

Budget Summary

FY24



Metro



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Cover: Red Line Construction (1993). Image from the Metro Art exhibition Ken Karagozian, *Deep Connections*, previously on view at the Union Station Passageway Art Gallery. See FY24 Proposed Budget for details.



There's an incredible change happening at Metro, one that has been years in the making. This change is being driven by our people, what I like to call the Metro family. The Metro family is emerging from the difficulties of the last three years with a renewed energy and focus on delivering a world-class transportation system for Los Angeles County. Whether they work in customer-facing roles, are planning and delivering new transit projects, or providing professional support necessary to do our work, the 11,000+ members of the Metro family are moving with a shared purpose: to put people first, and to make Metro the first choice for transportation for Angelenos.

In last year's budget, Metro made big, new investments in new programs to improve the customer experience, implemented a new public safety plan, restored our pre-pandemic service level on buses, made transit more accessible to millions of students and low-income Angelenos, and built our ranks to ensure we could deliver on our promises in the future. We also delivered important projects, including the K Line in South Los Angeles and Inglewood, and the Regional Connector in Downtown Los Angeles. We have momentum, and in FY24, we're going to gain more, but we're going to have to do it in a changed fiscal environment with new pressures on our agency to deliver.

Metro's \$9.0 billion FY24 Proposed Budget includes many new and innovative projects and programs that will build on our momentum and have meaningful impacts for LA County's 10 million residents. While we must continue to focus on prudent fiscal planning to ensure we can complete pipeline projects and maintain long-term financial stability, we will continue to reinvent and reimagine ourselves with forward-thinking approaches to regional mobility that put people first.

Demand for transit services has changed, especially on weekdays as LA County's traditional employment centers have become less busy due to remote work. To meet this changing demand, the FY24 Proposed Budget invests more in service frequency and reliability, cleaning and public safety. Understanding the impact of the societal crises of mental health, drug addiction and homelessness on our transit service, it also includes additional funding for programs and services to help unhoused people sheltering on and around our system, as well as programs for people in need of mental health resources on Metro. We've listened to our customers, and we're making the improvements necessary to deliver the transit service they want and deserve.

To get our customers where they need to go predictably and with confidence, we're investing \$2.36 billion in the Metro

Transit Operating and Maintenance Program in FY24, an increase of 5.0% or \$112.7 million over the FY23 Budget. This investment will enable us to deliver 8.9 million revenue service hours (RSHs) of transit services, which is a 9.6% higher level of service than we delivered before the pandemic, including a 27.5% higher level of service than we delivered before the pandemic on the rail system.

To deliver a cleaner system, we're investing \$201 million in cleaning efforts, an increase of 13% or \$23.6 million over the FY23 Budget. This investment will enable us to create 10 roving cleaning teams, hire 24 more full-time custodial staff and hire up to 50 temporary part-time custodial staff dedicated to our B and D subway lines. Metro is also increasing the frequency of cleaning, expanding "in-line" and mid-day bus interior cleaning, "end of line" cleaning on rail, station hot spots, and expanded activities at Metro's most traveled stations and terminals.

To deliver a safer system, we're implementing a comprehensive, multi-layered strategy through our Reimagined Public Safety Framework, which aligns operations to the needs of the public through deliberate effective public safety initiatives. In addition to our continued contract investment in law enforcement services and the pilot Metro Ambassadors, our Transit Security Officer ranks will also increase to address compliance with the code of conduct. We're also investing in enhanced security cameras, fare gates, lighting, and other safety infrastructure, to make our customers' experiences on Metro as safe as they can be.

To address the impact of the societal crises of mental health, drug addiction and homelessness on our transit service, we'll invest even more in social services to ameliorate the impact of these issues on our transit service. In FY24, we'll invest \$13.5 million in outreach to unhoused people, in partnership with People Assisting the Homeless (PATH) and the LA County Department of Health Services (DHS). We'll also dedicate \$10 million to a new partnership with the LA County Department of Mental Health Services (DMH), to provide training support to identify mental health concerns and proper responses, strategies to address critical crisis response needs, and Community Mental Health Ambassadors. And we'll invest another \$1.8 million for short-term shelters, workforce partnerships, and other strategies to help address these issues on our system.

To ensure that more people have access to Metro and to drive ridership recovery, the FY24 Proposed Budget also invests in free and reduced fares. Two fare discount programs, the GoPass Pilot program for K-12 and Community College

students and the Low-Income Fare is Easy (LIFE) help reduce a major household expense for working families, and ensure that everyone, regardless of their economic condition, can get to school, work, and health care appointments with ease. The FY24 Proposed Budget contains funds to support and expand those programs, as well as new programs to drive transit equity, like Mobility Wallet and Fare Capping.

Finally, to ensure that our customers have access to the best transit and transportation facilities, we'll continue our investment in the nation's largest capital program. In FY24, full-scale construction will begin on the G (Orange) Line Improvements Project. Game changing projects like the Airport Metro Connector and the Purple Line Extension will move closer to completion, and we'll continue to make rapid improvements to bus speeds and reliability through the installation of peak-hour bus lanes and transit signal prioritization.

All these investments focus on one thing: putting people first. Metro's budget must reflect that we are here to serve our customers. The FY24 Proposed Budget makes key investments in the areas our customers want us to address the most, and it sets us up for success in the years to come. We have our work cut out for us at Metro. This budget helps us meet this moment, to maintain the momentum from the past year and deliver a world class transit system for the people of LA County that will be their first choice for transportation.



Stephanie N. Wiggins
Chief Executive Officer

Metro strives post pandemic to redefine daily travel habits and create legacy investments that improve the ease, accessibility, and travel experience across the most important journeys for Metro's current and future customers. The overall operating deficit, also referred to as the 'fiscal cliff,' and the challenges of major infrastructure capital projects are two distinct concerns impacting Metro.

Metro recognizes the additional financial risks stemming from Transportation Infrastructure Development (TID) as we continue to build out the ordinance approved major construction projects. Project risks arise from higher bid prices, cost increases due to a tighter labor market and rising demand for goods with supply chain constraints. Growing operating transit costs are expected over the next three years, driven by the growing rail system and expanding service, as well as the implementation of zero-emission buses. At the same, Metro continues to invest in new initiatives to make the system, clean, safe, and reliable.

With federal stimulus funding exhausted, Metro like transit agencies across the nation, faces financial challenges and pressures, making it imperative that every dollar is budgeted and spent wisely.

Metro continues to identify mitigation strategies to help address current and future challenges through the Equitable Zero-Based Budgeting (EZBB) process. The EZBB process is the driving force that serves as the cost control tool that integrates an equity lens to develop a fiscally responsible budget. Through EZBB, Metro manages challenges by program on an annual basis to:

- > Strengthen Cost Control
- > Financial Review milestones
- > Prioritize projects based on aligned strategic imperatives and priorities
- > Interdepartmental collaboration to identify mitigation strategies

In addition, current and future challenges will be addressed through Early Intervention Team and other task force efforts.

