District (LACCD) in their successful effort to secure a \$1 million grant through the federal "earmark" process to help expand the GoPass program at all community colleges in LA County. This congressionally directed spending was supported in the U.S. Congress by the late U.S. Senator Dianne Feinstein (D-CA). The grant is funding passes for nearly 143,000 students over three years. In Academic Year (AY) 2022-2023, this funding covered the cost of 36,707 students participating in the program. In AY 23-24, 25,954 Community College students have registered for GoPass, which is an 11% increase over Fall 2022. This funding continues through Academic Year 2024-2025.

Currently, Metro is working cooperatively with the LACCD to submit a new request for funding that would, if approved by Congress and adopted into law, provide an additional \$1 million for the GoPass Program and also provide \$1.4 million in funding to support a new and innovative Ambassador Internship Program. This pilot internship program, if funded, would provide workforce opportunities for students on the Metro routes closest to their respective community college. This will not only help keep Metro safer and provide an enhanced customer experience, but it will also provide GoPass students with valuable work experience that could potentially lead to permanent employment with LA Metro.

In March of 2024, the U.S. Department of Transportation awarded Metro a Reconnecting Communities grant that included \$4 million for our agency's successful GoPass Program. Metro looks forward to being responsible stewards of this valuable federal funding to build on the proven success of Metro's GoPass Program.

DETERMINATION OF SAFETY IMPACT

This program does not affect the incidence of injuries or healthful conditions for patrons or employees. Therefore, approval of this request will have no impact on safety.

FINANCIAL IMPACT

This program will cost approximately \$22.2 million in FY25. Funding for this program will continue to come from the transit operations budget, and costs will continue to be offset by district cost-sharing revenues, grant funding, and sponsorship.

Impact to Budget

GoPass funding sources are eligible and used to support bus and rail operations.

EQUITY PLATFORM

At its core, the goal of free and reduced fare programs is to achieve greater equity by reducing barriers and improving access to transit, and subsequently, opportunity for all communities. Currently, 87% of registered GoPass users are low-income, which is higher than the systemwide average of 84% low-income riders measured, in the Fall 2023 Onboard Customer Survey. Approximately 88% of GoPass Boardings are used on weekdays, and for K-12 students, usage peaks in the hours immediately before and after school, showing that the large majority of boardings are used to access school. In Year 3, GoPass participants have increased year-over-year giving additional students better access to reliable transportation, which will improve their student success, outcomes, and future income levels.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These programs support Metro's Strategic Plan Goal 3) Enhance communities and lives through mobility and access to opportunity and Goal 4) Transform LA County through collaboration and leadership. Metro will continue to work toward providing accessible and inclusive services for the residents of Los Angeles County.

ALTERNATIVES CONSIDERED

The Board may choose not to approve an extension for the GoPass Pilot Program, however, this is not recommended. The GoPass program makes Metro more accessible while providing financial relief from transportation costs for students and families. Further, as shown in the most recent GoPass Program surveys, the program has directly improved student access to education, extracurricular activities, school supplies, and even food while alleviating transportation logistics and cost burden on households and families. It is the staff's recommendation to extend the program an additional year.

If the Board votes not to extend the program, staff will immediately notify district partners and participating students that the program will cease on June 30, 2024 in order to provide them with a 60-day cancellation notice and information on other Metro fare programs.

NEXT STEPS

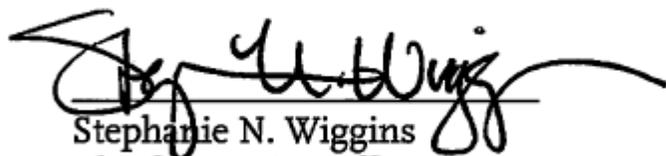
Upon Board approval, staff will notify district partners and participating students and transit agencies that the program will be extended.

ATTACHMENTS

Attachment A - Board Motion 45

Prepared by: David Sutton, Senior Executive Officer, Finance, (213) 922-5633
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Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2021-0372, **File Type:** Motion / Motion Response

Agenda Number: 45.

REVISED
REGULAR BOARD MEETING
MAY 27, 2021

Motion by:

DIRECTORS GARCETTI, MITCHELL, AND KREKORIAN

Fareless System Initiative

Metro's Fareless System Initiative (FSI) is one of the most transformative efforts Metro can take to help Los Angeles County emerge from the pandemic, advance equity, reduce transportation emissions, simplify students' return to school, and increase ridership.

The pandemic has hit students hard. Once the Department of Public Health and schools deem it safe for students to fully return to in-person learning, Metro, municipal operators (munis), and school districts should do everything possible to make the transition back effortless for these families. Studies across the country have shown that the lack of access to transportation is a barrier to student attendance and, therefore, academic success.

Moreover, Metro riders' median household income is \$19,325 systemwide, with approximately 70 percent of Metro riders considered low-income under federal Department of Housing and Urban Development definitions. Many of our riders depend on Metro to reach their jobs as essential workers, and during the pandemic they suffered unavoidable financial impacts. Fareless transit would alleviate some of this burden, helping Los Angeles County get back on its feet.

As the FSI pilot has been developed, the following items remain to be finalized:

1. An efficient implementation process, as well as agreements with the school districts, needs to be put in place to distribute fareless K-12 and Community College student passes.
2. A final funding plan needs to be created.
3. A key concern of municipal operators is the continuation of existing funding agreements with community colleges. These funding agreements have, in many cases, taken years to negotiate. While FSI remains a pilot, these agreements and processes should be kept in place.
4. A mission statement and goals are necessary to help communicate the need for this program.
5. The existing FSI Task Force that developed the pilot should be re-formed to focus on implementation.

