



Board Report

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EXECUTIVE MANAGEMENT COMMITTEE NOVEMBER 20, 2025

SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Community Advisory Council (CAC) Update.

ISSUE

This report is an update on the activities of the Community Advisory Council (CAC) from June 2025 through October 2025.

BACKGROUND

Per state statute (AB152), when the Los Angeles County Transportation Commission (LACTC) and Southern California Rapid Transit District (SCRTD) merged to become Metro, also embedded in the legislation was a requirement to establish a Citizens' Advisory Committee, whose membership "shall reflect a broad spectrum of interests and all geographic areas of the county". In 2022, the CAC voted to be referred to as the Community Advisory Council to better reflect its values.

As stated in the CAC's Bylaws, the group consults, obtains, and collects public input on matters of interest and concern to the community, as well as those assigned by the Board of Directors or Metro staff. The CAC (a Brown Act compliant committee) communicates its recommendations concerning key issues to Metro.

The CAC is currently comprised of 23 voting members. CAC members are directly appointed by the Metro Board of Directors and serve at the bidding of their appointing Director. The CAC General Assembly meets monthly on the Wednesday evening before the Metro Board of Directors meeting. The CAC's elected officers now meet as an Executive Committee on the first Thursday of each month (modified at the July 2025 Executive Committee meeting from the first Wednesday of the month).

DISCUSSION

Meetings

During this reporting period, the CAC convened monthly from June through October to discuss

various Metro projects, programs, and agency initiatives, welcomed a new member, and attended special events.

June 2025 Meeting

Taller Faregates Pilot Presentation

During the June 25 General Assembly meeting, Tisha Bruce, Executive Officer, Finance, presented updates on the installation of taller faregates aimed at improving safety and reducing fare evasion. She shared that the gates have been installed at select stations, with Phase II set to begin in October 2025. Ms. Bruce addressed concerns about fare enforcement, station traffic, gate maintenance, data privacy, and fare program accessibility, noting increased fare payments without a drop in ridership. Some members showed appreciation for the increased safety investments, while several others raised questions regarding emergency gate use, whether the fare gates could reduce ridership, retrofitting challenges with older stations, and long-term cost recovery. Members requested data on payback projections and fare recovery program effectiveness. They also brought up concerns about any personal rider data being shared with law enforcement, which Ms. Bruce confirmed does not occur.

Executive Committee Annual Elections

The CAC Executive Committee annual elections were also held during the meeting. Staff gave an overview of the election process and provided an overview of the expectations for each role. Election results were as follows:

- Chair - Kevin Shin
- Vice Chair - Chris Wilson
- Secretary - Arlene Descargar
- Chair Emeritus - Art Montoya

Immigration Enforcement Discussion

CAC members had a robust conversation about concerns regarding the current presidential administration's push to increase federal immigration enforcement, given recent Immigration and Customs Enforcement (ICE) raids in Los Angeles. In the days ahead of the meeting, CAC members shared social media posts and photos to verify whether ICE was on the system and requested more information on the "Know Your Rights" campaign from staff. Staff clarified that Metro cannot regulate the presence of ICE on Metro's system, given public transit is a public space, and presented information about the "Know Your Rights" information currently deployed throughout the system. Members asked questions about rider protections, legal obligations for bus operators, and whether Metro could require ICE to identify themselves. Several CAC members expressed the desire to make a recommendation to develop further policies/procedures regarding ICE to the Metro Board. Two members requested County Counsel attend the next meeting to provide guidance on what the CAC could legally recommend in response to this specific conversation.

Announcements

Staff announced the upcoming State of Agency event on July 9th and shared updates, including an invitation from former Chair Hahn for the CAC to get rider feedback on the Weapons Detection pilot program.

July 2025 Meeting

State of the Agency Event Feedback

CAC members who attended the State of the Agency in July shared their reflections at the July General Assembly meeting. Several members expressed gratitude for being more intentionally included and hosted, including by Metro providing wheelchair-friendly seating and restrooms.

