

**Wednesday, March 24, 2021 6:00PM**

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Agenda

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

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Councilmembers:

Hank Fung, Chair

Tammy Ashton, Vice Chair

Brian Bowens, Secretary

Dalila Sotelo, Chair Emeritus

Greg Anderson

James Askew

Tony Banash

Darrell Clarke

Michael Conrad

Russ Davies

Malcolm Harris

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 Gen. Assembly Jan. 27<sup>th</sup> & Feb. 24<sup>th</sup> Mtg. Minutes (**Attachment A & B**) (5 min) (Action)
3. Metro Fareless System Initiative (FSI) Updates - (**Attachment C**) (30 min)
4. Metro Homeless Task Force Initiative- Overview & Updates (**Attachment D**) (50 min.)
5. Status updates on CAC Members' expressed interest to apply & serve as CAC "Primary" and CAC "Alternate" on Metro's Sustainability Council. (Potential Action) (5 min.)
  - a. [Sustainability Advisory Council Overview](#)
  - b. [Online Application process for formal selection](#)
  - c. [Metro Sustainability Council Members](#)
  - d. [Sustainability Council Meeting Schedule](#)
6. Metro CAC Chair's Report (**Attachment E**) (10 min.)
7. CAC Requested Follow-up Items (5 min.):
  - a. Reminder from Chair to CAC Members to pursue re-appointment by active voting Metro Board Director, if current CAC appointer has left Metro Board. Chair reminded all Members that he is available to help CAC Members who wish to seek re-appointment.
  - b. Metro Fareless System Initiative (FSI) Telephone Town Hall Event-March 31<sup>st</sup> at 6:30pm- register to participate by clicking [here](#).
  - c. Chair's Updates regarding Metro PSAC (see Chair's Report)
  - d. Reminder to submit picture & 3-bullet bio if you'd like that info. to be added to Metro CAC website.
8. Chair's Updates on Metro PSAC- Draft discussion points for Council consideration re: compensation for Public Safety Advisory Committee Community Members (potential action) (**Attachment F**) (10 min.)
9. Open Discussion for CAC Members
10. Public Comment, Non-Agenda Items (2 min. per speaker)
11. 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.
12. 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**  
January 27, 2021  
General Assembly Meeting Minutes  
**(Re: Agenda Item #2)**

