



## Board Report

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### **OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 18, 2021**

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) QUARTERLY UPDATE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Public Safety Advisory Committee (PSAC) quarterly update.

#### **ISSUE**

This report reflects a quarterly update of progress in convening an advisory committee that will provide recommendations on how Metro can reimagine public safety on its system.

#### **BACKGROUND**

In the June 2020 Regular Board Meeting, the Board of Directors approved motions 37 and 37.1 for Metro staff to form an advisory committee and, in partnership, develop a community-based approach to public safety on the transit system. Staff is to report back quarterly.

#### **DISCUSSION**

##### **General PSAC Meeting Highlights**

From July through October, we had thirteen (13) general PSAC meetings. In these meetings, the following items were discussed: timelines for recommendations for the existing policing and infrastructure protection services contracts; began the discussion on a mission and values statement for public safety on the Metro system; invited guest speakers from Metro's Transit Security, and contracted law enforcement/security to learn about opportunities to strengthen community relationships; heard from Metro's CEO Stephanie N. Wiggins on her vision for reimaging public safety on the system; and discussed staff's proposed recommendations on the infrastructure protection services contract extension.

##### **Ride-Alongs**

Members were invited to participate in ride-alongs with the Los Angeles Sheriff Department Transit Bureau (LASD) and the Los Angeles Police Department Transit Bureau (LAPD). Several PSAC members took advantage of this educational opportunity to ask questions to front-line officers and learn more about the role of law enforcement on the Metro system. Furthermore, Metro's Transit Security offered tours of its dispatch center to detail how calls are dispatched.

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### **Ad-Hoc Subcommittee Meetings**

From July through October, we've held ten (10) Infrastructure Protection Services meetings, ten (10) Policing Practices meetings, eleven (11) Non-Law Enforcement Alternatives meetings, three (3) Public Safety Survey meetings, and five (5) Community Engagement meetings. Each ad-hoc subcommittee expressed interest in listening to various guest speakers, including community-based organizations, service providers, contracted officers, private security, and unarmed Transit Security officers. This would give them an opportunity to hear first-hand on critical topics such as use of force.

The Non-Law Enforcement Alternatives ad-hoc sub-committee, formally known as the Transit Ambassadors ad-hoc subcommittee, began meeting on June 15<sup>th</sup> and has held 11 meetings to date. Their primary discussion has been on the transit ambassador program, as outlined in Motion 26.2, with the guidance of Aaron Weinstein, Executive Officer of Customer Experience. As a starting point, he provided members with a list of transit ambassador programs from across the nation and shared first-hand experience on BART's program. This information has been instrumental in members brainstorming and drafting a list of recommendations for a future Metro ambassador program. The ad-hoc subcommittee's recommendations are expected to be agendized for PSAC approval on Wednesday, November 17<sup>th</sup>. Should they be approved at this meeting, and upon CEO concurrence, staff will update the Board.

### **Guest Speakers**

As noted above, members expressed interest in hearing from internal and external guest speakers. Members were surveyed to prioritize speakers for upcoming meetings. The first set of guest speakers were invited to attend the September 1<sup>st</sup> general PSAC meeting which included a panel of Metro's contracted law enforcement, private security, and Transit Security. The panel included LASD's Captain, Shawn Kehoe, LAPD's Deputy Chief, Gerald A. Woodyard, LBPD's Commander, Michael Pennino, RMI International VP of Operations/Project Manager, Clarence Roshell, and Metro Transit Security Director, Jose Ortiz. The panelists and membership discussed training, leading the new generation of officers, police culture, use of force by police officers, building community relationships, the transit Mental Evaluation Team (MET), screening and recruiting, and resource deficiencies. At the September 14<sup>th</sup> IPS ad-hoc subcommittee meeting, Abel Nunez and Elias Acevedo from our contacted partner, RMI International, were invited to speak to members about private security officer duties, such as protecting the ancillary areas at the stations.

### **EQUITY PLATFORM**

Since the previous PSAC update, staff launched a public safety survey, a first of its kind, that will serve as another opportunity for the public to share their perceptions and recommendations for public safety. The Public Safety Survey ad-hoc sub-committee provided feedback before the survey was launched to ensure the language used to portray communities and individuals in the questionnaire were respectful, accurate, neutral, and objective. Metro also worked with the survey consultants to ensure the survey was accessible to as many riders as possible. For example, the survey was available in eight languages and multiple modes such as cell phones, landlines, and online. In addition, potential respondents were reached with several contact methods such as phone calls, text messages, email messages, and contacted at different times of day and different days of the week. The survey data will soon be provided to PSAC members to help shape their recommendations. Lastly, to improve the level of accessibility during the public meetings, we continue to offer closed captioning, ASL, and Spanish translations. These are standing resources at all public PSAC

meetings.

**NEXT STEPS**

We will continue to provide PSAC updates in the monthly Transit Safety and Security Performance report.

