



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

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EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 17, 2026

SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

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

ISSUE

This report updates the activities of the Community Advisory Council (CAC) for April 2026 through August 2026.

BACKGROUND

Per state statute (AB152), when the Los Angeles County Transportation Commission (LACTC) and the Southern California Rapid Transit District (SCRTD) merged to become Metro, the legislation required the establishment of a Citizens' Advisory Committee. In 2022, the CAC was rebranded as the Community Advisory Council to better reflect its values and convey a more inclusive tone.

Per the CAC's Bylaws, the council consults, obtains, and collects public input on matters of interest and concern to the community, and communicates the CAC's feedback and recommendations to Metro. Metro may also assign issues to the CAC for its review, comment, and recommendation.

The CAC is currently comprised of 23 voting members, directly appointed by the Metro Board of Directors. The CAC General Assembly typically meets monthly on the Wednesday evening before the Metro Board of Directors meeting. The CAC's elected officers usually meet as an Executive Committee on the first Thursday of each month.

DISCUSSION

The CAC was busy during this reporting period. What follows is an update on the matters they reviewed and related feedback.

Metro Board Governance & Composition

Community Relations Manager Rosalba Gonzalez presented an overview of the Metro Ad Hoc Governance Board Composition Committee, highlighting Metro's role serving over 10 million residents and its legal structure. In light of Measure G (expanding the LA County Board of Supervisors and creating an elected County CEO), Metro initiated listening sessions and live polling on zip codes, transit usage, familiarity with Board structure, and priorities.

CAC Discussion & Feedback:

The CAC asked if details could be provided on existing Board member areas of expertise (e.g., engineering, real estate, finance) and suggested establishing clear, objective qualification criteria to serve on the Metro Board.

Members emphasized that the Metro Board should go beyond elected officials and include regular riders to share lived transit experiences and directly shape decisions. They worry that many elected officials serving on the Board are not regular riders.

Financial Management, Budget & Funding Outlook

Metro's Office of Management and Budget (OMB) staff Oren Ben-Joseph, Director (Finance) and Giovana Gogreve, Sr. Director (Finance) presented the proposed Fiscal Year 2027 (FY27) budget, detailing infrastructure investments, station experience improvements, and public feedback from over 7,000 participants in the *My Metro Budget* activity.

CAC Discussion & Feedback:

The CAC expressed concerns regarding sales tax declines, broader funding uncertainties (state, federal, SB1, fiscal cliff risks), and investments in freeway expansions versus transit and sustainability goals; and also, about the reduced Metrolink funding. Metro Administrative staff clarified that the proposed FY27 allocation matches Metrolink's actual FY26 expenditures rather than initial budgeted levels, aligning with real-world spending while close collaboration continues. They also inquired about cybersecurity funding amidst digital system risks and requested key financial metrics (assets/liabilities, net public value, long-term trends). Staff shared that updated metrics were available via the Metro Budget Portal interactive dashboard and provided the weblink to this online resource.

Department of Public Safety (DPS) Updates

Department of Public Safety (DPS) Chief Bill Scott presented an update on creating a care-based services division alongside a sworn officer program, balancing care/outreach with enforcement, and detailing hiring and Peace Officer Standards and Training (POST) certification plans.

CAC Discussion & Feedback:

The CAC inquired about clinician/officer cross-training, transition plans from the Los Angeles Police Department (LAPD) and Los Angeles Sheriff's Department (LASD) to in-house officers and asked what the differences between Transit Security Officers (TSOs) and sworn police would be. They also

discussed fare evasion inspection methods, handling disruptive passenger incidents, and requested systemwide installation of higher fare gates; they also requested updates on emergency preparedness, major event readiness, and increased visibility via the public safety hub/dashboard.

Major Regional Events & World Cup 2026 Preparation

Transit-First Fan Zones staff Dorothy Suchkova, Senior Manager (Transportation Planning), and Steve Jaffe, Deputy Executive Officer (Real Estate), presented Metro's World Cup activation plan, covering 16 station activations over 18 days (100,000+ expected attendees) and an Official Fan Zone at Union Station with live broadcasts, screen viewings, security checkpoints, and crowd management.