Board action is required to ensure these key areas of risk can be addressed and to provide clarity on

FSI's advancement and next steps.

SUBJECT: FARELESS SYSTEM INITIATIVE

RECOMMENDATION

APPROVE Motion by Directors Garcetti, Mitchell, and Krekorian that the Board direct the Chief Executive Officer to implement the Fareless System Initiative, subject to a final financial plan and while pursuing cost-sharing agreements.

WE FURTHER MOVE that the Board direct the Chief Executive Officer to:

Administrative Coordination

- A. Develop strategies to streamline and simplify the eligibility process for participants, striving to remove as many barriers to entry as possible;
 - 1. Include an evaluation of a self-attestation process for low-income riders;
- B. Partner with school districts on administrative coordination to enable availability at pilot launch to all LA County school and community college districts (based on each district's interest), including but not limited to any required Memoranda of Understanding or TAP coordination;

Funding

- C. In partnership with implementation partners and key stakeholders, pursue and support federal and state opportunities and legislation to fund the Fareless System Initiative, both the pilot phase and any permanent program (should the Board decide to continue past the proposed pilot period), including but not limited to the federal Freedom to Move Act;
- D. Pursue reasonable cost-sharing agreements with school districts;
 - 1. Seek to take advantage and leverage any existing student transportation fee programs (e.g., student-approved LACCD fees);
 - 2. Seek to preserve existing funding agreements between school districts and transit operators;
 - a. Wherever municipal operators have existing fareless agreements with community college districts, consider accepting muni student transit passes on Metro for the duration of the pilot;
 - 3. Seek new funding agreements for districts without any existing discounted or fareless student pass programs (e.g., U-Pass);
- E. Consider pursuing private funding opportunities, including but not limited to philanthropic partnerships;

Follow-Up

F. Report to the Board monthly on the development, launch, and performance of the Fareless System Initiative. The first update should include:

1. A mission statement and goals for the FSI pilot;
2. Lists of interested municipal operators, school districts, and community college districts;
3. An update on the refined FSI financial plan; and
4. Identification of a cross-departmental implementation team.

HAHN AMENDMENT: Direct the Chief Executive Officer to prepare a financial plan for the implementation of a Fareless System Initiative that meets the conditions provided below to the Board's satisfaction:

1. Municipal and local operators that choose to participate will be fully included and provided the same type of fare subsidy as Metro transit operations, in order to ensure a seamless rider experience regardless of geographic location or transit provider;
2. The initiative is funded without reducing existing transit operations or state of good repair expenditures or by using regional funding typically committed to bus and rail transit operations or intended for the capital program;
3. Opportunities to expand or adjust existing fare subsidy programs to maximize community benefit have been studied and presented to the Board; and,
4. An initiative can be scaled and/or targeted in a manner that best aligns with Metro's Equity Platform, adopted by the Board in March 2018.

MITCHELL AMENDMENT: Direct Metro CEO to Continue the current fare collection policy in perpetuity until the Metro Board is satisfied with a financial plan for Fareless.

BONIN AMENDMENT:

1. Report back in the financial plan with information on the costs, including administration, technology, and enforcement, of the proposed pilot program compared to a universal fare-free system.
2. Include in the overall final program evaluation:
 - a. Reach of the program, including student and low-income participation rates.
 - b. Effectiveness of the program in improving mobility, increasing student attendance and performance, shifting travel behavior, reducing automobile use, and increasing transit ridership.

- c. The net cost of the program and cost per rider.

SOLIS AMENDMENT: Report back on the feasibility of using the Federal American Rescue plan funding for the pilot.

