



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2026

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Metro's Public Safety Advisory Committee (PSAC) Update.

ISSUE

In June 2020, the Board approved Motion 37 by Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis (Attachment A), directing the CEO to form an advisory committee to help develop a community-based approach to public safety on the transit system. This Board report provides an update on the Public Safety Advisory Committee's work from May through September 2026 (August was dark following the Metro Board schedule).

BACKGROUND

Metro established the first cohort of PSAC on April 7, 2021, with five objectives:

- Advise on the development of a community-based approach to public safety.
- Share input on the development of the multi-agency policing contract renewal.
- Review the Customer Code of Conduct.
- Provide feedback on Metro's mission and value statements regarding public safety.
- Guide the establishment of Metro's Transit Ambassador program.

Now in its fourth cohort, the new group began its term on February 5, 2026, seated the new executive committee leadership in March, and works to achieve the goals outlined in the work plan and advise on Metro's public safety program as it prepares for upcoming national and international events hosted in the greater Los Angeles area, for which Metro serves as the primary transportation provider.

DISCUSSION

During this reporting period (May, June, July, and September), PSAC held four meetings focused on key updates and transitions. Throughout these sessions, the Committee received valuable briefings on Metro's social media strategy and the Department of Public Safety's (DPS) operator safety

following the installation of protective bus barriers. Additionally, members reviewed a proposal from one of the members to establish an ad hoc committee to develop a diversion court proposal for consideration within DPS and received an update on the Rail Safety Education program.

The following summary categorizes the Committee's work over the past few months, as well as items planned for future meetings.

Department of Public Safety (DPS) Operations, Hiring, and Budget

Homeless Outreach

Special Programs Senior Executive Officer Craig Joyce reported on the 24 multidisciplinary outreach teams operating across the system, coordinating services and access to 75 interim housing beds.

PSAC members' discussion & feedback:

Committee members evaluated shelter capacities and requested clarity on the distinction between interim and permanent housing placement metrics. They examined outreach operations by questioning service coverage in North Hollywood and along the D Line extension, raising concerns about permitting LA Family Housing vehicles onto the G Line busway, and suggested a field shadow opportunity to observe outreach teams. Additionally, the committee expressed interest in comprehensive data on family reunification processes, including location methods, timelines, and long-term tracking for individuals relocating to other cities.

Sworn Officer Hiring

Chief Bill Scott shared that DPS is launching recruitment with 500 current Metro employees who have expressed interest and an initial hiring phase of 76 positions. Members expressed concerns that DPS could become more law enforcement-focused than care-focused; Chief Scott clarified that care-based staffing is expected to exceed sworn staffing over time.

PSAC members' discussion & feedback:

Committee members urged greater investment in care staffing to counter perceived law enforcement bias within the DPS, prompting Chief Scott to clarify that care-based services remain a core priority with staffing expected to eventually exceed sworn personnel. Members also questioned officer deployment details, union representation, visibility on transit lines, and coordination protocols with local police jurisdictions to ensure consistent value-based approaches. Additionally, they asked about long-term safety planning and security duration for new expansions like the D Line extension.

Budget and Deployment

Chief Scott provided an update on the FY27 budget, noting DPS received funding for 64 new

positions. He detailed progress on crisis response teams and the development of a zone-based deployment model.

PSAC members' discussion & feedback:

Committee members asked about applicant backgrounds and lateral officer cultural integration, prompting suggestions for public job descriptions, operational manual reviews, and future meet-and-greets with incoming Deputy Executive Officers (DEO), who will be hired in the care-based services area, since various PSAC members have a special interest in how DPS will be serving the unhoused. They also asked whether aggressive recruitment would extend to hundreds of care-based personnel, how care models and sworn officers will coordinate within zone deployments, and how mission alignment will be maintained.

Contract Security

DPS Deputy Chief Robert Gummer explained that DPS is tightening deployment and matching care-based resources to actual needs to support a more coordinated and fiscally responsible approach.