**ATTACHMENTS**

Attachment A - July 7, 2021 PSAC Meeting Minutes

Attachment B - July 21, 2021 PSAC Meeting Minutes

Attachment C - August 18, 2021 PSAC Meeting Minutes

Attachment D - Sept 1, 2021 PSAC Meeting Minutes

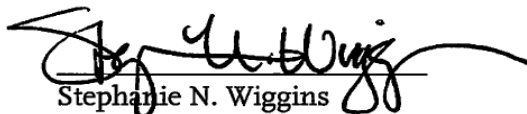
Attachment E - Sept 22, 2021 PSAC Meeting Minutes

Attachment F - October 6, 2021 PSAC Meeting Minutes

Attachment G - October 20, 2021 PSAC Meeting Minutes

Prepared by: Imelda Hernandez, Manager, Transportation Planning, System Security and Law Enforcement, (213) 922-4848

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-2711



Stephanie N. Wiggins  
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## Public Safety Advisory Committee (PSAC) Meeting MINUTES

Wednesday, July 7, 2021 | 5:00-7:00pm

### 1. Call to Order

#### a. Zoom Meeting Protocols

Facilitator Thomson Dryjanski called the meeting to order. Noted that Spanish and American Sign Language interpreter services would be available throughout the meeting. Additionally, instructed committee members that all comments must be use the “all participants and panelists” function so they are visible to all attendees.

#### b. Roll Call

**Present:** Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Ma’ayan Dembo, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Scarlett de Leon

**Absent:** Andrea Urmanita, Mechell Graham, Raul Gomez, Dr. Sabrina Howard

#### c. Update on meeting timing

Facilitator Tamika Butler proposed that the first bi-monthly PSAC meeting be 2 hours, and the second meeting be 1.5 hours. She noted that voting would take place in the first 90 minutes of each meeting. The committee members voiced their support for adding a half an hour to the first bimonthly meeting.

#### d. Approval of 06/16 meeting minutes

A vote was taken to approve the meeting minutes for the June 16, 2021 meeting.

Ayes: 11

Nays: 0

Abstentions: 0

### 2. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- a. Commentor representing the Bus Riders Union indicated they were worried that PSAC and Metro have not conducted any community engagement concerning the PSAC initiative and voiced concern regarding the two-week timeline that Metro had given committee members to provide recommendations on new police contracts.
- b. Commentor representing ACT-LA thanked committee members for their participation and observed that there is a long history of racial profiling and arresting unhoused individuals on the Metro system.



# Metro

- c. Commentor is a frequent Metro rider and shared an experience of witnessing a passenger being harassed while having a mental health crisis. They called for more mental health services providers on the system.
- d. Commentor shared a concern about airflow and contracting COVID-19 on the Red Line since the car windows do not open.
- e. Commentor thanked Metro for amending language – used by Metro in a previous presentation – related to riders with mental health disabilities.

### 3. Committee Member Proposal (10 mins)

#### Restructuring PSAC Ad hoc Committees (*Chauncey Smith, PSAC Member*)

- a. This item was discussed during the June 16, 2021 meeting and was tabled until this meeting for further discussion and approval.
  - o Committee member James Wen proposed amending Committee member Chauncey Smith's restructuring plan by retaining the Community Engagement ad hoc committee and changing the title of the Transportation Ambassadors and Training ad hoc committee to Non-Law Enforcement Alternatives and Training.
  - o Several members shared that they would like to keep the Community Engagement ad hoc committee, saying that a dedicated Fareless Transit Program ad hoc committee would be outside the scope of PSAC. Still others noted that fareless transit would fall under PSAC's charge to provide recommendations related to the agency's fare discount programs.
  - o Several members emphasized that training is an essential component for each ad hoc committee.

#### Public Comment on Restructuring PSAC Committees

- o Commenter is a Metro operator and shared that passengers often do not pay fare. They also voiced concern about removing police from the Metro system.
- o Commenter does not support police enforcing fare compliance but does support police protecting passengers from violent crime.
- o Commenter is a Metro operator and is skeptical of non-law enforcement alternatives. They also voiced safety concerns about removing law enforcement from the transit system.
- o Commenter is a Metro operator and shared safety concerns about removing police from the transit system.
- o PSAC committee member responded to public comment with the following:
  - o Member Davis thanked the Metro operators for commenting and discussed incentivizing law enforcement to use the Metro system.
  - o Member Tajsar expressed concerns of fear mongering against unhoused individuals.

Facilitator Tamika Butler then proposed the updated ad hoc committee names. In response to committee member Wen's concern, facilitator Butler emphasized that training would be a



# Metro

component of each ad hoc committee. The updated ad hoc committee names presented to the committee are:

- Police Practices
- Non-Law Enforcement Alternatives
- Community Engagement
- Infrastructure Protection Services
- Public Safety Survey

The proposal passed with the following votes:

- a. Voting:
- b. Ayes: 9
- c. Nays: 0
- d. Abstentions: 2

## 4. Discussion

- a. **Summary of Critical Issues:** Presentation on Metro's Priorities, Urgent Timelines, and Mechanisms to Offer Feedback.
  - This item was tabled due to time constraints.
- b. **Ad-Hoc Subcommittee Reports**
  - **Infrastructure Protection Services (IPS) ad hoc committee:** Committee member Garcia reported on the Infrastructure Protection Services (IPS) ad hoc committee. The ad hoc committee discussed the following:
    - 1. **Scope of recommendations:** This ad hoc committee will provide recommendations based on the previous Scope of Work. The forthcoming Scope of Work is confidential and cannot be shared with PSAC.
    - 2. **Deadline for recommendations:** The deadline for the committee to provide recommendations was extended to July 21<sup>st</sup> and Metro Board will vote on this issue in February 2022.
      - a. **Key takeaways:** Member Garcia reiterated that the goal of the committee is to present non-law enforcement alternatives. He shared that the ad hoc committee discussed the appearance and uniform of security personnel. The committee agreed that security guards should be equipped with identifiable Metro logos or symbols and the uniform should be less be less militaristic. The committees also discussed security personnel helping raise awareness of and improving access to existing resources for customers.
    - 3. **Comments and questions from the full committee:**



