
Equity Survey Results

EnviroMetro ✓

— LOS ANGELES' COALITION FOR GREEN —
EQUITABLE & HEALTHY TRANSPORTATION

www.envirometro.org
[@envirometro](https://twitter.com/envirometro)
facebook.com/envirometro

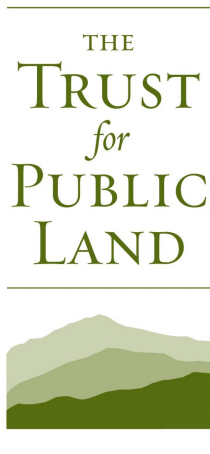
May 9, 2018

Speakers



Fernando Cazares

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



Omar Gomez
Program Manager,
Nature For All



Liliana Camacho
Field Organizer,
COFEM



Bryn Lindblad
Associate Director,
Climate Resolve



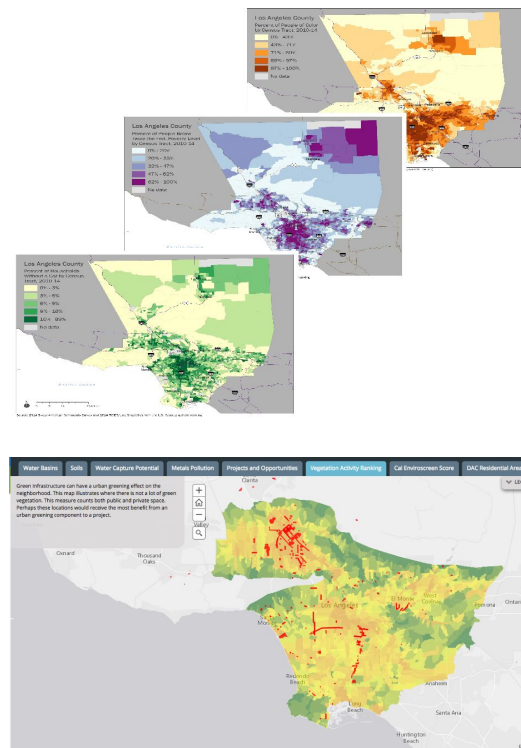
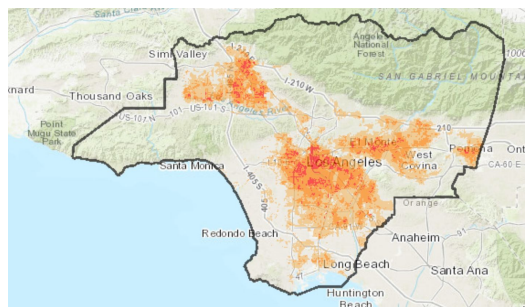
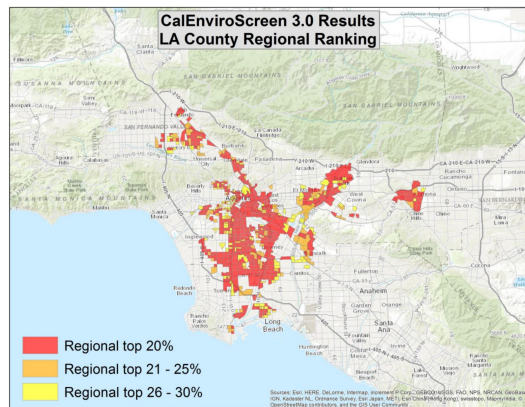
Context: Metro Equity Platform Framework

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

How many days a week do you usually ride Metro?	
	Percent
First time	1%
< 1 day	3%
1-2 days	7%
3-4 days	20%
5 or more days	70%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	84%
Dropped Off	8%
Drove	2%
Biked	2%
Skateboarded	1%
Other	3%
Total	100%

Do you have a car available to make THIS trip?	
	Percent
Yes	17%
No	84%
Total	100%

What language did you complete the survey in?	
	Percent
English	82%
Spanish	18%
Total	100%

