



Board Report

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EXECUTIVE MANAGEMENT COMMITTEE APRIL 16, 2026

SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

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

ISSUE

This report is a quarterly update on the activities of the Community Advisory Council (CAC) for January 2026 through March 2026.

BACKGROUND

Per state statute (AB152), when the Los Angeles County Transportation Commission (LACTC) and Southern California Rapid Transit District (SCRTD) merged to become Metro, a requirement was embedded in the legislation to establish a Citizens' Advisory Committee. In 2022, the CAC 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, as well as those assigned by the Board of Directors or Metro staff. The CAC communicates advisory input, feedback, and/or recommendations concerning key issues to Metro.

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

Meetings

During this reporting period, the CAC met in February and March to discuss various Metro projects,

programs, and agency initiatives.

January 2026 Meeting

The CAC General Assembly did not meet in January. However, on January 8, 2026, after final reviews and formal approval in January by the CAC Executive Committee, the CAC submitted a letter to the Metro Board of Directors, expressing support for the C/K Line Hybrid Alternative.

February 2026 Meeting

2026 FIFA World Cup Preparations Update

During the February General Assembly meeting, Metro staff presented an update on preparations for the 2026 FIFA World Cup. Conan Cheung, Chief Operations Officer, outlined 16 workstreams focused on service operations, transit access, fare payment, and station activations in advance of matches at SoFi Stadium. Planning efforts include deploying additional buses, implementing temporary Park-and-Ride locations, coordinating First and Last Mile connections through a partnership with Uber, and advancing safety, security, and multilingual communications planning to support seamless operations during the event.

CAC members discussed strategies to encourage transit use among visitors, service frequency on key rail lines, improved wayfinding and multilingual signage, and clearer visibility of TAP infrastructure. Members also provided feedback that First/Last Mile safety improvements, coordination with rail and airport connections, and minimizing disruptions to regular commuters should also be considered.

Metro Office of Management and Budget Team Update

Finance Senior Directors Giovanna Gogreve and Oren Ben-Joseph presented an overview of FY27 budget development and introduced the “My Metro Budget” interactive tool, which allows participants to explore tradeoffs across operations, public safety, cleaning, planning, and development priorities. This year, Metro launched a simplified youth-focused version of the activity, increasing youth participation from 1.8 percent to 9 percent. Responses will continue to be collected and analyzed through May before Board consideration.

CAC members provided feedback on survey design, including clarifying fare-related questions, and suggested incorporating cost and return on investment information, and exploring environmental impact metrics in future iterations. Members also discussed ensuring infrastructure improvements, such as elevators and station access, are clearly reflected within budget categories.

Feedback on Improving TAP Card Terminals Design and Visibility

Members raised concerns regarding the visibility and design of (new) TAP fare collection terminals at certain surface stations, noting that some units are not immediately noticeable to riders and visitors. Suggestions included using brighter colors or wraps to improve visibility and wayfinding. Members also discussed accessibility and language considerations, noting limited language options and

potential challenges for visually impaired riders. The Council encouraged Metro to consider best practices from other transit systems to enhance clarity and usability.

Bylaws Ad Hoc Committee Update & Extension

The CAC Ad Hoc Bylaws Committee met on January 13, February 18, and March 11 to review their Bylaws. The Bylaws specify that an ad hoc committee “shall exist for a period of 90 days and may be extended for an additional 90 days by the majority vote of the CAC.” During this period, the committee worked to finalize its Bylaws updates, draft standard operating procedures (SOPs), and revise the CAC Code of Conduct.

Since the committee needed more time to complete these tasks, Chair Shin requested a 90-day extension. The General Assembly approved the request, giving the committee additional time to finalize its work.

March 2026 Meeting

Connectivity & Wayfinding Signage

Deputy Executive Officer Jeff Zimm presented Metro’s evolving approach to connectivity and wayfinding in preparation for the World Cup. He emphasized that traditional A-frame signage is insufficient for large-scale events and will be supplemented with highly visible elements and a multi-channel communications strategy, including print, television, and radio. The effort is intended to promote Los Angeles as a unified regional destination in coordination with the LA Sports and Entertainment Commission. Other planned efforts include pre-event public education campaigns, deployment of staff in clearly identifiable uniforms, and interactive engagement tools.

Accessibility remains a central priority. Improvements include enhanced digital interfaces with more legible fonts, as well as real-world testing of travel routes-particularly around SoFi Stadium-with individuals with disabilities. These efforts have already informed infrastructure upgrades, such as sidewalk improvements. Future phases will expand wayfinding enhancements at LAX/MTC and across the broader transit system.