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- a. Member Ajayi resonated with the emphasis on raising the awareness of existing resources and asked what kind of measures Metro can take to enhance the accessibility.
    - i. Member Garcia stated that providing materials in multiple languages is one of the critical measures and mentioned that the Transit Watch app is available in different.
  - b. Member Clarence asked for clarification on how the uniform would look.
    - i. Member Garcia answered that the idea is that private security members will wear their own uniform but wear vests with visible Metro logo.
  - c. Member Raigoza asked how the security personnel will be allocated between the bus and rail systems.
    - i. Member Garcia replied that Metro has an internal plan for the allocation, but the committee did not cover this topic. Member de Rivera expressed the desire to have PSAC review how security personnel are allocated.
- **Transit Ambassadors + Training ad hoc committee:** Committee member Rodney and Goodus reported on the Transit Ambassadors + Training ad hoc committee. The ad hoc committee shared the following:
  - 1. **Recommendation mechanisms:** The ad hoc committee discussed the anticipated mechanisms for providing recommendations to the larger PSAC committee.
  - 2. **Transit Ambassador Training scenarios:** Metro staff presented different intervention scenarios for transit ambassadors to the ad hoc committee; they asked for specific feedback on how ambassadors should respond.
    - a. These scenarios include fighting, harassment, smoking, loud music, littering, fare evasion, eating, threatening behavior, unhygienic conditions, drug use, as well as urination and defecation. The ad hoc committee also added additional scenarios for responding to inebriated riders and interventions related to sexual assault.
    - b. The committee also discussed how each scenario affects riders, and described transit ambassador responsibilities for the scenarios listed above.
    - c. The committee discussed incorporating trauma-informed training mechanisms into the ambassador training and reaching out to receive presentations from community-based organizations with expertise in the field.



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- d. Metro will work with the committee to invite Chrysalis, a nonprofit based in Los Angeles Fashion District, to speak at future ad hoc meetings.
  - e. The committee met again on July 7<sup>th</sup> and continued their discussion on the scenarios provided by Metro, which covered urination and defecation, sexual harassment, sex trafficking, as well as doorway and aisle obstructions.
  - f. The committee asked to invite Metro's contracted law enforcement to provide a presentation on their existing procedures and protocols.
  - g. The committee also allocated time to discuss the ad hoc committee restructuring proposal from committee member Smith.
3. **Comments and questions from the full committee:**
- a. Member De Leon asked for clarification on whether the transit ambassadors will be Metro staff or outside contractors and suggested that this is a critical opportunity for creating good-paying public sector jobs.
    - i. Metro staffer Aaron Weinstein responded that Metro has not determined how they will source the ambassadors and will continue to consider this issue.
- **Public Safety Survey (PSS) ad hoc committee:** Committee member Ajayi reported on the Public Safety Survey ad hoc committee. The ad hoc committee shared the following:
- 1. **Public Safety Survey review:** The committee reviewed two surveys: (1) a public safety survey and (2) a survey instrument focused on people experiencing homelessness.
    - a. The committee shared that their first meeting involved extensive discussion to understand what the surveys' scope, intended reach, and outreach processes.
    - b. The committee reviewed the surveys question by question.
    - c. The consultants leading on the survey development shared survey administration techniques and the survey's desired sample size – 2000 respondents – with the committee.
  - 2. **Comments and questions from the full committee:**
    - a. Member Dembo raised a question regarding the budget allocated to undertake the surveys.
      - i. The ad hoc committee meeting did not cover this topic, noting the survey consultants were selected before the formation of PSAC.





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- b. Member Smith raised a question regarding how the pool of survey participants is determined. He urged Metro to include historically marginalized groups including people of color, low-income people, LGBTQ groups, etc.
    - i. Metro shared that the survey has demographic targets that must be met before it is closed.
  - c. Member Maricela indicated that the definition of public safety in the surveys leans heavily on notions of traditional policing.
    - i. Metro side note - The consultant subsequently made changes to the survey to be responsive to this, including elements of safety that are not part of the “crime” framing, such as for better lighting, restrooms, station activation with cafes/music/etc., emergency call buttons, and accessibility improvements for people identifying as having disabilities.
  - d. Member Davis noted potential bias embedded in the survey and recommended measures such as prioritizing specific neighborhoods and demographics to help ensure that survey results are representative.
- **Policing Contracts (PC) ad hoc committee:** Committee member Davis reported on the Policing Contracts ad hoc committee. The ad hoc committee shared the following:
  - 1. **Recommendation deadline:** The deadline for this committee’s recommendations is July 29<sup>th</sup>, 2021.
  - 2. **Metro policing contracts discussion:** The committee asked Metro to provide additional information on how Metro contracts with their law enforcement vendors and how they work with law enforcement and other security service providers.
    - a. The committee also asked for details on how Metro has been collecting data included in the presentation.
  - 3. **Reporting process improvements:** The committee discussed methods Metro customers can use to contact Metro dispatchers in emergency situations and improvements to make the process more efficient.

