

Wednesday, November 18, 2020 6:00PM

Agenda

Los Angeles County
Metropolitan Transportation Authority
Community Advisory Council*
General Assembly
Virtual Online Meeting

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Councilmembers:

Hank Fung, Chair

Brian Bowens, Vice Chair

Tammy Ashton, Secretary

Dalila Sotelo, Chair Emeritus

Greg Anderson

James Askew

Tony Banash

Darrell Clarke

Michael Conrad

Russ Davies

Malcolm Harris

Danielle Lafayette

David Lara

Anna Martin

Keith Martin

Penelope Meyer

Jazmin Ortega

Anne Reid

Wally Shidler

Chris Wilson

Bob Wolfe

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AGENDA

6:00PM

1. Call to Order: Pledge of Allegiance, Introductions (5 min)
2. Approve General Assembly Meeting Minutes (5 min)
 - a. Approve October General Assembly Mtg. Minutes (**Attachment A**) (Action)
 - b. Approve September General Assembly Mtg. Minutes (**Attachment B**) (Action)
 - c. Approve August General Assembly Mtg. Minutes (**Attachment C**) (Action)
3. Metro Microtransit Updates- (**Attachment D**) (40 min)
4. Metro Sustainability Advisory Council invitation to Metro CAC to have a seat on Council (10 min.)
 - a. [Sustainability Advisory Council Overview](#)
 - b. [Metro Sustainability Council Members](#)
 - c. Sept. 22nd Metro Sustainability hosting an Energy Resiliency Symposium. Jan. 2021 anticipated Energy Resiliency Summit. Details will be posted on website.
5. Draft discussion points from CAC Chair for Council consideration re: compensation for Public Safety Advisory Committee Community Members (**Attachment E**) (15 min.)
6. CAC Discussion and Chair's Memo Regarding Staff Support (**Attachment F**) (10 min.).
 - a. [Metro Organizational Chart](#), per Exec. Committee request
7. CAC consideration and selection of Future CAC General Meeting Topics (10 min.)
 - a. Metro CEO and Executive Staff Updates- invite to Dec. 4th CAC Meeting submitted per Exec. Committee's request on Nov. 6th.
 - b. Other CAC Member suggestions?
8. Updates to Past CAC Discussions (5 min.)
 - a. [How Metro Engages Unhoused Riders- Virtual Webinar Nov. 19th @ 12 p.m.](#)
 - b. Recovery Task Force reminder shared at Sept. CAC mtgs. [recent Oct. virtual mtg. recording.](#)
 - c. Metro Sept. Budget Report Discussion follow-up item from Chair Fung (Fare Capping vs. Fareless System Policy Questions, [Item 33.1](#))
9. CAC Requested Follow-up Items (10 min.):
 - a. CAC Members' monthly reminder to CAC to send their pic and 3-bullet bio to staff.
 - b. Banash – feedback on discussion with Metro Sustainability Staff
 - c. Ashton - requested information from Exec. Board –re: suspension of service and latest updates re: how Metro aims to handle in the future (90-Day report back to Board/Metro Board Box distributed with Oct. Gen. Assembly Mtg. Agenda packet re-distributed with Nov. GA Mtg. materials). ([Attachment 9c](#))
Metro updates shared at Nov Service Council mtg. posted here:
https://media.metro.net/board/Items/2020/11_november/20201104sfvi_tem6.pdf
10. Open Discussion for CAC Members
11. Public Comment, Non-Agenda Items (2 min. per speaker)
12. Consider items not on posted agenda, including items to be presented and referred to committee members and/or staff; items to be placed on agenda at a future CAC

meeting; and items requiring immediate action due to an emergency situation or where the need to take immediate action came to the attention of the CAC subsequent to posting of the agenda.

13. Adjournment

PUBLIC COMMENT WILL BE TAKEN AFTER EACH AGENDA ITEM FOR A MAXIMUM OF TWO-MINUTES PER COMMENT. COMMENTS ON NON-AGENDA ITEMS BUT WITHIN THE SUBJECT MATTER JURISDICTION OF THE CAC WILL BE HEARD AT THE END OF AGENDA FOR A MAXIMUM OF TWO-MINUTES PER COMMENT. CAC Members **R.S.V.P** TO (213) 922-1249. [MTA Board Meetings/Agendas](#) | [Click here to return to MTA.net home](#)

Community Advisory Council*

Code of Conduct

Adopted on July 23, 2003

- Respect all Citizens' Advisory Council (CAC) member opinions by not interrupting them to disparage them as to content of opinion or intent of individual member.
- When called on during CAC meetings keep within a reasonable timeframe all comments and questions to prevent anyone from dominating the proceedings or in any way preventing the flow of varying opinions.
- Strive to conduct meetings in an orderly fashion by staying within agreed to time frames and allowing each member a fair amount of time to speak and ask questions.
- Do not in any way disrespect or call into question the credibility of any MTA employee.
- Do not make statements attributed to unnamed sources unless the source is identified.

