



Board Report

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**AD HOC BOARD COMPOSITION COMMITTEE
MAY 27, 2026**

SUBJECT: COMMUNITY ENGAGEMENT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the report on Ad Hoc Board Composition Community Engagement.

ISSUE

The Metro Ad Hoc Board Composition Committee (Committee) approved an inclusive community and stakeholder engagement plan designed to gather geographically representative input from riders, local governments/elected officials, businesses, and community stakeholders (youth/students/older adults) across Los Angeles County. Metro staff gathered countywide input to inform Metro’s governance review following voter approval of Measure G and anticipated changes to LA County governance. This report summarizes those engagement efforts and is intended to provide the Committee with a comprehensive overview of countywide stakeholder and community perspectives as the Committee continues to evaluate Metro's governance structure.

BACKGROUND

In February 2026, Metro Board Chair Dutra established the Committee to evaluate Metro’s governance structure in light of Measure G, the Los Angeles County charter amendment approved by voters in November 2024. Measure G creates an elected County Chief Executive Officer beginning in 2028 and expands the Los Angeles County Board of Supervisors from five to nine members beginning in 2032, following the 2030 Census and redistricting process. Because Metro’s Board composition is established by state law and includes balanced representation from the County of Los Angeles, the City of Los Angeles, and other jurisdictions across the County, the Board initiated a review of Metro’s governance framework and potential governance considerations associated with broader County governance changes.

As part of this effort, staff prepared a countywide community and stakeholder engagement strategy

intended to gather geographically representative input from stakeholders throughout Los Angeles County. The engagement process was designed to support transparency, increase public understanding of Metro governance and Measure G, and provide meaningful opportunities for public participation as the Metro Board evaluates potential governance considerations.

Metro implemented a broad, multi-pronged engagement strategy between February and May 2026. Engagement activities included community listening sessions hosted through Metro Service Councils and advisory bodies, and stakeholder presentations to Councils of Governments (COGs), business organizations, such as the Valley Industry & Commerce Association, Greater San Fernando Valley Chamber of Commerce, Central City Association, San Gabriel Valley Economic Partnership, Long Beach Chamber of Commerce, BizFed committees, and other business councils, and local government entities. In addition, staff facilitated transit rider intercepts, pop-up community outreach events, multilingual online surveys, and interactive polling. A dedicated website was created, and opportunities for public comment were received through a dedicated email and telephone channels.

The outreach approach was intentionally designed to support broad participation across Metro's diverse geographic subregions and stakeholder communities. Engagement activities were conducted through both in-person and virtual formats and included multilingual materials and interpretation services to reduce participation barriers and improve accessibility.

Metro made detailed presentations to 25 stakeholder organizations, reaching over 900 attendees. Nine hybrid community listening sessions were hosted by Metro's Service Councils, the Public Safety Advisory Committee (PSAC), and the Community Advisory Council. Metro also held two additional virtual listening sessions, one in the evening on May 6 and one at 12 pm on May 13 (focused on North LA County stakeholders). As Chair of the Committee, Chair Najarian led the May 6 virtual listening session. In total, the listening sessions drew nearly 200 participants. Thirteen pop-up transit intercepts and community events reached riders and community members at locations across the county.

There was significant representation from Metro Board Members and Committee Members at many of these community engagement events. Director and Committee Member Padilla participated in the discussion at the March 25 LA City Council Transportation Committee meeting. On April 1, Metro Board Chair Dutra participated in the discussion at the Gateway Cities COG Board meeting, while Director Sandoval joined the San Gabriel Valley COG Transportation Committee meeting. Committee Member Oliver-Ronceros attended the April 9 PSAC listening session.

Director and Committee Chair Najarian and Metro Board 2nd Vice Chair and Committee Member Barger participated in the North LA County Transportation Coalition (NCTC) JPA meeting on April 13. Committee Member Dipple, in his capacity as Executive Director, led the Las Virgenes-Malibu COG Board meeting on April 21, in which Director and Committee Chair Najarian also participated. Director Butts attended the session with the South Bay COG Board on April 23. Committee Member Hernandez attended a briefing at the April 28 BizFed Goods Movement, Mobility and Transportation Committee Meeting and facilitated a BizFed Action Alert to promote the Metro survey. Director and

Committee Chair Najarian also led the May 6 virtual listening session and supported the May 13 North County virtual session.

DISCUSSION

Metro's engagement process generated more than 1,300 engagements across meetings, events, surveys, and public comment channels. Almost 700 survey responses were received from ZIP codes throughout Los Angeles County, reflecting broad regional participation. Survey responses and in-person engagement findings were generally consistent across outreach methods and stakeholder groups and compiled into a final report (Attachment A).

Participants contacted throughout Metro's engagement process consistently emphasized the following three themes across all engagement methods. This included:

Emphasis on Metro Board Representation that Reflects Community Voices

- Riders
- Diverse communities
- Regional perspectives
- Transit-dependent populations

Specific interest in balancing Lived Experience and Expertise

- Regular transit rider experience
- Technical, planning, and policy expertise
- Real-world operational understanding

Accountability and Transparency in Metro Board Decision Making

- Clearer Metro Board roles and authority
- Stronger accountability mechanisms
- Greater transparency in Metro Board decision-making and use of public input

Survey Findings

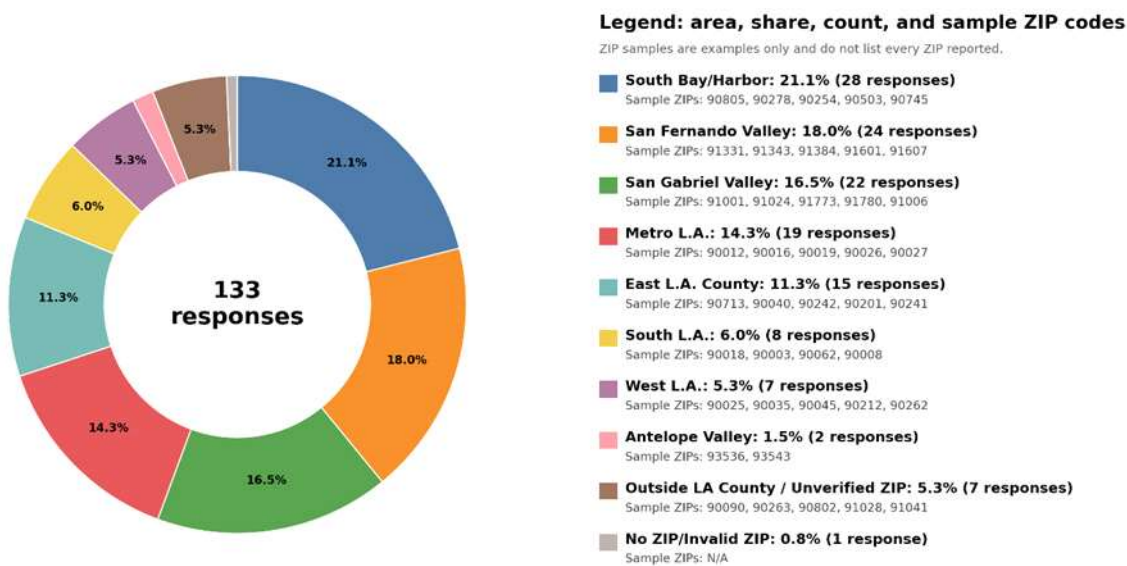
Metro gathered feedback from community members, transit riders, and stakeholders across Los Angeles County through both digital and in-person channels. Online feedback was collected via a survey shared in weekly Metro emails, on the website (gometro.la/governance), and through QR codes on all Ad Hoc informational flyers, alongside live polling via Slido.com during nine hybrid listening sessions and two presentations to Metro advisory groups, including the Accessibility Committee and Youth Council. In-person feedback was captured through paper surveys at COGs and stakeholder briefings, as well as via direct outreach at community events and transit intercepts.

