



**Metro**<sup>®</sup>

Los Angeles County  
Metropolitan Transportation Authority

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## Metro Citizens' Advisory Council

**DRAFT - FY2016 Work Plan** (*modified as of July 2015*) Categories presented are of no particular order of importance

### Fiscal Responsibility:

**Metro Staff:** Nahili Aluja (Budget) / David Sutton (TAP Card) / Conan Cheung/ Jon Hillmer (Service Development)

**Objective:** Recommends that Metro achieves the required minimum of the required 33% farebox recovery.

### Opportunities for improvement and future meetings topics:

- Fares and Yearly budget (with as needed updates)
- TAP Card/ **Improving the ease of use of TAP card**
- **Follow-up APTA Peer Review on Fare Restructuring & Service Policy Committee**
- **Cost of Fare Collection**
- Request Service Sector reports and analysis; Duplication of existing service
- Maintenance of Existing system

### Customer Service and Communications:

**Metro Staff:** Glen Beccerra/Ann Kerman (Communications) /Daniel Levy (Title VI & ADA)

**Objective:** Create a positive and user-friendly environment for current and future users as a viable alternative to private automobiles.

### Opportunities for improvement and future meetings topics:

- Way Finding Signage
- Update on Access Services
- Update on Title VI
- Public-Private partnerships for restroom facilities

### Safety and Security:

**Metro Staff:** Duane Martin (Transit Security) /Karen Gorman (Transit Court & Code of Conduct)

**Objective:** Measure and assess the effectiveness of the security and safety of the Metro System

### Opportunities for improvement and future meetings topics:

- Fare Evasion
- Update on Transit Court
- Update on Code of Conduct
- Quality of Life

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**Strategic Planning:**

**Metro Staff:** Martha Welborne/ David Yale/Renee Berlin

**Objective:** CAC advise to best allocate resources to accomplish Strategic Planning goals.

**Opportunities for improvement and future meetings topics:**

- Measure R implementation
- Long Range Transportation Planning for Future Corridors
- Union Station Master Plan
- Long Range Funding opportunities (such as Public Private Partnerships)

**Rail Operations:**

**Metro Staff:** Bruce Shelburne

**Objective:** Create a positive and user-friendly environment for current and future users as a viable alternative to private automobiles.

**Opportunities for improvement and future meetings topics:**

- Blue Line Modernization
- Safety and Security
- Signal Delays
- Quality of Life

**CAC Internal Operations**

**Objective:** Stay relevant and make substantive improvements to Metro.

**Opportunities for improvement and future meetings topics:**

- Recruitment
- Meeting attendance
- By-laws review
- **Metro Organizational Chart**
- Interface with Metro Board
- Interface with Public stakeholders and communities