PSAC members' discussion & feedback:

Committee members questioned how contract security forces are deployed alongside emerging care models, how personnel are trained to align with Metro's care-first customer service approach over traditional punitive methods, and what accountability and oversight mechanisms govern third-party contractors.

Transit Safety Initiatives: Bus Barriers

Bus operator and PSAC Ex-Officio member Michael Sweeney shared that fully enclosed bus barriers are generally viewed by Operators as a significant safety improvement, though some Operators have expressed ongoing issues such as glare and entry system usability.

Deputy Chief Gummer reported a 67% decrease in medical transports for injured operators from 2024 to 2025, and zero medical transports so far in 2026.

PSAC members' Discussion & Feedback:

Members supported the barriers, especially on crowded routes like the J Line, but asked whether the barriers escalated tension due to communication difficulties or whether it impacted service for ADA riders.

Update on Hiring, Deployment and the Safety Dashboard

Chief Scott updated the Committee on the continued development of integrating the care-based division, including hiring two Deputy Executive Officers (DEO), searching for dedicated training facilities, recruitment, and stakeholder engagement. Additionally, he demonstrated the Safety Dashboard and showed members how to navigate the site to access specific information about stations, crimes, and other key data.

PSAC members' discussion & feedback:

Committee Members appreciated the dashboard and its transparency, noting that the data helps illustrate safety trends. Several Members expressed interest in crime statistics to be presented in context, such as per million boardings, as well as by bus, line, station, and region. Members also suggested expanding the dashboard to show regional data and potentially information about conditions surrounding Metro stations and first/last-mile areas. Members suggested community-based safety kiosks, substations, or other welcoming spaces where DPS, ambassadors, and riders can interact, and whether Metro could provide dedicated ambassador or officer presence in designated safety/"comfort" spaces. One member shared a recent incident involving a passenger being followed and asked what riders should do in similar situations. DPS advised discreet usage of the train emergency button, platform emergency phones, or Transit Watch when it can be done safely, noting that these connect riders directly to Metro's public safety operations. Members expressed interest in meeting the newly hired DEOs for homeless outreach/social work leadership and clinical staff due to their strong interest in the DPS care-based division. DPS agreed to work with the PSAC Team to arrange an introduction, potentially at the next or a subsequent meeting, depending on staff availability. Members repeatedly expressed appreciation for DPS and emphasized their willingness to help shape public safety initiatives.

Diversion Court Proposal

Proposal Overview

PSAC Chair Leslie Ridings presented a proposed diversion court option, recommended by Vice Chair Jack Inman, to study a program for non-violent, needs-based offenses, emphasizing structured treatment and accountability.

PSAC members' discussion & feedback:

Members debated the approach, with one arguing court-based systems can funnel people with mental illness into the prison system, while others affirmed it could bring existing DPS components under a unified structure. The committee voted to form an ad hoc committee to further explore the proposal.

Transit Court Tour

Diversion Court Ad Hoc Committee Members and General Members participated in a Tour of Metro's Transit Court prior to the September General PSAC Meeting. Members received information on processing citations, how fees are handled, the option of community service for those unable to pay, how attorneys interact, and assist with violations, and other useful information. Six PSAC members attended the tour.

PSAC members' discussion & feedback:

Members expressed appreciation for the informative tour and the closer look at Transit Court's operation and processes. Transit Court staff accommodated members' numerous questions, and the group felt well informed about the court following the tour.

Public Engagement, Events, and Social Media

Social Media Strategy

Social Media Director Bunrort 'Boon' Em shared Metro's approach to human-centered, safety-focused storytelling.

PSAC members' discussion & feedback:

Committee members praised "Safetyville" for blending humor with serious safety messaging to engage younger audiences and suggested expanding regional outreach to areas like the East San Gabriel region and the LA County Fair. They also inquired about external agency partnerships, viral trends, and future content collaboration opportunities. Director Em responded that "Safetyville" updates will be shared, noted that content creation is primarily handled in-house while tracking digital trends, and welcomed ongoing feedback from the committee.