Metro's 2016 On-Board Customer Satisfaction Survey: Findings

Generally Speaking, I am satisfied with Metro bus service

	Percent
Strongly Agree	44%
Agree	46%
Total Agree	90%
Disagree	8%
Strongly Disagree	2%
Total Disagree	10%
Total	100%

I feel safe while riding THIS bus

	Percent
Strongly Agree	44%
Agree	47%
Total Agree	91%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally clean

	Percent
Strongly Agree	37%
Agree	47%
Total Agree	84%
Disagree	12%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

I feel safe waiting for THIS bus

	Percent
Strongly Agree	40%
Agree	48%
Total Agree	88%
Disagree	9%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

THIS bus's stops are generally clean

	Percent
Strongly Agree	31%
Agree	42%
Total Agree	73%
Disagree	20%
Strongly Disagree	7%
Total Disagree	27%
Total	100%

THIS bus is generally on time (within 5 minutes)

	Percent
Strongly Agree	37%
Agree	44%
Total Agree	82%
Disagree	14%
Strongly Disagree	5%
Total Disagree	18%
Total	100%

Poll Question 2

2) Public transit is generally clean

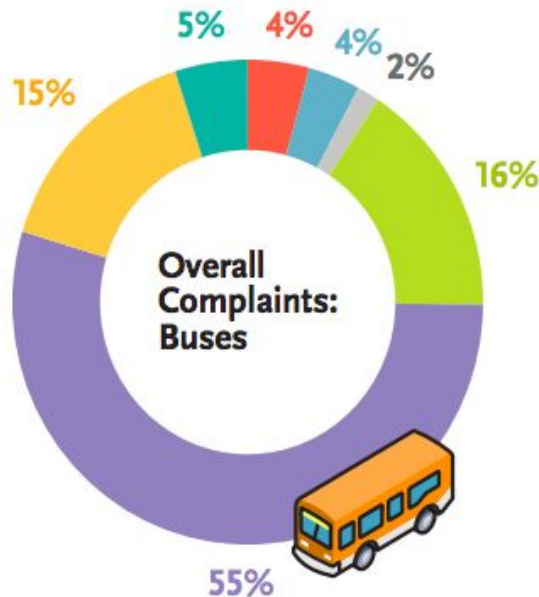
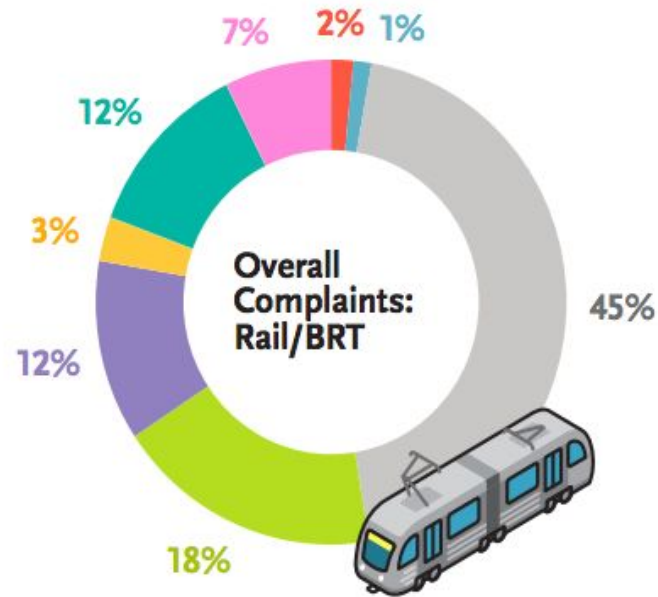
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Poll Question 3