Overall, Metro engaged nearly 200 participants during the listening sessions and received nearly 500

survey responses. Most participants responded to the live poll or online survey, though some skipped certain questions.

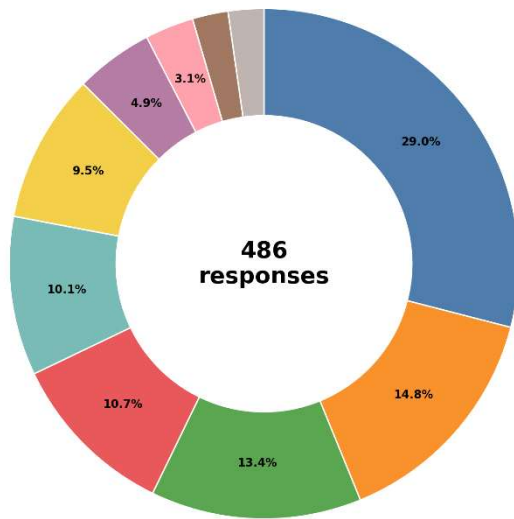
Based on the responses from both the live poll and surveys, Metro received feedback from a well-balanced cross-section of Los Angeles County. The greatest participation came from the South Bay, the San Fernando Valley, and the San Gabriel Valley.

Listening Session Responses by Geographic Area



Source: Listening session responses, ZIP codes grouped into geographic areas based on prior ZIP mapping.

Online Survey Responses by Geographic Area



Legend: area, share, count, and sample ZIP codes

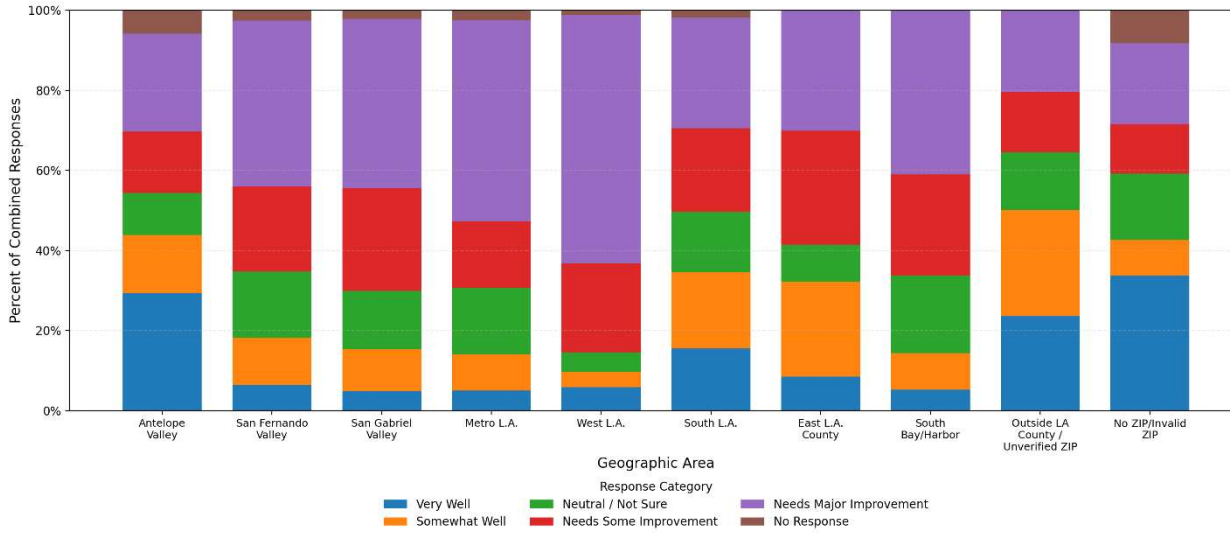
ZIP samples are examples only and do not list every ZIP reported.

- **Metro L.A.: 29.0% (141 responses)**
Sample ZIPs: 90005, 90016, 90027, 90012
- **West L.A.: 14.8% (72 responses)**
Sample ZIPs: 90025, 90232, 90034, 90262
- **San Gabriel Valley: 13.4% (65 responses)**
Sample ZIPs: 91106, 91016, 91101, 91770
- **San Fernando Valley: 10.7% (52 responses)**
Sample ZIPs: 91311, 91203, 91352, 91602
- **South Bay/Harbor: 10.1% (49 responses)**
Sample ZIPs: 90278, 90731, 90247, 90504
- **South L.A.: 9.5% (46 responses)**
Sample ZIPs: 90037, 90011, 90003, 90002
- **Outside LA County / Unverified ZIP: 4.9% (24 responses)**
Sample ZIPs: Examples: 28806, 32605, 35010, 57453
- **Antelope Valley: 3.1% (15 responses)**
Sample ZIPs: 93535, 93534, 93536, 93510
- **East L.A. County: 2.3% (11 responses)**
Sample ZIPs: 90713, 90022, 90023, 90058
- **No ZIP/Invalid ZIP: 2.3% (11 responses)**
Sample ZIPs: No valid ZIP provided

Source: Online survey responses through May 15; ZIP codes grouped into geographic areas based on prior ZIP mapping.

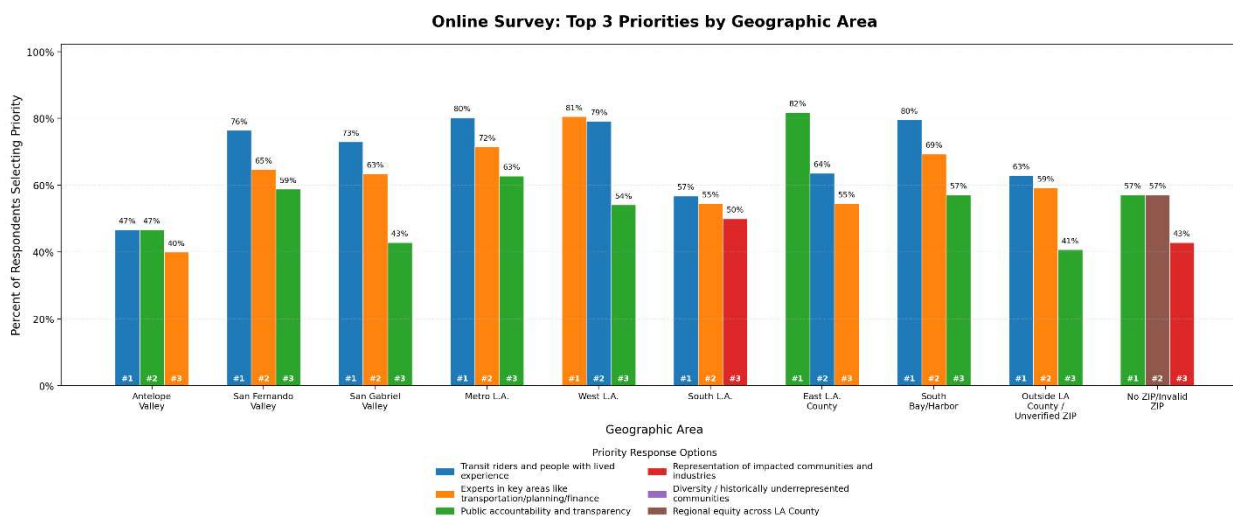
Survey and listening session responses strongly reinforced the importance that participants place on Metro governance structures that align with their communities. Across all platforms, respondents emphasized that the current Metro Board structure needs improvement to better reflect and prioritize their local community needs.