County Counsel Presentation

During the July 23 General Assembly, the Committee engaged with Ron Stamm, Principal Deputy, County Counsel, who provided guidance on what CAC members are authorized to make recommendations on, noting that as long as members voted in the General Assembly to adopt any given recommendation, they could proceed with submitting letters to Metro. Stamm shared that members would not receive confidential information from the Board.

Weapons Detection Pilot Presentation

Robert Gummer, Deputy Chief of Systems Security and Law Enforcement, presented on Metro's Weapons Detection System Pilot. Members asked a range of questions and concerns, including the accuracy of the technology, privacy protections, signage, equity concerns, public response, surveillance on buses, handling of concealed carry permits, scalability for large events, and the risk of Artificial Intelligence (AI) bias. Deputy Chief Gummer responded to each, emphasizing that the pilot is still in progress and that Metro is taking a careful, data-informed approach while continuing to gather feedback and evaluate next steps. Staff then promoted Weapons Detection rider survey volunteer opportunities, per Director Hahn's request.

August 2025 Meeting

Accessibility Presentation from the Office of Civil Rights, Racial Equity & Inclusion (OCRREI) and the Accessibility Advisory Committee

On August 27, the CAC General Assembly heard a presentation from Metro's Office of Civil Rights, Racial Equity & Inclusion Accessibility Unit on accessibility approaches planned for future projects and programs. The presentation highlighted initiatives, such as tactile guidance, hands-free intercoms and elevators, and calming rooms designed to help riders with diverse disabilities navigate Metro's system.

Members suggested enhancements, including more robust wayfinding signage-particularly at 7th/Metro-that continues throughout a rider's journey, and additional support for riders with hearing constraints at louder, highway-adjacent stations such as those on the A and J Lines (e.g., subtitles). Members also offered to provide input to the Accessibility Unit if future solutions are tested with community members.

September 2025 Meeting

Chief of Police and Emergency Management Introduction and Department of Public Safety (DPS) Update

Bill Scott, Chief of Police and Emergency Management, was introduced to the CAC who provided an update on the newly established Department of Public Safety (DPS), outlining recent changes, future plans, and a five-year roadmap for fostering a culture of transparency and community trust. Chief Scott emphasized a multilayered transit safety model centered on empathy, prevention, and collaboration. He described efforts to recruit Transit Security Officers, Ambassadors, prevention specialists, and licensed clinicians to support a co-response model, along with plans for increased foot patrols, technology improvements, and data transparency.

Members asked a wide range of questions and comments, including the department's approach to immigrant rider protections, collaboration with outreach and mental health teams, uniform design, deployment zones, and ICE activity on the Metro system. Chief Scott confirmed that Metro DPS does not collaborate with federal immigration enforcement and that Metro transit (staff) officers would be in clearly branded uniforms differentiating from other law enforcement officials. Members also discussed coordination across safety roles and consistency in security presence.

October 2025 Meeting

Mobility Wallet Update Phase 1-3

Metro staff presented an update on the Mobility Wallet Pilot, summarizing progress through Phases 1 -3. Staff shared that the program provides a prepaid card that can be used across multiple transportation modes, helping low-income and car-lite households access to essential trips. Phase 1 results showed over 145,000 trips taken, primarily through ride-hail and public transit, with measurable improvements in transportation security and access to opportunity. Upcoming phases will expand countywide through 2029, supported by federal and regional grants. CAC members engaged with the presenters, asking questions about program design, integration with other Metro initiatives, statistics on usage, and strategies for ensuring equitable access as the pilot expands

Community Engagement and Events

The CAC is involved in additional community engagement beyond their monthly meetings. The following is a summary of activities during this reporting period.

- On June 6, 2025, nine CAC members participated in the opening celebration of the LAX/Metro Transit Center Station. The event provided an opportunity for members to engage with Metro leadership, share feedback, and witness firsthand the progress resulting from years of planning and community collaboration in an accessible way, allowing a wheelchair-using CAC member to fully participate in the event.
- On July 9, ten CAC members attended the State of the Agency event.
- On July 29, in honor of the 35th anniversary of the Americans with Disabilities Act (ADA), Secretary Descargar participated as a panelist in a Metro hosted Lunch and Learn, where she shared her experience as a rider who developed a disability and now requires a wheelchair.
- On August 21, seven CAC members participated in a rail safety training to prepare them for safe engagement near Metro rail platforms. This training equipped them to conduct rider surveys as part of the Weapons Detection Program.
- On September 19, several CAC members celebrated with Metro at the Grand Opening of the

A Line extension in Pomona.

