

FY27 Public Outreach (Public Comments)

Overview

Public outreach launched in September 2025 with a new youth-focused initiative, *My Metro Priorities*, marking a strategic expansion of Metro's engagement approach. In November, the *My Metro Budget Activity* was released to a broader audience, initiating a multi-channel, data-driven outreach campaign. Participation exceeded last year's levels by 16%, marking the highest level of public engagement achieved to date.

My Metro Budget Activity / My Metro Priorities

Following the launch, Metro executed a robust communications strategy reaching hundreds of thousands of Los Angeles County residents. This included targeted eblasts, distribution of over 39,500 QR-coded outreach materials, on-the-ground engagement, live demonstrations, and presentations to various Metro groups. Outreach was further amplified through Metro's *The Source* blog and social media platforms including TikTok, Facebook, Instagram, NextDoor, and LinkedIn.

Stakeholder engagement deepened through Regional Service Councils in all five regions and continued through sustained coordination with advisory bodies, community-based organizations, and Metro-led groups.

A key advancement in this cycle was an intentional expansion of youth engagement. Metro prioritized presence at youth-centered events and institutions, including Youth Council initiatives, the Women & Girls Governing Council, SEED School, and TCAP, ensuring early and meaningful input from the next generation of transit riders. The under-18 demographic saw a seven-fold increase in participation, from 92 to 676 responses.

Outreach efforts were reinforced through recurring communications across GoPass, TAP, and Community Relations channels, alongside new partnerships with social media content creators to strengthen resonance with both youth and general audiences. Additional visibility was achieved through placements on the Metro Micro app, reflecting a continued commitment to meeting customers where they are.

Metro equipped departments with enhanced tools to integrate public input into budget decision-making. Since January, a continuously updated internal dashboard has included AI-enabled comment analysis, expanded scenario questions, refined categories, and integrated insights from *My Metro Priorities*. The dashboard guided departments in developing budgets that aligned with riders' priorities.

Public Feedback Analysis

Analysis of the collective quantitative and qualitative input revealed ongoing priorities for the Metro community. These core themes, validated by riders year after year, will be central to Metro's budgetary decision-making:

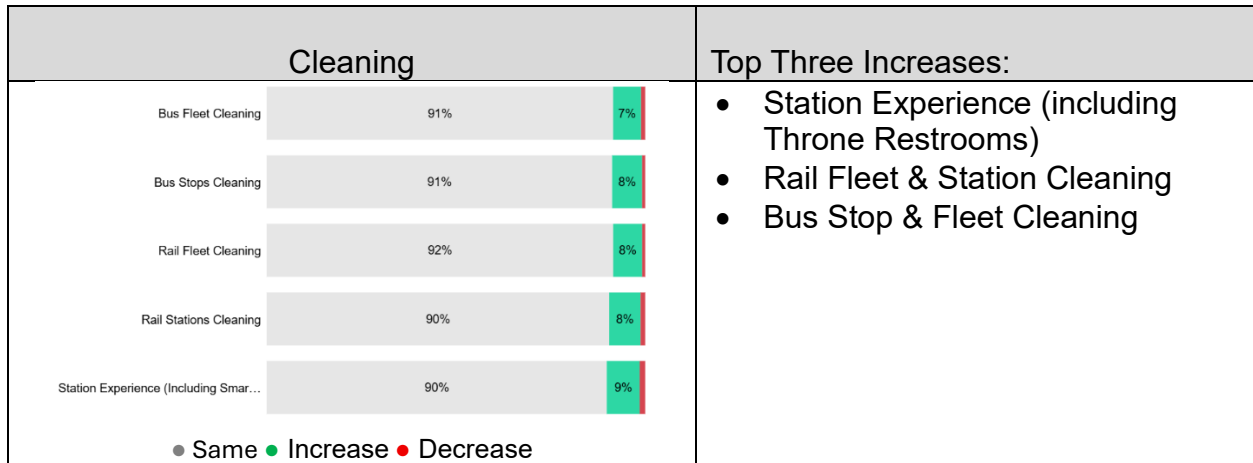
- **Public Safety:** Prioritizing enhanced security measures, including traditional and care-based approaches.

- **Service Frequency & Reliability:** Committing resources to ensure transit remains efficient, frequent, and accessible.
- **Infrastructure & Cleanliness:** Maintaining high standards for vehicle and station upkeep to ensure a consistently clean and dependable riding experience.