3) Public transit vehicles and stops are generally dirty

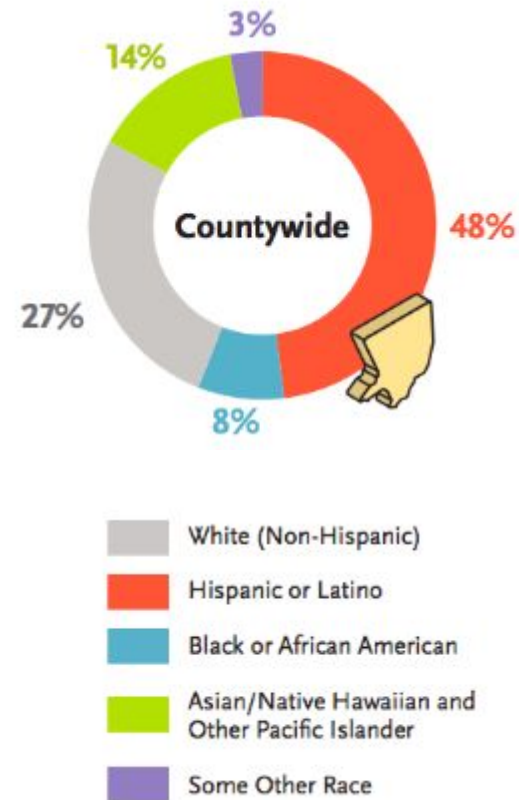
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Metro's Quality of Life Survey



- Accessibility
- Fares
- Operations and Mechanics
- Miscellaneous
- Safety and Comfort
- Service and Reliability
- Staff
- Vehicle/Station Quality *

* Not counted for bus



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

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

¿Qué problemas de tránsito público son las más importante para usted?

Your answer

Por favor describa qué otros temas usted cree que Metro debiera priorizar, si las hay?

Your answer

¿Cuáles son algunas de las mejoras que a usted le gustaría ver realizadas en su(s) parada(s) de bus? Elija todas las que usted desee.

The above questions were taken directly from the Spanish survey.