**CAC General Assembly Meeting Minutes – January 27, 2021 6 p.m.**

**Attendees:** Fung, Lara, Bowens, Askew, Reid, Wilson, Shidler, Ashton, Banash, Harris, Clarke, Anderson, Wolfe.

1. Call to Order: Pledge of Allegiance, Introductions (5 min)
2. Approve Gen. Assembly Nov. 18<sup>th</sup> Mtg. Minutes (**Attachment A**) (5 min) (Action)
  - Chair Fung entertained motion for approval of minutes.
  - Motion to approve meeting minutes by Wilson, seconded by Lara.
  - All in favor. None opposed. Motion passed unanimously.
3. Metro Long Range & Short-Range Transportation Updates - (**Attachment B**) (15 min)
  - Kalieh Honish provided brief overview and updates and took questions from the Council.
  - Q&A and Discussion:
    - Q: Reid- questions about Congestion Pricing concept noted as bold policy as part of 2020 LRTP elements for consideration.
    - A: Honish explained that Metro has been considering this concept as part of larger considerations. Historically, SCAG has looked at this concept many times in past as SCAG has found examples where it works. Also, many agree that if you make people closer to transit and transit more accessible and reliable, you'll have a more efficient system. He key is striving to make the transit options and systems more accessible than driving in single occupancy vehicles (i.e. fees associated with driving, etc.) to further help encourage people re-evaluate their travel choices.
    - Q: Wilson- is Metro Board anticipating changing project timelines/schedules due to COVID 19 impacts or additional ballot measures needed?
    - A: No sense of any new or additional ballot measure coming out as follow-up to Measure M. And, some projects have been able to advance faster than thought due to COVID (i.e. Purple Line due to easier street closures from recent less traffic). However, more remains to be seen and better understood.
    - Q: Chair Fung- any consideration by Metro of other additional revenue sources, outside of Metro's, (i.e. VMT and air tax that AQMD has been advocating to help fund cleaner transportation - i.e. electric trucks and possible transit vehicles?). How could these potential revenue sources get incorporated? LRTP feeds into SCAG RTP and there will be amendment to ensure greater harmonization with one another. What is Metro doing to look at HQTAs as areas are being asked to provide zoning of housing near high quality transit but not necessarily with any guarantees that there will be transit just because in the plans. How to ensure HQT will be there for HQTAs?
    - A: No, Metro LRTP is not required to address housing component of SCAP RTP. But, Metro is very interested in housing and LRTP did look at benefits of transit-oriented housing near transit but it's not something Metro is mandated to address. In terms of types of funding assumed in LRTP financial analysis, we've tested things like VMT but our plans reflect assumptions of what we view as most real and reasonable and most reliably coming to Metro. Most of the concerns you've mentioned are coming from other Counties at present (not as much L.A. County) where there may be greater concerns about discrepancies on these points.
4. Metro Sustainability Advisory Council invite to Metro CAC to consider potential seat on Council; updates from Chair Fung's nomination of Tony Banash to participate, (10 min.) (Potential Action)
  - [Sustainability Advisory Council Overview](#)
  - [Metro Sustainability Council Members](#)
  - [Sustainability Council Meeting Schedule](#)
  - Chair Fung recapped that Sustainability staff had presented on their initiatives several months past, extended invitation to CAC to consider a seat on the Sustainability Council, and Tony Banash's previously expressed interest to serve.
  - Chair Fung indicated Council is also open to find others on CAC to consider applying and serving as alternate on this Council as well.

- Chair Fung invited Banash to give updates.
  - Banash shared he had attended recent meetings and found it very fascinating. There will be a formal vetting and application process for CAC Member(s) to have official seat on this Council.
  - Motion from Floor solicited by Chair Fung to nominate Banash to serve on Sustainability Council on behalf of CAC. Askew made motion to approve. Reid seconded. No discussion. All approved. None opposed. No abstentions. Motion passed.
5. Metro Recovery Task Force Updates (**Attachment C**) (Potential Action) (40 min.)
- Mark Vallianatos presented latest updates on Metro Recovery Task Force Draft Final Report, with additional discussion on Metro's latest sanitation and safety practices on the system due to persisting COVID concerns, per request of Council.
  - Q&A and Discussion:
    - Q: Chair Fung- can comments be submitted on early action items?
    - A: On project website, there is online comment card to submit any comments on all elements of the recommendations. All feedback is welcome.
    - Q: Bowens- Metro should do partnerships to ensure broadband installation while building new projects and transit corridors. Also, can Metro consider via agreement from transit riders via TAP cards to get riders' permissions to opt-in to share their data? Potentially help generate revenue to contribute to other planning and future developments plans?
    - A: Privacy concerns are key considerations but perhaps OEI can consider ideas such as this further and get clearer understanding of any potential agreements that may be viable and very transparent to the riders.
    - Q: Chair Fung- COVID vaccination opportunities for Metro- perhaps Metro could take-on greater role in supporting deployment of vaccinations (i.e. using park and ride lots, transit stations, other Metro properties and facilities in support). Also, perhaps employ Metro Senior Leadership to help set example for everyone else through publicizing themselves getting their vaccinations (i.e. message through PSAs on Metro buses and property). Maybe consider giving out buttons to people, once they get vaccinated, to help further get word out about vaccinations.
    - A: Recovery Task Force did consider some of these ideas with County Health Dept. but still further opportunities could be considered and Recovery Task Force team welcomes more comments and feedback.
    - Shidler- showed samples of "I got vaccinated" buttons people can wear to help get word out and be vaccine "ambassadors."
    - Chair Fung- thanked Recovery Task Force for their elevation of Metro CAC in their Draft Final Recommendations and supports.
    - Banash- agreed with Chair Fung's suggestion that Metro participate in vaccination deployment effort and offered to provide contacts at LA County Dept. of Public Health to Metro Task Force to assist.
    - Wolfe- the new Chief Counsel in Washington, D.C. for NHTSA, focused on wanting to reduce car use, fuel, and perhaps collaboration potential with Metro on incentives on reducing car usage, especially since Metro has local connection. Perhaps a Pilot program and Metro also has Federal and State policy programs so perhaps these can be further avenues to pursue. Also, there is currently the independent Metro Traffic Reduction Study underway and FSI, all of which play a part.
  - PUBLIC COMMENT: Dana Gabbard- "gratified by the Recovery Task Force presentation and will be making mention of it whenever we have your usual Metro bashers on Facebook. I'll point them to the fact Metro is dealing with a lot of these issues, despite what the naysayers say. The one issue I wanted to briefly ask about is the integration initiative and I was curious if you've been making contact with Caltrans because one of the main planks in the new California transportation plan is integration statewide. They actually had been interested in more information about integration State-wide, more European style, to be able to jump between bus, train, ferry, etc. Allowing for crossing boundaries and not worrying about multiple tickets or long waits between and, hopefully, that your effort is going to be dovetailing with theirs. They are supposed to be coming up with some protocols and other things, to help cross boundaries for integration and, hopefully, if you haven't already I suggest you talk to them and Thank you and good luck with your efforts."
  - Chair Fung thanked Dana for his comment.