Metro Board Reflects Community Needs by Geographic Area



Note: Online survey and listening session responses are combined within each geographic area. Percentages are calculated within each geographic area.

Across survey responses and interactive polling, participants clearly shared what matters most to them regarding the future Metro Board composition. Keeping the voices of transit riders and people with firsthand experience using transit and dealing with mobility challenges was a top priority. This was followed by a strong preference for technical expertise, specifically, individuals with backgrounds in transportation, planning, or finance. Lastly, commitment to public accountability and transparency was prioritized.



Note: Only the top three selected priorities are shown for each geographic area. Respondents could select up to three priorities.

Representation and Rider Perspective

Participants consistently emphasized the importance of Metro governance structures that reflect community and rider perspectives, particularly the experiences of transit-dependent communities and regular Metro riders. Across listening sessions, advisory committee meetings, stakeholder briefings, and community outreach events, participants frequently discussed whether the current Metro Board structure adequately reflects the communities and riders most affected by Metro decisions. Many participants expressed interest in ensuring that Metro Board members understand and experience the lived realities of using the Metro system, including operational, accessibility, safety, and mobility challenges riders face.

Participants also discussed the importance of regional representation and ensuring that communities throughout Los Angeles County continue to maintain meaningful representation and balance within Metro governance structures. Several stakeholders expressed concern that significant changes to Board composition could dilute regional representation or reduce local jurisdictional voice in Metro Board decision-making. For example:

- Riders at the El Monte Transit Station on a weekday morning generally said that Metro Board members should be regular transit riders to better understand riders' perspectives on both bus and rail. They also expressed interest in strong representation on the Metro Board from cities with larger transit hubs and transit needs, especially those near both Metro, Metrolink, and partner agencies. Riders appreciated the Metro governance information and communicated overall support for Metro's improvements in safety and cleanliness.

- Stakeholders at the Westlake/MacArthur Park Station, Wilshire/Vermont Station and 7th St Metro Center included a diverse cross-section of riders, including daily commuters, students, older adults and transit-dependent populations. Most weekday riders surveyed identified themselves as frequent riders and were very familiar with the Metro system. Riders emphasized the importance for continued visible safety presence and cleanliness on the system.

Findings from both qualitative and quantitative engagement suggest broad interest in governance approaches that strengthen community and rider representation while balancing regional governance considerations and jurisdictional representation. The need for strengthening public confidence in the Metro Board's decision-making was also shared by some riders.

It is important to note that rider feedback and participation have helped shape several of Metro's key initiatives, including the LIFE program, the annual budget, and the Metro Transit Ambassador program, just to name a few. These initiatives reflect how direct rider input has informed policy making by the Metro Board that expand access, improve customer experience, and strengthen the transit system's connection to the communities it serves.

Balancing Lived Experience and Technical Expertise

Across stakeholder meetings, listening sessions, and survey responses, participants consistently emphasized the importance of balancing lived transit experience with professional and technical expertise. Community members frequently described rider experience and technical expertise as complementary rather than competing considerations. Participants highlighted the importance of governance structures that incorporate operational knowledge, transportation planning expertise, financial expertise, and real-world understanding of rider experience.

Stakeholders emphasized the importance of maintaining the technical expertise needed to oversee a large and complex regional transportation agency. Metro B Line and G Line weekday riders at the North Hollywood station were willing to learn more about Metro governance during transit intercepts. Riders expressed overall support for Metro and its current governance, citing significant improvements in station safety and security and appreciation for frequent, reliable service.

Accountability and Transparency

Stakeholders also consistently emphasized the importance of accountability, transparency, and public trust in Metro governance. Community members expressed interest in a clearer understanding of Metro Board roles, selection processes, responsibilities, and decision-making authority, as well as greater transparency into how public input is incorporated into the Metro Board decision-making.

Regional Representation and Board Expansion

Metro staff presented at all COGs and one of the JPAs, including the Las Virgenes-Malibu, Westside Cities, Gateway Cities, San Fernando Valley, San Gabriel Valley, and Southbay Cities Council of Governments, and the North LA County Transportation Coalition (NCTC) JPA. Briefing materials were provided to the Arroyo Verdugo Communities JPA.

Two COGs, the South Bay Cities and the Las Virgenes-Malibu, took positions opposing Board expansion and expressed concerns that additional seats could dilute city representation. Both COGs' comment letters stated that there should not be an additional dedicated seat for the County's future elected Chief Executive Officer. The San Fernando Valley COG stated that if changes occur, proportional regional representation must be preserved.

The Westside Cities, Gateway Cities, and San Gabriel Valley COGs, as well as the NCTC JPA, received a Metro staff presentation and have not taken a position at this time. Briefing materials were provided to the Arroyo Verdugo Communities JPA. They did not have a quorum at their April 29th meeting and did not meet again during the engagement period.

No stakeholder organization advocated for expanding the Board's size or explicitly including the County's future Chief Executive Officer in the Board's composition.

EQUITY PLATFORM

Robust community and stakeholder engagement advances Metro's equity objectives by prioritizing outreach to underrepresented communities, riders, and stakeholders across all regions of Los Angeles County. Metro includes multilingual outreach, accessible meeting formats, direct engagement with transit riders, and partnerships with community-based organizations and faith leaders to reduce participation barriers and ensure diverse perspectives are reflected in Committee deliberations.

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 transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it is a formal advisory body that provides community input on key agency priorities, projects, and programs, which can lead to 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 and 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

This overall effort supports the following strategic plan goals:

- 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.

NEXT STEPS

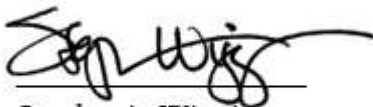
The community and stakeholder engagement findings summarized in this report will inform the Committee's ongoing work as it evaluates potential Metro Board governance considerations.

ATTACHMENT

Attachment A - Community Engagement Report

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Metro

Metro Ad Hoc Board Composition Committee

Community Engagement Summary Report



May 2026

Acknowledgment

The development of this Community Engagement Summary Report was made possible through the collaboration and participation of many individuals and organizations who supported the outreach and engagement process from beginning to end. Their efforts helped ensure that community input and rider perspectives remained central throughout the governance review process.

This report reflects the contributions of those who supported community listening sessions, stakeholder briefings, pop-up outreach, communications, survey administration, event coordination, and public participation efforts across Los Angeles County. The breadth of engagement captured in this report would not have been possible without their time and commitment to inclusive and meaningful community outreach.