Survey Methodology



Online

&



In-person

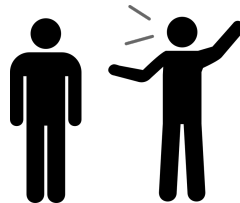


Spanish

&



English



Guided

&



Independent

Respondent Demographics

323
Angelenos
Surveyed



Responses in
Spanish

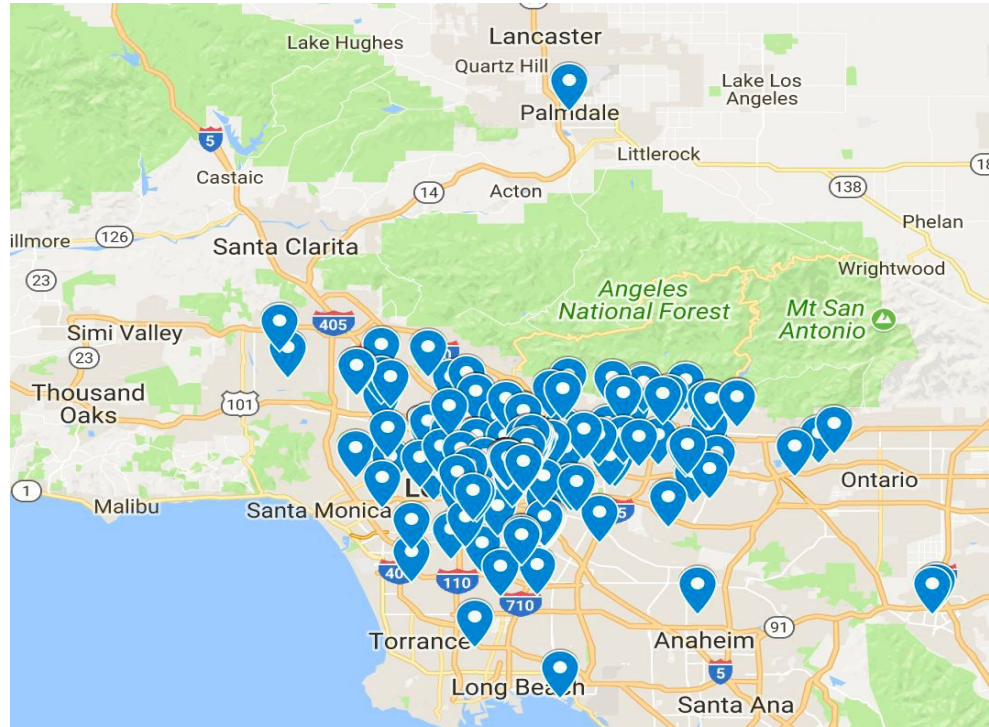


Respondents
own a car



Respondents
use public transit
4+ times a week

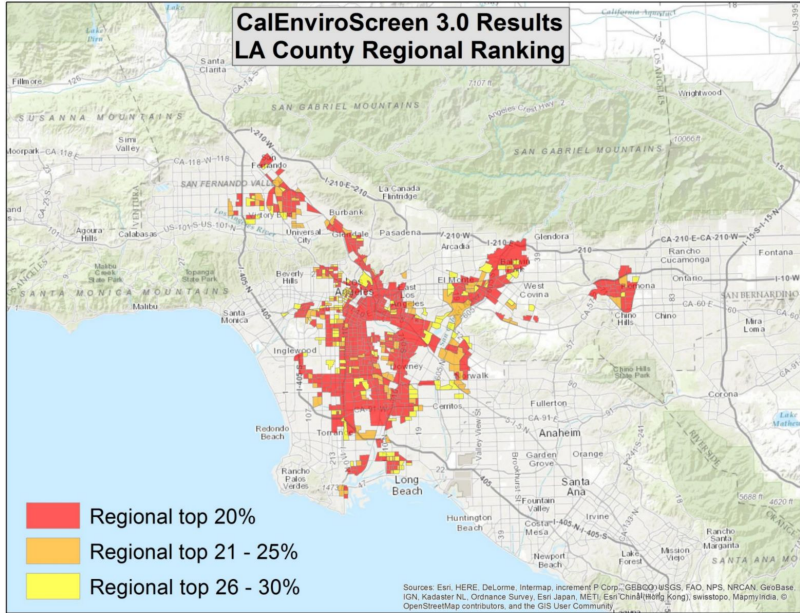
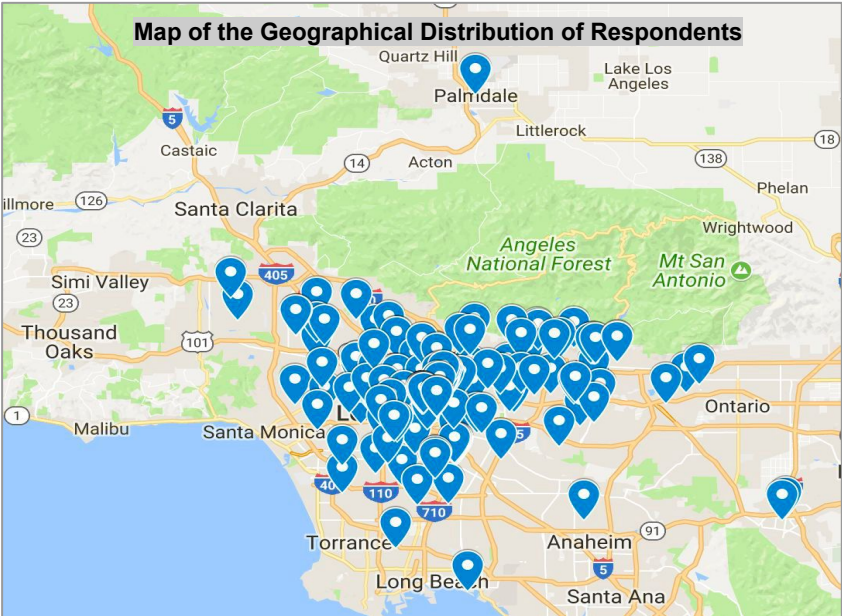
Map of Respondents by City/Zip Code



Map of the geographical distribution of respondents can be found here:

<http://bit.ly/respondentmap>.

