



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

***Metro Executive Management Committee Meeting***

***January 18, 2024***

# Membership Updates

- Since the October 19, 2023, update to the Metro Board Executive Management Committee, the CAC has:
  - Voted in a new Chair (Art Montoya) and new Secretary (Elena Garza) to fill the Chair and Secretary positions. Chair Montoya had been serving as Secretary until assuming the Chair role.
  - Marianne Davis (Director Horvath appointee), resigned from her position in November.



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# September 27, 2023, General Assembly Meeting

- **Agenda Items:**

- **Metro's Emergency Preparedness Plan**

- **Transit Watch App**

- **Bus operator safety:**

- ❖ **Feedback:**

- 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.
- Recommended that Metro disseminate emergency contact numbers in an accessible manner, including for those without cell phones.

- ❖ **Concerns Expressed:**

- Potential traffic impacts on local arterial streets by drivers seeking to avoid highway tolls.



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# October 25, 2023, General Assembly Meeting

- “Safety Tips” from Metro Emergency Preparedness staff (as a follow-up from the September Meeting).
  - ❖ **Feedback:**
    - Metro needs to share information on how to access/navigate stations for people with limited mobility if they cannot use elevators during an emergency.
    - Consider installation of chairs in stairwells for those with limited mobility.
- **Traffic Reduction Study (TRS)**
  - ❖ **Feedback:**
    - Need to mesh with other Metro plans related to Express Lanes
    - Factor in potential new labor costs with the proposed program.
    - Ensure the public knows about the Metro fare caps to ride transit as a more affordable option.
    - Focus on the Equity Platform.
- **Operators’ Customer Service Training**
  - ❖ **Feedback:**
    - CAC Members seek more information on:
      - Operator protocols for tending to passengers with a medical emergency while on the 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.



# November 15, 2023, General Assembly Meeting

- **Metro C (Green) Line Extension to Torrance**
  - ❖ **Feedback:**
    - Budget and Cost
    - Polling
- **Metro Light Rail Core Capacity & Systems Integration Project**
  - ❖ **Feedback:**
    - Learn more about plans for a grade separation at Centinela.
    - Understand the scope of potential amenities with this project.
    - Train car cleanliness & sanitation.
    - Ensure clear wayfinding signage.



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# December 2023, “Holiday Meet and Greet”

- “Holiday Meet and Greet”

- ❖ Feedback

- Olympics-related short- and long-term legacy infrastructure investments.
    - Close the gaps at the end of the K, E, and D Lines to better serve people coming from LAX airport.
    - Expand Transit Ambassadors and potentially enhance training.
    - Expand the GoPass Program.
    - Understand internal Metro transit community safety or policing program.
    - Improve sanitation through greater auditing across the system to ensure enhanced standards for cleanliness.
    - Improve Operator wheelchair loading and unloading.

- ❖ 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.



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# Next Steps

- CAC will continue to refine its Work Plan and priority topic areas under leadership of the new CAC 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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