Metro's Fare Programs

GOPASS PILOT PROGRAM EXTENSION

APRIL 2024

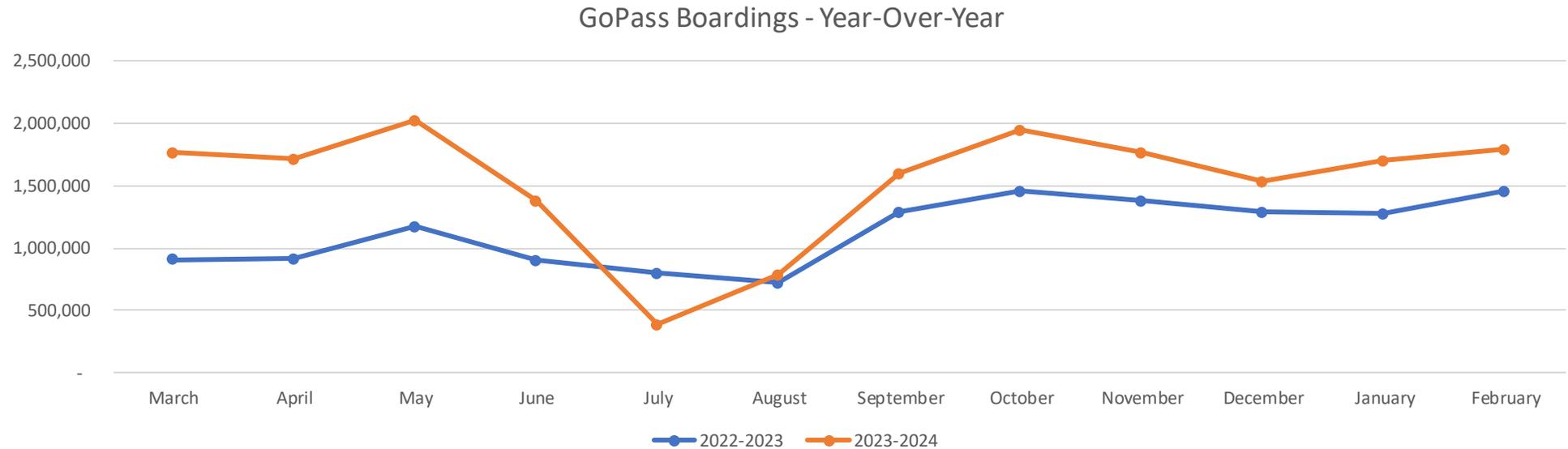


Background

- In September 2021, the Board approved a phased approach for a Fareless Pilot implementation — Phase 1 fareless for K-14 students and Phase 2 fareless for low-income residents, once additional funding has been identified.
- The original two-year GoPass Pilot Program for K-14 students was approved through June 30, 2023.
- On April 23, 2023, the Board approved a one-year extension of the GoPass Pilot Program through June 30, 2024.
- This report requests a one-year extension of the GoPass Pilot Program through June 30, 2025.



GoPass Participation Year-Over-Year



The 31% rise in boardings overall is indicative of successful outreach and operational improvements, such as a streamlined registration process and improved access to the TAP virtual app.

113 K-12 public school districts, charter school networks, and independent charter and private schools are participating in the GoPass Program, along with one (1) adult/vocational district (LAUSD Adult Education) and nine (9) community college districts representing seventeen (17) colleges for a **total of 123 districts**.

Currently, 27% of 81 public school districts in LA County are participating in the program, along with 69% of charter networks, 39% of independent charter schools and 69% of community college districts.

Funding

Continuing to work with local, regional, state-wide, and national stakeholders to secure State and Federal support for reduced-fare and fare-free transit services.

State:

- AB 610 – Working with the state on funding for student transit passes
- AB 181 – Home to School Transportation (HTS) reimbursement up to 60%
- Transformative Climate Communities (TCC) Grants in South LA (\$35M) and Pomona (\$22M)

Federal:

- \$4 million Reconnecting Communities Grant
- Working on renewal for \$1 million grant through the Congressional Directed Funding to help expand the GoPass at all community colleges in LA County (~143,000 students)



GoPass Cost and Proposed Pricing

	Boardings	Cost	
FY19	27,000,000	\$24,950,000	
Year 1 (Actual)	5,354,103	\$7,813,068	
Year 2 (Actual)	17,836,154	\$16,112,934	
Year 3 (Estimated)*	25,091,606	\$16,654,833	
3-Year Total To Date	48,281,863	\$40,580,835	-19%
Initial 2-Year Projection	54,000,000	\$49,900,000	

*Year 3 District cost-sharing rate increased from \$3 to \$7 per student

- Current estimated cost of 3-year pilot is 19% below initial estimated cost of 2-year pilot, because the cost is based on lost fare revenues and boardings have not yet reached 27M annually.
- The net projected cost for GoPass Program for FY25 is \$23.5 million after factoring in district cost-sharing.

Next Steps

- Staff will continue the expansion and analysis of GoPass while continuing to seek additional funding opportunities for all free and reduced fare programs.
- Analysis will allow staff to support the districts that are experiencing lower participation to help them maximize the benefits for their students.
- Encouraging GoPass use into weekends and off-peak hours presents a strategic opportunity to not only increase overall GoPass boardings, but to support the broader goals of reducing car dependency among younger generations and fostering a culture of public transit usage.



Fareless System Initiative



Board Report

File #: 2024-0106, **File Type:** Informational Report

Agenda Number: 23.

**EXECUTIVE MANAGEMENT COMMITTEE
APRIL 18, 2024**

SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE a quarterly status report on the Community Advisory Council (CAC).

ISSUE

This receive and file report is a Board directed quarterly update on Community Advisory Council (CAC) activities from January 5, 2024, through March 14, 2024.

BACKGROUND

Per state statute, Metro must appoint a citizens' advisory committee whose membership "shall reflect a broad spectrum of interests and all geographic areas of the county." The CAC prefers to be referred to as the Community Advisory Council because it better reflects its constituency.

Per the bylaws adopted by the CAC, the group is to consult, obtain, and collect public input on matters of interest and concern to the community. It will communicate the CAC's recommendations concerning such issues to Metro. Issues may also be assigned to the CAC by Metro for its review, comment, and recommendation.

The CAC is currently comprised of 20 active/voting Members. CAC Members are directly appointed by the Metro Board of Directors and serve at the pleasure of their appointing Director. Each voting Metro Board Director can appoint up to four appointees to serve on the CAC.

DISCUSSION

Since the January 18, 2024 update to the Board, the CAC General Assembly convened two times to discuss matters related to Metro business directly with key agency staff working on critical programs, projects, operations, and agency initiatives. Metro staff shared updates on Customer Experience (Wayfinding Signage), and Metro Micro at the CAC January meeting. At the CAC's February General

Assembly meeting, the CAC received updates on the Metro GoPass and Discounted fares programs.

As a result of the CAC's monthly meetings during this reporting period, staff has coordinated inter-departmentally to secure key Metro updates as requested by the CAC and to ensure the comments expressed by CAC Members in draft meeting notes are considered and incorporated where feasible into the respective Metro team's analysis. See Attachment A for "highlights" of CAC Members' individual inputs on requested Metro topics from this reporting period.