My Metro Budget Activity Quantitative Results

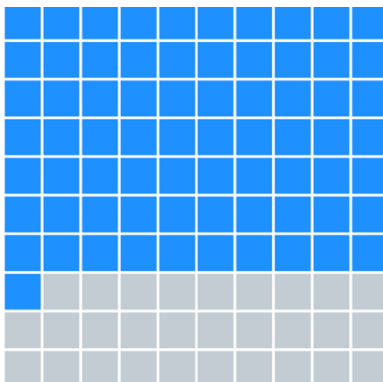
Below are the results of the add/subtract categories and scenario questions. Generally, respondents kept budget items unchanged. Like last year, the statistical rigor of this sample confirms its high representativeness; these findings are robust and unlikely to shift materially with additional participation.

Operations		Top Three Increases:
Bus Lanes & Improvements	89% 	<ul style="list-style-type: none"> • Rail Service • Bus Lanes & Improvements • Bus Service
Bus Service	92% 	
Metro Micro (MicroTransit)	88% 	
Rail Service	90% 	
Special Events Service	91% 	
<p>● Same ● Increase ● Decrease</p>		
Public Safety		Top Three Increases:
Community Intervention Specialists	89% 	<ul style="list-style-type: none"> • Metro Law Enforcement • Homeless Outreach & Crisis Intervention • Metro Transit Security
Contracted Law Enforcement	89% 	
Homeless Outreach & Crisis Interven...	86% 	
Metro Ambassadors	88% 	
Metro Law Enforcement	87% 	
Metro Transit Security	87% 	
Private Security	89% 	
Public Safety Investments	90% 	
<p>● Same ● Increase ● Decrease</p>		



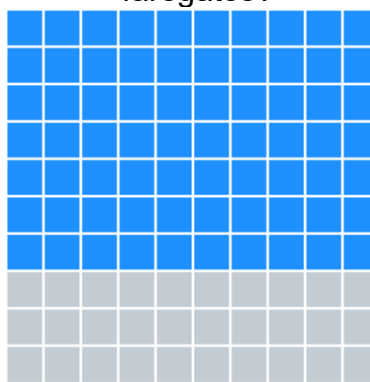
- Station Experience (including Throne Restrooms)
- Rail Fleet & Station Cleaning
- Bus Stop & Fleet Cleaning

Should Metro invest in retail amenities?



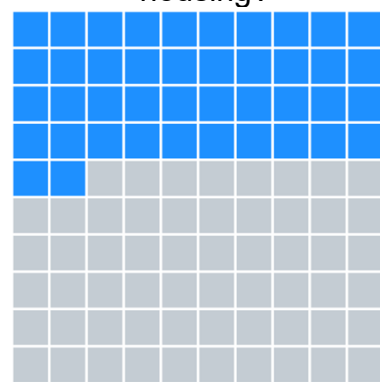
71% Yes / 29% No
N = 3,419

Should Metro invest in code of conduct enforcements & taller faregates?



70% Yes / 30% No
N = 3,284

Should Metro focus its real estate on revenue generation or affordable housing?

