



Metro[®]

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

Metro Citizens' Advisory Council

FY2017 Work Plan

MARCH 2017 AS AMENDED

Categories presented are of no particular order of importance

Fiscal Responsibility:

Metro staff: Nalini Ahuja, Chief Financial Officer; Conan Cheung, Executive Officer, Finance, Budget; David Sutton, Executive Officer, Finance /TAP; Jon Hillmer, Senior Executive Officer, Service Planning, Scheduling, Analysis

Objective: Recommends that Metro achieves the Board recommend farebox recovery goal

Opportunities for improvement and future meetings topics:

- Budget update (during public comment period)
- Transportation Network Companies and impact to Metro
- Farebox recovery/fare restructuring
- Fare Evasion
- Fares and Yearly budget (with as needed updates)

Customer Service and Communications:

Metro staff: Pauletta Tonilas, Chief Communications Officer; Gail Harvey, Director of Customer Relations; 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.

Opportunities for improvement and future meetings topics:

- Access Services
- Parking program
- Public-private partnerships for restroom and other passenger serving facilities

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

Opportunities for improvement and future meetings topics:

- Update on transit court
- Metro security contract
- Quality of life - Blue Line and other lines
- Obtain quarterly updates on Metro Blue Line

FY2017 Work Plan (continued)

Categories presented are of no particular order of importance

Strategic Planning:

Metro staff: Therese McMillan, Chief Planning Officer; David Yale, Senior Executive Officer, Countywide Planning & Development; Joshua Schank, Chief Innovation Officer; Richard Clarke, Chief Program Management Officer

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

Opportunities for improvement and future meetings topics:

- Measure M/R Implementation
- Union Station planning updates
- Long Range Programs/LRTP
- Public Private Partnerships/Office of Extraordinary Innovation
- Metro Art Program
- Strategic Parking Program
- Transit Oriented Communities

Zero Emission Buses

Transit Operations:

Metro staff: James Gallagher, Chief Operations Officer; Bruce Shelburne, Senior Executive Officer, Rail Operations; Jon Hillmer, Senior Executive Officer, Service Planning, Scheduling, Analysis

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:

- First/last mile connections
- Transit to trails/recreational areas
- LA City Mobility Plan
- Ridership numbers/trends
 - Provide top ten bus routes and track ridership (quarterly)
- Transportation Network Companies and potential impacts to Metro bus and rail ridership
- Maintenance of existing system/state of good repair
- Improvements to Blue, Orange, Silver and Expo lines

CAC Internal Operations

Objective: Stay relevant and make substantive improvements to Metro.

Opportunities for improvement and future meetings topics:

- Recruitment & Term renewals
- Meeting attendance
- Verifying appointments of members
- Obtaining feedback from constituents
- Tracking progress of the work plan
- Coordination with other advisory bodies
 - Information packets to new members (orientation binder)
 - Joint training/touring opportunities
 - External networking opportunities