

**FY27 Proposed Budget - Online Engagement Results and Community Outreach**

Responses collected between September 13, 2025 and January 21, 2026 on the FY27 Proposed Budget have an emphasis on results from Metro's web-based engagement activities including the My Metro Budget Activity and My Metro Priorities tools. The My Metro Budget Activity has received over 2,600 responses, My Metro Priorities has received over 580 responses, with a total of over 3,250 unique comments across the platforms. This attachment also highlights input gathered through additional outreach efforts, such as Regional Service Council briefings and other public forums.

**My Metro Budget & Priorities – Quantitative & Qualitative Results Dashboard**

Comment analysis continues to be enhanced with AI by identifying common topics and sentiment. Quantitative results focus on year-over-year (YoY) trends, highlighting changes in key metrics to track progress and performance over time. Together, the analysis of both qualitative feedback and quantitative trends will be compiled into an internal dashboard that equips departments with actionable insights that will be used to guide strategic planning and inform FY27 budget decisions.

**Other Outreach Forums**

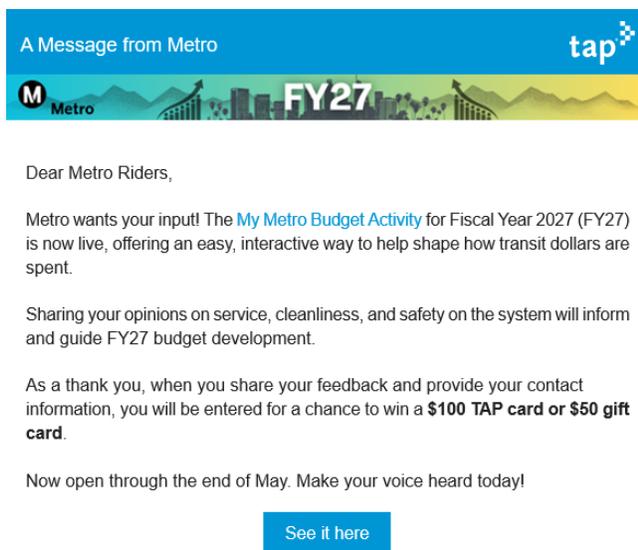
- Regional Service Councils FY27 Meet & Confer/Budget Briefings - To support early engagement, OMB staff met with the Service Councils at the Meet & Confer in December 2025 to present a live demonstration of the FY27 My Metro Budget Activity and My Metro Priorities tool and highlight opportunities to participate and identify transit needs specific to their regions.

Looking ahead, OMB staff will meet with all five Service Councils individually in April 2026. These sessions will both equip Service Council members with an overview of the proposed budget framework and create an open platform for community members to voice feedback and ask questions.

- Internal and External Stakeholder Meetings - To ensure the budget reflects a wide range of perspectives, Metro conducts outreach with a diverse set of stakeholders, as well as community-based organizations that support or depend on Metro services. Between February and May 2026, Metro will convene a series of meetings and public forums, including a formal public hearing and briefings with advisory councils and subcommittees, such as the Regional Service Councils, Councils of Governments (COGs), Community Advisory Committee (CAC), Technical Advisory Committee (TAC), Bus Operators Subcommittee (BOS), Local Transit Systems Subcommittee (LTSS), and the Streets and Freeways Subcommittee. In addition, Metro will hold targeted discussions with the Aging, Disability and Transportation Network (ADTN), the Accessibility Advisory Committee (AAC), the Valley Industry Commerce Association (VICA), and other community groups upon request.
- Social Media Campaign - The budget outreach campaign is designed to keep the public informed and engaged around the proposed FY27 Budget. To maximize

awareness and participation, OMB staff will leverage Metro's official communication channels, including TikTok content creators, Instagram posts and stories, organic and paid Facebook posts and video ads, Nextdoor announcements, LinkedIn updates, and *The Source/El Pasajero*, to inform the public of opportunities to learn about the budget and provide feedback.

- **E-Blasts** - Metro distributes official communications through its email subscriber lists to inform the public about upcoming outreach efforts and opportunities for engagement. These e-blasts reach thousands of recipients and are also shared internally with Metro staff.



- **Information Cards/Flyers** - On-the-ground marketing for budget outreach is supported through the distribution of information cards in English and Spanish featuring QR codes across the Metro system and through Metro groups. Flyers are also posted and shared at the SEED School and throughout various transit divisions to ensure broad visibility and awareness. Information cards are being distributed by station staff, ambassadors, Metro Micro, LIFE, GoPass, and more.



Information Card



SEED School Flyer

- **Email** - The [budgetcomments@metro.net](mailto:budgetcomments@metro.net) email inbox allows members of the public to share feedback on the budget without having to participate in a public setting.
- **Budget Portal** - The Budget Portal (<https://budget.metro.net>) serves as the central hub for budget-related information and ongoing updates. The portal provides an

overview of the budget development process, a current calendar of briefings and meetings, access to financial documents and reports, and region-specific local return information. Visitors can also submit comments directly through the portal. Additionally, the site features schedules for stakeholder meetings and public forums, making it easier for community members to stay informed and actively participate throughout the budget process.

- Community Based Organizations - Metro continues to prioritize engagement with Community Based Organizations (CBOs) to ensure that diverse community perspectives are incorporated into the budget process. To facilitate this, OMB staff have created a dedicated opportunity post in Metro's CBO database, highlighting ways for organizations and their members to provide input on the proposed budget through the My Metro Budget Activity and My Metro Priorities tool. This effort is part of a broader strategy to strengthen outreach to historically underrepresented and hard-to-reach communities, including Equity Focus Communities (EFCs).
- Public Hearing - Metro will host a public hearing on the proposed FY27 Budget on May 21, 2026, providing an opportunity for community members to share comments directly with the Board. Public participation is strongly encouraged. In accordance with statutory requirements, notice of the hearing will be widely disseminated in multiple languages through newspapers, social media, email communications, stakeholder meetings, and other outreach channels.