Membership Update

The CAC Chair introduced member Andrew Yip, appointed by Director Hilda Solis. Member Yip received a virtual onboarding orientation led by Metro staff. In addition, member Rigoberto Diaz resigned, citing too many other obligations to participate. Staff connected with all Board deputies to let them know that there are opportunities to assess their current appointees and fill vacancies.

DETERMINATION OF SAFETY IMPACT

This Board action will not have an impact on safety standards for Metro.

EQUITY PLATFORM

CAC members intentionally represent diverse ethnic and geographic backgrounds and distinct perspectives to be reflective of Metro's ridership, which has diversified further ethnically and geographically with recent appointments. Of the 23 members who self-disclosed their ethnic background, 71% identify as Black, Indigenous, and/or People of Color (BIPOC).

The CAC is comprised of several members that ride transit and one who uses Access services, given her disability, which helps inform CAC conversations with that lived experience and perspective. At present, 29% of CAC members are women.

The CAC's increasing diversity is due to Metro staff and the CAC Chair collaborating and communicating with each Board of Directors' deputies and reminding them of current vacancies and which demographic/geographic needs can be filled by their appointments.

Staff have worked to curate strategic, discussion-driven conversations that are well integrated with subcommittee recommendations. CAC members' concerns and feedback on various topics have helped inform Metro's Board of Directors to make more equitably designed projects, programs, and initiatives by uplifting underserved voices.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it is a formal advisory body which provides community input on key agency priorities, projects and programs which can lead to an enhanced customer experience. Because the Metro Board has adopted an agency-wide VMT Reduction Target,

and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the following strategic plan goals:

Goal 1 - Provide high-quality mobility options that enable people to spend less time traveling

Goal 2 - Deliver outstanding trip experiences for all users of the transportation system

Goal 3 - Enhance community and lives through mobility and access to opportunity

Goal 4 - Transform LA County through regional collaboration and national leadership

Goal 5 - Provide responsive, accountable, and trustworthy governance within the Metro organization

The CAC's advisory input to Metro supports Metro's Strategic Vision Goals, as outlined above, per the State statute that created the CAC. Per the CAC's Bylaws, its purview may be broad and need not be specific to one agency issue area or concern.

NEXT STEPS

- The CAC General Assembly meeting of November 19 included a presentation on the Marketing Code of Conduct campaign, followed by an open discussion with members regarding the campaign.
- A follow-up report on CAC activities between November-December will be presented at the January Board meeting.
- The Executive Committee will convene in January to update its strategic workplan.

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***COMMUNITY ADVISORY COUNCIL (CAC) UPDATE
EXECUTIVE MANAGEMENT COMMITTEE MEETING
NOVEMBER 20, 2025***

June & July 2025

June

- Nine CAC members attended the **LAX MTC Opening** event on 6/6; Staff presented on taller faregate installation; Executive Committee elections took place.
- CAC members voiced concern over ICE raids affecting riders. Metro staff emphasized legal limitations and current outreach through “Know Your Rights” materials.



July

- 10 CAC members attended the **State of the Agency** on 7/9.
- SSLE provided an update on the Weapons Detection System Pilot.
- Secretary Descargar was a panelist at Metro’s Lunch and Learn, celebrating the 35th anniversary of the ADA.



August & September 2025

August

- Members participated in a rail safety training for the September Weapons Detection rider survey.
- The Office of Civil Rights, Racial Equity & Inclusion presented on Metro's accessibility initiatives.
- Ad Hoc Committee created to review current Bylaws.

September

- Members participated in the Weapons Detection Survey engagement.
- Nine CAC members attended the **A Line Grand Opening** in Pomona.
- Chief Bill Scott attended the CAC General Assembly to discuss the Department of Public Safety.



October 2025

- Members received a presentation on Mobility Wallet and its Phase 3 expansion.



Next Steps

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