CAC Discussion & Feedback:

The CAC appreciated the presentation and suggested creating an interactive online map incorporating event times, admission details, and transit guidance for future similar sized events in which this effort may be replicated. They also inquired about whether enough accessibility features would be provided, along with drop-off services, curb access at Union Station, and wheelchair assistance staffing. Staff noted that accessibility demand is expected to remain manageable but will evaluate staffing needs.

Capital Projects: Sepulveda Transit Corridor

Cecily Way, Senior Executive Officer (Countywide Planning and Development), presented the Sepulveda Transit Corridor Project, focusing on establishing a fast rail connection between the San Fernando Valley and Westside, travel-time savings, environmental benefits, Recirculated Draft Environmental Impact Report (EIR), geotechnical studies, and Private Public Partnerships (P3) model planning.

CAC Discussion & Feedback:

Members inquired about projected ridership, parking, congestion relief, timelines, legal challenges, and P3 project financing and asked about station design features (platform screen doors, accessibility, train configurations), future affordable housing, phased construction, and potential extensions to Los Angeles International Airport (LAX).

CAC Governance, Leadership & Operations

During June's executive elections, Kevin Shin was reelected as Chair, Chris Wilson as Vice Chair, Arlene Descargar as Secretary, and Dalila Sotelo was elected as Chair Emeritus. Members requested clarifying the Chair Emeritus selection process in future Bylaws and/or Standard Operating Procedures (SOP) updates.

The latest updates and potential votes from CAC General Assembly on the CAC's proposed bylaws

changes and new SOPs were agendized in June and July; however, the required two-thirds majority was not achieved due to absences in June and member abstentions in July. As a result, several members expressed their preference to await a complete review by Metro Counsel and the CEO. Note: Due to subsequent feedback and suggested edits provided from Metro Counsel following the CAC's July General Assembly Meeting, the CAC voted at their August meeting for an additional 90-day extension of their Ad Hoc Committee to review the latest proposed edits and complete their work on their proposed Bylaws changes & SOPs through November 2026.

CAC Discussion & Feedback:

Members requested clarification on whether the Chair Emeritus position is automatically assigned to the immediate past Chair or open to all past Chairs, more generally, and whether it should be an elected position or not. They also suggested including further clarification of the Chair Emeritus role and selection process in future revisions to the Bylaws. In addition, they requested a clean version of the CAC Members' proposed Bylaws changes, in addition to the redlined version, reflecting all CAC proposed edits/revisions to existing bylaws, to improve readability. Members also requested a status update about the Metro Board approval process. As far as formatting, members suggested standardizing language (i.e., including consistent usage of first-person or third-person voice), throughout the CAC's proposed new SOP document for consistency.

CAC Annual Work Plan Review

CAC members reviewed the CAC Annual Work Plan and the Chair and Members discussed ways to organize future General Assembly meetings around one presentation topic to allow for more in-depth discussion, with feedback from the Chair and members. Staff noted that the Work Plan is a working document developed by the leadership of CAC's elected Executive Committee Members to guide future meeting topics.

CAC Discussion & Feedback:

For future staff presentations, members suggested future topics to include, but not limited to signal prioritization, ExpressLanes, micromobility, active transportation, Metro Art, regional transit connectivity, goods movement, and freight transportation. They also suggested updates on Metro's wayfinding improvements and sustainability and accessibility initiatives, in addition to expressing interest in learning about how transportation improvements needed for World Cup and the 2028 Games can provide long-term benefits to residents. Members also recommended that Metro work with transit access to parks, trails, and other recreational areas, and explore partnerships with local transit agencies and park and recreation organizations to improve accessibility. Finally, they expressed preference for presentation files to be shared with CAC in advance of their meetings and that additional time be allocated during their meetings for questions and discussion.

Leadership & Consulting Solutions (LCS) Evaluation

Patricia Soto, Director (Customer Engagement & Integration), provided an overview of Metro's upcoming evaluation of its advisory committees, prompted by a July 23 Metro Board motion concerning transit rider and advocate representation on the Board. The evaluation will focus on

strengthening rider representation, improving coordination and accountability, and ensuring advisory committee input is reflected in Board discussions.