Special recognition is extended to Ad Hoc Committee Members, Marisa Perez, Lilian De Loza-Gutierrez, Karen Swift, Jeff Logan, Brian Gavidia, Matthew Marquez, Kim Tachiki-chin, JC Montenegro, Mary Kohav, Andy Sywak, Rosalba Gonzalez, Umayyah Rashid, Brett Roberts, Conchita Flores, Alondra Lopez, Eduardo Davis, Juan Solorio, Sara Canas, Mindy Lake, Ned Racine, Metro Service Council Staff: Dolores Ramos, Maria Cardenas, and Diego Quijada, Jeremy Tong, Metro AV team: Adam Barron, Steve Martinez, Alejandro Reyes, Tommy Khamlue, Patty Soto, Danielle Valentino, and Alexander Melendrez, Metro LIFE staff Michael Cortez and Heidi Jackson and their outreach team, the Metro Public Safety team, Metro Ambassadors staff, the Metro SAFE 511, Metro Service Councils, the Accessibility Advisory Committee (AAC), Community Advisory Council (CAC), and Public Safety Advisory Committee (PSAC), Metro On the Move, Metro Youth Council, and MBI Media for their invaluable support and contributions throughout this process.

Their partnership played an important role in helping elevate a broad range of community perspectives and ensuring that this report reflects the voices and experiences shared throughout the engagement process.

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Appendices

Appendix A: Engagement Activities and Presentations Summary

Appendix A.1: Overview of Presentations

Appendix A.2: Overview of Tabling Efforts

Appendix A.3: Overview of Marketing Efforts

Appendix B: Materials

Appendix B.1: Presentation (English and Spanish)

Appendix B.2: Fact Sheet and FAQs (English and Spanish)

Appendix B.3: Flyer (English and Spanish)

Appendix B.4: Digital Toolkit

Appendix B.5: Survey Board

Appendix C: Listening Sessions and Online Survey Results

Appendix C.1: Listening Session and Online Survey Questions

Appendix C.2: Listening Session and Online Survey Results

Appendix D: Public Comment Received

Appendix D.1: Listening Session Public Comments Received

Appendix D.2: Position Letters Received

Appendix D.3: Transit Intercept Key Themes



Introduction



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Executive Summary

Metro conducted a comprehensive community and stakeholder engagement effort to gather input on Metro Board composition in light of the changes that will occur following the voter approved Los Angeles County Measure G 2024. This effort was designed to ensure that perspectives from across Los Angeles County reflect diverse geographies, communities, riders, and stakeholder interests. The community and stakeholder input will inform the work of the Ad Hoc Board Composition Committee (Committee) as it assesses the impacts of expanded County leadership and considers potential recommendations for the Metro Board's review.

Engagement activities included educational campaigns and community listening sessions held across Metro Service Councils and advisory bodies, Councils of Governments (COGs), city associations including California Contract Cities and the League of California Cities, business organizations, and transit-focused pop-up outreach. Feedback was collected through interactive polling, an online survey, public comments shared during listening sessions, and comments submitted by email and telephone. These activities took place from early February through mid-May 2026 and were supported by targeted outreach and marketing efforts to expand countywide awareness and participation.

Across engagement methods, participants consistently emphasized the importance of a Metro governance framework that is representative, informed, and accountable. Discussions and survey responses emphasized interest in governance structures that better reflect community and transit rider perspectives, incorporate lived transit experience alongside professional expertise, and promote transparency and trust in decision making.

Key Themes Identified Across Engagement

- **Governance that better reflects community and rider perspectives**
Participants emphasized the value of ensuring that Metro Board composition reflects the communities and riders.
- **Strong interest in balancing lived experience and expertise**
Participants emphasized that Metro Board members should regularly ride the transit system to better understand rider experiences, operational challenges, safety concerns, accessibility needs.
- **Accountability and transparency in Metro Board decision making**
Participants consistently raised the importance of clear governance roles, transparent processes, and accountability mechanisms to strengthen public trust.

The insights summarized in this report provide a consolidated and transparent record of community and stakeholder perspectives that are designed to inform discussion and deliberation as Metro completes its governance review.

1. Introduction

1.1. Purpose of the Report

The Metro Board formed the Ad Hoc Board Composition Committee to review Metro’s current Board governance structure and consider how voter-approved Measure G may affect Metro’s governance in the future. Measure G, approved by Los Angeles County voters in November 2024, changes several aspects of County governance, including the creation of a countywide elected Chief Executive Officer beginning in 2028 and the expansion of the Los Angeles County Board of Supervisors from five to nine members in 2032, following the 2030 Census and redistricting. The Committee’s work is focused on review and stakeholder engagement only, providing an opportunity to hear from Metro’s stakeholders as County governance changes begin to be implemented.

This report is intended to support the Ad Hoc Board Composition Committee’s work by providing a consolidated summary of perspectives from residents, stakeholders, and community members regarding Metro Board composition, regional representation, and governance considerations.

1.2. Engagement Goals

The goal of the engagement effort was to hear from as many perspectives as possible and ensure that the review was informed by the diverse communities Metro serves. The Committee serves in an advisory capacity to the full Metro Board, and its work is focused on listening, reviewing input, and identifying key considerations related to regional representation, effective oversight, accountability, and public trust.

1.3. Engagement Objectives

Metro initiated this engagement effort to ensure that the governance review process is informed by broad and meaningful public participation.

Specifically, the objectives of the engagement include:

- Increasing public understanding of the Metro Board’s role in shaping transportation policy and investments across Los Angeles County
- Gathering community perspectives on who should represent residents on the Metro Board and how regional voices are reflected in transportation decision-making
- Providing accessible opportunities for residents, stakeholders, and community partners to share feedback and ask questions about the governance review
- Supporting transparency and public trust throughout the review process

1.4. Overview of Engagement Activities

Metro implemented a multimethod engagement approach designed to reach community members through a variety of formats and settings.

Engagement activities included:

- Community Listening Sessions (through existing organizational meetings), providing residents with the opportunity to learn about the governance review, ask questions, and share perspectives
- Stakeholder briefings and presentations to advisory bodies, regional and jurisdictional groups, and other stakeholder organizations
- Community events and pop--up outreach, such as tabling at music festivals, community events, transit rider intercepts at high traffic locations, and other public venues, to collect informal feedback in accessible community settings
- An online survey, offered in multiple languages to provide a flexible, low--barrier option for participation

Feedback was collected during the public comment period from early March 2026, through mid-May 2026, and compiled for review by the Ad Hoc Board Composition Committee as part of its consideration of Metro's governance framework.



Engagement Approach



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2. Engagement Approach

Metro designed the engagement process for the governance review to be community-centered, inclusive, and reflective of diverse perspectives across Los Angeles County. The approach emphasized transparency, and multiple opportunities for participation to ensure that residents and stakeholders could engage in ways that best suit their preferences and comfort levels.

2.1. Engagement Design

2.1.1 Principles

The engagement strategy was developed using community and equity-focused principles to elevate voices that have historically been underrepresented in public decision-making. Materials and participation options were designed to clearly explain the governance review, the purpose of the Ad Hoc Board Composition Committee, and how community input would be used. Metro sought to create engagement spaces that encouraged open dialogue, supported meaningful participation, and fostered trust by clearly communicating the purpose and scope of the Committee's role.

To support this effort, Metro developed a range of bilingual outreach materials in English and Spanish, including:

- Fact sheets
- Frequently Asked Questions
- Community Listening Session flyers and bus take-ones
- Social media graphics

These materials helped provide consistent, accessible information across engagement settings and supported broader awareness and participation throughout Los Angeles County.

2.1.2 Multi-Pronged Approach

Recognizing that different engagement formats produce different types of insights, Metro intentionally used a multi-pronged approach that combined qualitative, interactive engagement with broader, survey-based participation. Community listening sessions and stakeholder briefings were designed to capture input and perspectives through facilitated dialogue. Community events and pop-up outreach provided informal, low-barrier opportunities for residents to share high-level feedback in everyday settings.