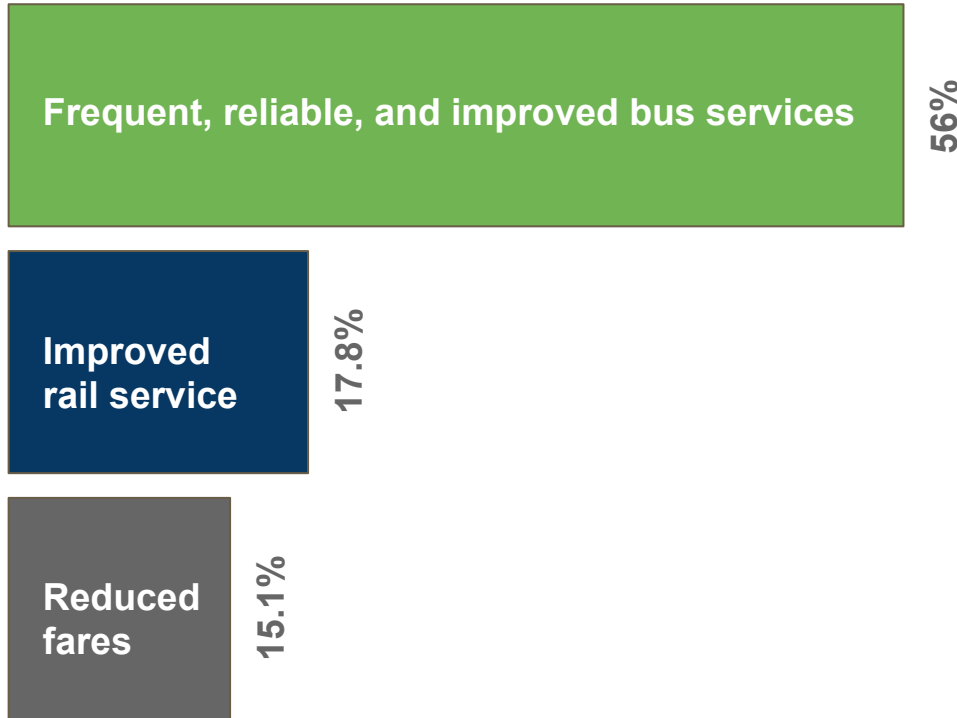
We surveyed DACs



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.