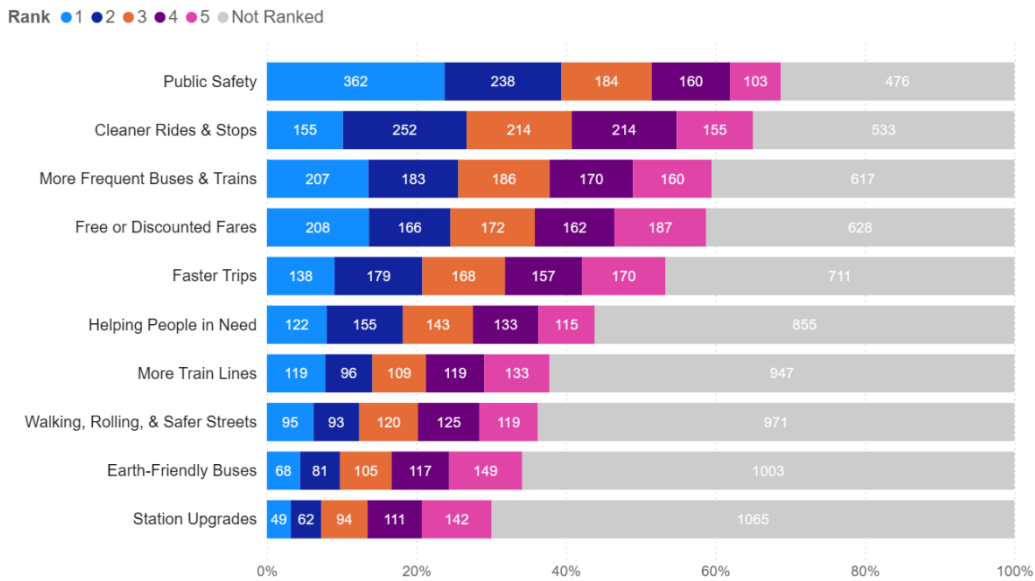


42% Revenue / 58% Housing
N = 3,230

My Metro Priorities Quantitative Results

The new *My Metro Priorities* initiative delivered forward-looking insights directly from younger riders. Utilizing a streamlined, preference-based system, participants were given five 'tokens' to allocate across ten priority options and then rank them. Each rank corresponds to a weighted value: where the most important selection yields five points and the least important yields one. The top five priorities, ranked by most to least important, are: Public Safety, Cleaner Rides & Stops, More Frequent Buses & Trains, Free or Discounted Fares, and Faster Trips. Below are the results.

Top Priorities by Count of Respondents



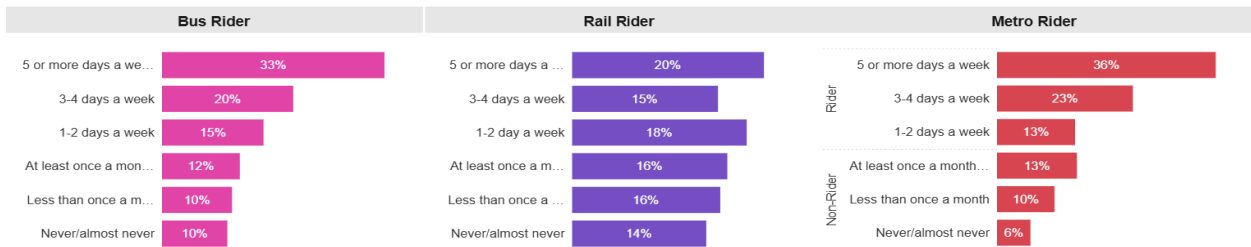
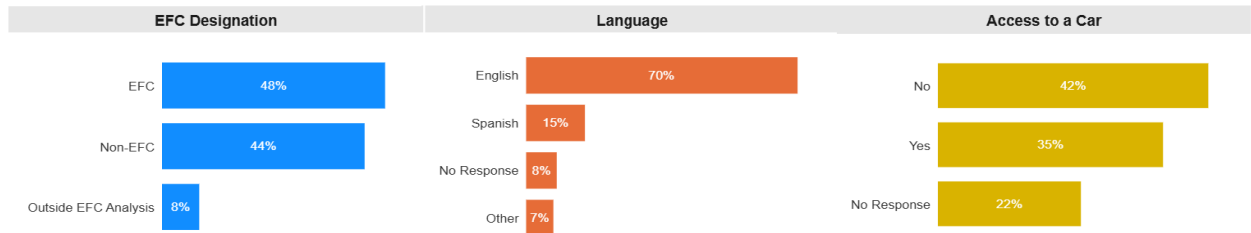
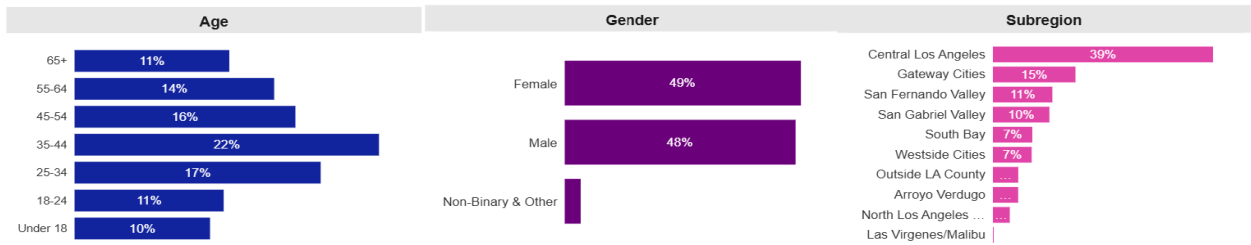
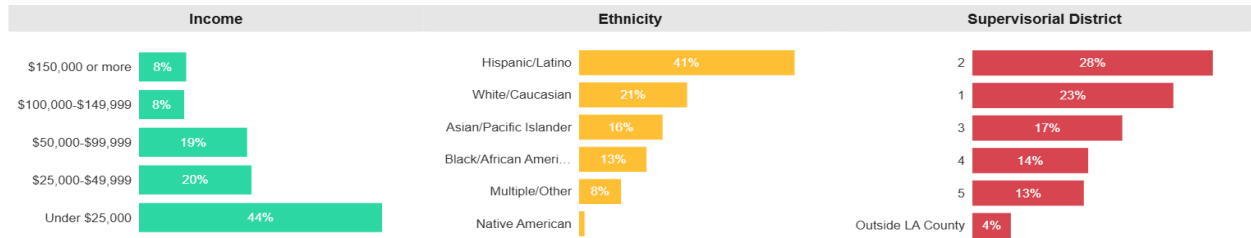
Demographic Results (Combined)