FY24 Proposed Budget of \$9.0 billion is balanced and focused on a service plan to include system expansion, integration, customer experience enhancement, safety and cleanliness, maintaining assets in a state of good repair, employee safety, retention and public engagement.



Improving our customers' experience is an ongoing priority for Metro, as we reach for our goal to be the first choice in transportation for residents of visitors to Los Angeles County. Metro is constantly innovating new pilot programs and initiatives to make our system more reliable, accessible, and convenient.

Metro's annual Customer Experience (CX) Rider survey results reiterated the need to address the same five issues captured in 2020 and 2022 CX Plans: Cleanliness, Public Safety, Comfort and Amenities, Customer Information and Time Competitiveness and Connectivity.

In FY24 Proposed Budget, CX will continue to advance multi-year projects such as the Metro Ambassador Pilot, aging station renovations and the continuing cleaning surge activities as well as begin work on new improvement opportunities.

To center the actions we are taking around measurable goals, each category reflects set priorities of the 2024 Customer Experience (CX) Plan:

> Make It Clean

- Hiring of additional cleaning staff
- Maintain cleaning surge activities
- Pilot physical station improvements, such as 7th Street/ Metro Center station renovation design and restroom pilot projects

> Make It Safe

- Monitor, adjust and enhance the Metro Ambassador Pilot program, and evaluate its efficacy in addressing rider concerns
- Hire more Transit Security Officers, and provide Narcan and training for Metro security staff and Ambassadors
- Installation of live look-in cameras, upgraded security surveillance monitors, and new Blue Light Call boxes
- Creation of an Integrated Public Safety Dashboard to improve safety data analysis

> Make It Comfortable

- Vinyl seat replacements (all bus and in-service rail vehicles) are on target to be completed by June 2023.
- Installation of bus stop lighting, with technical support for local jurisdictions
- Increased homeless outreach partnerships and pilot outreach center (continued from FY23)

> Make It Easy

- Improve real-time information by installing bus stop e-paper signs and expanding Customer Care Center hours.
- Creation of new Customer Service Center at the Westlake/MacArthur Park Station.
- Continued expansion, outreach, and support for *GoPass* and *LIFE* programs
- Materials distribution and outreach for new fare capping policy
- Consolidation/improvement of Metro mobile applications

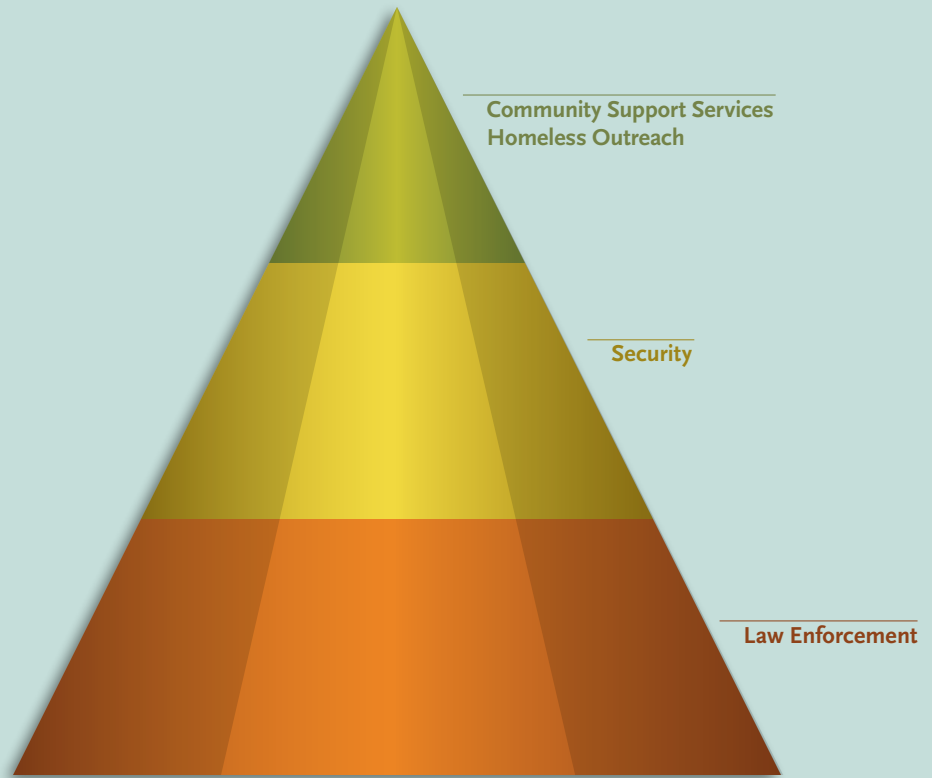
> Make It Reliable

- Acceleration of bus lane implementation and support for the camera-monitored bus lane enforcement program
- Further system reliability upgrades through capital investments planned ahead of the 2028 Olympic Games, as approved by the Board, and proposed by the Office of Strategic Innovation



Current Model

- > Prescriptive & Fixed
- > Inconsistent Rule Compliance
- > Reactive Response
- > Obscure Data & Outcomes
- > Enforcement-Focused through a singular tactical response (“one size fits all”)
- > Siloed

