

October 25, 2017 Citizens Advisory Council Minutes

1. Call to Order: Pledge of Allegiance, Welcome and Introductions

Attendees: Gregory Anderson, Tammy Ashton, Brian Bowens, Scott Chan, Darrell Clarke, Michael Conrad, Russ Davies, Hank Fung, Michael Kravitz, Penelope Meyer, Annn Reid, Wally Shidler, Dalila Sotelo, and Carmen Vazquez.

3. Metro TAP update - TAP on Second Boarding

Presenters – Robin O’Hara and Kyle Holland. Transfer on second boarding was approved by the Metro Board of Directors in June, 2015 and is set to implement Spring of 2018. Transfer on Second boarding refers to the policy improvements for interagency transfers. Currently riders who transfer between agencies must purchase an interagency transfer on the first trip in order to transfer to the next one. Transfer on Second boarding allows this transfer to happen automatically upon the second boarding as long as the customer meets eligibility requirements.

Modifications with the fare system are required to implement this change. Tokens will be discontinued and the loading of day passes on buses would be eliminated. Stored Value would be able to be added on buses. The cost of TAP cards will go to \$2 system wide, a \$1 increase from the amount charged at TAP vending machines and on Metro buses. One million free TAP cards will be given out and approximately 13 months will be provided to transition out of tokens. Long term a TAP mobile app using Near Field Communication technology will be implemented in Fall 2018. This will be a more sustainable alternative to the optical readers currently being installed at fare gates to accommodate Metrolink mobile ticketing passengers. Operations – Central Instruction will instruct bus operators on the new TAP features.

Questions and concerns from members include Access clients, accessibility for blind and disabled individuals, token phaseout duration, mobile app, and installing more bus mobile validators. Members also discussed other changes to the fare system such as fare capping and had questions about the existing transfer system.

To address fare issues, an ad-hoc subcommittee was proposed to be formed on fares. It was determined that Brian Bowens, Wally Shidler, Michael Conrad, and Hank Fung would form the committee and they would meet after the November executive committee meeting.

4. Ad-hoc Customer Experience Committee update

There was no meeting in October.

5. Quarterly station cleanliness report

Station cleanliness report was presented. Members had questions about how stations were selected in each quarter, which stations had Metro operated restrooms, and asked to see the checklist. There were concerns about whether these were the right metrics to consider. Members also wanted the table organized by activity, and about what corrective action is taken for a station with consistently low ratings.

6. Update on Metro core capacity motion

A brief discussion ensued about the Metro core capacity motion and whether it fell within the CAC's work plan. There was no update. Chair Sotelo proposed agendaizing this for the November meeting to see if staff had anything to present.

7. Standing items

Legislative update was presented by Hank Fung.

No Policy Advisory Committee update.

Metro staff reminded attendees of holiday luncheon on December 1 at 11:30 am and to indicate if there were any issues for senior leadership to address.

8. Public Comment

Liz Lions commented about walkers on the bus being a hazard and strollers not being folded up, causing access issues. She discussed the new security contract and asked for more police on the bus because she sees the same people evading fare regularly.

9. Items for future discussion

Chair stated that due to quorum issues election of Chair Emeritus would be at the next meeting. She wished Chair Emeritus Seymour Rosen best wishes for overcoming his current health challenges.

2. Approve meeting minutes

August 2017 minutes – motion by Wally Shidler, seconded Russ Davies, carried unanimously.

September 2017 minutes – motion by Darrell Clarke, seconded Anne Reid, carried unanimously with spelling modifications.

10. Adjournment

Motion by Hank Fung, seconded Darrell Clarke, carried unanimously.

Prepared by Hank Fung, CAC secretary