The demographic profile of survey respondents is statistically valid and aligns with the broader population of LA County and Metro ridership. This year’s participation highlights significant engagement within key communities:

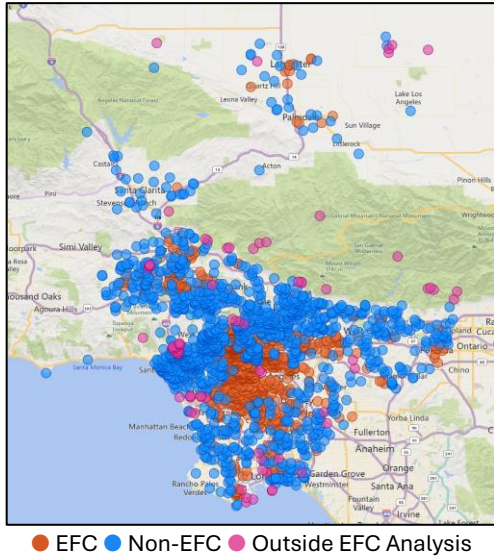
- 48% of respondents reside within an Equity Focus Community (up 2% from FY26)
- 44% report household incomes under \$25,000
- 41% identify as Hispanic
- 72% utilize Metro services at least weekly

For the first time, female participants represent the largest proportion of the sample, at 49%, a shift attributable to youth outreach efforts through *My Metro Priorities*. Spanish speakers represent 15.5% of respondents (up from 14.5% in FY26), an increase of over 200 respondents. Notable from the demographic information is the increase in youth (under 18) participation, at 10% overall (1.4% in FY26). Below are all the demographic results.

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EFC Analysis



The accompanying map illustrates the precise geographic footprint of participation, with orange markers specifically denoting residents within designated Equity Focus Communities (EFCs). This visualization underscores Metro’s strategic imperative: maintaining deep and targeted engagement within these areas. Metro remains committed to strengthening outreach infrastructure across all EFCs to ensure that the voices and needs of the most impacted communities are not only heard but integrated into Metro’s operational and financial planning.

Metro’s Response to Feedback

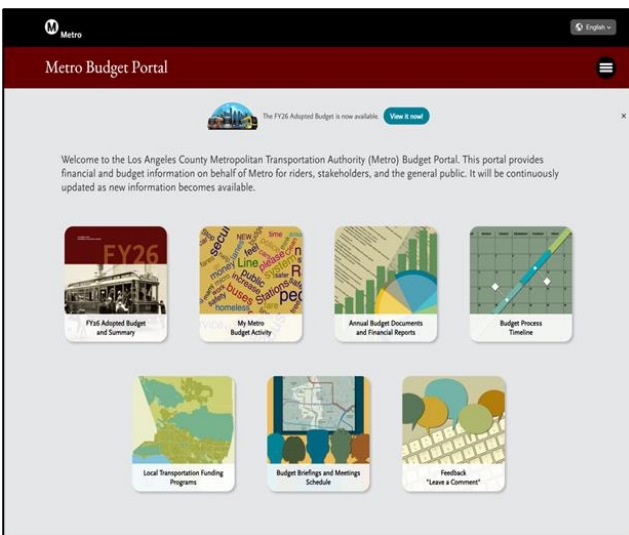
Between January 2026 and May 2026, OMB has provided transparent updates on community input and addressing all submitted commentary throughout March and April. Metro is strategically managing fiscal constraints to maintain a resilient budget position while vigorously protecting and sustaining the delivery of essential services. The proposed allocations for FY27 are not merely fiscal line items; they represent a direct translation of comprehensive public sentiment, successfully integrating both nuanced stakeholder feedback and the foundational priorities established earlier in this report.