Director Soto introduced LCS Team members Aura Garcia and Teresa Villegas, who will lead the evaluation. The review will examine the CAC appointment process, communication and engagement between the CAC and Metro staff, and opportunities to strengthen the CAC's role in representing riders and providing meaningful input to Metro leadership and the Metro Board.

CAC Discussion & Feedback:

Members did not have comments or questions on this item.

Rail Safety Education with Youth Council & On the Move Riders Program

Cristina Coria, Manager (Rail Safety and Mobility Programs), provided an overview of Metro's upcoming Rail Safety Month activities, noting that September is National Rail Safety Month. Metro will promote rail safety education and reminders throughout the transit system and across social media.

Manager Coria also provided an update on recruitment for the 2027 Metro Youth Council, which gives students opportunities to engage with Metro, develop leadership and public engagement skills, participate in agency initiatives, and network with peers. Manager Coria noted that the Metro Youth Summit is scheduled for September 12, 2026 at Union Station. CAC Secretary Descargar was also recognized by Manager Coria for her participation in Metro's On the Move Riders Program for older adults.

CAC Discussion & Feedback:

Committee members suggested exploring internships and mentorships for Youth Council members. They also raised pedestrian safety concerns at the K Line and E Line transfer station, recommending a Human Factors engineering review and longer pedestrian crossing times. Additionally, they asked about RSVP rules for the September 1 Rail Safety Month Kickoff and learned that resource tables designed to encourage engagement with the Rail Safety team do not require an RSVP.

Station Experience

Mark Arroyo, Senior Manager (Transportation Planning, Station Experience), provided an overview of the Station Experience Department and its efforts to improve station wayfinding, cleanliness, accessibility, and rider comfort. Current initiatives include the Throne restroom program, improved signage at 7th Street/Metro Center, J Line station improvements, the Union Station Pit Stop pilot, the Arroyo Passageway classical music pilot, elevator improvements, and the Reseda Station cool pavement pilot.

Senior Manager Arroyo also discussed lessons learned from these pilot programs and how rider feedback is being used to guide future station improvements.

CAC Discussion & Feedback:

Committee members inquired about privacy practices for the Throne restroom program and raised elevator reliability concerns at Slauson Station. While reviewing the Westlake/MacArthur Park classical music pilot, they suggested expanding to other Genres but warned that audio could hinder accessibility, information processing, and Nighttime safety at C Line stations. They praised Union Station's J Line wayfinding, urged better signage at Harbor Gateway Transit Center and the Sepulveda Expo and Grand Avenue Arts/Bunker Hill stations, and recommended placing Metro ambassadors near turnstiles. Additional recommendations included pairing Access Services with throne restrooms, adding shade to the Reseda cool pavement pilot to prevent pedestrian heat buildup, incorporating rider feedback into improvements, and promoting Metro programs via Spectrum News 1 and historical Transit TV archives.

Senior Manager Arroyo engaged with the members and offered the following feedback:

Senior Manager Arroyo committed to following up on Throne restroom scan data regarding usage and ownership, reported that the classical music pilot has been adjusted in response to community feedback to help deter loitering, and highlighted expanded wayfinding at Grand Avenue Arts/Bunker Hill Station, alongside key customer service lessons learned during the World Cup.

EQUITY PLATFORM

The CAC's diversity strengthens Metro's equity outcomes by ensuring the committee reflects the communities most impacted by transit service. Of the members who self-identified, 71% identify as Black, Indigenous, and other People of Color (BIPOC), bringing forward perspectives that help Metro better understand access, safety, affordability, and reliability challenges in historically underserved areas. Geographic diversity further ensures that issues across different parts of the county are represented.

There is broad diversity in the age ranges serving on the CAC (Several CAC Members are young adults and transit riders, including one Member who is 19, in addition to a mix of middle-aged and older adult transit riders currently serving on the CAC). Most CAC Members are regular transit riders, including the two newest members appointed in April 2025 and June 2025, and one long-time member who relies on Access services, providing essential firsthand insight into how Metro's decisions affect riders with disabilities and those who depend most on public transit.