- Metro Task Force staff shared that they are also aware of the State's effort as a couple of colleagues reached in academia had mentioned it and Metro staff commented on their latest draft. It is a good idea for Task Force to get in touch before too far long on this.
  - Q: Chair Fung summarized the Metro Recovery Task Force's Draft Recommendation regarding Metro CAC, "elevate the role of the legally mandated metro CAC to give a better voice to Community on metro programs, projects, initiatives and policies. Ensure the CAC focuses on transit riders as diverse and represents a cross section of various stakeholders, (i.e. prioritizing frequent transit riders which can also speak to issues related relevant to business community-based organizations, renters, advocates for the environment, etc. And, then second point, provide additional staff support to CAC so it can provide more meaningful input and strengthen its voice before the Metro Board of Directors." CAC has had several discussions about the different levels of staff support in the past and I totally endorse this CAC recommendation on page 68 of Recovery Task Force Draft Final Report.
  - Chair Fung moved to make a motion for CAC to support this section of the Draft Final Report pertinent to CAC. Seconded by Bowens, no discussion. All in favor. None opposed. No abstentions. Passed unanimously.
  - Chair Fung also encouraged everyone to submit their own personal inputs and feedback on the rest of the Recovery Task Force Draft Final document online.
6. Chair's Report, including updates re: [Public Safety Advisory Committee \(PSAC\)](#); CAC's requested weblink to [January PSAC Receive & File Metro Board Report \(Attachment D\)](#) (20 min.)
- Chair Fung highlighted this topic in his January Chair Report, enclosed in the Meeting Agenda packet. CAC had some questions about the public safety advisory committee and he had proposed to Council a suggestion that the Metro Board fund these members with a stipend but several on CAC felt it was premature to do that. There is a board report, which is linked in CAC agenda, that provides the latest details about the status and composition of this group. It seems to be a fairly diverse group of people, consisting mostly of metro riders.
  - Chair Fung also highlighted from Chair's report updates from his participation on Metro PAC and Metro's proposal to increase flexibility of usage of highway funds and how this may be an issue for some projects. (i.e. I-605 Project – questions if funds are used for other things instead of just freeway widening). Also, Metro Goods Movement presentation and FSI updates were shared.
  - Chair Fung shared that Metro Board Members are still under transition with Mayor Tim Sandoval joining Metro Board from Pomona/SGV region. No Member from Gateway Cities region yet due to lack of quorum for official selection. Concerns in Southeast cities area that they may not be adequately represented with a new Board Member from Whittier and some may want representation that reflects their southeast cities area of Gateway subregion too. Once Metro Board Member confirmed, Chair Fung will reach out to invite them to appoint Members to CAC.
  - Chair Fung- asked for details about a potential March Town Hall to be hosted by Metro Joint Development/TOD. The virtual event will discuss Metro properties and related proposed policies, such as having 100% affordable units and discussing idea of half a parking space available per bedroom, etc.
  - Congestion Pricing/Traffic Reduction Study- brief updates shared at PAC as well, similar to recent CAC updates received. Chair Fung will work with Secretary Bowens to determine any next steps on gathering CAC's inputs on topic, following Council's most recent discussions.
7. CAC Requested Follow-up Items (10 min.):
- CAC Members' monthly reminder to CAC to send their pic and 3-bullet bio to staff.
  - Reminder from Chair to pursue re-appointment by active voting Metro Board Director, if current CAC appointer has left Metro Board.
  - Reminder- CAC anticipated meeting dates for 2021 Calendar Year on CAC website and circulated in previous Agenda packet.
8. Open Discussion for CAC Members
- Bowens suggested CAC Members the following two YouTube channels as useful informational resources: 1) Not Just Bikes: <https://www.youtube.com/c/NotJustBikes/videos>; 2) Strong Cities: <https://www.youtube.com/channel/UCIBxziCTHircQ1DaRNOFHow>