## 5. General Public Comment

Public comment was taken by email and from the meeting participants. The comments are as follows:

- a. Commentor recommended considering staff who received training on mental and emotional disabilities to replace traditional law enforcement.
- b. Commentor provided the following suggestions for PSAC: 1) adding staff to each station to deter fare evasion, 2) enforcing a mask mandate and no-eating policy, and 3) having regular cleaning crews onboard Metro vehicles.



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- c. Commentor asked Metro to address hygiene and safety issues related to unhoused individuals on the system.
- d. Commenter urged Metro to address crimes on Metro Blue Line. Commenter stated that the presence of law enforcement makes the riding experience feel safer. The commenter also asked Metro to enforce fare compliance.
- e. Commenter noted PSAC does not include any representatives from law enforcement or prosecution and asked if Metro attempted to include them.
- f. Commenter identifying as a council member of the City of Rosemead expressed objection to defunding public safety on Metro.
- g. Commentor expressed concerns about defunding professionally trained peace officers and stated that such a measure will negatively impact metro ridership.
- h. Commentor – a representative from the Bus Riders Union – expressed concerns regarding the forthcoming public surveys. Commentor also urged PSAC to seek input from the Bus Rider Union through visiting their website or contacting them via email.
- i. Commentor inquired about Metro contact info for submitting additional questions via emails.
  - o Metro staff replied that all questions can be emailed to [psac@metro.net](mailto:psac@metro.net).

## 6. Adjournment

Next Meeting: Wednesday, July 21<sup>st</sup>, 2021 at 5pm.

# Public Safety Advisory Committee (PSAC)

## Meeting #8 MINUTES

Wednesday, July 21, 2021 | 5:00-6:30pm

### I. CALL TO ORDER

#### A. Zoom Meeting Protocols

Facilitator Thomson Dryjanski called the meeting to order. Noted that Spanish and American Sign Language interpreter services would be available throughout the meeting. Additionally, he instructed committee members that all comments must be use the “all participants and panelists” function so they are visible to all attendees.

#### B. Roll Call

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Chauncey Smith, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Ma’ayan Dembo, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Scarlett de Leon

**Absent:** Charles Hammerstein, Clarence Davis, Mechell Graham, Raul Gomez, Dr. Sabrina Howard

#### C. Approval of 07/07 meeting minutes

A vote was taken to approve the meeting minutes for the July 07, 2021 meeting.

Ayes: 13

Nays: 0

Abstentions: 1

### II. GENERAL PUBLIC COMMENT

Public comment was taken from meeting participants. The following comments were shared:

#### A. Commentor agrees with “Metro as a Sanctuary” report, called for PSAC Committee to not renew the policing contract, continue fareless transit, and called for Transit Ambassador positions to be good-paying union jobs.

1. They also noted that the \$800 million policing contract budget is about equal to the amount of fares collected pre-pandemic and that 70% of Metro riders are extremely low-income relative to the area median income.

#### B. Commentor is a frequent subway rider who notices a lot of trash. They would like to see more done to sanitize seats and surfaces. They noted that trash may stop some people from riding the trains because of their perceived filth.

#### C. Commentor is a member of the Alliance for Community Transit LA (ACT-LA). They are concerned that PSAC is not having a conversation on police alternatives, and they indicated that Metro’s security leadership is being counterproductive and uncooperative in this process.

1. Commentor would like to see more engagement from Metro's Office of Race and Equity and the Office of Civil Rights.
- D. Commentor is a member of Jobs for America and ACT-LA. Based on the Ad-Hoc Committee reports, they are disappointed to see how much time is used discussing renewing or amending policing contracts, rather than community-led alternatives to law enforcement.
  1. Commentor was part of the initial group advocating for the creation of PSAC, and they noted that it is incumbent on Chief Gerhardt to create the space for non-law enforcement alternatives.
- E. Commentor is a member of LA Forward. They noted that it is important for PSAC to look at safety solutions not dependent on police and that do not use the oversized police contracts.
- F. Commentor is a member of ACT-LA. They want to hear community-led safety solutions that do not rely on police and noted police alternatives highlighted in the "Metro as a Sanctuary" report. They also noted that safety can come through investments in housing and other community needs.

### III. DISCUSSION

#### **Metro Street Safety presentation**

- A. Mark Vallianatos, from the Office of Extraordinary Innovation and Caro Vera from the Office of Equity and Race, led the presentation.
- B. **Data Sources:** Member Tajsar asked 1) where does Metro's traffic safety data come from and 2) what data does Metro want that it is not currently collecting?
  1. Presentation team answered that traffic safety data is primarily collected from law enforcement agencies and the Transportation Injury Mapping System (TIMS). Metro collects data on collisions involving Metro, such as collisions involving busses. They noted that Metro's data collection supplements data from sources like TIMS.
  2. They also noted Metro could use hospitals and other non-law enforcement agencies as data sources.
- C. **Providing Further Detail:** Member de Rivera requested more information on existing street safety programs in fine detail. She appreciates that Metro is willing change fare enforcement but would like to suspend fare enforcement altogether.
  1. Presentation team will send additional information to PSAC and will provide their contact information for PSAC members to follow-up.
- D. **Vision Zero:** Member de Rivera continued asking what party is being asked to change their behavior to reduce collisions.
  1. Team clarified that Metro does not promote blaming the victims in collisions (i.e., by solely focusing on the actions of vulnerable street users like pedestrians and cyclists).
- E. **Working with CBOs:** Member de Rivera also asked to hear more about the ways that Metro is working with organizations that are represented frequently in

public comment and cites previous public commentators that expressed a lack of collaboration with the agency. She also noted that unhoused and mental health disability populations should be present in these collaborations.