CAC members' feedback on matters related to Metro programs, projects, and initiatives is important and continues to be valued by the Metro Board and staff. One specific example from this reporting period was one CAC Member's input shared with Metro's Discounted fares program staff to consider enhanced cross-promotion and marketing of the Metro discounted fare programs. Metro's Discounted Fare staff were able to confirm with the CAC that such efforts are underway, including recent efforts made towards providing a direct weblink and basic information on the student GoPass program into the application for other discounted fares, such as the LIFE program. This is in addition to Metro staff speaking to the variety of available discount programs at each outreach and tabling opportunity. Discounted fare program staff also indicated that they are exploring additional cross-promotional opportunities as well.

Metro staff have also worked inter-departmentally to provide agency feedback in response to key questions that individual Metro Board Directors raised during the January 2024 Executive Committee Meeting "Receive and File" Update. See Attachment B for a summary of the former questions raised and the latest feedback from agency staff.

Additionally, during this reporting period, the CAC Chair and staff sent reminders to each voting Metro Board Director's office regarding current appointees and vacancies.

EQUITY PLATFORM

CAC Members represent diverse ethnic and socio-economic backgrounds, viewpoints, perspectives, and priorities. Over recent years, the CAC has increasingly become more diverse in terms of race/ethnicity and gender and is comprised of several Members that utilize Metro and partially Metro-funded services (such as Access Services, local municipal operators' services, etc.) and regularly ride the Metro system. Additionally, some of the CAC members are differently abled, further increasing the equity of representation.

Of the 20-member advisory council, 75% identify as Black, Indigenous, or People of Color (BIPOC) and 30% are women. One woman indicated her need to resign due to scheduling conflicts with other essential priorities, decreasing the total number of women from seven to six. One Caucasian male resigned during this reporting period, citing his move into a retirement community. The diversity of the CAC is critical and the Metro CAC Chair provides reminder emails to each of the Metro Board of Directors' deputies of their status on appointees and current vacancies while highlighting the need for diversity in their appointments.

NEXT STEPS

The CAC General Assembly is anticipated to meet at the end of March to hear a high-level update from the Metro Office of Management and Budget regarding the Metro FY 2025 budget development process as well as hear a brief update from agency staff regarding the restrooms pilot initiative and related Metro station-area improvements aimed to enhance the customer experience.

Metro staff will continue to support the CAC. The CAC Chair and staff will keep the Metro Board apprised of their activities, as the Metro Board desires.

ATTACHMENTS

Attachment A - Summary of CAC Members' Inputs

Attachment B - January 2024 Report - Staff Feedback

Prepared by: Danielle Valentino, Manager, Community Relations, (213) 922-1249

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Reviewed by: Jennifer Vides, Chief Customer Experience Office, (213) 922-4060



Stephanie N. Wiggins
Chief Executive Officer

Attachment A

Below is a summary of topics presented to CAC Members and their individual inputs for reporting period, January 5, 2024- March 14, 2024.

JANUARY

Received an update and provided input on Metro Customer Experience – Wayfinding Signage

Highlights of CAC Member Feedback Responses: Wayfinding Signage:

- Enthusiastic personal observations for recent and visible improvements regarding Metro signage.
- Encourage Metro to consider best practices for wayfinding in the U.S. and around the world for mega-events.
- Deploy both traditional wayfinding signage and map cases in concert with online digital wayfinding tools (e.g., particularly for young people who often rely heavily on their smart phones).
- Improvements to the Harbor Gateway Station, including to the Wayfinding signage where there are multiple levels, bus bays, and a lack of clear signage and directories to help customers quickly make their transit connections.
 - **Staff Response:** Metro Customer Experience – Wayfinding Signage presenters clarified that this will be a part of the CX/Signage & Environmental Graphic Design (SEGD) work currently underway.
- Improve signage at the 7th and Metro station where some signs indicate “7th Street,” but it is also important for the rider to know if they are getting off at Figueroa or Flower, especially if the customer wants to transfer.
 - **Staff Response:** This will be addressed as part of a multi-phase signage refurbishment effort currently underway for 7th St/Metro Center and Union Station (CX/SEGD).
- Ensure effective Wayfinding signage at the new Metro Transit Station at LAX and for the future operating plans for the C & K Line, particularly as people from all over the world will increasingly fly into L.A. for mega events, including the Olympics, and will need clear signage in multiple languages to connect with transit options.
 - **Staff response:** Metro Wayfinding signage presenters shared that this is anticipated to be addressed through the construction project process (CX/SEGD).
- Consider integration of Swiftly with Apps.
 - **Staff response:** Metro CX presenting staff shared that the Metro Board and staff are looking into such considerations and more details.
- **Concerns expressed:**
- Real Time Displays are visible only at night but are not useful during the day.

- **Staff response:** This issue is noted and under consideration by Operations and CX/SEGD staff.
- One Member shared there is a lack of adequate signage on how to get to the J Line when he exits the Patsaouras Transit Plaza.
 - **Staff response:** This issue was noted by the Wayfinding Signage presenter and is under consideration through the above-mentioned refurbishment project (CX/SEGD).
- One Member expressed difficulty finding the Dodgers Shuttle upon exiting the B Line due to temporary signage and lack of directional arrows.
 - **Staff response:** Wayfinding Signage presenter noted this concern and it is under consideration with(CX/SEGD).

