

## 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.