<u>**Attachment A**</u>

Below is a robust listing of CAC Members' inputs on their requested Metro topics from this CAC reporting period, July 21 through September 26, 2023:

- **July:**
  - ○ Received an update and provided inputs on the proposed "In-House Community Safety Department Feasibility Study:" and information about the Transit Watch App and bus operator safety:
    - ▪ **Highlights of Inputs Received:**
      - • Expressed interest in:
        - ○ The differences in job duties entailed with each public safety / Customer Experience role utilized and deployed on the Metro system and stations.
        - ○ How the agency will attract adequate numbers of qualified staff to create a potential in-house community safety department.
        - ○ The financial analysis of costs of police officers as compared to in-house transit security.
        - ○ Understanding and addressing any perceived or real weaknesses with establishing a potential in-house POST certification and maintenance program.
        - ○ Learning how a potential future fare-free transit system model would get handled under an in-house community safety department.
        - ○ Receiving current and timely data to know which lines and stations have the highest incidences of assaults.
        - ○ Ensuring working operation of all fare boxes and all emergency call boxes (call boxes are particularly critical for transit riders without their own phones).
      - • Suggestions:
        - ○ Spend more dollars on Transit Ambassadors and towards in-house transit safety and potentially less on large law enforcement contracts.
        - ○ Link CCTV cameras to arrival time prediction display screens at BRT and rail stations to further make customers aware of their surroundings.
        - ○ Use uniformed and plain-clothed police throughout the system and have them regularly perambulate from one end of the train set to the other.
        - ○ Deploy Transit Ambassadors uniformly throughout the system.
        - ○ Use high entrance and exit turnstiles to discourage fare evasion.
      - • Concerns Expressed:
        - ○ Traditional large and expensive law enforcement

contracts may not deliver effective and rapid response times.
- o Potential mission creep with a proposed in-house transit security compared to what can/should get outsourced.
- o Fare evasion-related ticketing and arrests targeting more black people and minorities.

- **August:**
  - o Received updates on Metro Youth Council.
    - Expressed interest in:
      - o Metro staff's application and selection process for Youth Council Members.
      - o How Metro advertises the opportunity.
      - o If the Youth Council's inputs are shared with the Metro Board and if they have provided inputs on the Traffic Reduction Study.
    - Suggestions:
      - o Longer service terms for Youth Council Members and/or additional efforts to keep Members in contact with one another and with Metro beyond the 1 year of service.
      - o Familiarize Youth Council Members with the CAC as a potential avenue to continue their leadership development and engagement with Metro.
      - o Strengthen partnerships with universities; ensure Youth Council Members gain life-long skills for college and beyond their Council service.
      - o Present an overview to the Youth Council of the many career paths at L.A. Metro.

  - o Received updates on Metro's efforts to improve the mobile customer experience for riders.
    - Expressed interest in:
      - o Ease of access to reliable and accurate real-time data across all platforms to improve the Customer Experience.
      - o Simplifying and streamlining the number of Metro-related Apps.
      - o Greater promotion, advertising, and marketing of the Metro Swiftly App. It is a great resource for transit riders if more riders are made aware of it.
      - o Understanding Metro's unsolicited proposals initiatives aimed at capturing new ideas to improve the mobile customer experience.
      - o Learning about the development of independent Apps, if they are Java or React Native, if they are the same or different; and if there is a place to integrate them so that they can be downloaded as one native application or

mobile device.
- o Understanding which Metro-related Apps were first run through the Metro IT before implementation.
- o Exploring the potential commoditization of cell phone data for offsetting costs of a potential free transit system in the future and consideration of related privacy considerations.
- o Exploring the role of Artificial Intelligence in public transit.
- Suggestions:
  - o Make the Metro Swiftly live tracker on the agency website more prominent, more heavily marketed, and easier to identify on the Metro website. Label it "Tracker" instead of the current placement under the "Arrivals" heading.
  - o Provide more in-person customer service operators on the telephone lines for extended hours.
  - o Provide more TOS staff so Metro Operators can get real-time information for changes to bus schedules.
- Concerns:
  - o The TAP App and other Apps are not consistently functioning at optimal levels.
  - o One Member misses the NextBus App. He appreciated this App for its simplicity, ease of use, and fewer Ads than other similar Apps.

- **September and October Meetings (anticipated):**
  - Expressed interest in:
    - o Information on how the agency prepares for emergencies such as natural disasters and potential terror threats.
    - o How Metro prepares for mega-events such as concerts, sporting events, and other large-scale events that generate more crowds onto the system.
    - o Latest updates on Metro's efforts towards addressing people experiencing homelessness sheltering on the system.
    - o Update on Traffic Reduction Study.
    - o Update on Women and Girls Governing Council.