Received Update on Metro Micro Program

Highlights of Feedback Received re: Metro Micro:

- **CAC Members expressed interest in:**
 - Metro's ability to see live tracking of the Metro Micro Vehicles & excess demand
 - **Staff response:** Metro Micro presenting staff confirmed that live tracking and excess demand tracking is already in use.
 - Metro Micro vehicle-types and the degree of accessibility with the current fleet.
 - **Staff response:** Metro Micro staff explained to CAC that Metro operates a mixed fleet, with Transits as our most common vehicle but 30-40% of the fleet is Caravans and Voyagers modified for wheelchair and other users with accessibility needs. A customer can be picked up by such a vehicle by selecting the Accessible passenger type upon booking.
 - Potential applicability of Autonomous Vehicles (AV's)
 - **Staff response:** Metro Micro staff shared with the CAC that we are still working on finding electric vehicles that meet all of our needs; AVs are still in development and are anticipated to be adopted by the private sector before there are suitable vehicles for public transit needs. It's likely a long way off.
 - Providing more statistics on operating costs versus revenue generated.
 - **Staff response:** Metro Micro presenter to CAC explained that there isn't much more to share at the moment, though there's a positive trend. Presenting staff noted that farebox is a low proportion of revenue for bus, rail, *and* Micro, because it's public transit.
-
- **FEBRUARY:**
Received an update on Metro GoPass and Metro's Discounted Fare Programs

Highlights of Feedback Received:

- **CAC Members expressed interest in:**

- Inquired if Metro is exploring the idea of individual cities potentially contributing to the GoPass and discounted fare programs.
 - **Staff response:** Presenting staff shared that initial conversations are underway to see if more local school districts may wish to participate.
- Factors considered for the increased GoPass participation this year as compared to the previous year.
 - **Staff response:** The Metro presenter explained to the CAC that every year Metro gets more districts participating. Some that had previously determined they did not want to but reproached the conversation recently to join the program. The expansion is in part due to that and due to a number of districts involved. As more students join the program, more learn of the program. Retention rates have also increased greatly and there are newer students coming into the program.
- How Metro is Marketing the program.
 - **Staff response:** Presenting staff explained to CAC that they had placed very specific stories in ethnic newspapers in LA County in their efforts to ensure communities knew about the program and staff provided them in different languages to ensure communities can understand the program.
- Promotions and partnerships aimed at getting more students to use the GoPass and discounted fares during the Summer and Spring breaks to get to key recreational activities and destinations throughout the County via transit.
 - **Staff response:** Presenting staff shared with the CAC that they are discussing ideas for how to get more students to use their pass over breaks. Metro staff are working on a summer ridership campaign with a focus on youth and students and with potential partnerships with key Los Angeles institutions. Staff highlighted a few great recent partnerships and promotions examples with the students and schools. Staff are working on enhanced Marketing methods and reminders to the students about how they can get to key sightseeing and iconic L.A. institutions for free.
- Enhanced cross-promotion and marketing of the discounted fare programs by integrating the student GoPass program into the application for other discounted fares, such as the LIFE program.
 - **Staff response:** Metro staff presenter explained to the CAC that at present, they have parents helping students register for the program and when they get to final screen, there will be a message indicating to “click here” to continue to the “low-income application.” It is not currently the same application, but the applications are connected in this way.
- Encourage students to promote GoPass and discounted fares via their own social media channels (peer-to-peer) to get more youth interested.

- **Staff response:** Metro presenting staff shared with the CAC that they were able to do some paid advertising with social media with the students promoting GoPass. Staff are also considering additional ways that students can advocate for the program and additional methods to get the word out.
- **Concerns expressed:**
 - One Member expressed concerns that small City School District interests and needs may be different than large School District interests and needs regarding these discounted programs.
 - **Staff response:** Metro presenters clarified that GoPass is a voluntary program and that every district is able to choose whether or not it is in their best interest to participate in the program.

(NOTE: The views or concerns reiterated above were those of one or more individuals and not necessarily reflective of the CAC as a whole).

Attachment B

During the January 2024 Metro Board Executive Committee Meeting, individual Metro Board Directors inquired about how agency staff are responding to individual CAC Members' previous inquiries raised during their former CAC General Assembly Meetings, (specifically on the questions listed below from the CAC's former reporting period):

(NOTE: The views or concerns reiterated below were those of one or more individuals and not necessarily reflective of the CAC as a whole).

- A few CAC Members have previously expressed interest in:
 - Consistent customer service skills from all Operators as they interact with customers. Especially for customers who have wheelchairs, mobility challenges, or other special needs. Some concerns were expressed about the variability of customer service skills of the Operators and the desire to see more enhanced and consistently good quality customer service skills from all Operators. Particularly for customers with special needs who require extra support and assistance.

- Metro Staff Feedback:
 - Metro Presenter to the CAC, Daniel Dzyacky, explained to the CAC Members during the October CAC General Assembly Meeting that there is robust training in place which includes hands-on experience and Standard Operating Procedures (SOPs) to ensure the best customer service possible. Mr. Dzyacky also highlighted that the training includes how to communicate with passengers on a regular basis as well as how to make announcements during incidents/events. Metro's Training Team focuses on the standards to follow and how to work in different situations. Operators are trained in how to provide proper assistance or aid to those who need special assistance. Mr. Dzyacky explained that different types of scenarios are discussed during the training and there are steps for the Operator to follow. Mr. Dzyacky also pointed out that the Operators are also customers so the training staff often will ask, "how does it feel to be a customer that is not informed?" and try to put them in the shoes of the customer so they can assess the situation of that customer.
 - With over 4,000 bus and rail operators, we understand there will always be variations in how our operators interact with customers. However, we expect all of our operators to conduct themselves according to the SOPs and training they receive.
 - Additionally, Metro conducts a Mystery Rider Program to monitor operator performance when serving riders living with disabilities or other special needs. Independent observers report on items such as courtesy towards individuals with disabilities, successful boardings, use of the ramp and kneeling features, wheelchair securement and handling of service animal

requests. According to the data, there have been no negative trends reported in the performance of these duties over the past year. In fact, Division 2 surpassed the goal in all four categories for three months in a row.