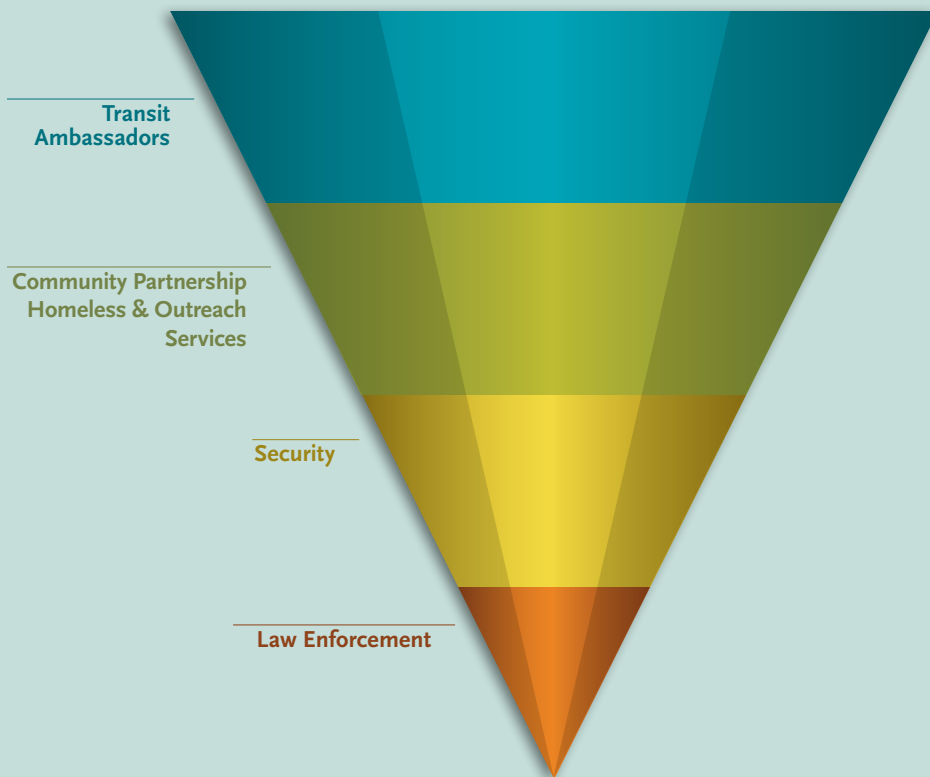


Reimagining Public Safety Framework is Metro's competitive game plan for transformational change to public safety, which aligns the needs of the public through deliberate and equity-driven public safety initiatives.

The FY24 Proposed Budget includes \$290.5 million in public safety resource deployment, through a multi-layered strategy for enhancing public safety on our system.

This budget includes additional Transit Security Personnel that will create Permanent Bus Riding Teams, who are deployed to specific lines with higher frequencies of public safety issues, with the primary objective of deterring bus operator assaults and code of conduct violations.

Other safety programs and tools to enhance public safety are *Respect the Ride*, the *Transit Watch* app, the *Employee Assault Mitigation Task Force*, and other efforts that are responsive to the security needs of riders and employees.



New Model

- > Data-Driven & Flexible
- > Equitable Rule Compliance
- > Proactive Response
- > Transparent Outcomes
- > Strategic Enforcement through analytics-led safety & security using a layered approach
- > Collaborative

A comprehensive, multi-layered strategy is essential for enhancing public safety on our system. Law enforcement presence will be supplemented with various interventions to ensure that appropriate personnel are deployed to address specific issues.

- > Transit Ambassadors
- > Homeless Outreach and Mental Health Crisis
- > Additional Transit Security Officers
- > Dedicated bus-riding teams

With the growing need for homeless outreach and mental health resources, Metro is partnering with LA County to help provide resources on our system.

- > LA County Department of Health Services (DHS) multi-disciplinary teams, including PATH
- > LA County Department of Mental Health Services (DMS) to provide training support to identify mental health concerns and proper responses, strategies to address critical crisis response needs and Community Health Ambassadors

Westlake/MacArthur Park Station, served by Metro B and D Lines (Red/Purple) and nearby NextGen Tier 1 bus lines, has been impacted by societal challenges impacting public safety. This program will pilot interventions that deter non-transit loitering and restore safe and reliable transit. These interventions include a variety of upgrades to:

- > Faregates
- > Station lighting
- > CCTV cameras
- > Alarms
- > Bench seating
- > Signage
- > New station kiosk

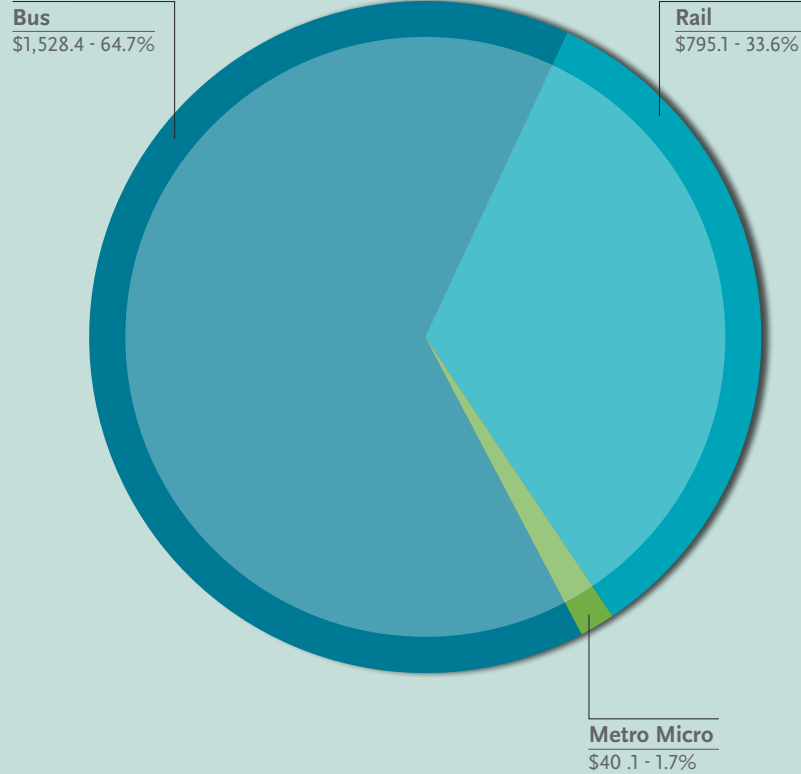
These enhancements will improve customer experience and public safety.

Metro continues collaboration across the County for short-term shelters, workforce partnerships and will be tracking Metro's engagement and outreach through a homeless app.

FY24 Proposed Budget for Operations & Maintenance: \$2,363.7 (\$ in Millions)

Note

For more detail, see FY24 Proposed Budget, page 30



Each year Metro updates the transit service plan to improve customer experience through revised transit routes and schedules to fulfill this essential element of the rider experience.

The FY24 Proposed Budget for Metro Transit program for bus, rail and Metro Micro is \$2.36 billion, an increase of 5% or \$112.7 million over the FY23 Budget. The FY24 proposed service plan includes 8.9 million Revenue Service Hours (RSH), which is a 3.2% increase from pre-pandemic levels and a 2.3% increase over the FY23 Budget.

Metro Rail program consists of several enhancements in FY24 including service increases for full operation of K Line (Crenshaw/LAX Line) and Regional Connector.

Metro's Regional Connector will provide riders with a one-seat journey from Azusa to Long Beach and from East Los Angeles to Santa Monica. This new line will provide 1.9 miles of new track and 3 new stations, that are equity focused within or adjacent to Equity Focused Communities.

With the introduction of the Cleaning Surge program as part of the FY23 CX Plan, Metro remains committed to maintaining cleanliness standards that Metro customers deserve. The FY24 Proposed Budget includes \$201.0 million for all cleaning efforts, 24 new custodial staff and up to 50 new part-time custodial staff through the Room-to-Work program.

