



## Board Report

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**File #:** 2023-0707, **File Type:** Informational Report

**Agenda Number:** 19.

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**EXECUTIVE MANAGEMENT COMMITTEE  
JANUARY 18, 2024**

**SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY UPDATE**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE quarterly status report on the Community Advisory Council (CAC).

**ISSUE**

This receive and file report is a Board-directed quarterly update on community advisory council (CAC) activities from September 27, 2023, through January 4, 2024.

**BACKGROUND**

Per state statute, Metro must appoint a citizens' advisory committee, whose membership "shall reflect a broad spectrum of interests and all geographic areas of the county." The CAC prefers to be referred to as the Community Advisory Council as it better reflects their constituency.

Per the bylaws adopted by the CAC, the group is to consult, obtain, and collect public input on matters of interest and concern to the community. It will communicate the CAC's recommendations concerning such issues to Metro. Issues may also be assigned to the CAC by Metro for its review, comment, and recommendation.

The CAC meets in General Assembly monthly on the Wednesday evening before the Metro Board of Directors Meeting. The CAC's elected officers meet as an Executive Committee on the first Friday of each month to lead the overall coordination, administration, and future planning for the CAC. The CAC and its subcommittees are subject to Brown Act policies and regulations.

The CAC is currently comprised of a total of 22 active/voting Members. CAC Members are directly appointed by the Metro Board of Directors and serve at the pleasure of their appointing Director.

**DISCUSSION**

Since the October 2023 update to the Board, the CAC General Assembly convened three times to discuss matters related to Metro business directly with key agency staff working on critical programs, projects, operations, and agency initiatives. Additionally, the CAC hosted their annual holiday "Meet

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and Greet” in December to hear key agency updates from Metro Board Leadership and Metro Executive leadership.

As a result of the CAC’s monthly meetings during this reporting period, staff have coordinated interdepartmentally to secure key Metro updates as requested by CAC and to ensure the comments expressed by CAC Members in draft meeting notes are considered and incorporated where feasible into the team’s analysis.

See Attachment A for a listing of CAC Members’ individual inputs on requested Metro topics from this reporting period

### **EQUITY PLATFORM**

CAC Members represent diverse ethnic and socio-economic backgrounds, viewpoints, perspectives, and priorities. Of the 22-member committee 63% identify as Black and Indigenous People of Color. Collectively, the members highlight the demographics and realities facing our Metro riders and customers across the County. Over recent years, the CAC has increasingly become more diverse in terms of race/ethnicity and gender and is comprised of several Members that utilize Metro and partially Metro-funded services (such as Access Services, local municipal operators’ services, etc.) and/or regularly ride our transit system. Additionally, some of the CAC Members are differently abled - increasing greater equity of representation further. At present, there are seven women out of 22 total members (31%) serving on the CAC, with one woman recently needing to resign due to scheduling conflicts with other essential priorities. This greater diversity of the CAC is due in part to Metro staff encouraging members of the public to seek appointment via the Metro Board of Directors and the Board making these appointments to this important state-mandated advisory body.

CAC members’ feedback on matters related to Metro programs, projects, and initiatives is important and continues to be valued by staff.

### **NEXT STEPS**

Metro staff will continue to support the CAC and keep the Metro Board apprised of their activities, as desired by the Metro Board.

### **ATTACHMENTS**

Attachment A - CAC Members’ Inputs

Prepared by:

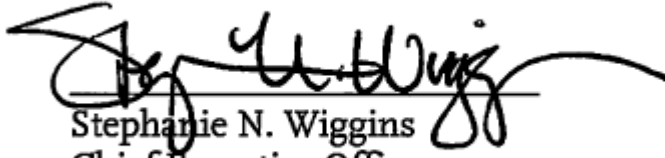
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Stephanie N. Wiggins  
Chief Executive Officer

## ATTACHMENT A

Below is a summary of CAC Members' inputs on their requested Metro topics from this reporting period, September 27, 2023, through January 4, 2024:

- **September:**
  - Received an update and provided input on Metro's "Emergency Preparedness Report," the Transit Watch App and bus operator safety:
    - **Highlights of Feedback Received:**
      - **CAC members expressed interest in:**
        - Requested status of whether Transit Ambassadors and new hires get training in emergency response.
        - Suggested that Metro delivers robust announcements and easy-to-understand safety tips in trains, station platforms, and on the agency website during an emergency.
        - Emergency Operations Centers' ability to communicate with law enforcement and to the current users/ riders (i.e., in the event of an active shooter incident).
      - **Suggestions:**
        - Recommended that Metro disseminate emergency contact numbers in an accessible manner, including for those without cell phones.
        - Implement robust announcements on trains and station platforms, particularly during emergencies.
        - Provide easy-to-understand tips and guidance for the public on what to do in an emergency if on a train, platform, or bus, and make that information prominent on the transit system and the Metro website.
      - **Concerns expressed:**
        - Potential traffic impacts on local arterial streets by drivers seeking to avoid highway tolls.
- **October**
  - Received "Safety Tips" from Metro Emergency Preparedness staff (as a follow-up from the September CAC General Assembly Meeting).
    - **CAC members expressed interest in:**
      - Metro needs to share information on how to access/navigate stations for people with limited mobility if they cannot use elevators during an emergency.
    - **Suggestions:**

- Consider installation of chairs in stairwells for those with limited mobility.
- Received update on Metro Traffic Reduction Study (TRS).
  - **CAC members expressed interest in:**
    - Need to mesh with other Metro plans related to ExpressLanes.
    - TRS Team's review of historical past studies and efforts related to congestion pricing and consideration of those past findings by TRS Team into these current efforts.
    - Fare capping and how to ensure reasonable tolls.
    - Factor in potential new labor costs with the proposed program.
  - **Suggestions:**
    - Ensure the public knows about the Metro fare caps to ride transit as a more affordable option.
    - Focus on the Equity Platform.
  - **Concerns Expressed:**
    - Potential traffic impacts to local arterial streets near the proposed congestion pricing zones by drivers seeking to avoid highway tolls through increased usage of local arterial streets.
    - Impacts of TRS proposals and potential unintended consequences to communities south of I-10.
- Received an update on Metro Operators' Customer Service Training
  - **CAC members expressed interest in:**
    - Operator protocols for tending to passengers with a medical emergency while on a bus.
    - Operator interview processes and if there is a customer service skills screening during the interviews.
    - Operator training that focuses on how to deal with attacks.
  - At the October meeting, CAC elected their new Chair, Art Montoya, and new Secretary, Elena Garza.
  - A few of the CAC Members also expressed interest in learning how the passage of SB 411 might have any future implications for LA Metro's advisory bodies that fall under the Brown Act (including the CAC).
- **November:**

- Received an update on Metro C (Green) Line Extension to Torrance Study
  - **CAC members expressed interest in:**
    - Budget and cost.
    - Polling.
    - Understanding the differences in projected ridership numbers between the different alternatives under study and how the projected ridership data for each alternative was determined.
    - Learning more about plans for grade separation at Centinela.
    - Understanding the scope of potential amenities with this project.
    - Learning about the express busway concept and considering how the proposed busway route does not intersect with the key regional transit centers and bypasses the Redondo Beach Regional Transit Center.
  - **Suggestions:**
    - Ensure clear wayfinding signage.
- Received an update on Metro Light Rail Core Capacity and System Integration Project
  - **CAC members expressed interest in:**
    - Metro staff's consideration of the Operating Plans for C and K Line from 2018 with former robust alternatives.
    - Understanding if any concerns about the Wye intersection and if any needs related to the Wye need to get addressed in the future.
  - **Suggestions:**
    - Ensure cleanliness, sanitation, and effective power washing, including to the sides and exteriors of the rail cars and floors.
    - Ensure clear and easy to find wayfinding signage at stations, to Metro parking lots, and throughout the system.
    - Reconfigure Douglas Station in El Segundo to orient towards Rosecrans so that more folks are aware of the station being close this main street.
- Additionally, during the CAC Members' "Open Discussion," the following was voiced:
  - One Member expressed interest in learning more about the State Rail Plans at a future Meeting, suggesting a focus on intracity and intercity transit. The Member suggested a broader presentation and conversation about transit beyond just Metro-operated services.

- One Member shared that there is also LADOT, which has plans for Commuter Express and would like the CAC to be informed on how all these plans with the different operators integrate.
  - Promote key Metro messages and priority agency information for riders and Metro customers through local public access channels, including educating viewers on how to ride the system before the Olympics.
  - Train car cleanliness and sanitation.
  - Concerns expressed about recent challenges achieving an in-person quorum.
  
- **December:**
  - “Holiday Meet and Greet”
    - **CAC members expressed interest in:**
      - Olympics-related short- and long-term legacy infrastructure investments.
      - Closing the gaps at the end of the K, E, and D lines to better serve people coming from LAX airport.
      - Expanding Transit Ambassadors and potentially enhancing training.
      - Expanding the GoPass program.
      - Understanding internal Metro transit community safety or policing program.
      - Training Operators to effectively manage different situations with riders and improve behavior and professional interactions with riders.
      - Enhanced utilization of L.A. Department of Transportation’s Commuter Express Buses, including more robust schedules for service to match post-pandemic ridership patterns.
      - Transforming the culture of transit use in L.A. and getting past the stereotype of a care culture City.
      - Metro’s social media campaigns, including expressed appreciation for Metro’s successful social media efforts related to taking transit to Taylor Swift concert.
  