- Chair Fung reminded all CAC Members as in past recent meetings that he is available to help support any Members seeking re-appointment to Metro CAC, if their Board appointer is changing/in-flux due to changes on Metro Board.
- Staff also shared that phone calls were placed to Members to similarly remind them of Chair's offer to help at recent meetings and to reach out if any questions, etc.
- Further refinements made to Metro CAC website, per Members' request during recent CAC meeting.

9. **Public Comment, Non-Agenda Items (2 min. per speaker)**

- Public Comment- Dana Gabbard- "Metro's Next-Gen is mostly locked in now as they've approved the service changes and they're going to implement them and we're all going to basically spend a year or two to see how they work out and with the pandemic, that's going to make it more complicated. I have a proposal, though, that I have put forward and supposedly, if they haven't already, Streetsblog is promised to publish an article I have on this. What I'm concerned about is Metro wanting to truncate the seventh street service west of downtown, which currently runs on the route 51, to end it downtown. They were hoping to try to come up with some ways to alleviate any discomfort for passengers who wanted to go further west and their proposal right now is to extend the Dash route E to Alvarado and I pointed out there, with some questionable aspects of that because it's a pretty crowded route as is. I suddenly realized all they have to do is instead extend the Route A as that route, once it gets past Seventh St. Metro station, (and I can vouch for this, because I write it quite often now back in the days of going out and riding). It runs virtually empty going up seventh turning on Whitman and then coming back on Wilshire so just provide a convenient change point where 51 passengers who are going to keep going on seventh street to transfer to the A and go on out as far as Alvarado, that would be very useful. And, there will be seats on that bus so we're actually going to be putting people on a bus now right now on that one segment running virtually empty. And, the other convenient thing about this is that it means on the return trip on Wilshire, it connects with the 20. Right now, the Dash A and the metro route 20 do not connect easily. You have to get off at Union, the last eastbound stop 20 has and walk two long blocks to Whitmer to connect with the Route A. For somebody who wants to go further down Wilshire to schlep all that way, just so they can catch the only bus along Wishire in that section of it is a bit much. This would provide a convenient point of common service at least at Bonnie Brae and probably Union also. So, that's about it so I'm throwing that idea out there. And, I'm going to talk about it to the Board tomorrow. I think it's feasible because it's just asking them to change which bus they extend. I'm sure there's some behind the scenes stuff about subsidies and stuff but that's a simple thing, and I think it's reasonable thing to have for them to consider and that is it."
- Chair Fung thanked Dana for the comment and indicated that this feedback would also be shared with Westside/Central Service Council staff so that they too have awareness of these concerns.

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.

- None.