***(The Community Advisory Council or CAC is legislatively identified in Pub. Util. Code §13000 et seq. as the Citizens' Advisory Council)**

Attachment A

October General Assembly Meeting Minutes

(Re: Agenda Item #2a)

CAC October 28th General Assembly Meeting Minutes

Meeting Attendees: Fung, Ashton, Shidler, Askew, Harris, Wilson, Wolfe, Ortega, Bowens, Reid, Meyer

1. Call to Order: Pledge of Allegiance, Introductions (5 min)
2. Approve General Assembly Meeting Minutes (5 min)
 - a. Approve August General Assembly Mtg. Minutes **(Attachment A)** (Action)
 - b. Approve September General Assembly Mtg. Minutes **(Attachment B)** (Action)
Council tabled Meeting Minutes for approval at November General Assembly Mtg. due to lack of quorum present at start of meeting.
3. Fareless Study Initiative- Overview & Updates **(Attachment C)** (30 min)
 - c. Metro Staff's Presentation provided an overview and latest updates Questions raised from CAC Members:

Questions and Comments raised by CAC Members:

Q: Will there be a continuation of ridership participation in programs like current TAP system so that we have an idea of the ridership and origin and destination points of riders?

A: Metro is considering these questions and whether to stay with existing system or other concepts but there are not a lot of competing operators that offer TAP- type services. One idea is to provide library-type card and encourage people to TAP as they go but still have to think through enforcement and many other issues.

Q: Has this been done successfully elsewhere? In terms of funding, has Metro looked at doing more for naming rights or other revenue source opportunities?

A: No, it has not been done yet for an agency our size but other smaller cities such as Luxembourg and cities in France and now five cities in Germany and now Estonia (City of Commerce first local city) but no cities at size and scale as L.A. Interesting to note that Metro has one of the lowest fares and sense that there may be much stronger business case here in L.A. Metro is also looking at advertising to help supplement any funding.

Q: Will Metro Study team draw on examples from EU experience and analysis and other areas to draw on their experiences?

A: UITP has just come out on a report in which they did not recommend it as could not handle capacity needs and related concerns. Lack of agreement re: whether system should be free or not. Did not cover GHGs and mode shift opportunities either. They fear that their systems will see mode shift and overwhelm their transit systems but others feel this is unlikely to result in such a great mode shift that would overwhelm systems here. LA is unique most likely than all other examples.

Q: Are there even wider range of alternatives or hybrid options beside just fareless?

A: Other options not directly considered in this Fareless Study due to lack of time but there is also fare capping considerations that Metro can go back to considering as well.

Q: What are the next steps for going back to Metro Board to get decision?

A: End of January or end of February. CEO briefing by mid-December and FSI Team is briefing local operators and their boards as well.

Public Comment:

Q: Public Member, Kevin Burton- any Financial analysis done on cost benefit analysis in which Metro adds up all costs of of TAP system, and costs of processing the cash, all the card fees, and then compare to the monies Metro actually brings in?

A: A bit allusive to come up with that exact number related to costs for processing fares as some people's job may work on processing fares but also do other duties as well so it is tough to separate out easily and accurately in the Metro example but Metro is looking into those type of questions. For smaller agencies that have gone fareless, they were able and more easily to determine.

CAC Member Q&A and Comments, Continued:

Q: Were RTD Reports considered from the 1970s that considered these similar types of past initiatives and considerations?

A: Metro FSI Study staff will try to consider such studies as background information as well.

Q: Concerns expressed about potential overcrowding on the transit system if fareless and many of the unhoused would relocate on transit system. Unhoused have same rights to use transit system. Concerns that it would result in greater need for more trains and buses to accommodate overwhelming overcrowding.

A: Working with Travel Demand Modeling group to determine what the ridership would be both on rail and bus to factor in this potential escalation of ridership. There is capacity on some lines where others would likely need increased capacity. The goal is not to break the system but to find the right balance to accommodate any increases in ridership where needed.

Q: How would unhoused be handled in fareless system?

A: We are working with social services and wrap-around teams and with faith leaders to help unhoused get housed. There is a homeless Task Force as well. It is complicated but integrative approach is underway.

Q: Foothill Transit experienced unhoused riding system when they went fareless on Silver Streak from LA to Montclair. Concerns that fareless system could decimate commuter services. SCAG RTP plan could be impacted as well and could have regional implications and air quality conformity concerns as well need to be considered. Funding requirements in State law such as TDA and farebox recovery goals but perhaps that can be addressed via farebox returns.

A: Very good points and this is no easy lift. Many issues to be considered.

Q: Suggestion that those that are preparing the Final report can do so in a dispassionate manner as very complicated matter. Ideally, their final report can be an analytical document rather than an advocacy document to present advantages and disadvantages to Metro Board. For the ultimate decision, will be better decision-making tool and result in best policy.

