

Metro Citizens' Advisory Council

Hem 71

CAC presentation to Executive Management and Audit Committee, April 17, 2014

Kudos to Metro Staff. The CAC would like to express out kudos to Metro staff; Michelle Navarro and Koreyne Clarke for their thorough communications and presentations to the CAC in presenting the Fare Restructuring over the past 2 months. Their clear and concise delivery of the options and timely follow-up to email requests aided the CAC in our review and position statement presented on March 29th.

Additional kudos to Dave Sutton & Robin O'Hara of TAP for their frequent communication and requests for input with the CAC on improving the customer service. As the CAC presented over the last couple of years we view *fare payment is the first and most vital interaction that agency has with our customers and that failure and poor execution is not an option.* Staff knows that there are more work needed to be done but the CAC feels assured that they are on the right track in addressing the concerns and look forward to implementing the next steps of TAP card that could enable seamless travel across the entire LA County region

Preparation of 2015 budget- Mind the gap in deferred maintenance: The CAC is looking forward to hearing and reviewing the FY 2015 budget but want to give a preliminary echo of concern that we must budget our time, efforts and resources to addressing deferred maintenance on the bus and rail system. It is most glaring on the Blue Line as the over 80,000 users of this corridor has noticed a marked decline of the on-time performance and reliability of the busiest light rail corridor in the nation that is approaching 25 years of age.

Fiscal accountability: Though the CAC supports the need for a modest fare increase in Option 1, we believe that this should not be the panacea to the fiscal stability of the agency. Fiscal accountability to our customers and taxpayers is essential. Accountability indicators to measure fiscal stability need to be studied, analyzed and publicized more widely, such indicators (include but are not limited to);

- Comparison of projections vs actuals; in the categories of fare collection, ridership and budget,
- Service efficiencies by modes, routes, frequency and operating divisions,
- Analysis of the cost of fare collection
- Cost of the Sheriff Deputies, do they cover more than the 5% budgeted costs in the Security policy for fare enforcement and collection,
- Excess revenue vehicle capacity,
- Opportunities for additional revenues; i.e.: parking fees at Metro stations, coordination with community colleges and universities to subsidize the cost of College passes, etc.

These indicators should be presented on a **regular quarterly** basis so the MTA board, service sector members, CAC members and the public can be sufficiently informed prior to the annual budgeting process.

Thank you for your time, consideration and attention.

Jerard Wright
Vice Chair CAC

