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TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON *PAW*
CHIEF EXECUTIVE OFFICER

FROM: PAULETTA TONILAS *P. T.*
CHIEF COMMUNICATIONS OFFICER

**SUBJECT: UTILIZING TELEPHONE TOWN HALL MEETING FOR
FY18 BUDGET OUTREACH**

ISSUE

During the Budget Develop Process Receive and File report at the February Finance, Budget and Audit Committee meeting Director Jackie Dupont-Walker suggested that staff utilize a telephone town hall meeting as an outreach method for soliciting feedback on the FY18 Budget. Director Hilda Solis concurred.

BACKGROUND

Telephone town hall meetings were successfully used during the Measure M public education effort to educate and engage the public about the ballot measure. The meetings provided an effective way to reach thousands of Los Angeles County residents, answer questions and obtain valuable feedback. While the focus was on Measure M, participants took the opportunity to ask about a variety of other Metro programs and services. As a result, the Communications Team is planning to utilize telephone town hall meetings on a regular basis to educate the public and seek feedback on a variety of agency programs and initiatives.

Director Dupont-Walker's suggestion to use a telephone town hall meeting for the budget process came on the heels of Communications staff planning to collaborate with the Office of Extraordinary Innovation to utilize telephone town hall meetings to gather feedback on the agency's Strategic Plan.

NEXT STEPS

In an effort to optimize the effectiveness of the telephone town hall meetings, OMB and Communications staff will hold the meeting for the FY18 Budget on

March 28. In addition to the budget process, the meeting will also include an update on Measure M and staff will be prepared to answer questions about service planning, which has been a popular topic during previous telephone town halls. Communications and the OEI will then host a telephone town hall meeting for the Strategic Plan later in the spring.