4. Staff Announcement re: upcoming Countywide Coordinated Plan (CCP or Plan) and Surveying efforts. (*CCP documents services for older adults and people with disabilities*) (5 min.)

- a. Brief staff announcement and invitation extended to Council to have a future in-depth presentation and discussion on this topic at a General Assembly Meeting to get Council's inputs and feedback early on. This plan is getting underway with key stakeholder outreach. CAC encouraged to engage.
5. Review CAC Vice Chair's Questions regarding Metro Traffic Reduction Study **(Attachment D)** (30 min.)
 - a. Review and informal straw-polling discussion by Chair and Vice Chair of Vice Chair's Draft Questions regarding Traffic Reduction Study.
 - b. Vice Chair Bowens shared he was taking notes on the informal feedback received from the discussion for further integration into potential Draft Study Report and future discussions by Council.
6. CAC Discussion Regarding Staff Support **(Attachment E)** (10 min.).
 - a. Chair Fung indicated that he may provide a Draft Letter to explain CAC Staffing support needs, ideally two staff members per meeting to ensure any CAC Members and members of public comments and questions are tracked.
 - b. Shidler expressed his view that CAC should perhaps be under Board Office and not in Service Planning or Service Councils since CAC Members are Board Director appointees.
 - c. Bowens indicated that he felt the current staffing support has been exemplary but would be helpful to have some additional and consistent staff support instead of just one Metro staff member, perhaps staff support from Metro Board office.
7. CAC consideration and selection of November and Future CAC General Meeting Topics (10 min.)
 - a. Metro Countywide Sustainability Program Updates
 - b. Metro Recovery Task Force Latest Updates on Draft Recommendations released in Oct. 2020.
 - c. Countywide Coordinated Plan-Ongoing updates, as available
 - d. [TAP updates](#) – [new contactless payment introduced in Sept. 2020](#)
 - e. Crenshaw North Extension Project Updates
 - f. Homelessness Task Force Updates
 - g. Other CAC Member suggestions?
 - i. Chair Fung suggested Microtransit suggested as another topic of interest for November General Assembly meeting with specific focus on how Metro will help ensure such services will not exacerbate disparities further between low-income riders. Shidler expressed interest with focus on addressing concerns that transit lines might get discontinued if more Microtransit options get offered.
 - ii. Reid expressed interest and concerns about pricing structure for Microtransit options as compared to public transit pricing, leaving poorer and most needy riders without reliable and frequent public transit options as result of Microtransit type options.

- iii. Wilson expressed Interest in I-105 Project Update in near future and perhaps at regular intervals. Staff also recommended Chris opt-in to the I-105 Project Database to get regular project updates from the Project Team.
8. Discuss CAC's list of external groups and consider CAC's process for screening and scheduling any future organizations. **(Attachment F)** (15 min.)
 - a. Chair Fung offered to provide the Council with a Draft Write-Up of a proposed screening process for the Council's consideration.
9. Administrative Items & Announcements (5 min.)
 - a. Chair's Report
 - b. Recovery Task Force reminder shared at Sept. CAC mtgs. [re: upcoming mtgs.](#)
 - c. Metro Sept. Budget Report Discussion (Fare Capping vs. Fareless System Policy Questions, [Item 33.1](#))
10. CAC Requested Follow-up Items (15 min.):
 - a. Traffic Reduction Study- CAC's requested Board Reports: Award of contracts, September 2019: <https://boardagendas.metro.net/board-report/2019-0649/>; Response to Board motions and draft Request for Proposal scopes, April 2019: <https://boardagendas.metro.net/board-report/2019-0210/>.
 - b. CAC Members' Suggestion for usage of TAP photos on website & reminder to CAC to send their pic and 3-bullet bio to staff ideally by Oct. 31st.
 - c. Banash – feedback on discussion with Metro Sustainability Staff
 - d. Ashton - requested information from Exec. Board –regarding suspension of service and latest updates /reporting to Board re: how Metro aims to handle in the future.
 - i. Staff confirmed that the requested recent Board Box Report re: Mutual Aid agreement was included in this Oct. 28th Agenda Package as a supplemental attachment to email that went out to Council with this Agenda package. And, it was posted online with the Agenda package as reference document.
 - e. Metro Recovery Task Force Reminders:
 - i. Virtual public meeting on October 1, 2020 – Watch the [English](#) meeting & audio.
 - ii. View the English presentation here: <http://media.metro.net/2020/Recovery-Task-Force-Powerpoint.pdf>
11. Open Discussion for CAC Members
 - a. None.
12. Public Comment, Non-Agenda Items (2 min. per speaker)
 - a. None.
13. Consider items not on posted agenda.
 - a. None.
14. Adjournment

Meeting Minutes prepared by Metro CAC support staff

Attachment B

CAC Sept. General Assembly Mtg. Minutes

(Re: Agenda Item #2b)

CAC September 23 General Assembly Meeting Minutes

Meeting Attendees: Fung, Clarke, Reid, Bowens, Askew, Harris, Ashton, Wolfe, Banash, Conrad, Davies, Wilson, Anderson.