1. The Street Safety team requested a list of the community organizations that attend PSAC meetings. They also stated that Metro works with the following organizations: People for Mobility Justice, LACBC, and organizations that are part of Community Partners. Going forward, they noted that they can connect with groups working with unhoused populations.
- F. **Metro Right of way:** Member Murrell asked how much data does Metro collect on collisions involving trespasses on Metro right-of-way.
1. Presentation team said that those trends may be in government-collected data.

### **Summary of Key Decisions, Unresolved Items, Looking Ahead**

- A. In the case of the Ad-Hoc Subcommittees requesting more time, Member Dembo would like for to have the opportunity to share the justification for extension directly with the Board.
1. Facilitator team has discussed with the Metro team and will report back to PSAC on how to systematize future updates between the Board.

### **Proposed Timeline for Recommendations**

- A. The facilitation team shared a potential timeline structure that incorporated extended deadlines to provide feedback on the existing policing and infrastructure protection services contracts.
- B. The extended timeline would give each Ad-Hoc Subcommittee five to six additional meetings to provide initial recommendations.
- C. The schedule anticipates bi-weekly meetings, as opposed to the current schedule of weekly meetings.
- D. The facilitation team intends to continue placing AHC report-outs to the full PSAC on future committee agendas.
- E. By November 2021, each Ad-Hoc Subcommittee should begin offering sample recommendations to the full PSAC.
- F. This would give the committee, in consultation with Metro, about three to four meetings to revise recommendations by the end of January.
- G. These timelines are still being finalized, pending additional feedback from committee members and Metro.
- H. Metro's formal evaluation of PSAC's recommendations would be sent to the full PSAC committee for feedback.
- I. It is anticipated that there will be a mechanism for the Metro Board to share feedback with PSAC (e.g., via Metro staff reporting back on how PSAC recommendations were received and implemented).
- J. The facilitation team will follow-up with a more detailed and finalized plan.

### **PSAC Participation in Setting General Committee Agendas**

- A. Member Tajsar felt that a traffic safety presentation was not the most relevant to the mission of PSAC. He raised the point that the committee could be more proactive and better use its time by participating in agenda setting.
- B. Member de Rivera felt like traffic safety is not a PSAC-specific item. She acknowledged the role of traffic safety enforcement in systemic racism, using jaywalking as an example.
  - 1. If Metro is asking PSAC to consider broader areas of public safety, she asked that presentations be more focused and relevant to immediate PSAC concerns (e.g., Black Lives Matter).
  - 2. Member noted the need to rethink how communities are policed and the need to reduce policing.
- C. Member de Leon echoed member Mohammad's point on PSAC having more input in their meeting agendas. She would like to give feedback on missed meetings, noting that surveys may accomplish this.
- D. Member Smith felt that the committee has made some progress, but that the process could be more efficient without as many presentations from Metro staff.
  - 1. He would like to see more input from community organizations (e.g., Act LA and Labor Committee Strategy Center) and other folks who have lived experience on issues that PSAC is tasked with.
  - 2. Like Member de Rivera, he emphasized PSAC's mission to reimagine safety on public transit and to shift resources from the status quo to non-law enforcement alternatives.
  - 3. Member Smith would like it if PSAC could give feedback on agenda in advance as well.
- E. The facilitation team noted that the Brown Act constrains the timeline for posting agendas.
- F. Member Ajayi found Metro's Street Safety presentation relevant, given its focus on equity.
  - 1. She cited the "Metro as a Sanctuary" report and its strategic design changes for public safety.
  - 2. She believes there is a tension with how public safety is defined among committee and believes semantics are worth arguing when they affect PSAC's work.
  - 3. Member suggested Metro offers pre-recorded presentations for members to watch in advance of meetings, instead of using meeting time to discuss presentations.
  - 4. She noted that the strength on PSAC is in its diversity of members.
- G. In the context of inviting guest speakers, Member Strickland mentioned that the YWCA works with young girls on the street, particularly those who have survived sexual trauma or abuse.
  - 1. She echoed Member Ajayi's point, asking if public safety considers only Metro or all public areas.

- H. Member Smith stated that it would be helpful to have a formal mechanism for PSAC to report directly to the Board to maximize clarity.
  - 1. He brought up that in Metro's previous report to the Board, a Supervisor wanted PSAC to weigh in on forthcoming procurement materials, but this is in contradiction to Metro staff's feedback noting that the materials are confidential and cannot be shared with PSAC.
  - 2. He disagreed Metro's statement made during the Operations Committee meeting that PSAC wants a year extension on the current policing contract, saying this is not accurate to what the Policing Practices ad hoc committee discussed.
  - 3. He highlighted the two opposing asks of PSAC: radically transforming Metro public safety practices to include new community-based alternatives, as opposed to minor adjustments to Metro's current practices for public safety.

#### **Ad-Hoc Subcommittee Reports**

- A. The facilitator proposed moving on to public comment in the interest of time. Members agreed with no objections.

