

**Metro Citizens Advisory Council
FY 2020-21 Draft Work Plan**

(Categories are grouped alphabetically)

Customer Service and Communications

- Metro leads: Chief Communications Officer, Executive Officer Customer Care, Executive Officer Civil Rights, Director of Customer Programs and Services
- Objective: Create a positive and user-friendly environment for current and future users as a viable alternative to private automobiles.

Fiscal Responsibility

- Metro leads: Chief Financial Officer, Executive Officer Finance and Budget, Office of Management and Budget
- Objective: Recommend Metro achieve the Board recommended farebox recovery goal.

Internal Operations of the Citizens Advisory Council

- Metro leads: Communications Department, CAC Executive Committee, volunteer leads of Adhoc Committees
- Objective: Stay relevant, engage membership, and make substantive improvements to Metro

Safety and Security

- Metro leads: Chief Systems Security and Law Enforcement Officer, Executive Officer for Risk Management
- Objective: Enhance the security and safety of the Metro system for its customers and employees.
Recover from the COVID-19 pandemic.

Strategic Planning and Program Management

- Metro leads: Chief Planning Officer, Executive Officer Countywide Planning and Development, Chief Innovation Officer, Chief Program Management Officer
- Objective: Encourage Metro to allocate resources to meet its strategic planning goals.

Transit Operations

- Metro leads: Chief Operations Officer, Executive Officer Service Development, Executive Officer Service Councils
- Objective: Create a positive and user-friendly environment for current and future users as a viable alternative for private automobiles.