11. Adjournment

**Attachment B**  
February 24th, 2021  
General Assembly Meeting Minutes  
**(Re: Agenda Item #2)**

**CAC General Assembly Meeting Minutes – February 24th, 2021 6 p.m.**

**Attendees:** Fung, Shidler, Ashton, Reid, Askew, Harris, Wolfe, Banash, Bowens

1. Call to Order: Pledge of Allegiance, Introductions (5 min)
2. Approve Gen. Assembly Jan. 27th Mtg. Minutes (Attachment A) (5 min) (Action)
  - Lack of quorum to approve Jan. 27th Meeting Minutes.
3. Metro staff updates regarding new Federal masking rules (15 min.)
  - [Center for Disease Control and Prevention \(CDC\) Press Release](#)
  - [Metro's TheSource update](#)
  - [Potential related February 2021 Metro Board Report\(s\)](#)
  - This item was discussed after the Customer Experience Updates item due to presenting staff's availability.
  - Dave Sotero from Metro Public Relations provided an update and shared that Metro staff reported back to Board with recommendations on how to bolster Metro rider usage of face masks and strengthen compliance.
  - One recommendation was that Metro Bus and Rail operators can call in incidents when riders not wearing masks and security officers will be able to voluntarily ask for compliance, offer a mask to unmasked passenger.
  - If rider does not comply, they may issue a warning and ultimately, a fine to that rider. This is not a step that Metro wants to take but something that we can do when faced with those refusing to wear masks.
  - Also, Metro just started distributing masks throughout the system, with focus on areas where Equity is a priority to get through those barriers as well.
  - We have street teams aiding in this effort since June.
  - Network transportation companies have similar rule requiring masks.
  - Metro and other agencies are also looking at how we bolster providing better access to vaccination sites as well.
  - Q: Chair Fung- how do we ensure that all are not only wearing their masks but wearing them correctly?
  - A: Sotero- in other cities where there has been more rigorous mask enforcement, issues have escalated. It really is a partnership between Metro and the riders/public. The message is out there and requires riders to wear them properly while using buses and trains. Sotero offered to look into if there is any guidance for operators to utilize intercoms for announcements to riders to remind them to properly wear masks and get back to staff to share with Council.
  - Q:- Shidler- how many passengers are allowed on a 60 ft. bus? What are the loading standards at present with COVID?
  - A:- Chair Fung- if 70% percent of seats are occupied, generally viewed as overcrowding.
  - Q:- Reid- who makes the call to send officer out to enforce mask wearing mandate?
  - A:- Sotero- operators can let rail and bus operations control know and then security can be called. We have Metro security and our three law enforcement agency partners that are also responsible for patrolling the system and they can issue a fine if the customer refuses to wear the mask.
  - Q:- Reid- would like to know if it is security or armed officer to address transit riders wearing masks. Concerns expressed about having armed officer to have to address someone not wearing a mask.
  - Q:-Banash- suggests perhaps opening windows on buses to help air circulation would be helpful.
  - A:- Metro staff indicated that the Metro Recovery Task Force did have a recommendation to allow for opening of bus windows.
  - Q:-Banash- would like an update from Metro re: status of opening of windows.
  - Q-Asthon- suggests that masks are provided to all transit riders and making masks very accessible throughout the system to avoid any need for low income riders having to get cited.