1. Call to Order: Pledge of Allegiance, Introductions (5 min.)
2. Approve August CAC Gen. Assembly Meeting Minutes (Action) (5 min.)

Chair Fung proposed to approve August and September meeting minutes at October General Assembly meeting since August Minutes not yet visible on website.

3. Metro's Traffic Reduction Study Updates & Presentation (30 min.)

Presentation by Tham Nguyen, Senior Director, Office of Extraordinary Innovation, LA Metro – Project Manager for Traffic Reduction Study

Q: CAC Member Banash asked how much the study costs and what is the cost for the anticipated process.

A: Metro Staff Nguyen shared the approximate budget amount for Pilot Study totals around \$5 million (for the combined outreach and technical services contracts). Nguyen confirmed that at this time, she did not have the full projected project costs that reflect all costs of any potential future implementation.

Q: Public comment regarding traffic reduction techniques and their successes in Europe.

Q: CAC Member Reid asked about staff's methodology for reaching audiences (One on one, public meetings, leaning on community based organizations).

A: Nguyen confirmed that Metro is looking for suggestions on how to increase their reach and continually improve these processes.

Q: CAC Member Wolfe discussed importance of 1) combating climate change and compiling metrics, VMT reduction, and carbon reduction 2) He asked about traffic reduction .

A: Metro staff replied that data and similar measurements to that of ExpressLanes will be looked at.

Links to information on Community Meetings for Traffic Reduction Study were shared along with video. www.Metro.net/trafficreduction

4. CAC Chair's Suggested Resources from Aug. 2020 [Metro Board Mtg.](#) re: [Crenshaw North Extension \(CNE\)](#) be shared at Sept. CAC Mtgs.

This item was for informational purposes only. The Board report links to the item number.

5. CAC's Consideration of adoption of Name Change to "Community Advisory Council" (Action) (20 min.)

Metro CAC Member worked on a letter to propose name change concept from Citizens' Advisory Council to Community Advisory Council.

Wilson made motion for CAC to send letter to Metro Board Office along with the approval for Chair to update amendment. Bowens seconded the motion. CAC approved.

6. Potential future CAC Topics & Agenda Items per CAC Members & Staff (10 min.)
 - a. Metro's latest TAP Updates
Metro recently introduced a new TAP Touchless Payment App for smart phones and smart watches just a few weeks ago
 - b. Metro Transit Court Updates
 - c. Metro's Internal Fareless Task Force Recovery Updates
Substantive updates likely not ready by October
 - d. Latest Updates from Metro Comprehensive Fare Pricing Study Team
Likely not available in October.
 - e. Crenshaw North Extension (CNE) Project Updates/Board Actions
Already mentioned briefly in Item #4
 - f. Homeless Task Force Updates
 - g. Consider any other suggestions from CAC Members

Chair Fung asked Metro staff about Metro Sustainability Program and their history in presenting to the CAC. Staff confirmed that staff from Metro Sustainability group presented relatively recently regarding their department's various programs and initiatives. Staff confirmed that they are available and willing to come again.

CAC Member Harris shared that he would like to nominate "Strategy and Soul" to also speak at an upcoming meeting. Chair Fung indicated that this group will be added to their CAC working list of suggested organizations submitted by Council Members, in the event this group has not yet already been reflected on their list. Chair Fung suggested that CAC working list will be discussed further at October CAC Executive Committee meeting.

7. News, Announcements, Informational Items, Reminders (10 min.)
 - a. CAC Chair's expressed interest and commitment to serve as CAC Representative on Metro PAC

Chair Fung attended the meeting and talked about projects post-COVID 19, Joint Development projects, and Metro's Recovery Task Force priorities and considerations.

- a. NextGen Virtual Events and Meetings

Chair Fung shared that the process is over, Service Councils are approving the plan. Fung provided updates in Service Councils. Chair Fung expressed concerns about discontinuation of transit service from South LA to the South Bay.

b. CAC's Chair's Report

Chair Fung mentioned that the Chair's report is on the website.

c. Status update on CAC Vice Chair's Draft Questions / Draft Report on Traffic Reduction

Discussion will take place at the Executive Committee meeting. Brian recommended a vote at the next General Assembly meeting.

d. Reminder re: Upcoming Metro Recovery Task Force Virtual Mtg. (Oct. 1st 2020) (follow-up on CAC's expressed interest to help promote)

e. CAC Reminder to send their pic and three-bullet bio for website

Question on whether or not headshot could be extracted from TAP badge. Staff to look into this potential option and follow up with Council. Ashton suggest deadline be set to all CAC Members for them to submit their picture and short bios.

f. Sept. 16th Metro Budget Hearing Reminder and online Resources

8. Action Items/Requests from CAC Members

- a. Banash requested contact information for Metro Sustainability staff and Sustainability Council and related groups within Metro.
- b. Ashton requested information from Metro Sept. 1st Meeting of the Fareless System Initiative (FSI) group.
- c. Ashton requested staff to request an update or meeting minutes from the Sept 1st. Metro Fareless System Initiative group.
- d. Wolfe asked about how FSI takes into account the unhoused population.
- e. Reid also asked for this group to talk to the CAC

9. Public comment, Non-Agenda Items (2 minutes per speaker)

- a. Public Comment #1 – The posted agenda does not match the agenda item numbers. Staff indicated they will look into any difference in the numeration of online agenda.
- b. Public Comment #2 – Recommendation for CAC to take into account staff info and then public comment before entering deliberation.

