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**EXECUTIVE MANAGEMENT COMMITTEE  
JANUARY 17, 2019**

**SUBJECT: CITIZENS ADVISORY COUNCIL UPDATE**

**ACTION: RECEIVE ORAL UPDATE**

**RECOMMENDATION**

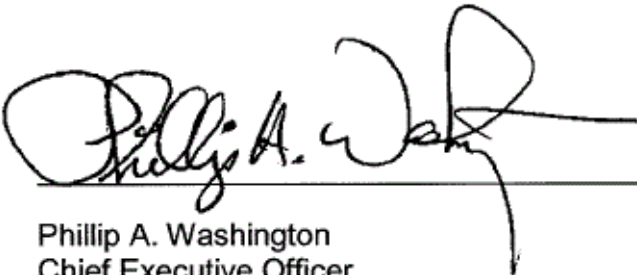
RECEIVE oral update on the Citizens Advisory Council and Work Plan for FY19.

**ATTACHMENTS:**

Attachment A - CAC Work Plan FY19

Prepared by: Danielle Valentino, Community Relations Manager, (213) 922-1249  
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Reviewed by: Pauletta Tonilas, Chief Communications Officer, (213) 922-3777



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Phillip A. Washington  
Chief Executive Officer



**Metro**

Metro Citizens' Advisory Council

## Draft FY2019 Work Plan

AUGUST 2018

Categories presented are of no particular order of importance

### Fiscal Responsibility:

Metro staff: Nalini Ahuja, Chief Financial Officer; Conan Cheung, Senior Executive Officer, Finance Budget; David Sutton, Executive Officer, Finance /TAP; Gary Spivack, Deputy Executive Officer

Objective: *Recommend Metro achieve the Board recommended farebox recovery goal*

Suggestions for future meeting topics:

- Budget update (during public comment period)
- Transportation Network Companies and impact to Metro
- Farebox recovery/fare restructuring
- Fare enforcement/*enhancing social equity of the system*
- *Status of SB 1 funding/repeal efforts*

### Customer Service and Communications:

Metro staff: Pauletta Tonilas, Chief Communications Officer; Gail Harvey, Executive Officer Customer Care; Vanessa Smith, Director of Customer Programs and Services, Daniel Levy (Chief Civil Rights Program Officer/ADA)

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

Suggestions for future meeting topics:

- *Access Services/ADA accessibility on Metro fixed route system*
- *Cleanliness/Sanitation on Metro system*
- *Metro parking policy*
- *Customer complaint resolution*
- *Transfers/station design guide*

### Safety and Security:

Metro staff: Alex Wiggins, Chief Systems Security & Law Enforcement Officer, Greg Kildare, Chief Enterprise Risk, Safety & Asset Management

Objective: *Measure and assess the effectiveness of the security and safety of the Metro system.*

Suggestions for future meetings topics:

- Metro security contract
- Quality of life - Blue Line and other lines
- *CAC member tours - homelessness engagement team*
- *Customer complaints/concerns response process*

## Draft FY2019 Work Plan (continued)

Categories presented are of no particular order of importance

### Strategic Planning and Program Management:

Metro staff: Therese McMillan, Chief Planning Officer; Manjeet Ranu, Sr. EO, Cntywide Plng & Devlpmnt; William Ridder, Interim Senior Executive Officer, Countywide Planning & Development; Joshua Schank, Chief Innovation Officer; Richard Clarke, Chief Program Management Officer

Objective: *Encourage Metro to allocate resources to meet its strategic planning goals.*

Suggestions for future meetings topics:

- Measure M/R Implementation / *Measure M Policy Advisory Council*
- Union Station planning updates
- Long Range Programs/LRTP
- Major Construction Updates
- Public Private Partnerships/Office of Extraordinary Innovation / *Vision 2028*
- Mobility on Demand
- Transit Oriented Communities
- Zero Emission Transportation (including buses, rail, highways, etc.)
- Linkages Study
- *Metro ExpressLanes / Metro Highway Program*
- *Equity Platform Framework implementation*
- *Workforce Initiative Now / Workforce Reinvestment*

### Transit Operations:

Metro staff: James Gallagher, Chief Operations Officer; Scott Page, EO Service Development, Scheduling & Analysis

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

Suggestions for future meetings topics:

- LA City Mobility Plan
- *First/last mile connections - transit to recreational areas*
- Ridership numbers/trends
- Maintenance of existing system/state of good repair
- *New Blue Reconstruction / Future mid-life overhaul of other rail lines*
- Improvements to rail and BRT lines
- NextGen Bus Study

### CAC Internal Operations:

CAC officers: Darrell Clarke, Chair; Dalila Sotelo, Vice Chair; Hank Fung, Secretary; Tony Banash, Chair Emeritus

Objective: *Stay relevant, engage membership, and make substantive improvements to Metro*

Opportunities for improvement and future meetings topics:

- *Administration of appointments, recruitment, and encouraging attendance*
- Obtaining feedback from constituents through public meetings and events
- Tracking progress of the work plan
- Coordination with other advisory bodies
- *Welcoming new members and providing them information to be effective*
- *Encouraging diverse perspectives / feedback*
- Joint training/touring opportunities, external networking opportunities