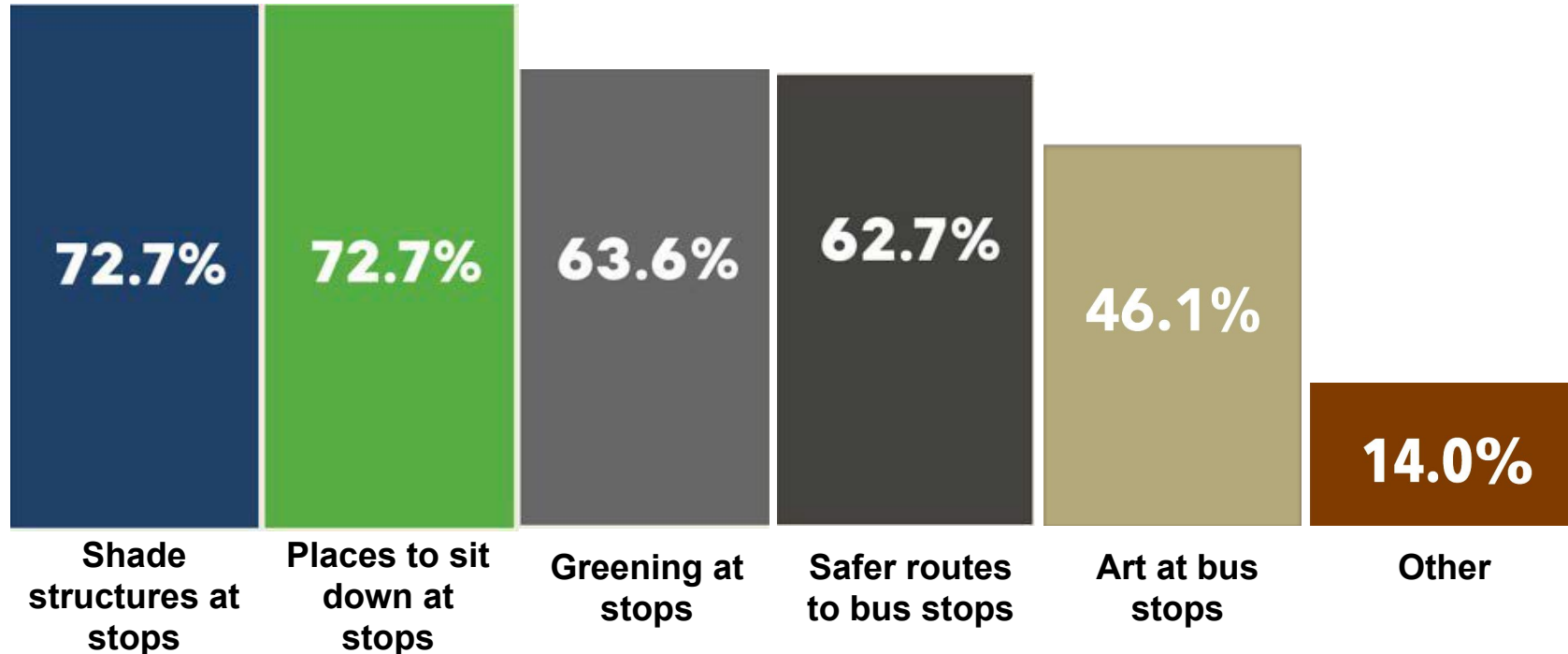
Poll question 5

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.



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.

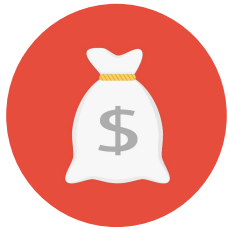
Opportunities



Vision 2028 Strategic Plan



Long Range Transportation Plan (LRTP) Update



New funding sources: local, state and federal dollars



More equity-driven, community-based research

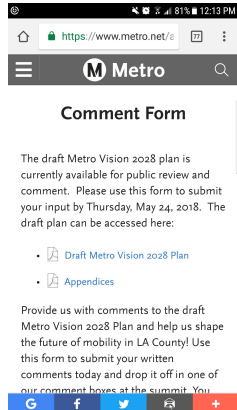
Get Involved

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 McCarty KPCC

EnviroMetro
LOS ANGELES COALITION FOR GREEN
EQUITABLE & HEALTHY TRANSPORTATION

Materials



Blog Post:

<http://bit.ly/EMEquitySurvey>



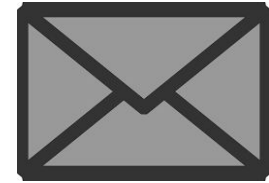
Infographic:

<http://bit.ly/EMEquitySurveyInfographic>



12-Page Report:

<http://bit.ly/EquitySurveyReport>



Letter to Metro
Board et al:

<http://bit.ly/EquitySurveyLetter>

Questions?

Contacts:

Fernando Cazares
The Trust for Public Land
fernando.cazares@tpl.org

Omar Gomez
Nature For All
omar@lanatureforall.org

Liliana Camacho
COFEM
lcamacho@cofem.org

Bryn Lindblad
Climate Resolve
blindblad@climateresolve.org

www.envirometro.org
envirometro@climateresolve.org