World Cup Fan Zones

Following a presentation from Operations staff in January about upcoming World Cup Activities, members were asked for their thoughts about Metro's execution of World Cup activities, including safety, security, crowd control, transit planning, and overall event coverage and other events across the county. Staff explained the different series of events, including official FIFA Fan Zones with Metro activations at locations like the Coliseum and Union Station, station activations hosted by Metro, and various community events.

PSAC members' discussion & feedback:

Committee members commended Metro's successful World Cup operations while raising affordability and accessibility concerns regarding the \$65 Union Station parking fee. They recommended operational improvements for bus overcrowding, outdated detour signage, shuttle wayfinding, and cooling amenities, and sought clarity on security personnel uniforms, prompting Deputy Chief

Gummer to confirm that deployed staff were Transportation Security Administration (TSA) Visible Intermodal Prevention and Response (VIPR) teams rather than US Immigration Enforcement (ICE) officers, as previously thought by some PSAC members.

Rail Safety Education - Brief Overview & Update for Rail Safety Month (September) - On the Move Riders Program & Metro Youth Summit

Senior Director Jennifer Mendoza (Rail Safety Education and Mobility Programs) shared information on the three programs and past and upcoming outreach and engagement.

Rail Safety Education

Metro provides rail safety education to schools, recreation centers, libraries, and community centers within 1.5 miles of light rail lines. Programs include safety workshops, station orientation tours, and community outreach events. Participants learn how to safely navigate tracks, stations, and platforms and what to do in emergencies.

On the Move Riders

The On the Move Riders program helps older adults build confidence using Metro and other public transit systems. It offers workshops, travel training, one-on-one support, peer-led travel clubs, and community pop-ups. The program currently includes 48 travel buddies, and 33 clubs throughout Los Angeles County.

Youth Council

Metro's Youth Council gives high school students ages 14-17 from across Los Angeles County a voice in shaping the future of transportation. Members develop leadership and civic engagement skills, participate in Metro events, and connect with other youth. The program includes a youth-led annual summit and provides members with a \$300 stipend at the end of their term.

PSAC members' discussion & feedback:

Committee members praised the Youth Council and Youth Summit as impactful opportunities for education, leadership, networking, and learning about Metro programs. Members expressed concern that South LA is underrepresented in Metro's outreach, particularly for older-adult pop-ups and rail safety education. Members offered connections to South LA neighborhood councils, LAUSD representatives, schools, libraries, community organizations, and local government to help Metro gain access to communities. Members offered specific outreach opportunities and connections to key contacts for Dorsey High School, schools in Compton, Inglewood/Hawthorne, and LA Public Libraries. Members also offered connections in Pomona/East San Gabriel Valley, including senior centers and nonprofit organizations. A member suggested incorporating the Transit Watch app into rail safety education, particularly to help riders understand available safety resources and technology.

Members emphasized that safety education should address personal and transit security concerns, not just fare compliance and revenue protection. A suggestion was made to formally require community-facing Metro programs and outreach partners to help inform on infrastructure design. Members reiterated their willingness to help Metro reach underserved communities and schools, particularly in South LA.

The overall message was to leverage PSAC members' community relationships and resources to expand education, safety awareness, and access to Metro programs.

Administrative Activities

Recruitment:

- Applications for PSAC Cohort 5 opened in mid-July 2026, with members participating in community events like CicLAvia and staffing outreach at the KCRW Summer Nights Concert at Union Station to engage potential applicants.

EQUITY PLATFORM

During this reporting period, PSAC continued to focus on its Committee objectives to strengthen its impact on furthering equitable outcomes through community-driven engagement by tabling at public events and Metro-sponsored activities and promotions. Beyond community tabling and promotional events, PSAC is actively advancing its equity mandate by examining systemic reforms through initiatives like the ad hoc committee on diversion court. Concurrently, members continue to debate and refine the balance between traditional enforcement and care-based, supportive safety strategies to ensure public transit solutions address underlying community needs rather than relying solely on punitive measures.