BUS CLEANLINESS

Daily cleanings involving:

- > Removal of trash
- > Vacuum/blow out debris
- > Cleaning interior “touchpoints”
- > Mopping floors
- > Removing graffiti
- > Washing vehicle exteriors
- > Daily Bus cleaning at 4 terminals, 7 days a week

RAIL CLEANLINESS

- > Daily Cleaning: Exterior Carwash, Interior deep cleaning of all surfaces and floor scrub
- > Sanitation of interior touch points, floor sweep and mop
 - All trains thoroughly disinfected 2x/day
- > End-of-line (EOL) cleaning, cleaning surge 7-days/week
 - New service attendants for EOL and in-line cleaning

BUS TERMINALS & RAIL STATIONS

- > Terminals
 - Trash and graffiti removed
 - Interiors wiped and mopped
- > Rail Stations
 - Two daily general cleanup services
 - Pressure washing of exteriors/plazas 1x/week
 - Disinfection of touch points 2x/day
 - Perform sweeps 3x/week to clean up station corridor
 - Rail custodial staff at 13 designated Hot Spots – round the clock cleaning services

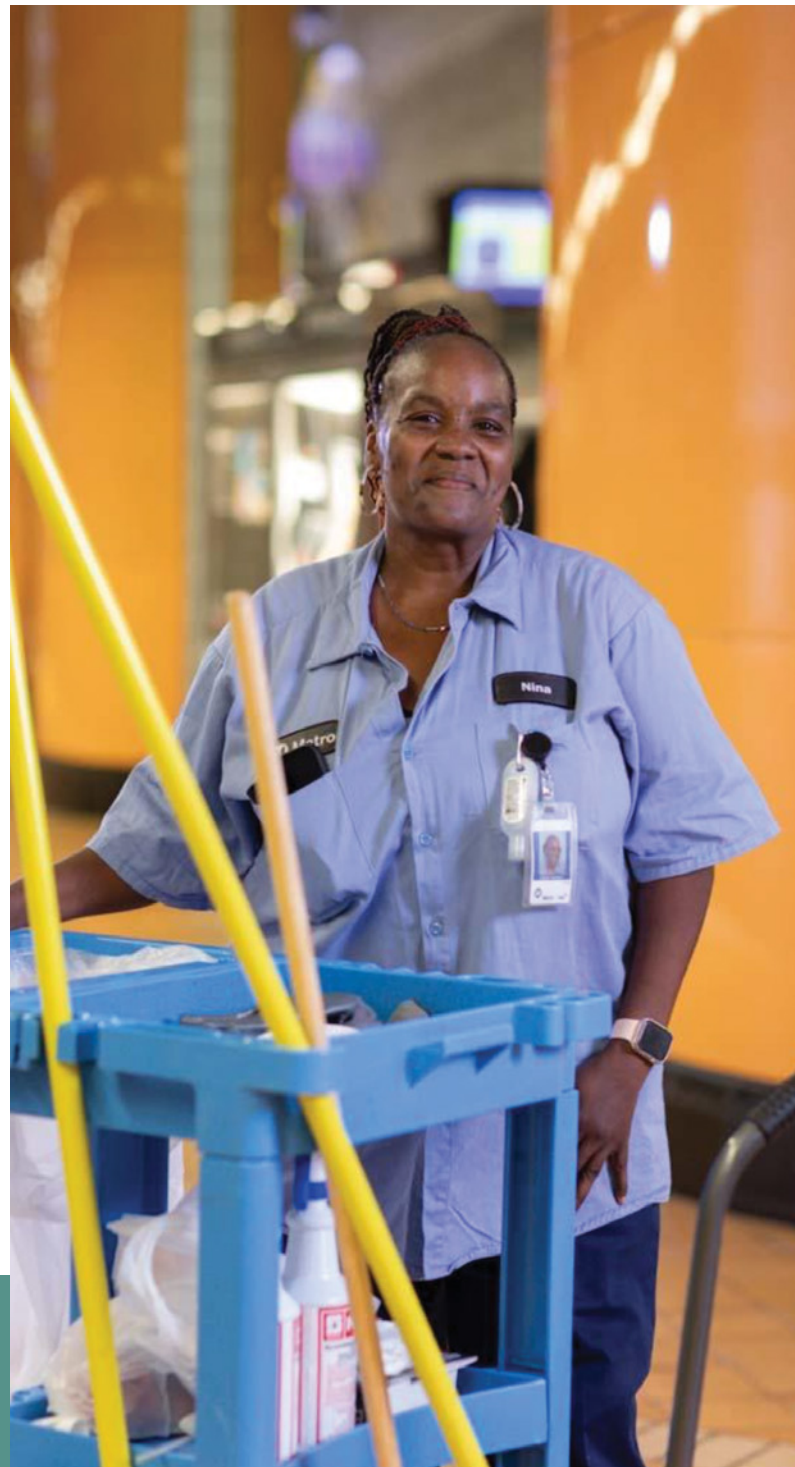
VINYL SEAT REPLACEMENT

Replacing fabric seats with vinyl seats stemmed from the public's comments. The vinyl inserts allow for easy maintenance of soiled or damaged seats and deter the spread of potential diseases.

- > All bus fleet and all in service rail vehicles are on track to be completed by June 2023.

The Station Evaluation program has also played an important role in keeping Metro locations clean. The program helps provide a snapshot of the current station conditions and where improvements should be made.