The online survey, by contrast, was designed to reach a larger and more geographically diverse audience and to capture patterns, trends, and relative priorities across a broad set of respondents. Together, these methods allowed Metro to balance depth and breadth in gathering feedback.

2.1.3 Equitable and Geographical Outreach Strategy

Engagement activities were intentionally distributed across Metro’s subregions to reflect the diversity of communities served by the agency and the varying transportation needs throughout the county. This approach was intended to avoid overconcentration of outreach in any single area and to support balanced regional input as part of the governance review.

Community listening sessions and stakeholder briefings were strategically aligned with existing regional and jurisdictional structures, including Metro Service Councils and advisory committees, Councils of Governments (COGs), and other established meetings including City Associations, business organizations and local chambers of commerce. Aligning engagement with these forums supported participation from local elected officials, city and county staff, regional planners, and community representatives while facilitating discussions in familiar and accessible settings. Reference Appendix A for full outreach list.

2.1.4 Strategic Pop-Up Tabling Outreach

In this effort, Metro incorporated pop-up tabling, transit intercepts, and large community events to expand participation beyond traditional meetings and provide community members with more accessible opportunities to engage and share feedback. As documented in the event list (see Appendix A), these activities were intentionally scheduled during periods of high rider and community activity, including peak commute times, evenings, weekends, and well-attended community events. Pop-up outreach took place at major transit hubs, stations, service centers, and community events to engage riders and community members in familiar, high-traffic locations.

2.1.5 Qualitative and Survey-Based Findings

Metro used both qualitative engagement methods, such as feedback from community listening sessions, presentations, and stakeholder discussions, and survey-based methods, including online surveys and interactive polling, to capture a broad range of community and stakeholder input. Each method served a different purpose and provided a different type of insight. Qualitative feedback helped identify themes, concerns, and perspectives shared by participants, while survey and polling data helped identify trends, priorities, and response patterns. For this reason, findings were analyzed and reported separately by engagement type to support a clear and accurate interpretation of the input received.

2.2. Participation Overview

Prior to launching the primary outreach, staff conducted informational presentations to Metro’s Service Councils, business organizations and local government agencies to introduce the Metro Ad Hoc Board Composition Committee and the goals of the Ad Hoc Board Composition listening sessions to inform, educate and gauge awareness. These efforts, which began in early February, helped shape the outreach focus, language, collateral and methodology.

Metro developed a dedicated website that steered the public to additional ways to engage and submit feedback via project email and telephone:

gometro.la/governance
governance@metro.net
 213.922.3992

Community members were able to share feedback throughout the public comment period, offering additional low-barrier opportunities to participate outside of scheduled meetings.

Metro also supported participation through targeted outreach and marketing efforts. An outreach toolkit, including digital content and printed materials, was distributed to Metro Board of Directors including the Los Angeles County Board of Supervisors, City of LA Mayor Karen Bass, City Councilmembers and Sector Representatives, local elected officials, Service Councils and advisory bodies, COGs, business organizations, and community partners to amplify awareness of the Metro Board Composition Listening Sessions, educational materials about the governance review, and participation opportunities. Outreach included social media posts, newsletters, flyer distribution at community locations and events, and on -the -ground dissemination of Take One cards through Metro program partners including the Metro LIFE Team and Metro Ambassadors. Reference Appendix B for master list.

Friday Weekly Email	Sent	Email Distribution	Open Rate
Monthly Newsletter article announcing the listening sessions and survey	3/24/2026	199,919	42.80%
Dedicated email announcing the listening sessions and survey	4/9/2026	304,907	42.70%
Friday Email article announcing the listening sessions and survey	4/10/2026	51,017	39.50%
Friday Email article announcing the listening sessions and survey	5/1/2026	50,691	42.70%
Friday Email article announcing the listening sessions and survey	5/8/2026	50,279	41.60%
Dedicated email announcing the listening sessions and survey	5/12/2026	50,238	39.50%

2.2.1 Engagement Types

Participation occurred through the following engagement types:

- **Metro Service Council Listening Sessions and Advisory Committees**

Listening sessions were hosted through all five Metro Service Councils, including South Bay, San Fernando Valley, San Gabriel Valley, Gateway Cities, and Westside/Central. Metro included briefings with advisory bodies such as the Community Advisory Council, Public Safety Advisory Committee, Accessibility Advisory Committee, Youth Council, and other Metro advisory groups. These sessions were all held in a hybrid format allowing participation in person and virtually via Zoom with Spanish interpretation. The presentation was designed to provide structured

opportunities for residents, riders, and stakeholders to share perspectives. These engagements elevated perspectives from transit advocates, riders with disabilities, youth, and other stakeholder constituencies.

- **Stakeholder Briefings**

Metro hosted two full virtual Zoom community listening sessions, one in the evening and one during the lunch hour targeting a North Los Angeles County audience.

- **Councils of Governments (COGs) and Jurisdictional Outreach**

Metro engaged multiple COGs and regional governance bodies, including the San Gabriel Valley COG, Westside Cities COG, Las Virgenes–Malibu COG, Gateway Cities COG, South Bay COG, San Fernando Valley Council of Governments, Arroyo Verdugo Communities JPA, and North Los Angeles County Transportation Coalition JPA (NCTC). These presentations provided an opportunity to hear concerns from local city staff regarding the impact of the Metro Board Composition and Measure G changes to their regions and representation on the Metro Board. The LAs-Virgenes Malibu and South Bay COGs expressed their desire not to see changes to the Metro Board of Directors or the inclusion of the elected County Chief Executive Officer; whereas the San Fernando Valley COG shared their concerns about losing representation. Letters of response submitted by COGs can be referenced in Appendix D.

- **Business Organization Outreach**

Engagement included meetings with chambers of commerce, business associations, and economic partnerships, such as the Valley Industry & Commerce Association, Greater San Fernando Valley Chamber of Commerce, Central City Association, San Gabriel Valley Economic Partnership, Long Beach Chamber of Commerce, BizFed committees, and other business councils.

- **Pop-Up Outreach**

In addition to scheduled meetings, Metro conducted pop-up engagement at transit centers, stations, and community events to reach riders and community members in real-world, high activity environments.

2.2.2 Presentations and Briefings

Engagement settings included both centrally located Metro facilities and community-based venues such as transit centers, community centers, city halls, and virtual platforms. Spanish interpretation was offered at each meeting to enhance accessibility.

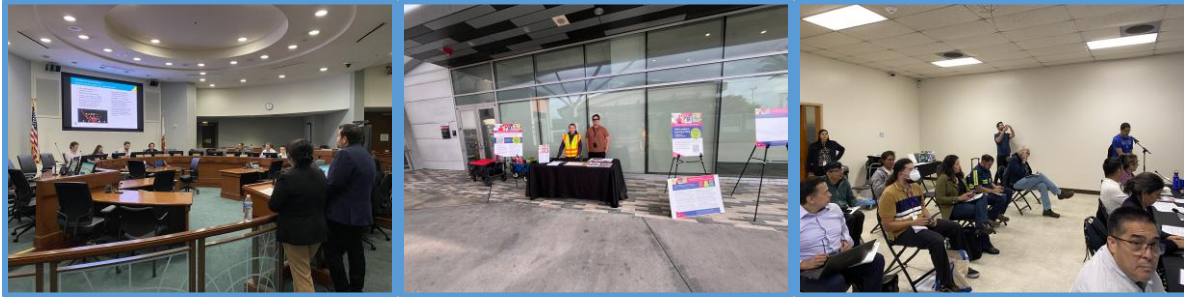
Across engagement activities, participants included:

- Transit riders and residents
- Service Council members
- Youth and students
- Older Adults
- Accessibility and public safety advocates

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- City and County representatives
- COG representatives
- Business and economic stakeholders

This participation framework reflects Metro's intent to ensure equitable, geographically representative, and stakeholder-diverse participation in the governance review.