4. Metro Customer Experience Updates - (**Attachment B**) (30 min)

- This item was taken-up before Federal masking rule topic due to staff availability
- Aaron Weinstein presented and explained the Metro Customer Experience Plan (CX) flows from Vision 2028 Strategic Plan and Board Motion 38.1 and Board request to establish a Customer Experience unit at Metro.
- Customer Experience is the sum total of the experiences our customers have at every stage of their journey. The goal is to minimize smooth, uneventful experiences, and find opportunities for occasional surprise and delight.
- The goal is to always put you first- your safety, your time, your comfort, and your peace of mind- when we connect you to people and places that matter to you.
- The Plan covers 106 pages and covers ten different categories (bus reliability, accuracy of real time info., frequency, speed, cleanliness, and more) and is meant to be an action plan with specific recommendations, including pilot programs, related to the various categories.
- Weinstein highlighted several examples of the different recommendations and proposed pilot programs in The Metro CX Plan
- Discussion and Q&A with CAC Members:
  - Wolfe appreciated the presentation and expressed that Metro CAC should continue to be a part of Metro CX discussions since CAC Members are typically customers of Metro.
  - Wolfe shared that Metro's renaming of transit lines ideally would have letters corresponding to the new colors. Ideally, staff can help frame future discussions and ensure to ask the right questions early on to help decision-makers, particularly from a Metro customer experience perspective.
  - Wolfe suggested there are opportunities to improve wayfinding signage from customer user/experience perspective, such as 7<sup>th</sup> St./Metro where no clear signs pointing towards Flower St.
  - Wolfe also shared that the Metro Silver Line could have better notifications that make it clear there is a premium fare for this line (such as on the machines where this is not noted).
  - Buses get re-routed often but there is considerable shortcoming of waiting at a stop when needing to get re-routed. Often hand-written signs to notify of the re-routing don't last long.
  - Wolfe shared that these are the types of comments from CAC and other actual riders/customers that they should be focusing in on /weighing-in on to further improve customer experiences.
  - A: Weinstein indicated that he really appreciates the feedback as he is from San Francisco and new to Metro. He indicated that CX Team is looking at digital signage to help get word out regarding necessary re-routing as well as real-time digital feed to get incorporated into Transit App, Google maps, etc.
  - Q: Wolfe- suggested Metro work with the Airports to further help people get adequate clear signage to get onto transit from airport, etc.
  - Q: Shidler- shared concerns about the unhoused riding the Metro system and the issues of unhoused seemingly worsening.
  - A: Weinstein- recommended CAC read the CX Plan chapter on homelessness and that there is currently a greater homeless issue than there are allocated resources (i.e. not enough wrap-around service teams and related resources/approaches to fully tackle this matter). These issues are much larger than Metro alone and the partnerships with service organizations to provide repeated contact with unhoused to build trust to eventually get the unhoused to agree to take resources and help.
  - Q: Sotelo- expressed that the unhoused concerns remain a very large challenge and that it is not a criminal act to be homeless. There is a need to avoid anti-vagrancy laws and anti-loitering laws to deal with social problems that needs much more comprehensive partnership to resolve.
  - Q: Banash- thanked Aaron for his great presentation as CAC has been pushing for emphasis on Customer Experience improvements for years. In regard to first & last mile, almost all Metro customers have been a pedestrian in their transit trips. For this reason, Metro should be more proactive to protect their riders / pedestrians on their way to and from their transit boarding points. He also suggests a virtual suggestion box for these types of matters.
  - A: Weinstein referenced that Metro has our Customer Care / Service unit that handles most suggestions and complaints as they formally log all concerns and complaints and track.
  - Q: Harris- lives in the 2<sup>nd</sup> District and is specifically interested in Equity, particularly for folks that are black and brown in his area. Concerns about overrepresentation of Black and Brown in the homeless numbers and around issues of safety and security matters. Concerns about

overrepresentation of citations to Black and Brown individuals and how to avoid continued overrepresentation of citations with these communities, post pandemic.

- A: Weinstein- we deliberately focused on Equity-focused communities and he is working with Metro Chief Equity Officer partnering on this initiative as well to tie their initiatives together (Equity lens and Customer Experience lens). We're also trying to broaden our reach (i.e. SMS text messaging, etc.) to continue to reach more people.
- Q: Chair Fung- when is deadline for public comments on this CX Plan?
- A: Annual Plan so comments are accepted year- round. Next Plan to go to Metro Board in Fall 2021. The very first plan was adopted in December very shortly after Weinstein arrived at Metro to start the initiative. This plan is available via weblink provided to Metro CAC.
- Q: Chair Fung- recommended that all CAC Members review the CX Plan website and review the specific recommendations made to date and get more familiar with the plan.

5. Status updates on CAC Members Tony Banash and Keith Martin's expressed interest to apply & serve as CAC "Primary" and CAC "Alternate" on Metro's Sustainability Council. (Potential Action) (10 min.)

[Sustainability Advisory Council Overview](#)  
[Online Application process for formal selection](#)  
[Metro Sustainability Council Members](#)  
[Sustainability Council Meeting Schedule](#)

- Chair Fung and staff reminded CAC Members interested in serving as CAC official voting member of Sustainability Council to complete their online application (via weblink provided above "Online Application process for formal selection" and provided in past meeting agendas).
- Member Banash indicated that he has his online application "in the works" and assumes Keith may as well.
- Metro Staff clarified that Metro Sustainability Council can accommodate one Primary and one Alternate CAC Member to officially serve on their body, once Sustainability Council's online application is completed. This will allow for CAC liaison on Council to be official with voting privileges.