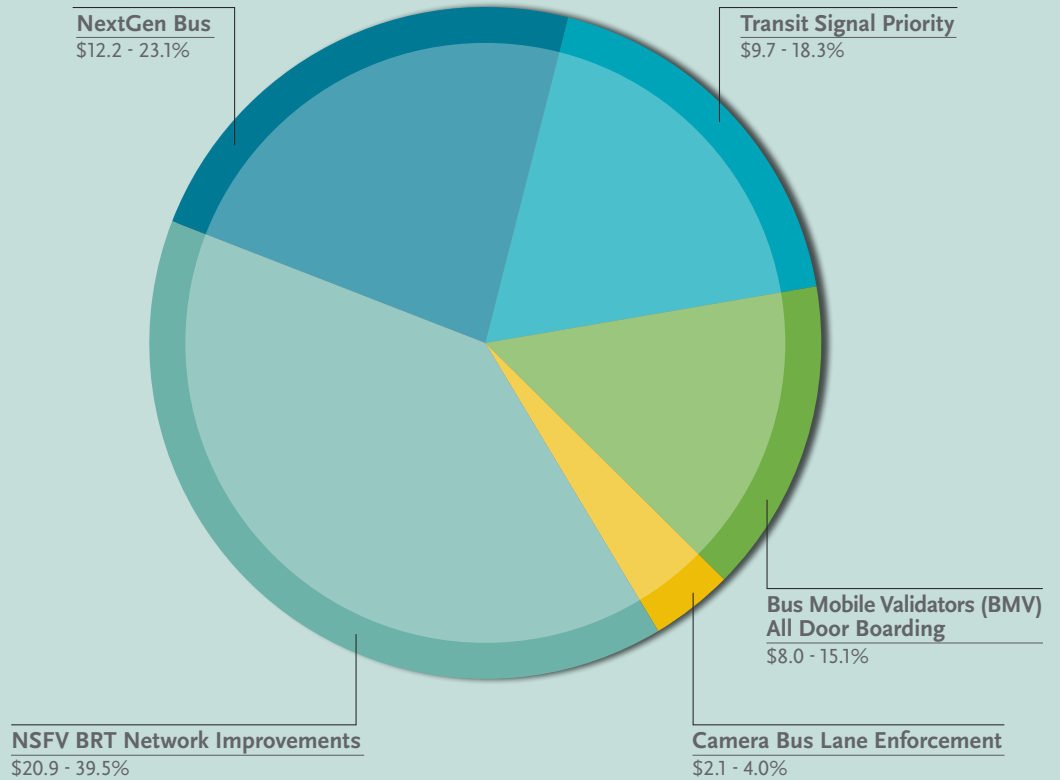
The evaluations consist of two subcategories (functionality and appearance) with 38 inspection points ranging from stairs, elevators, lighting, seating, etc. Rating thresholds on a scale of 1-4 for each category determine if a station earned a pass or no-pass score.



FY24 Proposed Budget for NextGen Speed & Reliability: \$52.9 (\$ in Millions)

Note

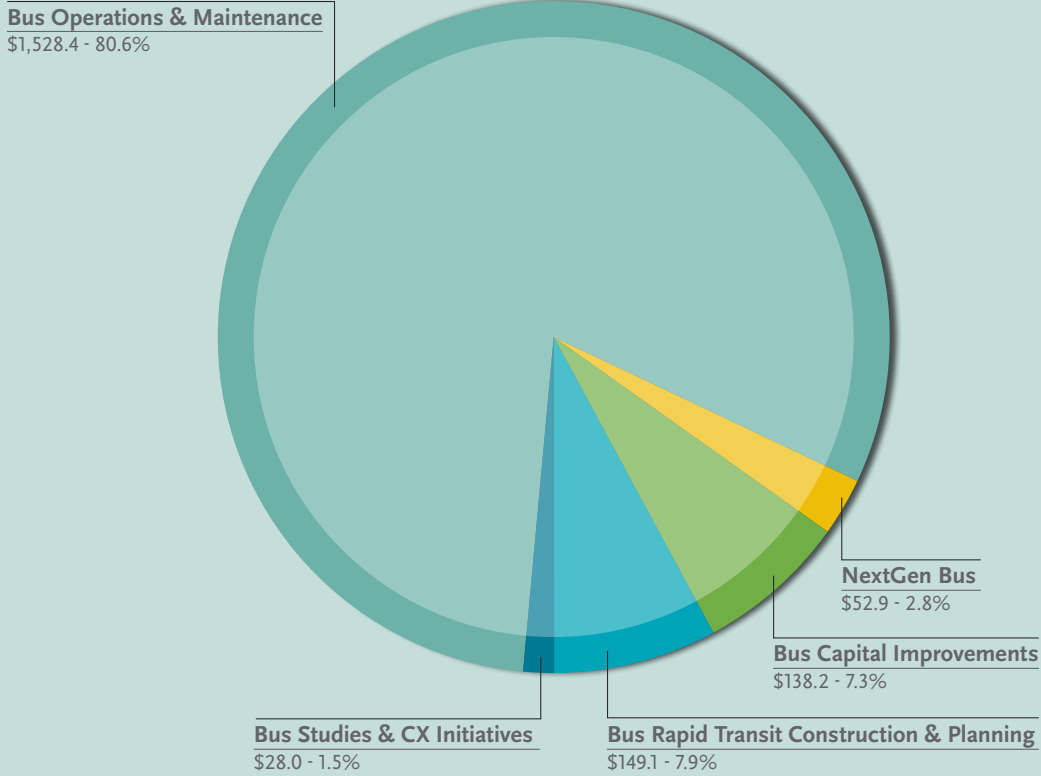
For more detail, see FY24 Proposed Budget, Appendix VI



The NextGen Bus plan is a reimagined system that focuses on providing fast, frequent, reliable and accessible service to meet the needs of today's riders.

The FY24 Proposed Budget invests \$52.9 million in NextGen, an increase of 83% over the FY23 Budget.

- > NextGen Bus: Bus Priority Lanes, Curb modifications, layover optimization, bus/rail speed and reliability improvements
- > North San Fernando Valley (NSFV) Bus Rapid Line (BRT) Network Improvements: Bus Priority Lanes, Curb modifications and enhancements, bus shelters
- > Accelerates transit improvements with laser focus, resolves core issues and builds trust with partner agencies
- > Force multiplier that improves customer experience and operator conditions, with operational savings reinvested into better service
- > Boarding speeds up to 2x faster than front door only, especially at busier bus stops



FY24 Proposed Budget for Bus Investments: \$1,896.7 (\$ in Millions)

Note
For more detail, see FY24 Proposed Budget, Appendix VI

Metro is committed to investments in the bus system. The FY24 Proposed Budget includes total bus investments of almost \$1.9 billion, a 6.6% increase over the FY23 Budget.

Bus investments across all Metro programs include:

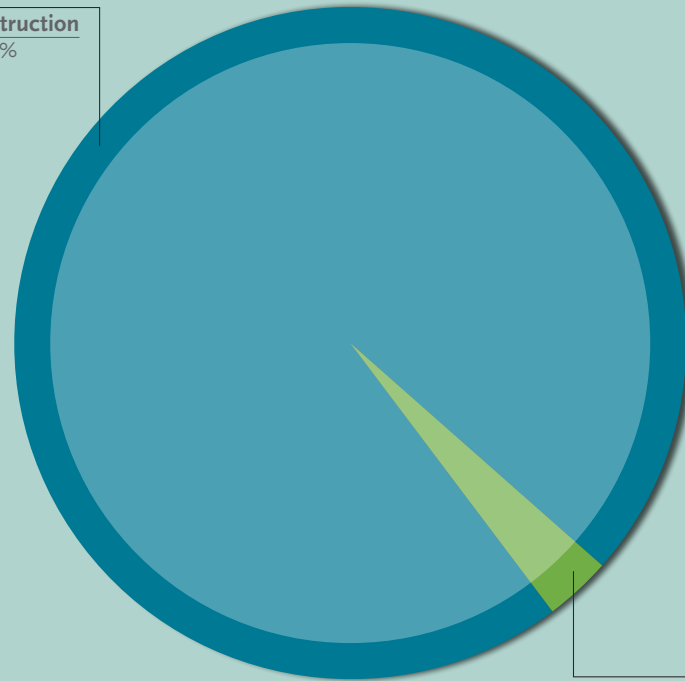
- > Bus Operations & Maintenance
 - Bus Service, Cleaning, Public Safety and other Operating & Support costs
- > NextGen Bus plan
- > Bus Capital Improvements
- > Electric buses and charging infrastructure
- > Facilities improvements, Fleet maintenance
- > BRT and feasibility studies
- > Bus Transit Construction & Planning
- > Bus Studies and CX Initiatives



