Equity Survey Results

EnviroMetro

LOS ANGELES' COALITION FOR GREEN EQUITABLE & HEALTHY TRANSPORTATION

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May 9, 2018
Speakers

Fernando Cazares
California Manager, Climate-Smart Cities at The Trust for Public Land

Liliana Camacho
Field Organizer, COFEM

Omar Gomez
Program Manager, Nature For All

Bryn Lindblad
Associate Director, Climate Resolve
Context: Metro Equity Platform Framework

Multi-point Equity Platform built around four pillars:

I. Define and Measure
II. Listen and Learn
III. Focus and Deliver
IV. Train and Grow
Context: Existing Conditions

- Metro’s current definition of equity is based on geography & population quantity
  - Not an equitable approach

- Data shows disparities in:
  - Wealth
  - Health outcomes
  - Climate change burden
  - Access to opportunities (jobs, education, housing)
  - Access to reliable transit

From top-left, clockwise: CalEnviroScreen 3.0 regional ranking; Investing in Place / USC PERE Equity Opportunity Zones; Council for Watershed Health GIS mapping project; The Trust for Public Land Climate Smart Cities decision support tool.
Survey Goal

- Support Metro’s development of an Equity Platform Framework (to guide the LRTP Update, etc.)
- Supplement existing data & research
- Hear directly from (mostly transit-dependent) Angelenos re. what they want Metro to prioritize in future transportation investments
Poll Question 1

1) How would you prefer to give feedback on how your experience using public transit in Los Angeles could be improved?

- Online, Independent
- In-person, Independent
- Online, Guided Representative (e.g. webinar)
- In person, Guided Representative
- Call-in to Metro hotline
Metro’s 2016 On-Board Customer Satisfaction Survey

12,479 Sampled

Charts provided by Metro’s On-Board Customer Satisfaction Survey
### Metro’s 2016 On-Board Customer Satisfaction Survey: Findings

#### Generally Speaking, I am satisfied with Metro bus service

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Total Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total Disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>44%</td>
<td>46%</td>
<td>90%</td>
<td>8%</td>
<td>2%</td>
<td>10%</td>
<td>100%</td>
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#### I feel safe while riding THIS bus

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Total Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total Disagree</th>
<th>Total</th>
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<tbody>
<tr>
<td></td>
<td>44%</td>
<td>47%</td>
<td>91%</td>
<td>7%</td>
<td>3%</td>
<td>10%</td>
<td>100%</td>
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</table>

#### THIS bus is generally clean

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Total Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total Disagree</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>37%</td>
<td>47%</td>
<td>84%</td>
<td>12%</td>
<td>4%</td>
<td>16%</td>
<td>100%</td>
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#### I feel safe waiting for THIS bus

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<thead>
<tr>
<th>Percent</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Total Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total Disagree</th>
<th>Total</th>
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</thead>
<tbody>
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<td></td>
<td>40%</td>
<td>48%</td>
<td>88%</td>
<td>9%</td>
<td>3%</td>
<td>13%</td>
<td>100%</td>
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</table>

#### THIS bus’s stops are generally clean

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Total Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total Disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31%</td>
<td>42%</td>
<td>73%</td>
<td>20%</td>
<td>7%</td>
<td>27%</td>
<td>100%</td>
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</table>

#### THIS bus is generally on time (within 5 minutes)

<table>
<thead>
<tr>
<th>Percent</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Total Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total Disagree</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>37%</td>
<td>44%</td>
<td>82%</td>
<td>14%</td>
<td>5%</td>
<td>18%</td>
<td>100%</td>
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</table>
Poll Question 2

2) Public transit is generally clean

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
Poll Question 3

3) Public transit vehicles and stops are generally dirty

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
Metro’s Quality of Life Survey

Overall Complaints: Rail/BRT
- Accessibility: 7%
- Fares: 2%
- Safety and Comfort: 1%
- Operations and Mechanics: 12%
- Service and Reliability: 3%
- Miscellaneous: 12%
- Staff: 18%
- Vehicle/Station Quality *: 45%

Overall Complaints: Buses
- Accessibility: 5%
- Fares: 4%
- Safety and Comfort: 4%
- Operations and Mechanics: 15%
- Service and Reliability: 2%
- Miscellaneous: 16%
- Staff: 55%
- Vehicle/Station Quality *: 48%

Images provided by Metro’s Quality of Life Survey

* Not counted for bus
Poll Question 4

4) What would most improve your sense of safety when using public transit?

- Improved lighting
- Call phones
- Cameras
- Crosswalks
- Other
EnviroMetro Survey Structure

- Respondents were asked open-ended & multiple choice questions about their transportation investment priorities.

- Respondents were also asked demographic questions, including:
  - Age
  - Zip Code of residence
  - Frequency of Metro use
  - Primary reason for using public transit
  - Regular Metro lines used
  - Vehicle ownership

The above questions were taken directly from the Spanish survey.
Survey Methodology

Online & In-person

Spanish & English

Guided & Independent
323
Angelenos Surveyed

- 74% Responses in Spanish
- 45.5% Respondents own a car
- 73.5% Respondents use public transit 4+ times a week
Map of Respondents by City/Zip Code

We surveyed DACs
Key Findings

A majority of respondents expressed a need to prioritize bus network improvements through investments in more frequent and reliable bus services, as well as bus and first-last mile infrastructure.
Key Findings: Open-Ended Responses

Through open-ended questions, Angelenos were asked what they prioritize in Metro investments.

Frequent, reliable, and improved bus services: 56%

Improved rail service: 17.8%

Reduced fares: 15.1%
Poll question 5

5) What would you like to see at bus stops?

- Shade structures at stops
- Places to sit down at stops
- Greening at stops
- Safer routes to bus stops
- Art at bus stops
Key Findings: Multiple Choice Responses

Participants were questioned specifically about gaps in the bus infrastructure.

- Shade structures at stops: 72.7%
- Places to sit down at stops: 72.7%
- Greening at stops: 63.6%
- Safer routes to bus stops: 62.7%
- Art at bus stops: 46.1%
- Other: 14.0%
Poll Question 6

6) What additional services or areas of improvement do you see missing from this survey?

● Real-time arrival updates
● Transit-serving retail
● More lighting
● Technology services (e.g. phone charging or wi-fi)
● Other
Recommendations for Metro Investments

- More frequent, affordable, and reliable bus service
- Dedicated bus-only lanes, or bus rapid transit
- Cleaner busses and bus stops
- Infrastructure at bus stops that provides adequate shading, shelter, etc.
Opportunities

Vision 2028 Strategic Plan

New funding sources: local, state and federal dollars

Long Range Transportation Plan (LRTP) Update

More equity-driven, community-based research
Get Involved

Help spread the word on social media

http://envirometro.org/communications/

Tell Metro staff & Board of Directors

"By aligning its priorities with the needs of communities of color, Metro can become a force in creating a more equitable region."

Andres Ramirez, Clean Energy Director, Pacoima Beautiful

#EnviroMetro #MetroEquity

Photo by: Meghan Maccarty KPCG
Materials

Blog Post:  

Infographic:  

12-Page Report:  

Letter to Metro Board et al:  
Questions?

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