- One CAC Member formerly expressed interest in:
 - If Metro's current Operator training in this area is also applicable for other municipal agencies or if they have their own, do they follow their own standards? How does it compare to the scope of Metro's?

- Metro Staff Feedback:
 - Mr. Dzyacky explained to the CAC during their October 2024 General Assembly Meeting that there are different categories of Bus Operators and an Operator in charge of training new staff at the division - referred to as a Line Instructor. Metro also has Supervisors on the street called Vehicle Operations Supervisors and others Mr. Dzyacky works with daily. Those staff are certified by the Federal Transit Administration (FTA) Transportation Safety Institute (TSI) and other transit agencies send from across the US to Metro for training by our staff for TSI certification.
 - Mr. Dzyacky shared that he is of the opinion that the Metro Operator Training is one of the best in the industry. With the current Metro ADA training, there are 8-10 hours for training on how to use the vehicle ramp and different mobility devices and there are five buses to work on for hands-on training. Hands-on training is used often and is important for understanding and retention.
 - Mr. Dzyacky shared that he is not aware of any other agency spending that much time on training on the intricacies and would regard the Metro training as top quality in the industry.

- A CAC Member formerly expressed interest in:
 - Potential chair lifts in Metro facilities and Metro stairwells (and potentially on buses) to help those in wheelchairs and those who may need to use stairs in an emergency, when / if elevators are not working. (CAC Member Descargar' s related concerns and input).

- Metro Staff Feedback:
 - Metro is always interested in addressing any concerns and recommendations expressed by Metro customers.
 - Metro has previously considered chair lifts at stations. Nevertheless, placing chair lifts on stairs would create Fire / ADA code violations.
 - All stairs must maintain the required minimum clear width to meet code required evacuation egress.

- Handrails must be within 30” reach and be provided on both sides of the stairway. Wide stairways have additional center handrails as required.
 - Handrails must not be obstructed at any time.
 - At underground stations, areas of refuge are located inside the emergency stairwells behind fire-rated doors at the end of the platform. The doors are fitted with push bars and each area of refuge can accommodate at least one wheelchair / mobility scooter. Emergency phone/intercoms with connection to the Rail Operations Center are placed in each area of refuge so the customer can call for assistance.
 - If elevators/escalators are not functional, customers typically travel to the next rail station and connect with Metro bus service to complete the trip. Where/when bus headways are infrequent, Access Services can be contacted to complete the trip, but the wait time for the vehicle can be long.
 - The Metro bus fleet is composed of 100% low floor vehicles fitted with ramps that can be deployed manually if needed. Lifts were previously used on buses in the era before low floor buses. Lifts had a much higher frequency of malfunction / breakdown, requiring much additional maintenance.
- **Per Moniek Pointer’s additional feedback from Metro Emergency Management/Preparedness** (specifically, regarding CAC Member’s question re: the Metro Gateway Headquarters Building stairwells and stair chairs):
 - Metro Transit Security (MTS) is responsible for evacuating anyone needing assistance with the stair evacuation chairs.
 - A person would be assigned to stay with the person needing assistance and notify MTS who would come and retrieve the evacuation chair and help with the evacuation.
 - Evacuation chairs are stored in the vestibule of the service elevators on each floor.
 - MTS is trained in how to use the chairs.
 - Metro Safety is working on buying new chairs and will hold training courses with MTS once the new chairs have been acquired.
 - Ms. Pointer confirmed that MTS is aware of this responsibility and the chair locations, and Metro Staff, if ever necessary, would notify either the first or third-floor security for assistance or call extension 27600.
 - Ms. Pointer and Mr. Luu from Risk / Safety checked all the stairwells on the 3rd floor and located one evacuation stair chair.
 - That one stair chair is located at the end of the hallway, where the meeting rooms are.

- Ms. Pointer indicated that there would ideally be more / additional evacuation stair chairs for the 3rd floor, including the other stairwells, some connected to the Board Room.
 - Per Ms. Pointer, for stairwells that do not have evacuation chairs, it appears there would be space for them to be mounted.
- CAC members expressed interest regarding how Metro is reaching communities and the public regarding the CAC Meetings and how we can ensure we are reaching our key demographics for Metro and L.A. County:
- Metro Staff Feedback:
 - Metro posts all CAC meeting notices on the online public agency calendar and posts all meeting notices (Final Agendas) on the public bulletin boards at the physical meeting location (Metro Gateway Headquarters Building).
 - Metro also provides and promotes a simultaneous virtual meeting option for each CAC Meeting to increase access and ease of participation in the meetings by the public. The public may also participate in-person at the physical meeting location.
 - The meeting notices and Final Agendas list the physical meeting location as well as the virtual meeting room option.
 - Metro also posts the monthly CAC meetings notices in the public Metro Community Relations Newsletter.
 - Metro anticipates utilizing Next Door for promoting CAC monthly meetings (utilizing all zip codes from across LA County beginning as early as Spring 2024).

