



Metro[®]

Metro Citizens' Advisory Council

Draft FY2019 Work Plan

JULY 2018

Categories presented are of no particular order of importance

Fiscal Responsibility:

Metro staff: Nalini Ahuja, Chief Financial Officer; Conan Cheung, Senior Executive Officer, Finance Budget; David Sutton, Executive Officer, Finance /TAP; Gary Spivack, Deputy Executive Officer

Objective: To be revised by CAC

Suggestions for future meeting topics:

- Budget update (during public comment period)
- Transportation Network Companies and impact to Metro
- Farebox recovery/fare restructuring
- Fare Evasion
- Fares and Yearly budget (with as needed updates)

Customer Service and Communications:

Metro staff: Pauletta Tonilas, Chief Communications Officer; Gail Harvey, Executive Officer Customer Care; Vanessa Smith, Director of Customer Programs and Services, Daniel Levy (Chief Civil Rights Program Officer/ADA)

Objective: To be revised by CAC

Suggestions for future meeting topics:

- Access Services
- Parking program
- Public-private partnerships for restroom and other passenger serving facilities
- Community engagement meetings and events

Safety and Security:

Metro staff: Alex Wiggins, Chief Systems Security & Law Enforcement Officer, Greg Kildare, Chief Enterprise Risk, Safety & Asset Management

Objective: To be revised by CAC

Suggestions for future meetings topics:

- Metro security contract
- Quality of life - Blue Line and other lines
- ADA Policy
- Homelessness

Draft FY2019 Work Plan (continued)

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Strategic Planning and Program Management:

Metro staff: Therese McMillan, Chief Planning Officer; Manjeet Ranu, Sr. EO, Cntywide Plng & Devlpmt; William Ridder, Interim Senior Executive Officer, Countywide Planning & Development; Joshua Schank, Chief Innovation Officer; Richard Clarke, Chief Program Management Officer

Objective: To be revised by CAC

Suggestions for future meetings topics:

- Measure M/R Implementation
- Union Station planning updates
- Long Range Programs/LRTP
- Major Construction Updates
- Public Private Partnerships/Office of Extraordinary Innovation
- Mobility on Demand
- Strategic Parking Program
- Transit Oriented Communities
- Zero Emission Transportation (including buses, rail, highways, etc.)
- Linkages Study
- Workforce Initiative Now

Transit Operations:

Metro staff: James Gallagher, Chief Operations Officer; Scott Page, EO Service Development, Scheduling & Analysis

Objective: To be revised by CAC

Suggestions for future meetings topics:

- LA City Mobility Plan
- Ridership numbers/trends
- Provide top ten bus routes and track ridership (quarterly)
- Transportation Network Companies and potential impacts to Metro bus and rail ridership
- Maintenance of existing system/state of good repair
- Improvements to Blue, Orange, Silver and Expo lines
- NextGen Bus Study

CAC Internal Operations:

CAC officers: Darrell Clarke, Chair; Dalila Sotelo, Vice Chair; Hank Fung, Secretary; Tony Banash, Chair Emeritus

Objective: To be revised by CAC

Opportunities for improvement and future meetings topics:

- Recruitment & Term renewals
- Meeting attendance
- Verifying appointments of members
- Obtaining feedback from constituents through public meetings and events
- Tracking progress of the work plan
- Coordination with other advisory bodies
- Information packets to new members (orientation binder), joint training/touring opportunities, external networking opportunities