#### **IV. General Public Comment**

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor stated that the COVID-19 pandemic is over, the mask mandate is unsanitary, and that Metro should be fighting the state to remove the mask mandate.
- B. Commentor is concerned about unhoused drug users threatening civilians on transit. The commentor travels with their family and has seen drug use and public masturbation on transit. They stated that the city's lack of law and order has given the impression that drug users can do whatever they want, leaving other residents to feel like they cannot use Metro and that they are abandoned.
- C. Commentor went downtown on July 7 via the Red Line and saw riders without masks. They also saw a suspicious man approaching random men to ask if they were talking to a woman. They stated the need for law enforcement and mental health experts to address crime and mental health issues.
- D. Commentor loves having LAPD present at stations and would like to see them all the way from downtown to Santa Monica. They feel like crime is down when LAPD is around.
- E. Commentor is a frequent bus rider and occasional train rider. They have noticed on busses that riders generally wear face masks, but on trains, only half of riders wear masks. Commentor would like to see security and police make people wear face masks.

#### **V. Closing Comments**

- A. Member Wen clarified a mistake on the second bullet point concerning the report-out from the Non-Policing Alternatives Ad-Hoc Subcommittee.
  - 1. The discussion was not about shadowing law enforcement officers; rather, it was about shadowing service providers. The comment regarding shadowing law enforcement officers came up in the context of the Policing Practices Ad-Hoc Subcommittee.

## **VI. Adjournment**

- A. Meeting adjourned at 6:46pm

## **VII. Next Steps and Follow-Ups**

- A. Metro
  - 1. Street safety team will send further information and their contact information to PSAC.
  - 2. Presentation team requested a list of the community organizations that have attend PSAC meetings.
- B. Facilitation team
  - 1. Facilitators will report back to PSAC on how to systematize updates between the Board.
  - 2. Facilitators will deliver a finalized timeline to PSAC.
  - 3. Facilitators will ask PSAC members for a list of desired guest speakers.



# Metro Public Safety Advisory Committee

## General Committee Meeting #9

### MINUTES

Wednesday, August 18, 2021

5:00 – 6:30 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Thomson Dryjanski called the meeting to order. Noted that Spanish and American Sign Language interpreter services would be available throughout the meeting. Additionally, he instructed committee members that all comments must be use the “all participants and panelists” function so they are visible to all attendees.

##### B. **Roll Call**

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Scarlett de Leon

**Absent:** Ma’ayan Dembo, Raul Gomez, Dr. Sabrina Howard

##### C. **Approval of 07/21 meeting minutes**

A vote was taken to approve the meeting minutes for the July 21, 2021, meeting.

Ayes: 10

Nays: 0

Abstentions: 1

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor was a member of ACT-LA. Speaking on mission and values, commentor felt that it should reflect the board motion that created PSAC; it should speak to shifting away resources from policing, prioritizing dignity of people targeted by Metro’s policing, including Black Indigenous People of Color (BIPOC) communities, unhoused folks, and disabled people.
- B. Commentor was also a member of ACT-LA. Speaking on mission and values, commentor felt like it is a needed step in moving away from police. Commentor encouraged PSAC members to consider a mission and values statement that is steeped in the language of the board motion on non-law enforcement alternatives and shift resources from policing, and it should center solutions on Black, unhoused, poor, disabled, and mental health and substance abuse disabilities.

#### III. Discussion

##### **Introductions**

- A. Imelda Hernandez introduced two Metro employees who will be joining the PSAC initiative, Nicole Englund and Elba Higueros.
  - a. Nicole Englund introduced herself as the Chief of Staff at LA Metro. The CEO of Metro, Stephanie Wiggins, asked for Nicole and Elba to act as co-leads for PSAC, which now

interface more closely within the Office of the CEO. They are working on arranging a meeting between the CEO and PSAC soon.

- i. An urban planner by training, Englund is two months into her position at Metro, but she has twenty years of experience in transportation planning.
- b. Elba Higueros introduced herself as the Chief Policy Officer at LA Metro. She has been in this role for six years and has been at Metro for eighteen years.
- c. Higueros stated she has watched recordings of previous PSAC meetings and heard that some people are overwhelmed by the volume of information and confused by the committee's scope of work. She stated that Metro needs to do a better job of presenting information and highlighting important and pertinent details and committed to Metro being transparent and upfront about their security and police forces.
- d. She then requested advice from PSAC on two main focuses: the "big picture" for public safety on Metro, and advice and strategies for forthcoming security and law enforcement contracts.
  - i. She stated that the recommendations for the contracts are time sensitive and that Metro welcomes recommendations whether or not the contracts fit the committee's future vision for public safety.
- e. Englund followed up to share the deadline for the law enforcement and security contracts.
  - i. The Infrastructure Protection Services (IPS) contract expires March 2022, and the law enforcement contract ends June 2022, but it will run out of money in January 2022.
  - ii. She shared those new procurements take a better part of a year, and the existing contracts need to be extended and cannot be abandoned.
  - iii. Metro welcomes input on modifications to these contract extensions, such as strategies and tactics to define the contracts' scope and advice on performance metrics and accountability mechanisms.