Transit Infrastructure Development (TID)

FY24 Proposed Budget
for TID:
2,210.3 (\$ in Millions)

Transit Construction
\$1,919.2 - 86.8%



Transit Planning
\$291.1 - 13.2%

Note

For more detail, see FY24
Proposed Budget, Appendix III

Transit Infrastructure Development (TID) program is part of Metro's diverse portfolio of more than 70 capital projects which consists of new transit projects, expansions, and improvements for LA County per the voter approved Measure R and Measure M sales tax ordinances.

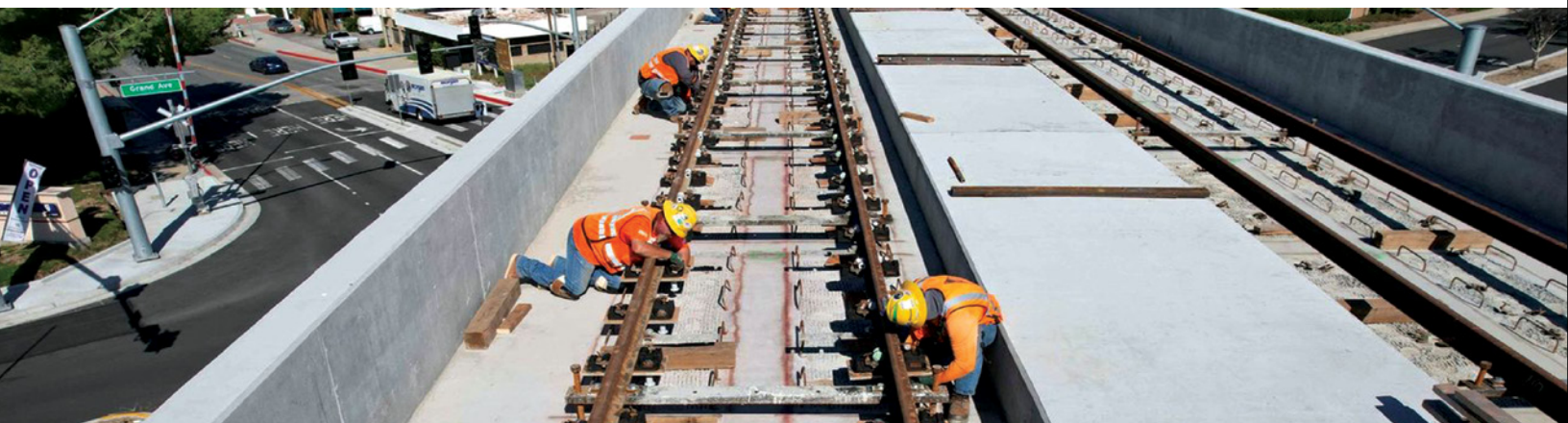
The FY24 Proposed Budget includes \$2.2B allocated for TID. Major capital projects currently under construction in FY24 include:

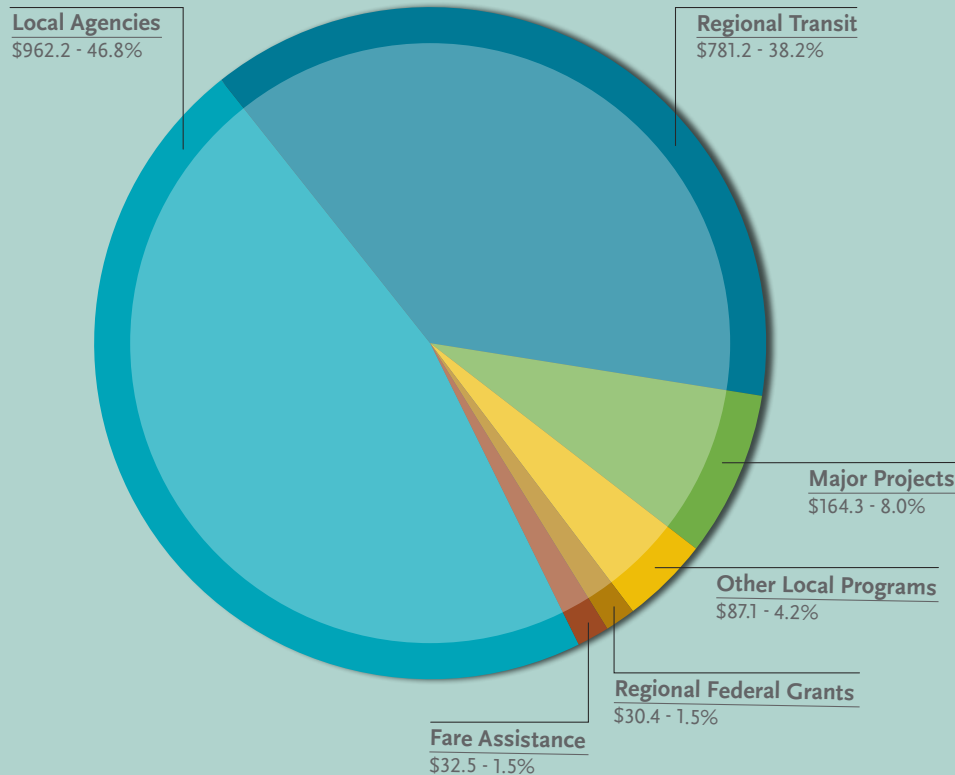
- > Airport Metro Connector
- > D (Purple) Line Extension
- > East San Fernando Valley LRT
- > BRT Connector B/G Line to L Line
- > G (Orange) Line BRT Improvements
- > L (Gold) Line Foothill Extension

Metro needs to be mindful of the project costs and potential funding gaps faced by each project over the next ten years and beyond to coordinate funding plans and project delivery. The Early Intervention Team (EIT) was established in FY23 to provide additional leadership support for Metro's capital program.