Summary of Key Themes Across Engagement Methods



Metro

3. Key Themes and Findings

Across Metro's engagement efforts, several key themes emerged consistently across in-person engagement, stakeholder briefings, pop-up outreach, interactive polling, and survey responses. While each engagement method provided a different type of input, participants frequently raised overlapping priorities related to representation, lived experience, expertise, accountability, and transparency.

This section summarizes the primary themes identified through the engagement process and presents the key findings heard from community members, riders, advisory bodies, COGs, business organizations, and other stakeholders.

3.1. **Emphasis on Metro Board Representations that reflects community and rider perspectives**

Across engagement activities, participants raised questions and perspectives about who is represented on the Metro Board and whose voices are reflected in governance decisions. Many participants expressed interest in a Board structure that more directly reflects the communities, riders, and regions served by Metro.

Participants often described representation in terms of both regional identity and lived experience, including the value of Board members who understand the realities of using the Metro system, local transportation needs, and the impacts of Metro policies and investments on communities across Los Angeles County.

At the same time, feedback from several COGs reflected support for the current Board structure and a desire for it to remain unchanged. Letters submitted by COGs are included in Appendix D.

Key findings included:

- Interest in stronger representation of regular transit riders and transit-dependent communities
- Desire for governance structures that better reflect communities across Los Angeles County
- Questions about how community input and lived experience influence Board decisions
- Opportunities to strengthen public trust by improving representation and inclusivity

3.2. **Strong interest in balancing lived Experience and Expertise**

Participants consistently emphasized the importance of balancing lived transit experience with technical and professional expertise in Metro governance. Rather than viewing these perspectives as separate or competing, many participants described them as complementary.

Feedback reflected the view that effective governance benefits from both firsthand understanding of rider experiences and the technical knowledge needed to address complex transportation, planning, financial, and policy issues. This theme appeared across listening sessions, stakeholder briefings, COG meetings, business outreach, advisory body meetings, and survey responses.

Key findings included:

- Interest in Board members having sufficient transportation, policy, and planning expertise
- Recognition that lived experience can help ground governance decisions in real-world impacts
- Support for governance approaches that value both rider perspectives and professional skill sets
- Opportunities to strengthen decision-making by incorporating both technical expertise and community experience



3.3. Accountability and Transparency in Metro Board Decision-Making

Accountability and transparency were also recurring themes across engagement methods. Participants frequently asked how the Metro Board operates, how members are selected, how decisions are made, and how public input is considered in the decision-making process.

These discussions often connected governance structure with public trust. Participants expressed interest in clearer communication about Board roles, responsibilities, and authority, as well as greater transparency around how stakeholder and community feedback informs Metro’s governance review.

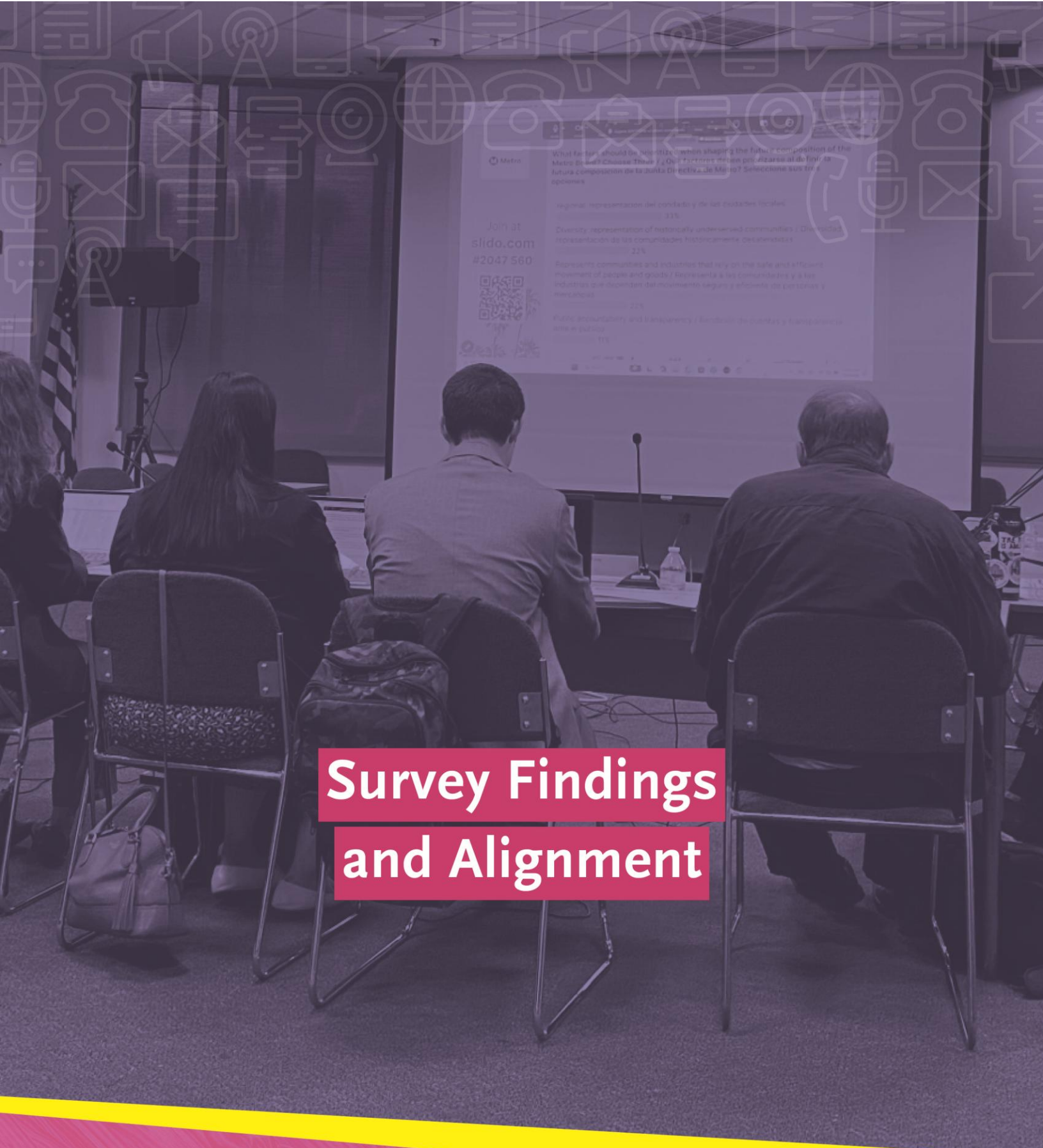
Key findings included:

- Desire for clearer explanations of Metro Board authority, roles, and responsibilities
- Questions about accountability mechanisms for Board members and governance decisions
- Interest in greater transparency around how public and stakeholder input is incorporated
- Opportunities to strengthen trust through clearer communication, oversight, and governance clarity

3.4. Alignment Across Engagement Methods

The recurrence of these themes across multiple engagement formats indicates areas of alignment among participants. In-person and hybrid engagement provided opportunities for deeper discussion, while online surveys and interactive polling helped identify broader trends and priorities across respondents.