B. Members had a short Q&A with Englund and Higueros. They discussed the following:

- a. Member Davis asked the following questions: is it possible for PSAC to suggest a system of 90-120 day contract extensions for the IPS and public law enforcement contracts. Could Metro back date invoices for contractual obligations on a temporary basis? No matter what PSAC decides, there is already a timetable for Metro?
  - i. Englund responded. Metro has flexibility regarding the length of any extensions, but the issue is that procurement takes the better part of a year. Metro can arrange for a follow-up presentation on the procurement timeline for these contracts (the IPS and Policing Practices ad hoc subcommittee already saw a presentation from Metro's procurement department).
  - ii. There needs to be mindfulness of the time needed to get committee recommendations and develop the solicitation's scope of work. Metro is accepting feedback from members to make any modifications to these forthcoming contracts so that changes can be implemented more quickly.
- b. Englund suggested a presentation for PSAC members on the procurement schedule.
  - i. Member Davis welcomed the presentation. It would help PSAC understand their choices.
- c. Member Annang stated that the procurement presentation has brought a lot of clarity when it presented in the Policing Practices ad hoc subcommittee.

- i. She shared that being able to understand those contracts, what PSAC can and cannot do, where their input is needed, and being able to offer some tangible feedback on those contracts is beneficial to moving forward.
    - ii. She requested an additional presentation in the Policing Practices ad hoc subcommittee to show where the “red flags” are so that PSAC can provide recommendations.
  - d. Member Smith referenced a discussion that the Policing Practices ad hoc subcommittee had where they favored a short contract extension over a year-long extension. They were told that extending the contract for a few months is not possible because of existing procurement timelines. Member Smith asked for clarity on those timelines; he stated that there should be some effort to revisit procurement process to shorten some processes.
    - i. Englund responded that it is not impossible to do a shorter extension, but Metro’s existing practices may not make it feasible. She further added that depending on what is added to the contract, there are cost implications.
    - ii. She agreed with revisiting the procurement process to possibly shorten it and will go back to the procurement staff. She does not believe that there is a lot of room for streamlining, but she is willing to walk PSAC through the process to see what new ideas there may be.
  - e. Member Davis asked if it is possible to have a preview of what alternative security initiatives Metro has come up with to supplement the public policing contract?
    - i. Englund responded that she only got the list of draft alternatives earlier this week and will commit to a preview for PSAC, possibly at the next meeting.
- C. To close out this section, Facilitator Butler noted that she will be leaving the facilitation team as she begins a PhD program and focuses more on parenting. She shared that it was a difficult decision, but she has enjoyed time with everyone who is a part of the PSAC process.

## Ad-Hoc Subcommittee Reports

- A. **Community Engagement (CE) ad hoc subcommittee:** Committee member Urmanita reported on the CE ad hoc committee for meetings held on 8/02/21 and 8/16/21. The ad hoc subcommittee discussed the following:
  - a. **Unhoused rider outreach and engagement:** the ad hoc subcommittee discussed best practices for unhoused rider outreach, including how to provide for unhoused riders’ immediate needs and identifying long-term efforts to offer sustained support.
  - b. **Community-centered design and community stewardship:** the ad hoc subcommittee discussed these efforts generally. This included looking at infrastructure, bus stops, etc.,. The committee discussed where there may be opportunities for Metro to invest in design interventions that better support community-identified needs. One idea was recommending Metro develop policy guidelines for these designs.
  - c. The ad hoc subcommittee also discussed a policy for vendors to operate on (or near) transit stops and stations.
  - d. They also considered what role community organizations should play in supporting these interventions.
  - e. **Who/what is Metro:** the ad hoc subcommittee discussed the existential question for the agency Metro: i.e., Who/what is Metro and whom does Metro serve?
  - f. Metro has the opportunity to expand ridership and make better use of transit spaces. The committee discussed looking at underused property, where there is the opportunity for open space, recreation, renewable energy, public art, recycling centers, services, and parking space for people living in vehicles.

- i. The committee asked for Metro to identify what properties are available for public use and engaging riders.
  - g. **Comments and questions from the full committee:**
    - i. Member Tajsar stated that the works sound super interesting and that he is excited by the discussion and alternative uses of Metro property.
- B. **Non-Law Enforcement Alternatives (NLEA) ad hoc subcommittee:** Committee member Smith reported on the NLEA ad hoc subcommittee for meeting on 8/03/21 and 8/17/21. The ad hoc subcommittee discussed the following:
  - a. **Transit Ambassador program goals & objectives:** the ad hoc subcommittee began by reviewing the goals and objectives for other cities' transit ambassador programs.
    - i. The group landed on prioritizing a customer service role and the ability for ambassadors to serve as an initial touchpoint with service responders.
    - ii. They also discussed the importance of training, placement, and location for ambassadors.
  - b. **Jamboard:** the facilitation team prepared a Google Jamboard for the members work as a group to identify further goals and objectives for the transit ambassador program. The ad hoc subcommittee shared four key concepts: (1) Ambassadors as outward facing and welcoming to riders, (2) prioritizing safety for riders and operators, (3) connecting the public to resources (especially for vulnerable populations), and (4) ambassador positions as good jobs accessible to marginalized populations frequently facing barriers to employment.
    - i. **Outward and welcoming presence:** The ad hoc subcommittee revisited the Jamboard on 8/17 and began to dig further into the "Outward and welcoming presence" idea of ambassadors. They discussed this component as helping riders feel appreciated on Metro.
    - ii. To create a sense or perception of safety, members thought of ambassadors as a part of an ecosystem of non-law enforcement alternatives. They began thinking of who this might be, naming the following: social workers, system security, customer service, operators, EMTs, and community-based organizations.
  - c. **Comments and questions from the full committee:**
    - i. Englund mentioned that Metro has also considered the non-law enforcement alternatives who will be part of the ecosystem for Transit Ambassadors as part of their list of what makes up a robust ambassador program.
- C. **Policing Practices (PP) ad hoc subcommittee:** Committee member de Leon reported on the PP ad hoc committee for meeting on 8/11/2. The ad hoc subcommittee discussed the following:
  - a. **Procurement process:** the ad hoc subcommittee received a presentation from Metro on the procurement process.
    - i. The ad hoc subcommittee is curious as to what practices Metro uses to collect public comment during the solicitation process; committee members wanted to make sure that Metro had a plan in place to ensure that when the request for proposals is posted on their website, communities are aware and can easily provide comments.
  - b. **Guest speakers:** the ad hoc subcommittee prioritized giving their requests for guest speakers.
  - c. **Jamboard:** the ad hoc subcommittee began a Jamboard by the facilitation team to share priorities.

