Community Advisory Council (CAC) Update Operations, Safety, and Customer Experience March 20, 2025





### Background

•Per State law, Metro appointed a Citizens' Advisory Council (CAC), now called the Community Advisory Council (CAC), whose membership shall reflect a broad spectrum of interests and all geographic areas of the county.

•Per the CAC's bylaws, the CAC may consult, obtain, and collect public input on matters of interest and concern to the community and make recommendations to Metro. Issues may also be assigned to the CAC by Metro for its review, comment, and recommendation.

•The CAC is currently comprised of 23 members and each member is directly appointed by an active/voting Metro Board Director and serves at the pleasure of their appointing Director.

•Each voting Metro Board Director can appoint up to four people to serve on the CAC.





## November 20, 2024 – General Assembly Meeting

- During this meeting, the CAC discussed the following issues:
  - Input on the Transit Community Public Safety Department's Implementation Plan and desired traits in a new Chief of Police & Emergency Management
  - Voted to finalize new CAC Planning & Programming and Operations, Safety, and Customer Experience Subcommittees







December 6, 2024 – General Assembly Meeting

- During this meeting, the CAC held a Holiday End-of-Year meeting with CEO Wiggins
- The group informally shared feedback on various Metro projects and programs with the CEO





# January 22, 2025 – General Assembly Meeting

- During this meeting (held virtually due to the wildfires/State of Emergency), the CAC discussed the following issues:
  - Presentation on Service Planning efforts for new bus routes, identifying route frequencies and bus sizes.
  - Discussion regarding the CAC's 2025 General Assembly meeting dates.
  - CAC members volunteered for the two new Subcommittees:
    - Planning & Programming
    - Operations, Safety, and Customer Experience







## February 26, 2025 – General Assembly Meeting

At the General Assembly meeting, agenda items included:

- An update from SSLE on the Chief of Police Hiring timeline
- Presentations from:
  - The Operations Department on Emergency Service Planning
  - Metro's Budget Development Process from the Office of Management & Budget (OMB)
- The committee also formalized its subcommittees' membership

\*Membership Update: One CAC member appointed by Board Member Najarian passed away. In February, the CAC Chair and Metro staff contacted all Board Members' staff to encouraged them to identify new appointees, including any vacancies on the CAC. The 13 voting Metro Board members, under AB 152, can appoint up to four CAC members each.

