



**Board Report**

---

**File #:** 2016-0100, **File Type:** Oral Report / Presentation

**Agenda Number:** 51.

---

**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.

Prepared by: Danielle Valentino, Community Relations Manager,  
Community and Municipal Affairs, (213) 922-1249

Ann Kerman, DEO, Community Relations, (213) 922-7671

Reviewed by: Pauletta Tonilas, Chief Communications Officer, (213) 922-3777



**Metro**<sup>®</sup>

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

## 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