

Citizen Oversight Panel

Wednesday, August 10, 2022, 5:30 – 8:15 PM

Audio/Dial-in Number: +415-655-0001 or 206-207-1700

Event number (access code): 2481 939 3559

Password: 243629

Event address for Attendees:

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Virtual Meeting Agenda

5:30 – 6:15 PM

ORCA 2.0

- Brittany Esdaile, Director, Transit Payment Technology
- Scott Corbridge, ORCA 2.0 Program Manager

6:15 – 7:00 PM

Passenger Information Management System

- David Ginsberg, Senior Program Manager, Passenger Information Systems

7:00 – 7:15 PM

Break

7:15 – 8:00 PM

Rider Experience Metrics Dashboard

- Rajan Cheriell, Director, Essential Data & Analytics

8:00 – 8:15 PM

Discussion, Adoption of Previous Meeting Summary, Chair and Vice Chair Nominations, Member Reports

- Larry Sauvé, Chair, COP Members

Next Meeting: Wednesday, September 14, 2022 – 5:30 – 8:15 PM

- Safety Office Update
- Vertical Conveyance Program Update
- Asset Management Program Update

2022 Focus Areas

- Adequacy and appropriateness of station access, including use of emerging technologies
- Coordination with local jurisdictions to mitigate impacts of unauthorized parking around stations
- Monitoring and review of social equity, racial equity and inclusion policies
- Fare enforcement
- Uses of peer comparison data
- Asset management plan progress
- Reliability and availability of federal, state, local, and third-party funding sources
- Customer experience focused metrics across the RTA region and transit agencies within it
- COVID-19, contingency planning, and disaster preparedness
- Program realignment, interagency cooperation, and interoperability