    - **Suggestions:**
      - Improve sanitation potentially through greater auditing across the system to ensure enhanced standards for cleanliness.
      - Improve operator wheelchair loading and unloading.

- Improve reliability of TAP App for cell phone users that prefer phone Apps over the physical card.

- **Concerns Expressed:**

- Poor lighting at bus stops.
- Operators' behavior and customer service are inconsistent throughout the system.
- Law enforcement standing around the transit system but seemingly not doing anything.





## ***Community Advisory Council (CAC) Update***

***Metro Executive Management Committee Meeting***

***January 18, 2024***

# Membership Updates

- Since the October 19, 2023, update to the Metro Board Executive Management Committee, the CAC has:
  - Voted in a new Chair (Art Montoya) and new Secretary (Elena Garza) to fill the Chair and Secretary positions. Chair Montoya had been serving as Secretary until assuming the Chair role.
  - Marianne Davis (Director Horvath appointee), resigned from her position in November.



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# September 27, 2023, General Assembly Meeting

- **Agenda Items:**

- **Metro's Emergency Preparedness Plan**

- **Transit Watch App**

- **Bus operator safety:**

- ❖ **Feedback:**

- Requested status of whether Transit Ambassadors and new hires get training in emergency response.
- Suggested that Metro delivers robust announcements and easy-to-understand safety tips in trains, station platforms, and on the agency website during an emergency.
- Recommended that Metro disseminate emergency contact numbers in an accessible manner, including for those without cell phones.

- ❖ **Concerns Expressed:**

- Potential traffic impacts on local arterial streets by drivers seeking to avoid highway tolls.



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# October 25, 2023, General Assembly Meeting

- “Safety Tips” from Metro Emergency Preparedness staff (as a follow-up from the September Meeting).
  - ❖ **Feedback:**
    - Metro needs to share information on how to access/navigate stations for people with limited mobility if they cannot use elevators during an emergency.
    - Consider installation of chairs in stairwells for those with limited mobility.
- **Traffic Reduction Study (TRS)**
  - ❖ **Feedback:**
    - Need to mesh with other Metro plans related to Express Lanes
    - Factor in potential new labor costs with the proposed program.
    - Ensure the public knows about the Metro fare caps to ride transit as a more affordable option.
    - Focus on the Equity Platform.
- **Operators’ Customer Service Training**
  - ❖ **Feedback:**
    - CAC Members seek more information on:
      - Operator protocols for tending to passengers with a medical emergency while on the bus.
      - Operator interview processes and if there is a customer service skills screening during the interviews.
      - Operator training that focuses on how to deal with attacks.



# November 15, 2023, General Assembly Meeting

- **Metro C (Green) Line Extension to Torrance**
  - ❖ **Feedback:**
    - Budget and Cost
    - Polling
- **Metro Light Rail Core Capacity & Systems Integration Project**
  - ❖ **Feedback:**
    - Learn more about plans for a grade separation at Centinela.
    - Understand the scope of potential amenities with this project.
    - Train car cleanliness & sanitation.
    - Ensure clear wayfinding signage.



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# December 2023, “Holiday Meet and Greet”

- “Holiday Meet and Greet”

- ❖ Feedback

- Olympics-related short- and long-term legacy infrastructure investments.
    - Close the gaps at the end of the K, E, and D Lines to better serve people coming from LAX airport.
    - Expand Transit Ambassadors and potentially enhance training.
    - Expand the GoPass Program.
    - Understand internal Metro transit community safety or policing program.
    - Improve sanitation through greater auditing across the system to ensure enhanced standards for cleanliness.
    - Improve Operator wheelchair loading and unloading.

- ❖ Concerns Expressed:

- Poor lighting at bus stops.
    - Operators’ behavior and customer service are inconsistent throughout the system.
    - Law enforcement standing around the transit system but seemingly not doing anything.



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# Next Steps

- CAC will continue to refine its Work Plan and priority topic areas under leadership of the new CAC Chair.
- CAC is eager to:
  - Incorporate Metro Board and CEO's priorities.
  - Add value and provide meaningful and timely advice to Metro.
  - Secure additional CAC Members via direct Metro Board Director appointments to ensure representation from all geographies of L.A. County.
- Metro staff will continue to:
  - Support the CAC.
  - Keep the Board apprised of their activities, as desired by the Metro Board.



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