10. Consider items not on posted agenda, including items to be presented and referred to committee members and/or staff; items to be placed on agenda at a future CAC meeting; and items requiring immediate action due to an emergency situation or where the need to take immediate action came to the attention of the CAC subsequent to posting of the agenda.

Chair Fung asked about the opening of the Patsaouras Bus plaza. He would like to know why is it delayed. Chair Fung also asked when is the public comment going to begin for the I-605 widening project. He said it is not on the website.

11. Adjournment- Chair Fung entertained motion to adjourn. Moved by Davies. Seconded by Wilson. Meeting adjourned.

Meeting Minutes prepared by Metro CAC support staff.

Attachment C

August General Assembly Meeting Minutes

(Re: Agenda Item #2c)

CAC August 26th General Assembly Meeting Minutes

Mtg. Attendees: Fung, Ashton, Martin, Wolfe, Askew, Lara, Ortega, Clarke, Sotelo, Wilson, Meyer, Davies, Conrad, Banash, Bowens.

- 1. Call to Order: Pledge of Allegiance, Introductions (5 min.)**
- 2. Approve July 22nd 2020 CAC General Assembly Mtg. Minutes (Action) (5 min.)**
 - a. Motion to approve by James Askew. Seconded by Keith Martin. One abstention. Mtg. Minutes approved.
- 3. Metro's Recovery Task Force Presentation (40 min.)**
 - a. **Recommendation from CAC based on presentation (Action)**

Metro Staff's Presentation provided an overview and update on each of the following Task Force topics: Background; Equity Tool; Survey Results; Early Action Recommendations; Preview of Recovery Framework; Q&A.

Questions raised from CAC Members:

Q: CAC Member Ortega thanked staff for the very good presentation and forward-thinking information and asked if any potential route changes are being considered or are included in Recovery Task Force Plan.

A: NextGen Plan is really addressing this matter thoroughly and already has a process underway.

Q: Essential employees that cannot work from home and may have childcare challenges and/or are students doing distance learning, what kind of resources available to them?

A: FMLA and COVID FMLA that all can be used so there is time available for employees to take care of their personal needs. Recovery Task Force is now considering creative ways to expand these efforts and get more creative to further help front-line employees.

Q: Is the service being used less due to actual cut-backs in services?

A: Staff not sure if that specific question was asked in the survey but responded that Metro Ops are checking their ridership levels regularly to ensure that Metro increases services gradually as deemed appropriate. Follow-up Q about contactless payments. Discussions ensued about how this concept may be applied to Metro with one person to scan at back of buses to ensure people paid their fares.

Q: Will more Ambassadors be hired?

A: Staff indicated that there are draft recommendations that highlight the value of ambassadors but Metro Board will need to first still determine and consider before this is known.

CAC Chair Emeritus Sotelo offer by CAC Member to be helpful to Recovery Task Force (i.e. help deploy information, etc.) – staff indicated that helping to get the word out about any future meetings and key information to their external groups, organizations, etc. would be welcome. Task Force is moving very quickly, has done a great deal in a short time, and are now hoping to get approvals on Recommendations by Metro Board by end of September.

Q: Via and Micromobility and if any impacts from AB5.

A: Mobility on Demand is not impacted per confirmation by Chair Fung in recent Staff Report.

Recovery Task Force Recommendation solicitation by Chair Fung- None proposed at this time.

Compliments from CAC Chair to Metro staff for starting to use Zoom due to it's ease of access for most people. CAC expressed appreciation for the high rate/frequency of masks usage on system by riders and how Metro had been working to provide masks ahead of any strict enforcement. There was also appreciation expressed for the Metro Task Force's recommendation to help with mask access/distribution across system.

4. Discussion of Potential future CAC Topics & Agenda Items (10 min.)

- a. Metro Congestion/Traffic Reduction Pricing Study Team updates- agreed for Sept. GA Mtg.
- b. Metro Budget topic suggestions

Neither suggestions faced any opposition and no other topics were suggested. These are the same proposed topics previously brought forward at recent past CAC mtg. for discussion at Sept. CAC Mtgs.

5. Comprehensive Pricing Study Follow-up (10 min.)

- a. Clarification of request by Tony Banash- Cost of Fare Enforcement vs. Revenue Collected. Project Team provided further input to staff to be shared to Chair and Council that their team will look into these questions in the following months and hope to have clearer synthesis no later than December this year.