Outreach Strategy - Metrics

Public Engagement	Participation
My Metro Budget Activity Responses	>5,900
My Metro Budget Activity Comments	>4,800
My Metro Budget QR Info Cards	>33,000 distributed
My Metro Priorities Responses	>1,500
My Metro Priorities Comments	>200
My Metro Priorities QR Info Cards	>6,500 distributed
Budget Portal Views (https://budget.metro.net)	>8,300
Community Based Organizations	>650 reached

Email Blasts/Community Newsletters	>20 sent
<i>The Source/El Pasajero</i> Posts	4
Social Media Platforms	4 – Facebook, Instagram, LinkedIn, NextDoor
Newsprint Publications – Public Hearing Announcements	20
Stakeholder & Public Engagement Meetings	28

Budget Portal



The Metro Budget Portal (<https://budget.metro.net>) remains the definitive source for all fiscal information. Under the continuous enhancement by OMB, this centralized hub provides comprehensive access to official documentation, key timelines, and system notifications. It features an integrated dashboard where data from outreach initiatives is made publicly available, alongside dedicated channels for public feedback and personalized subscription alerts.

Stakeholder Meetings

Continuous stakeholder dialogues guided budget development to the final, legally mandated public hearing (California PUC § 130106) and potential FY27 budget adoption by the Board of Directors. All meeting details, agendas, and up-to-date financial data were transparently provided via the Finance and Budget portal: <https://budget.metro.net>. The following is a schedule of the meetings.

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FY27 Budget – Outreach Meeting Schedule			
2025			
Meeting	Date	Time	Completed
Youth Council Summit	Sept 13	8am	X
SEED School presentation	Nov 12	4:30pm	X
Regional Service Councils Meet & Confer	Dec 15	5pm	X
2026			
Outreach – Flintridge Sacred Heart Academy	Feb 24	11:30am	X
Community Advisory Committee – General Assembly	Feb 25	6pm	X
Independent Citizens Advisory Committee	Mar 4	9am	X
Measure M Independent Taxpayers Oversight Committee	Mar 4	10am	X
Measure R Independent Taxpayers Oversight Committee	Mar 9	1pm	X
Regional Service Council – San Fernando Valley	Apr 1	6:30pm	X
Regional Service Council – South Bay Cities	Apr 6	5pm	X
Regional Service Council – Westside Cities	Apr 8	6pm	X
Regional Service Council – Gateway Cities	Apr 9	5pm	X
Regional Service Council – San Gabriel Valley	Apr 13	5pm	X
Community Advisory Council	Apr 23	6pm	X
Technical Advisory Committee	May 6	9:30am	X
Local Transit Systems Subcommittee	May 6	1:30pm	X
Gateway Cities COG	May 6	4pm	X
South Bay COG	May 11	10:30am	X
Valley Industry Commerce Association	May 12	8:30am	X
Accessibility Advisory Committee	May 12	1pm	X
SEED LA Career Fair	May 13	11am	X
Bus Operators Subcommittee	May 19	9:30am	X
Streets & Freeways Committee	May 21	9:30am	
Budget Public Hearing	May 21	10am	
San Gabriel Valley COG	June 3	4pm	
Independent Citizens Advisory Committee	TBD	TBD	
Measure M & R Independent Taxpayers Oversight Committees	TBD	TBD	

Looking Ahead

The roadmap for FY27 outreach ends with two key commitments to transparency and refinement. First, OMB will publicly release the aggregated results from both engagement platforms via a dedicated dashboard hosted on the Finance & Budget Portal (<https://budget.metro.net>). Second, a brief, two-minute exit survey will be conducted to gauge public perception of this year's outreach effectiveness and identify actionable improvements for future cycles. Metro remains steadfast in its dedication to capturing a diverse and representative audience, while continuously advancing the technological and user experience of outreach to rigorously uphold the "Listen and Learn" equity principle.