



Board Report

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**EXECUTIVE MANAGEMENT COMMITTEE
FEBRUARY 18, 2016**

RECEIVE oral report on **Citizens' Advisory Council (CAC) and Recognition of Judge Harry Pregerson and Friends 4 Expo Transit as the 2015 CAC Person of the Year and CAC Organization of the Year.**

DISCUSSION

CAC to provide a verbal update / quarterly report to the Executive Management Committee, and include the presentations to honorees at this time.

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Metro Citizens' Advisory Council

FY2016 Work Plan

1) Fiscal Responsibility:

Metro Staff: Nahili Aluja & Conan Cheung (Budget) / David Sutton (TAP Card) / Jon Hillmer (Service Development)

Objective: Recommends that Metro achieves the required minimum of the required 33% farebox recovery.

Opportunities for improvement and future meetings topics:

- Fares and Yearly budget (with as needed updates)
- TAP Card/ Improving the ease of use of TAP card
- Follow-up APTA Peer Review on Fare Restructuring & Service Policy Committee
- Cost of Fare Collection
- Request Service Sector reports and analysis; Duplication of existing service
- Maintenance of Existing system

2) Customer Service and Communications:

Metro Staff: Paulette Tonilas/Ann Kerman (Communications) / Daniel Levy (Title VI & ADA)

Objective: Create a positive and user-friendly environment for current and future users as a viable alternative to private automobiles.

Opportunities for improvement and future meetings topics:

- Way Finding Signage
- Update on Access Services
- Update on Title VI
- Public-Private partnerships for restroom facilities

3) Safety and Security:

Metro Staff: Duane Martin (Transit Security) / Karen Gorman (Transit Court & Code of Conduct)

Objective: Measure and assess the effectiveness of the security and safety of the Metro System

Opportunities for improvement and future meetings topics:

- Fare Evasion
- Update on Transit Court
- Update on Code of Conduct
- Quality of Life

FY2016 Work Plan (continued)

4) Strategic Planning:

Metro Staff: Renee Berlin/David Yale

Objective: CAC advise to best allocate resources to accomplish Strategic Planning goals.

Opportunities for improvement and future meetings topics:

- Measure R implementation
- Long Range Transportation Planning for Future Corridors
- Union Station Master Plan
- Long Range Funding opportunities (such as Public Private Partnerships)

5) Transit Operations:

Metro Staff: Bruce Shelburne (Rail); Jon Hillmer (Bus)

Objective: Create a positive and user-friendly environment for current and future users as a viable alternative to private automobiles.

Opportunities for improvement and future meetings topics:

- Blue Line Modernization/Quality of Life
- **Bus and Rail Interface**
- **First-Last Mile Connections (Active Transportation)**
- Transit Oriented Communities
- Zero Emission Buses
- Ridership Numbers and Trends
- Innovation Opportunities to Increase Ridership

6) CAC Internal Operations

Objective: Stay relevant and make substantive improvements to Metro.

Opportunities for improvement and future meetings topics:

- Recruitment
- Meeting attendance
- By-laws review