Additional avenues may be considered and explored to further enhance the reach and public awareness of the CAC meetings amongst key demographics and across all geographies of L.A. County.



Board Report

File #: 2024-0205, **File Type:** Oral Report / Presentation

Agenda Number: 25.

**EXECUTIVE MANAGEMENT COMMITTEE
APRIL 18, 2024**

**SUBJECT: QUARTERLY UPDATE: HOMELESS OUTREACH MANAGEMENT & ENGAGEMENT
(HOME)**

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Homeless Outreach Management & Engagement (HOME).

EQUITY PLATFORM

Metro's efforts to address homelessness on the transit system through its homeless outreach program directly benefit unhoused individuals in LA County. Using a multi-layered deployment strategy that combines several departments, Metro strategically engages the most disenfranchised members of the community. Multidisciplinary Teams (MDTs) have a direct impact on Metro's efforts to invest in Equity Focus Communities by providing services within EFCs throughout the Metro system.

Prepared by: Craig Joyce, Deputy Executive Officer, Administration (213) 418-3008

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

Stephanie N. Wiggins
Chief Executive Officer

The signature is a stylized, handwritten cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a clean, sans-serif font.

Metro Homeless
Outreach
Management &
Engagement
(HOME)

Quarterly Update
April 2024



HOME Outreach Teams

- Contracted for 24 multidisciplinary teams (MDT)
 - 19 teams are onboarded w/ remaining 5 in recruitment
- Adding 20 new dedicated beds in the SF Valley through LA Family Housing coming on-line July 2024
 - Multiple services
 - 24/7 access
 - Housing navigation

Homeless Outreach Costs & Projection:

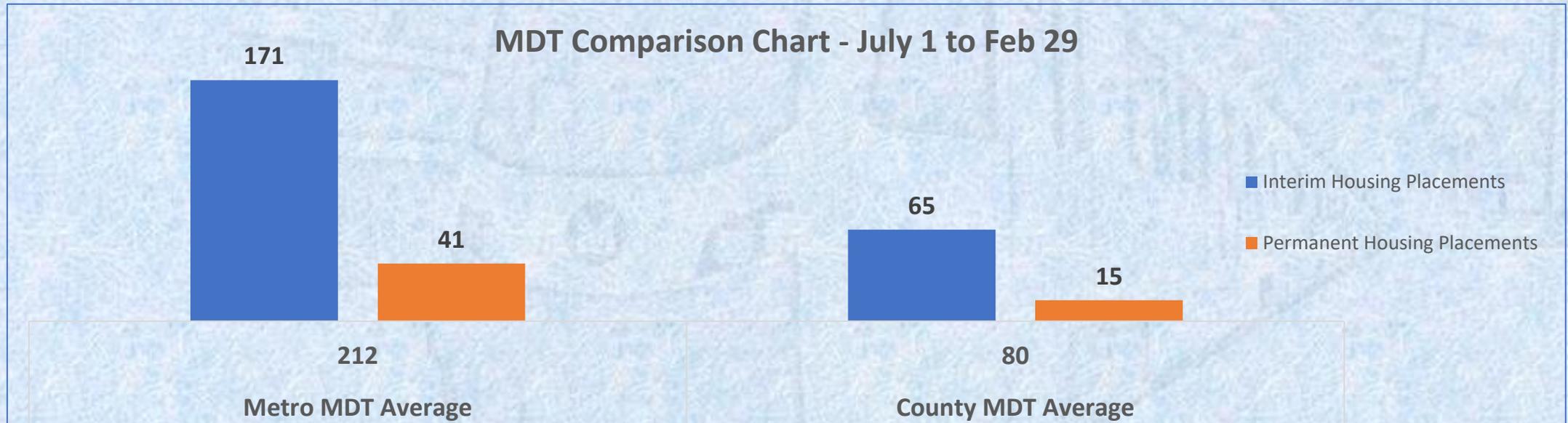
- FY23 Cost (16 MDT, 25 Interim Beds & Metro staff) \$6M
- Projected FY24 Cost (24 MDT, 25 Interim beds & Metro staff): \$11M
- Maximum annual cost (24 MDTs, 25 Interim Beds & Metro staff): \$17.8M



Key Performance Indicators

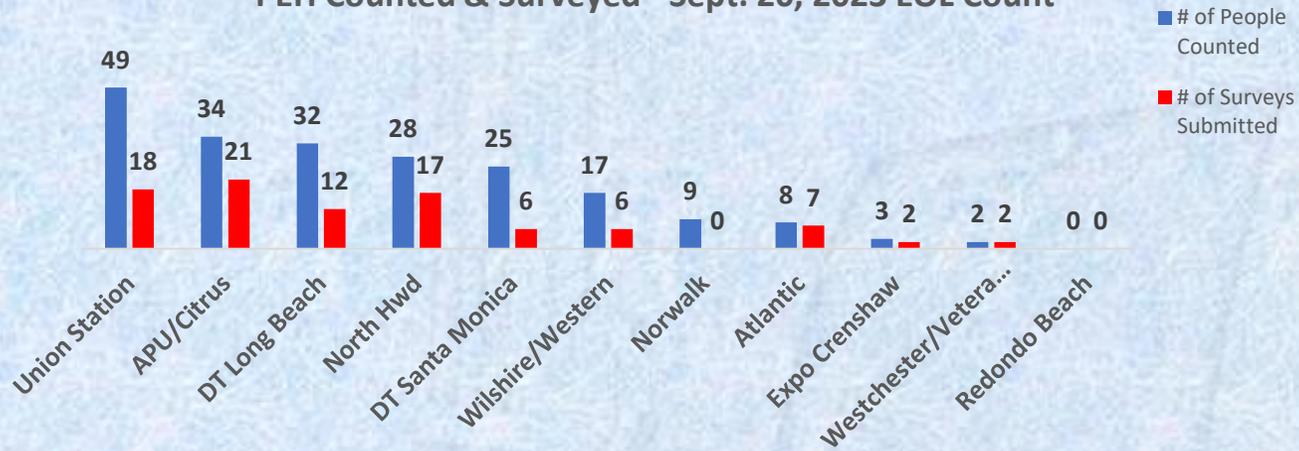
Between July 1, 2023, and February 29, 2024, Metro MDTs have:

