



## ***Community Advisory Council (CAC) Update***

***Executive Committee Meeting***

***October 19, 2023***

# Membership Updates

- Since the July 20, 2023 update to the Metro Board Executive Management Committee, the CAC has:
  - Gained four new CAC Appointees: Elena Garza (Director Sandoval appointee), Marianne Davis, Marco Santana, John Seifert (Director Horvath appointees).
  - In October will vote to fill the Chair position following departure of Chair Fung from CAC in Sept. 2023.



# CAC Highlights & Activities: July Meeting

- Received an update and provided inputs on proposed in-house community safety department feasibility study and information about the Transit Watch App and bus operator safety:
  - ❖ **Suggestions & Expressed Interest In:**
    - 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 enable customers to be aware of their surroundings; use uniformed and plain-clothed police throughout the system; ensuring working operation of all fare boxes and all emergency call boxes; how to attract adequate numbers of qualified staff for creating a potential in-house community safety department; understanding the differences in job duties entailed with each public safety / Customer Experience role utilized and deployed on the Metro system and stations.
  - ❖ **Concerns Expressed:**
    - Large and expensive law enforcement contracts may not be delivering effective and rapid response times; potential mission creep with proposed in-house transit security as compared to what can/should get outsourced; fare evasion-related ticketing and arrests targeting black people and minorities.



# CAC Highlights & Activities: August Meeting

- Received updates on Metro Youth Council.
  - ❖ **Suggestions:**
    - Familiarize Youth Council Members with the CAC as a potential avenue to continue their leadership development and engagement with Metro.
    - Present an overview to Youth Council of the many career paths at L.A. Metro.
- Received updates on Metro's efforts to improve the mobile customer experience for riders.
  - ❖ **Suggestions:**
    - Make the Metro Swiftly live tracker on agency website more prominent, more heavily marketed, easier to identify on Metro website. Label it "Tracker" instead of current placement under "Arrivals" heading.
    - Ensure ease of access to reliable and accurate real-time data across all platforms to improve the Customer Experience..
  - ❖ **Concerns:**
    - TAP App and other Apps are not consistently functioning at optimal levels.



# Up Next:

## September and October Meetings (anticipated):

- How Metro prepares for emergencies such as natural disasters and potential terror threats.
- How Metro prepares for mega-events such as concerts and sporting events that generate more crowds onto the system.
- Updates on Metro's efforts to address people experiencing homelessness sheltering on the system.
- Update on Traffic Reduction Study.
- Update on Women and Girls Governing Council.



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# Next Steps

- CAC will continue to refine their Work Plan and priority topic areas under the leadership of a new Chair.
- CAC is eager to:
  - Incorporate Metro Board and CEO's priorities
  - Add value and provide meaningful and timely advice to Metro
  - Secure additional CAC Members via direct Metro Board Director appointments to ensure representation from all geographies of L.A. County.
- Metro staff will continue to:
  - Support the CAC
  - Keep the Board apprised of their activities, as desired by the Metro Board



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