CAC Chair Fung explained that the question is more complicated in the government finance sector and is nuanced and complex.

CAC Member Wolfe and Bowens agreed that it is a very complex question. Cost of fare collection can entail other unaccounted for benefits and that it is a much more holistic and complex question and likely with nuanced answer.

Motion made by Ashton that the Council get as much information as they can on fare enforcement costs vs. fare revenue collected at their next meeting and indicated that the Council will be eager to see more full report in Dec. that may cover this topic and questions more extensively. Ashton's motion was Seconded by Ortega. Motion passed with two abstentions (Bowens, Wolfe).

6. News, Announcements, Informational Items, Reminders

- a. CAC Updated Work Plan- Chair confirmed his revision to Work Plan was CAC Member's request to add COVID 19 item to be added.

- b. NextGen Virtual Events – announcements / reminders carried over from previous CAC meetings about virtual events taking place.
- c. CAC’s “Working List” of Potential future CAC Guest Speakers – Chair indicated Council will consider in greater detail at future CAC Ex. Comm. Meetings and the importance of the Council to understand that there are a maximum of 11 Gen. Assembly Mtgs. per year and due to COVID emergency this year, there were less meetings available in 2020. All were encouraged to attend Ex. Comm. if they wish to participate or engage more on future CAC planning.
- d. CAC’s Chair’s Report –Sept. 11th Ex. Comm. Mtg. will clarify and confirm who will serve on Metro PAC and officially update the full Council at their Sept. 23rd Gen. Assembly Mtg. Chair encouraged Council Members to let him and Ex. Comm. or staff know if there is any interest.
- e. NextGen Item- already covered above (item b.)

CAC Member Wolfe suggested to Chair that at Sept. General Assembly Mtg. there is a reporting back on outcomes from Metro August Board Mtg. on Crenshaw North Extension (CNE) Project. Discussion ensued, and Chair recommended that Metro staff share August Metro Board Report and CNE presentation shared to CAC in months past for additional FYI.

- f. CAC Reminder to send their pic and three bullet bio for website- Chair is awaiting majority of Members to submit their bio and headshot for uploading to CAC website.
- g. Council feedback re: their status and level of interest to pursue name change. General consensus for council to change name to Community Advisory Council instead of “Citizens” through potential pursuance of Draft Letter or Rationale to be provided by CAC Member as early as Sept. CAC Mtgs. and potentially adopted by Council. Wolfe volunteered to provide a draft letter.

7. Open Discussion/Comment on Online Meeting Platform Satisfaction

General Consensus expressed by CAC Members of their expressed preference for use of Zoom for CAC meetings, citing various reasons, mostly the ease of use and broad public familiarity with the platform.

8. Public comment, Non-Agenda Items- No public comments.

9. Consider Items not on posted agenda

CAC Chair Fung eager to ensure that CAC is at the table to weigh-in and be a part of any other forming Metro advisory councils. Chair indicated that he may follow-up and submit his point in writing.

CAC Chair clarified that the PAC is separate from CAC and asked staff to provide some context about the PAC. Staff highlighted purpose and composition of the PAC. CAC Chair explained that the CAC has a seat on PAC. Chair Emeritus Sotelo shared about her service as CAC’s PAC representative with CAC Member Clarke as alternate. It was important to Metro CEO to include Metro CAC to have a seat on the PAC. That effort and others has helped elevate the CAC profile.

10. Adjournment- Motion for adjournment moved by Davies, seconded by Wilson, without objection, so ordered by Chair.

Meeting Minutes Prepared by Metro Staff

Attachment D

Re: Microtransit Update- Visual Aids

(Agenda Item #3)



By design, Metro Micro is a flexible transit service built in alignment and synchronization with NextGen.

The goals of the pilot project are to:

- retain ridership
- grow ridership
- improve our customers' experience



Operations will run from December 2020 to December 2023.



Service Zone	Monday-Friday	Saturday and Sunday
Watts/Willowbrook	5am to 11pm	5am to 11pm
LAX/Inglewood	5am to 10am and 2pm to 7pm	

- 15 mins max wait time
- Supports a variety of mobility options and needs such as wheelchairs, strollers and bikes

Introductory Cost to Ride
\$1.00 per trip
Transfer to fixed-route not included

- Pay using TAP card/account, debit, credit or pre-paid card
- Vehicles have mobile validators on-board

Getting Started

Starting December 2020, Book a Ride on Metro Micro By...