- **3,502** New Enrollments into the Homeless Management Information System (HMIS) *(+1,448)*
- **1,024** Interim Housing Placements *(+534)*
- **244** Permanent Housing Placements *(+81)*
- **1,268 Total Housing Placements – 131% of the annual goal of 966 *(+615)***

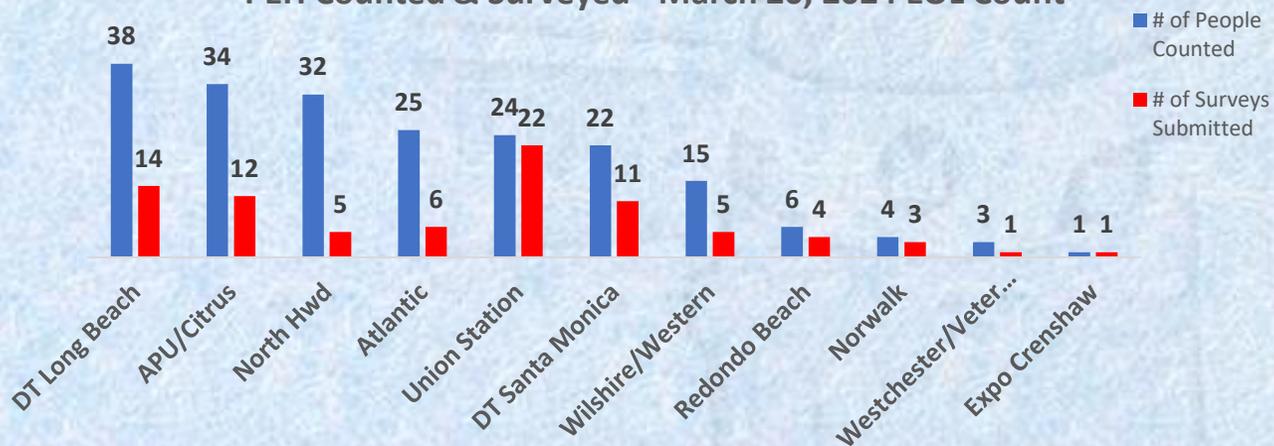


End Of Line Count/Survey

PEH Counted & Surveyed - Sept. 20, 2023 EOL Count



PEH Counted & Surveyed - March 20, 2024 EOL Count



Combined Survey Outcomes:

- **43%** Survey Participation
- **49%** Unhoused 1-4 years
- **25%** Unhoused less than 1 year
- Preferred Services At EOL: Hotel/Motel Voucher (**93%**) and Food/Clothing (**90%**)

Survey Item	Sept 2023	March 2024
Uses Metro As A Shelter	77%	80%
Rides to EOL Daily	67%	75%
After Deboarding Exits to Outdoors	62%	58%
Reboard When Service Resumes	78%	71%
Would Accept Services If Offered At EOL	100%	100%
EOL Station Is Primary Area Of Homelessness	N/A	73%

Partnerships – LAHSA & CEO-HI

Welcome Navigation Center (pending)

(Located in SPA 6)

- LAHSA-operated; offered space to Metro
 - 25 beds with 24/7 access
- Co-located resources (DMH, DHS, DMV, etc)
- County CEO-HI is committed to funding operations
 - Drop-in space (day use)
 - Hygiene services
 - 3 meals/day
 - Housing resources
 - Laundry Room
 - Bike storage



Partnership - Room To Work

Metro's Chief People Office creates employment opportunities at Metro for people experiencing homelessness.

- Partnerships with Supported Employment Programs throughout Los Angeles County
- Provide training and expedited onboarding leading to part time custodial positions

Outcomes:

- 88% overall employment retention
 - Cohort 1 (March 2023): 6 of 7
 - Cohort 2 (August 2023): 6 of 9
 - Cohort 3 (November 2023): 16 of 16
- Average Income: \$52,589
- Next scheduled cohort in May includes 29 participants

Partnerships – Department of Mental Health

- DMH Recommendations:
 - Provide Metro w/screening tool & resource guide to ensure Metro frontline staff understand available mental health resources
 - Establish a referral system to DMH's Homeless Outreach & Mobile Engagement (HOME)
 - Establish priority access to DMH's Field Intervention Teams (Psychiatric Mobile Response and Mobile Crisis Outreach Teams)
 - Further evaluate and analyze referral data from Metro to establish need vs. DMH capacity
- Progress:
 - 20 Metro IDs have been issued to DMH teams for improved access/response
 - DMH developing training & decision tool for May deployment
 - Training homeless outreach staff anticipated to begin early summer

Thank You