PSAC members helped provide further equitable outcomes by volunteering at events such as Metro's On the Move Riders Program 10th Annual Older Adult Transportation Expo to engage with attendees, and at CicLAvia - Meet the Hollywoods, where they connected with event attendees and shared their experience as PSAC members with prospective applicants. Upcoming events include tabling at the Los Angeles Korean Festival in Koreatown, and the Taste of Soul on Crenshaw.

The PSAC continues to advance Metro's equity platform by strengthening its capacity to provide informed, community-centered advisory input on safety, infrastructure, and system design initiatives. Members received targeted briefings on safety and security-related topics to ensure their recommendations reflect both operational realities and the lived experiences of riders, particularly those from Equity Focus Communities and historically underrepresented populations. This enhanced knowledge base equips PSAC members to engage meaningfully with active and potential riders through one-on-one conversations, community events, and public meetings.

Through diverse representation, proactive field engagement, and data-driven recommendations, PSAC helps shape a transit system that is safe, accessible, and equitable for all residents of Los Angeles County.

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.

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 provides awareness, transparency, and support for the work of the PSAC- an advisory body for LA Metro focused on customer experience and safety, which may encourage transit ridership. Because the Metro Board has adopted an agency-wide VMT Reduction Target and this item supports the agency's overall function, it 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

PSAC's work supports Metro's Strategic Vision Goal #2, which is to deliver outstanding trip experiences for all transportation system users.

This goal outlines that the agency will specifically take action to improve security and ease of use by preventing crime and enforcing Metro's code of conduct. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component to help reach this goal as the committee will work to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety.

NEXT STEPS

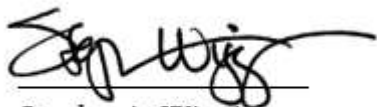
The CEO will continue to meet monthly with the PSAC Executive Committee to ensure that the Board's priorities are met.

ATTACHMENT

Attachment A - Motion 37

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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



Metro

Board Report

Los Angeles County
Metropolitan Transportation
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Los Angeles, CA

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 18, 2020

Motion by:

DIRECTORS BONIN, GARCETTI, HAHN, DUPONT-WALKER, AND SOLIS

A Community Safety Approach to System Security and Law Enforcement

On March 13, 2020, Breonna Taylor, a 26-year-old emergency room technician, was killed in her home by a Louisville police officer who was carrying out a search warrant in the middle of the night. On May 25, 2020, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. These deaths and many before them, including here in Los Angeles, have sparked demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement.

Community leaders are demanding a shift in how agencies deliver public safety at every level of government. This includes reforming police practices as well as reallocating resources typically devoted to policing to other forms of community safety. In a transit environment, safety is typically provided through design, staff presence, aid station access, and law enforcement. Given recent events, it is prudent for Metro to reevaluate its safety strategies to ensure it is meeting the needs and expectations of our riders. Metro should work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

SUBJECT: A COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW ENFORCEMENT

RECOMMENDATION

APPROVE Motion by Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis that the Board direct the Chief Executive Officer to:

- A. Establish a Transit Public Safety Advisory Committee. This committee should incorporate the existing Community Safety & Security Working Group and include additional perspectives that represent Metro's ridership and advocacy organizations, including but not limited to racial,

cultural, gender, income, geography, immigration status, and housing status.

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:
1. A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles.
 2. Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations.
 3. Greater community stewardship of transit spaces, such as supporting street vending in transit plazas.
 4. The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives (BF 2018-0365).
 5. Education about and expansion of fare discount programs.
 6. Outreach and services for unhoused individuals.
 7. A shift of resources from armed law enforcement to the above strategies.
- C. Consult with the Advisory Committee when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal.
- D. Report back to the Operations, Safety, and Customer Experience Committee in 90 days, and quarterly thereafter until the 2022 contract renewal. In the final quarterly report of 2022, include an external, third-party evaluation of the effectiveness of the Advisory Committee and a recommendation on whether it should continue.