The Early Intervention Team (EIT)'s main objectives include:

- > Improving successful delivery of the capital program, focusing on cost and schedule containment strategies, and shared inter-departmental objectives
- > Updating of project forecasts, with consideration of full life cycle costs, to allow the CEO and Board to assess the agency's ability to continue delivery of the planned capital projects





FY24 Proposed Budget for Regional Allocations & Pass Throughs: \$2,057.7 (\$ in Millions)

Note

For more detail, see FY24 Proposed Budget, Appendix VII

Regional Allocations and Pass-Throughs program represents funding distributed to regional partners to carry out local transportation needs.

The FY24 Proposed Budget totals \$2.1 billion, an increase of 8% over the FY23 Budget, which is directly tied to locally imposed and collected sales taxes, as well as state and federal pass-through grant funding.

Formula Programs for municipal and local operators include Proposition A Discretionary funding, Measure R 20%, Measure M 20%, SBI State of Good Repair, TDA Article 4, and other fund programs.

The program includes pass-through funding to:

- > Local agencies (Local Return to 88 cities and unincorporated areas of LA County)
- > Regional Transit (formula allocation to transit operators and subsidy to Access Services)
- > Major Projects (subsidies to local agencies for Alameda Corridor East, Antelope Valley Line projects, Inglewood Transit Connector, and Sankofa Park)
- > Other Local Programs (Congestion Reduction Demonstration, Toll grants, Open Streets grants, ATP grants)
- > Regional Federal Grants
- > Fare Assistance (LIFE Program)



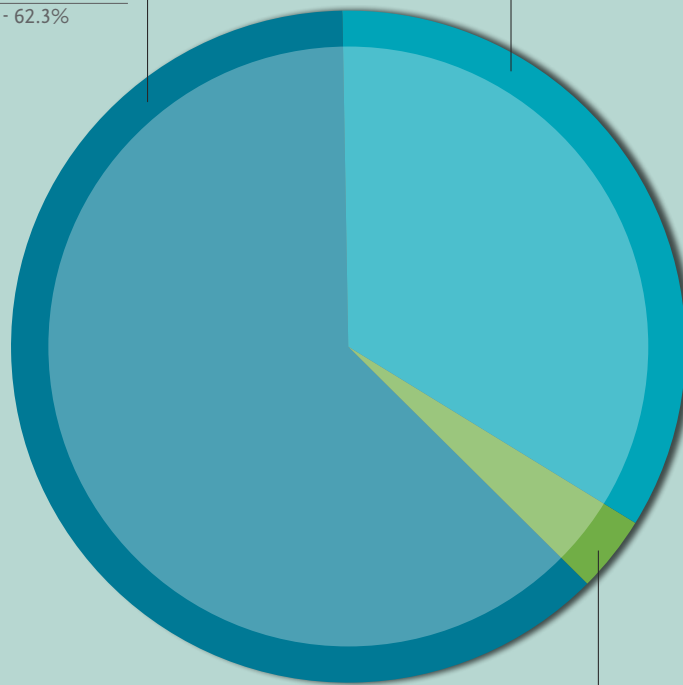
Revenues

Summary of Revenues (\$ in Millions)

PROGRAM TYPE	FY23 BUDGET	FY24 PROPOSED	\$ CHANGE	% CHANGE
SALES TAX, TDA & STA/SB1 REVENUES				
Proposition A	\$ 1,031.8	\$ 1,200.0	\$ 168.2	16.3%
Proposition C	1,031.8	1,200.0	168.2	16.3%
Measure R	1,031.8	1,200.0	168.2	16.3%
Measure M	1,031.8	1,200.0	168.2	16.3%
Transportation Development Act (TDA)	515.9	600.0	84.1	16.3%
State Transit Assistance (STA)/SB1 STA	193.7	188.0	(5.6)	-2.9%
Senate Bill 1 (SB1) State of Good Repair	31.9	26.6	(5.2)	-16.4%
Sales Tax, TDA, & STA/SB1 Revenues Subtotal	\$ 4,868.7	\$ 5,614.6	\$ 746.0	15.3%
OPERATING & OTHER REVENUES				
Passenger Fares	\$ 106.5	\$ 146.8	\$ 40.3	37.8%
ExpressLanes Tolls	66.9	65.5	(1.4)	-2.1%
Advertising	32.6	27.7	(4.9)	-15.0%
Other Revenues	69.9	90.9	21.0	30.0%
Operating & Other Revenues Subtotal	\$ 275.8	\$ 330.8	\$ 55.0	19.9%
CAPITAL & BOND RESOURCES				
ARPA	\$ 1,239.5	\$ -	\$ (1,239.5)	-100%
Grant Reimbursements	1,180.7	1,946.7	766.0	64.9%
Bond Proceeds & Prior Year Carryover	1,220.7	1,125.7	(95.1)	-7.8%
Capital & Bond Resources Subtotal	\$ 3,640.9	\$ 3,072.4	\$ (568.6)	-15.6%
Resources Total	\$ 8,785.5	\$ 9,017.9	\$ 232.5	2.6%