Together, these findings show that participants were most focused on whether Metro governance reflects community and rider perspectives, whether decision-makers have both lived experience and technical expertise, and whether the governance process is transparent, accountable, and easy to understand.



Survey Findings and Alignment



Metro

4. Survey and Live Poll Findings and Alignment

4.1. About the Survey and Live-Poll

Metro gathered feedback through both survey responses and live polling conducted during listening sessions and advisory group presentations. The online survey was shared through Metro communications channels, the project website, and QR codes included on Ad Hoc Board Composition materials. Live polling was conducted during listening sessions and presentations using Slido, providing participants attending in-person or online with an opportunity to respond in real time.

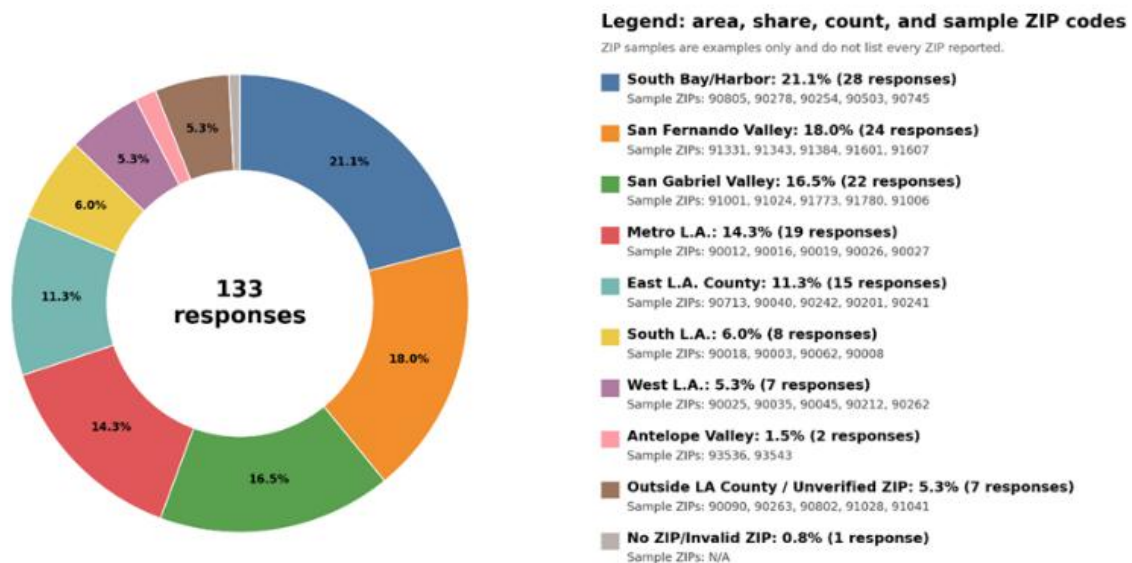
Overall Metro:

- Heard from 200 participants during the listening sessions
- Received nearly 500 survey responses

The survey and live polling responses demonstrate that Metro received input from a broad cross-section of Los Angeles County. Responses were grouped by geographic area using respondent ZIP codes. This approach helped show where feedback was coming from.

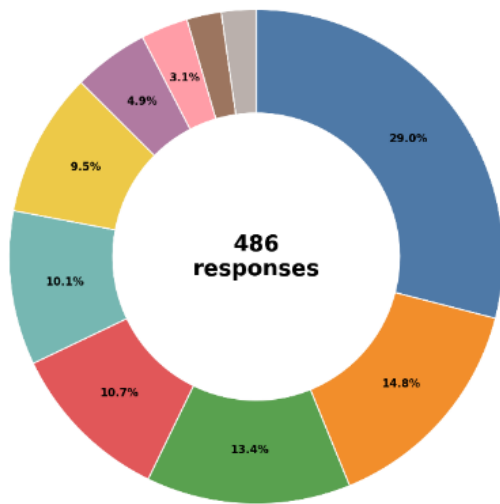
Taken together, the survey and live polling results show that feedback was not concentrated in one area. Metro received input from participants in central Los Angeles, the San Fernando Valley, San Gabriel Valley, West L.A., South Bay/Harbor, South L.A., East L.A. County, and the Antelope Valley.

Listening Session Responses by Geographic Area



Source: Listening session responses; ZIP codes grouped into geographic areas based on prior ZIP mapping.

Online Survey Responses by Geographic Area



Legend: area, share, count, and sample ZIP codes

ZIP samples are examples only and do not list every ZIP reported.

- Metro L.A.: 29.0% (141 responses)**
Sample ZIPs: 90005, 90016, 90027, 90012
- West L.A.: 14.8% (72 responses)**
Sample ZIPs: 90025, 90232, 90034, 90262
- San Gabriel Valley: 13.4% (65 responses)**
Sample ZIPs: 91106, 91016, 91101, 91770
- San Fernando Valley: 10.7% (52 responses)**
Sample ZIPs: 91311, 91203, 91352, 91602
- South Bay/Harbor: 10.1% (49 responses)**
Sample ZIPs: 90278, 90731, 90247, 90504
- South L.A.: 9.5% (46 responses)**
Sample ZIPs: 90037, 90011, 90003, 90002
- Outside LA County / Unverified ZIP: 4.9% (24 responses)**
Sample ZIPs: Examples: 28806, 32605, 35010, 57453
- Antelope Valley: 3.1% (15 responses)**
Sample ZIPs: 93535, 93534, 93536, 93510
- East L.A. County: 2.3% (11 responses)**
Sample ZIPs: 90713, 90022, 90023, 90058
- No ZIP/Invalid ZIP: 2.3% (11 responses)**
Sample ZIPs: No valid ZIP provided

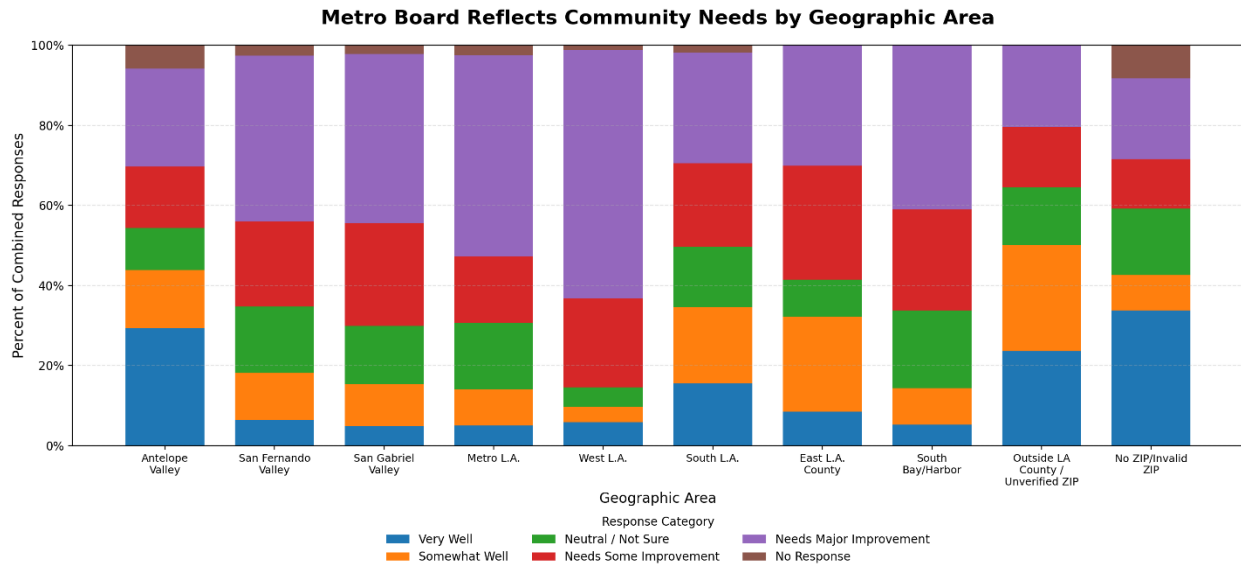
Source: Online survey responses through May 15; ZIP codes grouped into geographic areas based on prior ZIP mapping.