CAC members emphasized the need for inclusive and clear navigation, including improved signage at LAX/MTC, enhanced audio announcements, and continued use of floor graphics. Members also raised questions about language accessibility and staffing. Metro confirmed it will rely on trained personnel, identifiable by color-coded uniforms, and continue ADA-focused improvements. Staff acknowledged the feedback and will incorporate enhancements while balancing budget priorities.

Contactless Payments and TAP Terminals Visibility

Deputy Executive Officer Kyle Holland, supported by Allison Higgins, presented Metro’s upcoming contactless payment system, with TAP validator payments launching in 2026 and reduced-fare integration in early 2027. Riders will be able to use physical or digital cards, with features including interagency transfers, a two-hour transfer window, fare capping, and multi-rider payments for up to four riders on a single card. Trip history will be accessible online without requiring a TAP account.

The rollout is timed to align with major events, including the World Cup and Olympics, to support system testing and optimization. Updated graphics for TAP terminals were also presented to improve visibility and usability. CAC members were provided a beta testing terminal to evaluate international payment functionality.

CAC members provided feedback focused on clarity, accessibility, and enforcement. Members emphasized the need for clear guidance on transfers, group payments, and all-door boarding. Staff confirmed key features, including the two-hour transfer window and protocols for group fare payment during enforcement - which require groups to stay together if one card was used for payment. Language accessibility was also raised, with confirmation that materials will expand to seven languages in advance of the World Cup.

Concerns regarding the visibility of fare equipment, particularly at light rail stations, were acknowledged. Staff confirmed that enhanced signage and graphics will be implemented systemwide, with a focus on high-traffic locations.

SB 707 Overview- Metro Board Findings, Just Cause Review and Information on Relaxed Teleconferencing Rules (Anticipated Vote)

Staff presented an overview of SB 707, which allows eligible subsidiary bodies to permit virtual participation under specified conditions while maintaining a physical meeting location. The discussion addressed potential impacts on governance, public engagement, and alignment with Metro policies, including compensation and CAC participation expectations. Members also reviewed the applicable Just Cause teleconferencing requirements versus the more Relaxed Teleconferencing Rules. Following discussion, the CAC voted to approve the use of Relaxed Teleconferencing Rules for eligible subsidiary bodies in accordance with Government Code 54953.8.6.

Metro Board Composition Community Listening Session

Staff encouraged CAC members to share information within their networks regarding the upcoming Metro Board Composition Community Listening Sessions scheduled for April. The CAC will host a Listening Session at its April 22, 2026 meeting.

Members were provided with outreach materials, including flyers, fact sheets, and FAQs in English and Spanish, as well as a digital social media toolkit to support broad community awareness and participation.

Membership Update

Chair Shin distributed a quarterly email to Board appointers and their deputies in March. Staff will continue to work with the CAC Chair to inform all Board deputies of opportunities to assess current appointees and fill vacancies.

EQUITY PLATFORM

The CAC's ethnic and geographic 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 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 are regular transit riders on the CAC, including the two new 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 low at 29%, which is a concern. This reflects historical appointment patterns and differences in how appointing authorities identify candidates. 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 issue area or concern.

NEXT STEPS

A follow-up report on CAC activities between April - June will be presented at the July Board meeting. The CAC Executive Committee will continue to provide strategic direction and administrative oversight for the Council.

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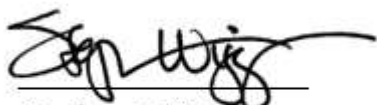
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***COMMUNITY ADVISORY COUNCIL (CAC) UPDATE
EXECUTIVE MANAGEMENT COMMITTEE MEETING
APRIL 16, 2026***

February 2026



- Chief Operations Officer, Conan Cheung presented an update on Metro's preparations for the 2026 FIFA World Cup.
- Finance Senior Directors Gogreve and Ben-Joseph presented an overview of the FY27 Budget Development and "My Metro Budget" Interactive Tool.
- The CAC voted to extend the review period to update their Bylaws and Standard Operation Procedures.



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March 2026

- Executive Officer for Creative and Brand, Jeff Zimm, presented updates on Connectivity and Wayfinding signage with a focus on World Cup and other upcoming mega events.
- Kyle Holland, Deputy Executive Officer, TAP Technical Systems, supported by Allison Higgins, Senior Director, Special Projects, presented an update on Contactless Payment.
- Metro staff provided an SB 707 Overview, Just Cause review and shared information on Relaxed Teleconferencing Rules. Members **voted to adopt** the relaxed teleconferencing option, which will begin in April.



Next Steps

- The CAC General Assembly is scheduled to meet on April 22, 2026, which will feature an Ad Hoc Board Composition Committee Community Listening Session.
- The Bylaws Ad Hoc Committee expects to conclude all revisions and updates as early as Spring.