Sales Tax, TDA, & STA/SB1 Revenues
\$5,614.7 - 62.3%

Capital & Bond Revenues
\$3,072.4 - 34.1%



Operating & Other Revenues
\$330.8 - 3.7%

Note

See FY24 Proposed Budget, page 21

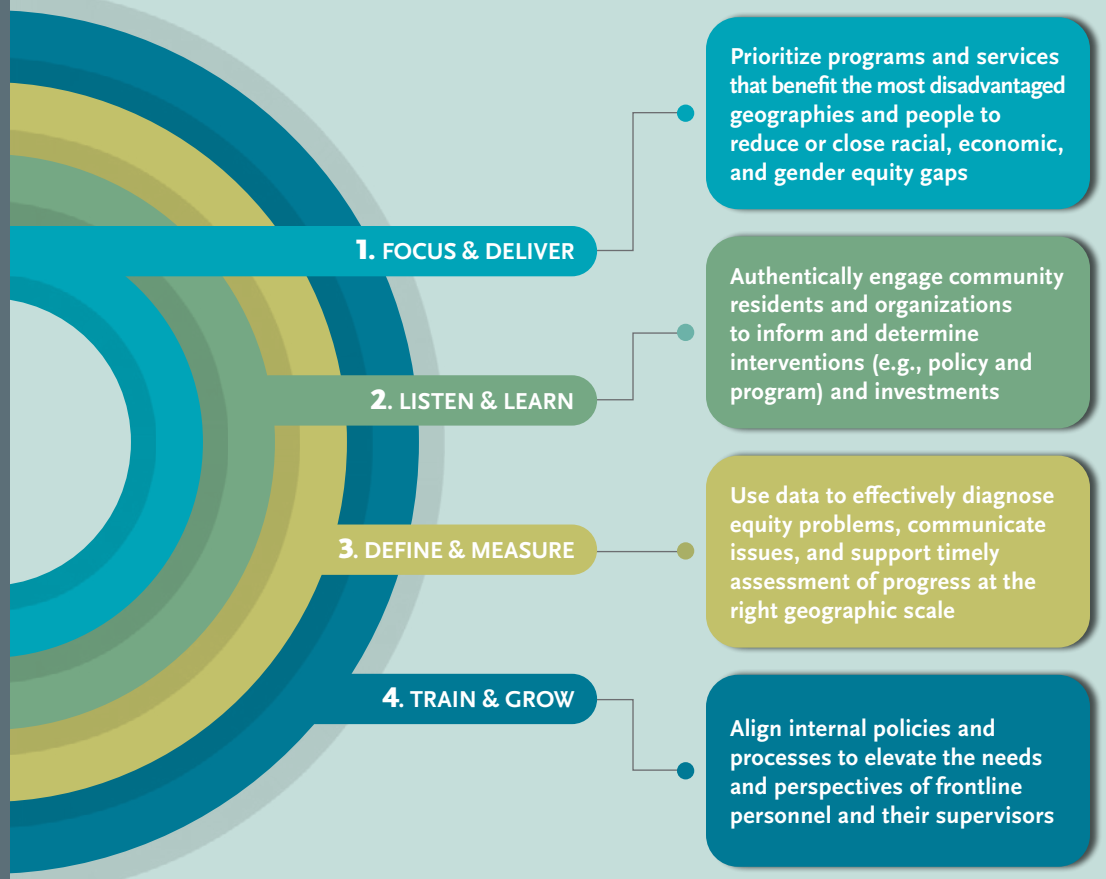
PROGRAM TYPE	FY23 BUDGET	FY24 PROPOSED	\$ CHANGE	% CHANGE
TRANSPORTATION INFRASTRUCTURE DEVELOPMENT				
Transit Construction	\$ 2,156.2	\$ 1,919.2	\$ (237.0)	-11.0%
Transit Planning	171.3	291.1	119.8	69.9%
Transportation Infrastructure Development Total	\$ 2,327.6	\$ 2,210.3	\$ (117.3)	-5.0%
METRO TRANSIT - OPERATIONS				
Operations & Maintenance	\$ 2,223.6	\$ 2,333.4	\$ 109.9	4.9%
Regional Operating Services	27.4	30.2	2.8	10.4%
Metro Transit - Operations Subtotal	\$ 2,251.0	\$ 2,363.7	\$ 112.7	5.0%
METRO TRANSIT - CAPITAL IMPROVEMENT PROGRAM				
State of Good Repair - Bus & Rail	\$ 374.5	\$ 366.1	\$ (8.4)	-2.2%
Other Asset Improvements	130.1	175.3	45.1	34.7%
Metro Transit - Capital Improvement Program Subtotal	\$ 504.7	\$ 541.4	\$ 36.7	7.3%
Metro Transit Total	\$ 2,755.6	\$ 2,905.1	\$ 149.4	5.4%
REGIONAL ALLOCATIONS & PASS -THROUGHS				
Fare Assistance	\$ 30.3	\$ 32.5	\$ 2.1	7.1%
Local Agencies	1,154.1	1,213.6	59.5	5.2%
Regional Federal Grants	28.9	30.4	1.5	5.2%
Regional Transit	692.5	781.2	88.7	12.8%
Regional Allocations & Pass -Throughs Total	\$ 1,905.8	\$ 2,057.7	\$ 151.9	8.0%
Highway Multimodal Development Total	\$ 575.7	\$ 602.3	\$ 26.7	4.6%
REGIONAL RAIL				
Metro Regional Rail	\$ 146.6	\$ 158.0	\$ 11.4	7.7%
Metrolink	145.6	144.9	(0.7)	-0.5%
Regional Rail Total	\$ 292.3	\$ 302.9	\$ 10.6	3.6%
GENERAL PLANNING & PROGRAMS				
Active Transportation, Bike, & Other	\$ 80.1	\$ 83.4	\$ 3.3	4.1%
Financial, Grants Management & Admin	50.0	60.4	10.4	20.8%
Property Management	83.0	85.0	2.0	2.4%
Public Private Partnership (P3)/ Unsolicited Proposals	7.5	4.9	(2.6)	-34.6%
General Planning & Programs Total	\$ 220.6	\$ 233.7	\$ 13.1	5.9%
CONGESTION MANAGEMENT				
ExpressLanes	\$ 70.5	\$ 61.9	\$ (8.6)	-12.2%
Freeway Service Patrol	39.9	41.4	1.5	3.8%
Motorist Services	15.1	14.7	(0.3)	-2.3%
Rideshare Services	11.6	13.9	2.3	19.9%
Congestion Management Total	\$ 137.0	\$ 131.9	\$ (5.1)	-3.7%
Debt Program Total	\$ 489.2	\$ 489.8	\$ 0.6	0.1%
Oversight and Administration Total	\$ 81.7	\$ 84.3	\$ 2.6	3.1%
Expenses Total	\$ 8,785.5	\$ 9,017.9	\$ 232.4	2.6%

Summary of Expenses by Program (\$ in Millions)

Note

See FY24 Proposed Budget, page 25

Access to Goods & Services, Education, Jobs & Other Economic Opportunities



Metro continues its commitment to equity in decision-making around public investments and services.

The FY24 Proposed Budget was developed using an Equitable Zero-Based Budgeting (EZBB) process and the Metro Budget Equity Assessment Tool (MBEAT) to assess every single budget request.

MBEAT

- > 238 Capital Projects
- > 217 Budget Cost Centers
- > MBEAT goal is to identify and prioritize funding for projects that prevent or reduce harm and maximize the benefits for those that need it the most.

EQUITY PRINCIPLES HIGHLIGHTS

1. Focus & Deliver:

- Youth on the Move
- Low-Income Fare is Easy (LIFE Program)
- GoPass Pilot Program
- Metro's Workforce Initiative Now- Los Angeles (WIN-LA)
- Room-to-Work
- Multidisciplinary Outreach Teams (MDT)
- Fare Capping
- Metro Active Transport (MAT) program
- NextGen

2. Listen & Learn:

- Community Based Organizations (CBO) Partnership Strategy
- First/Last Mile Plan
- Vermont Transit Corridor
- Partnering with Faith-Based Organizations
- Translation Services
- Community-based arts and cultural organizations
- Closed captioning

3. Define & Measure:

- Mobility Wallet Pilot
- Equity Focus Communities Map & Definition Update
- Equity Information Hub
- Access to Opportunity baseline maps

4. Train & Grow:

- Bienvenidos a Metro
- Equity Training
- Equity Liaison
- Diversity & Inclusion Programs
- Implicit bias training
- Professional Education for TSO and Security Control Specialists
- De-escalation training
- Customer service training
- Room-to-Work Program training





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