Female representation on the CAC remains at 29%. To address this, Metro staff and the CAC Chair will work more closely with Board deputies to encourage the appointment of qualified women and to consider other demographic gaps when filling vacancies. This coordinated approach supports a CAC that more fully reflects Metro's ridership and strengthens equity-centered decision-making.

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 that 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 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

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.

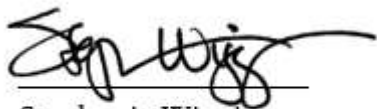
The CAC's advisory input to Metro supports Metro's Strategic Vision Goals, as outlined above. Per statute and the CAC's Bylaws, its purview may be broad and need not be specific to one agency's issue area or concern.

NEXT STEPS

A follow-up report on CAC activities in September 2026 through February 2027 will be presented at the March 2027 Executive Management Committee meeting.

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A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer



***COMMUNITY ADVISORY COUNCIL (CAC) UPDATE
EXECUTIVE MANAGEMENT COMMITTEE MEETING
SEPTEMBER 17, 2026***

Metro Board Governance & Composition and Financial Management, Budget & Funding Outlook



- CAC hosted a Metro Governance listening session featuring updates on Metro's legal structure and Measure G's expansion of the Board of Supervisors.
 - The listening session also offered live polling to gather feedback on geographic representation through ZIP code capture, transit usage, familiarity with Board structure, and desired priorities.
- Metro's Office of Management and Budget (OMB) staff presented the proposed Fiscal Year 2027 (FY27) budget, detailing infrastructure investments and station experience improvements.
 - The OMB team also shared public feedback from participants in the *My Metro Budget* activity.

Department of Public Safety (DPS) Updates and Major Regional Events & World Cup 2026 Preparation

- Chief Bill Scott presented an update on DPS' creation of a care-based services division and a sworn officer program, balancing care/outreach with enforcement.
- Transit-First Fan Zones staff presented Metro's World Cup activation plan, highlighting:
 - 16 station activations over 18 days (100,000+ attendees)
 - Official Fan Zone at Union Station with live broadcasts, screen viewings, security checkpoints, and crowd management.



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Capital Projects: Sepulveda Transit Corridor CAC Governance, Leadership & Operations



- Countywide Planning and Development presented on the Sepulveda Transit Corridor rail connection between the San Fernando Valley and Westside.
 - Project updates included information on environmental review, geotechnical studies, and P3 planning.
- CAC Elections:
 - Kevin Shin – re-elected Chair;
 - Chris Wilson – re-elected Vice Chair;
 - Arlene Descargar – re-elected Secretary;
 - Dalila Sotelo – elected Chair Emeritus.
- CAC Bylaws & SOP revisions remain under review following Metro Counsel's feedback.
- The CAC Annual Work Plan was developed and guides future meeting topics and presentations.

Rail Safety Education with Youth Council & On the Move Riders Program and Station Experience



- Rail Safety and Mobility Programs shared information about:
 - National Rail Safety Month (Sept.), highlighting safety education planned on the system and on social media.
 - Recruitment for the 2027 Metro Youth Council and the upcoming Youth Summit.
- Station Experience staff gave an update on initiatives focused on wayfinding, cleanliness, accessibility, and rider comfort.
- Highlights included:
 - Current pilots and improvements including Throne restrooms, signage, elevators, station amenities, and cool pavement.



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LCS Evaluation

Administrative Issues and Member Inquiries



Leadership and Consulting Solutions (LCS) will lead an evaluation of the CAC to:



- Examine the CAC appointment process, staff communication, engagement, accountability, and other items.
- Consider opportunities to strengthen the CAC's role in representing riders and advising Metro leadership.

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- The Executive Committee will discuss re-engaging subcommittees – leadership, membership & topics.
 - An inquiry was made for a presentation on Metro's **One Car Challenge** program.

Next Steps

- The Ad Hoc Bylaws Committee will review final revisions to the bylaws and Standard Operating Procedures before presenting them to the General Assembly and Board for approval.
- CAC will prioritize 2026–2027 work plan topics to help administrative staff schedule upcoming speakers.
- LCS will engage with CAC members as the Council evaluation gets underway.