4.2. Perception of How well the Metro Board Reflects Participants' Community Needs

The survey helped confirm that these issues resonated broadly across a larger group of participants. Survey and listening session responses showed a consistent pattern: many participants felt the current Metro Board could do more to reflect community needs.

Across both the survey and live polling, nearly two-thirds of respondents said the Board needs either some improvement or major improvement. This finding was consistent across both engagement formats, suggesting that the concern was not limited to one audience or outreach method.

Overall, participants expressed a clear desire for a Metro Board structure that better reflects the communities it serves, particularly as Metro continues its governance review process focused on regional representation, accountability, and effective leadership



Note: Online survey and listening session responses are combined within each geographic area. Percentages are calculated within each geographic area.

4.3. Participants’ Priorities for Metro Board Composition

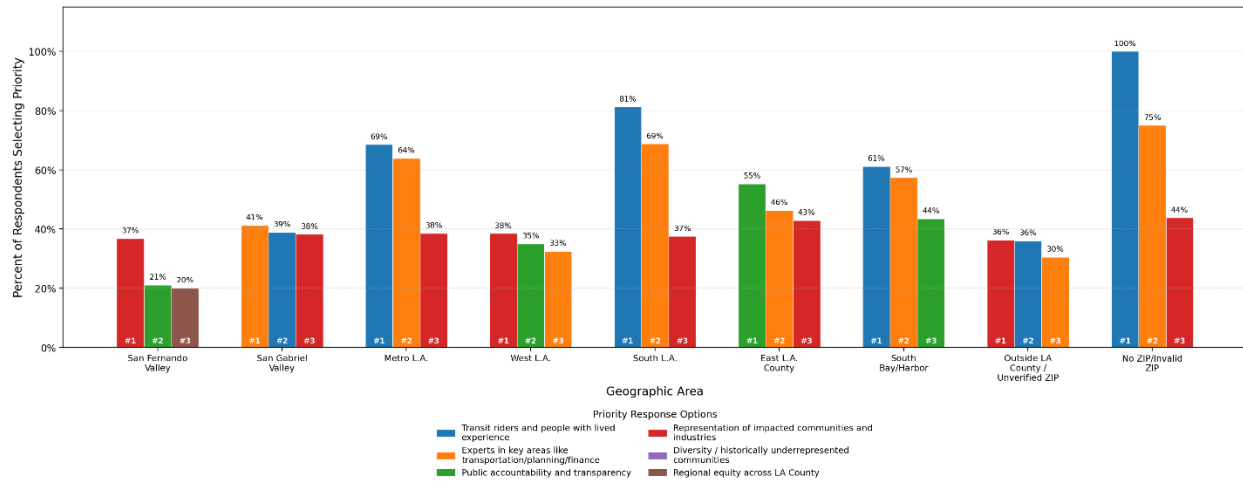
Participants were asked to identify the top three factors they believe should be prioritized when shaping the future composition of the Metro Board. Because respondents could select more than one option, the results show which priorities rose to the top across both the online survey and live polling.

Across both formats, participants placed the strongest emphasis on representation of transit riders and people with lived transit or mobility experience. This was followed by technical expertise in areas such as transportation, planning, or finance, and public accountability and transparency.

The survey and live polling results were closely aligned. Both showed that participants want a Metro Board that reflects the communities it serves while also bringing in the knowledge and accountability needed to guide a large regional transportation agency. This aligns with Metro’s governance review process, which is intended to gather public input and study governance considerations before any recommendations are considered.

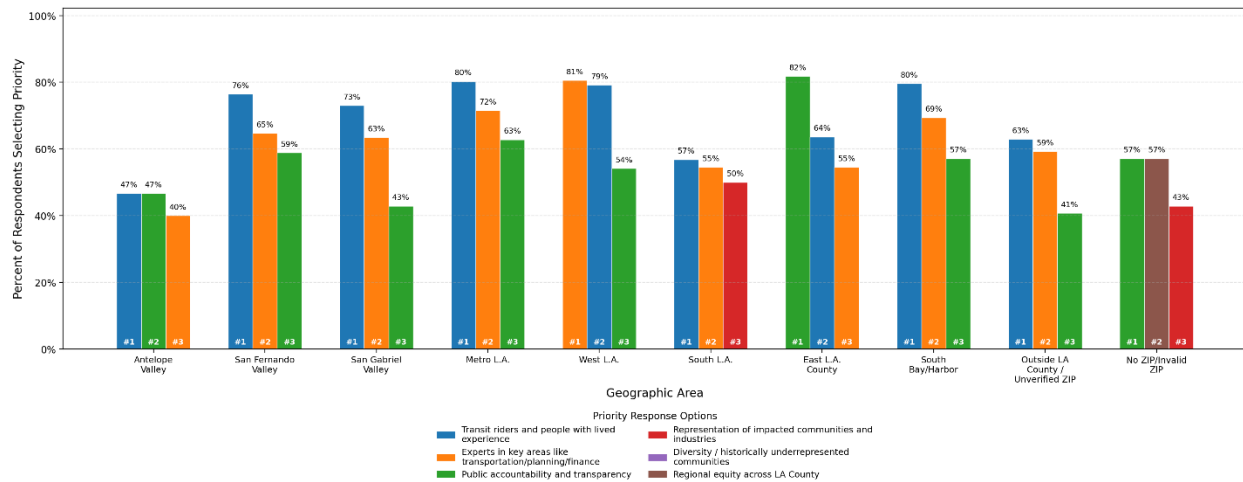
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Listening Sessions: Top 3 Priorities by Geographic Area



Note: Only the top three selected priorities are shown for each geographic area. Respondents could select up to three priorities.

Online Survey: Top 3 Priorities by Geographic Area



Note: Only the top three selected priorities are shown for each geographic area. Respondents could select up to three priorities.



Conclusion



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5. Conclusion

This report reflects the input of residents, riders, advisory bodies, COGs, business organizations, and community stakeholders who participated in the governance review, through listening sessions, stakeholder briefings, pop-up outreach, surveys, and written and phone comments submitted during the public comment period (outlined in the timeline below).

The perspectives summarized in this report provide important context for the work of the Committee, capturing countywide input related to representation, lived experience, expertise, accountability, and transparency in Metro governance.

As Los Angeles County governance evolves, this engagement provides timely public input to inform Metro's consideration of its governance framework.