Downloading and using the new Metro Micro app



Going online to the Metro Micro app website



Contacting the Metro Call Center

*When booking a ride, please allow an 15-minute for a reservation or delays will be needed.

visit: metro.net/micro

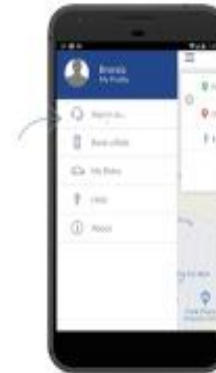
call: 323.GO.METRO
323.466.3876

Visit the Google or Apple app store

Keywords: Metro Micro



Download the app



Booking a Ride

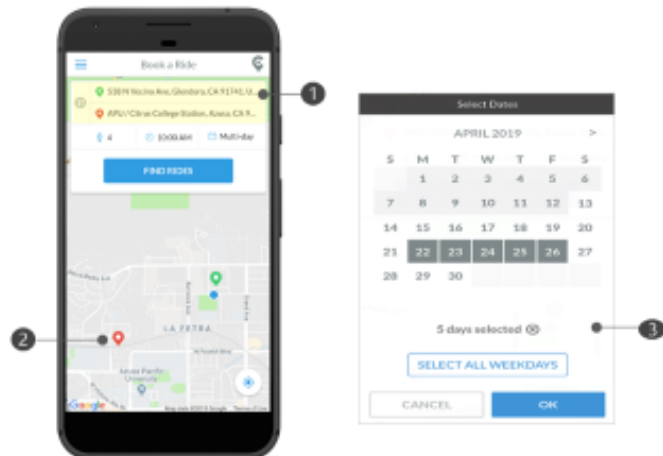
1. Type in your pick-up and drop-off locations

Specify the time and date of your trip

Or, choose from your recent location history, saved in the app

2. If you prefer, simply tap on the map to select your pick-up and drop-off locations

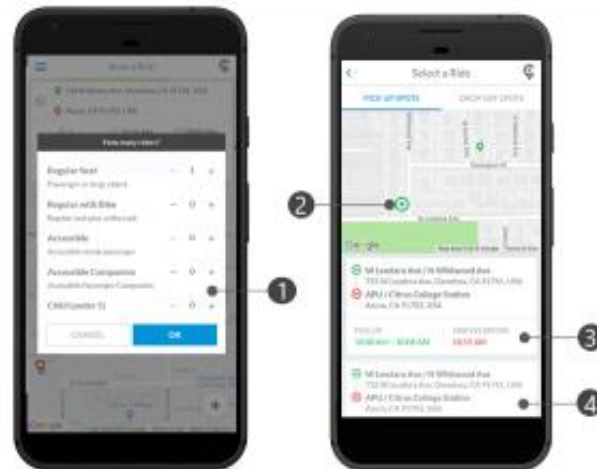
Book a single ride or multiple rides in advance



Selecting the Best Option

1. Choose the number of seats and indicate any mobility needs or preferences you might have.
2. The app will verify your pick-up location
3. Options will be offered, allowing you a maximum variety for pick-up/drop-off times
4. It's your call to select the best trip for you

You can also book for others and monitor rides with real-time information!



Metro Micro

Rani Narula-Woods
Sr. Director of Special Projects

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ATTACHMENT E

CAC Chair's DRAFT Discussion Points for Council consideration re: proposed compensation for Public Safety Advisory Committee Members

(Agenda Item #5)

Drafted and Submitted by CAC Chair Fung on Oct. 30th @ 11 a.m. with request for inclusion of Draft language in Nov. 6th CAC Executive Committee Mtg. Agenda Packet and Nov. 18th Gen. Assembly Mtg. Packet for further discussion and consideration by the Council:

"Motion for compensating Transit Safety Public Advisory Council members and talking points:

We move that Metro compensate Transit Public Safety Advisory Council members who are not otherwise paid for their work. The council member may choose to decline the stipend. The (Executive Committee and/or Chair) shall compose a letter to the Metro Senior Leadership Team expressing our request.

Reasons for compensation:

- Metro service council members are compensated for their meetings.
- Compensation improves equity by removing a barrier to participation.
- Compensation shows that you value their time and ideas and understand that they may have other needs that must be met.
- People affected by the justice system are more likely to be lower income people taking time from paid work or require child care to effectively participate.
- Experts from academia or non-profit organizations are doing so on their own time, and are not necessarily representing their organization. This differs from the Metro Policy Advisory Council or Technical Advisory Council where most attendees are participating as part of their job duties.
- This is a structural change to Metro public safety which will affect the agency, its riders, and its relationship to the community for years to come. It's important to get this right and get representative feedback.
- This is an in-depth engagement which goes beyond a one-time focus group or simple survey. Members must be committed to serving for the duration and compensation will help encourage participation.
- Other means of providing support, such as non-revenue privileges on Metro, child care, or providing a meal like with CAC executive committee meetings, are not available due to the pandemic."

ATTACHMENT F

CAC Discussion / Memo Regarding Staff Support
(Re: Agenda Item #6)

To: Members of the Community Advisory Council (CAC)
From: Hank Fung, CAC Chair
Date: September 24, 2020
Subject: Metro Staff Support of CAC

Currently, the CAC is listed as supported under Community Relations in the Local and External Governmental Affairs Unit. This is under the Chief Communications Officer's branch. The Deputy Executive Officer is Anthony Crump.