6. Metro Chair's Report for February 2021 (**Attachment C**) (15 min.)

- Chair Fung highlighted with Council key updates in his Feb. Chair's Report, including Sepulveda Pass updates, FSI updates, traffic reduction study, I-5 widening project, and other key matters going forward to Metro Board Meeting.
- Chair Fung suggested all members review TheSource for further details on Metro Board meeting items.
- Provided update on I-605 and I-5 project- Downey stakeholders are expressing concerns and are having a public meeting on this matter this evening.

7. Chair's updates re: [Public Safety Advisory Committee](#) (PSAC); CAC's requested weblink to [January PSAC Receive & File Metro Board Report](#) (20 min.)

- CAC Chair and staff shared update that it will likely be early March for potential 1<sup>st</sup> PSAC Meeting.
- Chair Fung indicated that the public safety contract matter may be postponed until March rather than getting fully addressed at February Board meeting.
- Chair Fung suggested all CAC Members to review the latest article in Metro TheSource blog for further details.

8. CAC Requested Follow-up Items (10 min.):

- Reminder from Chair to pursue re-appointment by active voting Metro Board Director, if current CAC appointer has left Metro Board. Chair is available to help any CAC Members who wish to seek re-appointment.
  - Chair Fung- shared that Board Member Garcia still on board but it is expected that Councilmember Dutra will assume the seat, now that he was selected unanimously by members present at gateway sector meeting a few days ago and assume Metro Board position in March. Once the new Metro Board Members are onboard, Chair Fung is available to help reach out to all new Metro Board offices and let them know of their appointment opportunity to Metro CAC.
- Reminder- CAC anticipated meeting dates for 2021 Calendar Year on CAC website and circulated in previous Agenda packets.
- Reminder to submit picture & 3-bullet bio if you'd like that info. to be added to Metro CAC website.

9. Open Discussion for CAC Members

- Wolfe- suggested a potential future presentation to CAC regarding the CA Rail Plan. This topic may be interesting as it is fairly ambitious in it's goals of drastically increasing commuter rail services, particularly between LA and OC.
  - Concerns that there may be too little interplay between Metro services and Commuter rail services other than at LAUS. There is particular interest in Santa Fe Springs station as it is not yet connected to the Green Line. There is approx. 3 miles gap to Metro Green Line and it is likely not funded anytime soon for enhancing connectivity and the systems. Now that there is renewed national interest in rail transportation, it could be good timing for an update. Perhaps closure of that gap in transit systems could be viewed as potential mitigation measure for the nearby proposed I-605 freeway project and a win-win for everyone. Wolfe expressed there is value right now on focusing on Metrolink and Metro Rail services and overall connectivity.
10. Public Comment, Non-Agenda Items (2 min. per speaker)
- Public Comment submitted via Metro CAC Email from Brian K. Henry:  
*"I was told a couple months ago that the Metro has no received any Olympic funds yet so the 2028 timeline for funding the green line expansion to the south bay was in jeopardy. Is that still the case?"*
- Chair Fung indicated he did not have any information on this and suggests the comment also be shared with the Green Line team and appropriate staff.
11. 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.
12. Adjournment

*Meeting Minutes Prepared by Metro Staff*

**Attachment C**

(Agenda Item #3)

Re: Metro Fareless System Initiative (FSI) Updates

**(Agenda Item #3)**

**Attachment D**

(Agenda Item #4)

Re: Metro Homeless Task Force Initiative Overview & Updates

**(Agenda Item #4)**

**Attachment E**

(Agenda Item #6)

Re: Metro CAC Chair's Report

## **Attachment F**

(Agenda Item #8)

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

### **(Agenda Item #8)**

Drafted and Submitted originally by CAC Chair Fung on Oct. 30<sup>th</sup> @ 11 a.m. with request for inclusion of Draft language in Nov. 6<sup>th</sup> CAC Executive Committee Mtg. Agenda Packet and Nov. 18<sup>th</sup> 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."