In the recent past, our current primary staff person who supports, community relations manager Danielle Valentino, spends approximately 10-15% of the average month on CAC matters. Since Jackie Sartorelli left, her staff time has increased to approximately 20% per month (exact percentage varies a bit each month pending number and type of CAC requests and varying degrees of support an assigned Shadow is able to take-on with CAC during their few weeks rotation). Danielle is the only permanent person at present who supports us since Jackie's departure. Staff who have provided logistical support since Jackie are "shadows" who are eager to gain brief, meaningful and enriching professional experiences and are scheduled to rotate onto other units within the Department after a few weeks until completion of their rotation program within Community Relations.

This Metro Community Relations unit is currently described on the Metro Website as follows:

<https://www.metro.net/about/community-relations/community-and-municipal/>

(Per Staff update, the Metro Communications website is underway with further updates than what is currently posted):

"The Local Government and External Affairs (LGEA) unit provides the link between Metro and the 88 cities of Los Angeles County. We represent the agency and serve as a resource to city elected officials and staff, as well as key stakeholders such as chambers of commerce, institutions, community based and other organizations. The LGEA team leads outreach activities for environmental planning and other studies, and provides information about Metro bus and rail service, projects, programs and initiatives in meetings, community presentations, public hearings, at city council meetings, etc. Team members are assigned to geographic subregions or program areas ensuring they are familiar with the communities, issues and stakeholders throughout the County."

Historically the CAC has always been supported in this branch (Rich Morallo is a longtime employee in this group, supported by a "light duty" employee in transit operations or maintenance).

It has been suggested that the CAC be placed under Service Councils. This is under the Chief Operations Officer's branch. The Senior Executive Officer is Conan Cheung. The Deputy Executive Officer under this group is currently vacant. The main analyst is Dolores Ramos.

If the CAC is moved into service councils, it would align the CAC more to operations and service issues, but from a countywide perspective. Although service councils regularly receive planning, engineering, and policy-based presentations they are primarily focused on bus service in the regions.

Service councils are described as follows:

"Councils advise on planning and implementation of service within their area; call and conduct public hearings; evaluate Metro bus programs related to their service area; review proposed

service changes; make policy recommendations to the Metro Board; participate in quarterly meetings with the Metro Chief Executive Officer (CEO), Deputy CEO and management staff.”

It has also been suggested that the CAC be placed under the Board Secretary’s office.

This office reports directly to the Metro Board (and not the CEO, unlike the other two offices). Michele Jackson is the Board secretary. This office prepares minutes for Board meetings, manages records of the Board, does reimbursement and other paperwork for the Board, accepts claims and legal subpoenas, files legal notices, and includes the assistant to the Board Chair.

The Metro Board rules state:

The Board Secretary.

A. Authority Meetings. The Board Secretary shall be a full time officer of the Authority and shall keep or cause to be kept the official minutes, at the principal office or such other place as the Board of Directors may direct, of all meetings of the Board of Directors. The Board Secretary shall give, or cause to be given, notice of all meetings as required by these Rules and Procedures. The Board Secretary shall keep the seal of the Authority in safe custody, and shall retain tapes of Board and Committee meetings for a period of at least five (5) years. The Board Secretary shall have such other powers and perform such other duties as may be prescribed by the Board of Directors or by these Rules and Procedures.

B. Agent for Service of Process. The Board Secretary is the Authority’s agent for service of process. In addition, claims for money or damages against the Authority and wage garnishments, shall be referred to the Board Secretary. The Board Secretary is authorized to perform all functions of the Board of Directors prescribed by Part 3 of Division 3.6 Title I of the Government Code with respect to such claims other than the allowance, compromise or settlement of such claims. The Board Secretary may delegate or refer claims not involving lawsuits to appropriate departments. Claims involving lawsuits regarding personal injury, property damage and workers’ compensation may be referred to the Claims Administrator.

Recently, Members have expressed interest in increasing the amount of staff time provided to support the CAC, and/or to place the CAC in another location on the organization chart.

Questions to consider prior to making a recommendation include:

- What level of staff support does the CAC request?
- What is the intention/objectives of additional staff support? Would more staff time or support be useful in meeting the CAC’s goals and work plan?
- Would a closer relationship to other branches, such as Operations, be more useful?
- Would a relationship outside of the CEO’s chain of command be useful? (Note that, in this instance, it may be more difficult to get staff who do report to the CEO to provide presentations.)
- Would other departments be willing to take on this work?

Note that this may result in more fundamental questions about the CAC’s mission, goals, and objectives. The CAC’s goals are stated in the annual Work Plan but those are flexible. However, CAC members have expressed an interest in focusing on higher level, countywide or multi-region issues and not on issues that involve one community, sector, or subregion, which might be served better by other Metro organizations.

Following this discussion, the Chair, Vice Chair, or Secretary may reach out to the CEO or the Board Chair regarding the consensus reached, if there are any changes.