- i. The ad hoc subcommittee has been considering a work area focus, choosing between cancelling the policing contract or giving recommendations on amendments to the policing contract.
  - ii. They are also considering how (or if) law enforcement will interact with non-law enforcement alternatives.
  - iii. Members had the most questions around identifying research gaps and/or identifying mission & goals.
- d. **Comments and questions from the full committee:**
  - i. Member de Rivera asked what is the likelihood of the Metro board going through with the recommendation for not continuing the policing contract if the committee were to recommend that?
    - 1. Englund stated that it is impossible to speak to what action the board may or may not take but noted that the board is relying on PSAC recommendations to inform their decisions.
    - 2. Englund responded that in lieu of extending the contracts, Metro does not have an alternative plan in place and the agency feels strongly that it cannot be without police and security as they move through the PSAC process of reimagining public safety on Metro.
    - 3. After the extension, the question depends on how law enforcement is re-envisioned and what programs could occur in its place.
    - 4. De Rivera replied that it is helpful framing for keeping PSAC on track for making substantive changes. There are concrete things that the committee can do now, and she looks forward to making lasting change for the way that BIPOC and unhoused communities are policed (or not).
  - ii. Member Annang stated that, being a part of PP, she likes the clarity Nicole and Elba brought. The details they provided allow the committee to see the big picture.
    - 1. She wants to get into the contract language and provide recommendations.
    - 2. Referring to the language in the board motions establishing PSAC, she stated that the committee's work it is not solely about responding to the protests and uprisings last year but also about what happens far in the future, and she hopes the PP ad hoc subcommittee can focus on that.
  - iii. Member Davis asked Englund if PSAC is able to shape what contract renewal looks like?
    - 1. Englund initially responded that she was speaking to the *extension* of existing contract, not future *renewals*.
    - 2. Members have room to influence the contract renewals and may also affect contract language for the extensions.
  - iv. Member Davis asked if Metro can influence building codes for public safety and if Metro is part of the Clean Air and Green initiative?
    - 1. Englund responded that Metro can influence its own building and property and it has models for complete streets, but beyond that, the agency has limited control over building codes or zoning.
    - 2. Higueros responded that she is not sure if Metro is a part of the Green initiative, but she will follow up with the committee member.
  - v. Member Smith wanted to reiterate that the Board created PSAC to provide their own ideas, not to have PSAC provide what they think the Board wants. However, the two positions are not mutually exclusive.

- vi. Member de Rivera shared that she is grateful for the follow-up questions from members Davis and Smith. Prior to this discussion, Member de Rivera thought that the committee might be an exercise in futility, given the lack of clarity on the committee's charge.
  - 1. She wanted to avoid a situation where people who look like PSAC members - implying people of color and members of the public – are used as public relation campaigns, but she felt like that is not what is happening here.

D. **Infrastructure Protection Services (IPS) ad hoc subcommittee:** Committee member Garcia reported on the IPS ad hoc subcommittee for meeting on 8/10/21. The ad hoc subcommittee discussed the following:

- a. **Procurement presentation:** the ad hoc subcommittee received a presentation from Metro on the procurement schedule. He noted that the contract with RMI expires in March 2022, and that Metro is asking for recommendations on this contract by January 2022.
  - i. That timeline gives the ad hoc subcommittee until October to share recommendations with the full committee. Metro suggested accepting recommendations on a rolling basis rather than waiting to share everything all at once.
- b. **Guest speakers:** the ad hoc subcommittee prioritized guest speakers, coming up with three main categories: (1) internal security staff, (2) use of force experts, and (3) victims advocacy experts.
  - i. He noted that Metro shared that use of force incidents occurred 31 times out of over 220,000 calls for service and that Metro System Security & Law Enforcement's position is that these armed officers are a deterrent to crime.
- c. **Recommendations on Uniforms:** All members agreed on a marketing campaign to identify Metro staff by uniform.
  - i. For private security, uniforms should have recognizable emblem, they should be easily identifiable for people with developmental disabilities. Uniforms most likely should be a gray color – different from law enforcement gray – and they should be recognizable and Metro-specific.
- d. **To further discuss:** the ad hoc subcommittee felt that it needs more discussion regarding whether utility belts would look too militaristic.
  - i. Metro also requested more feedback on uniforms being recognizable and Metro-specific.
- e. **Comments and questions from the full committee:**
  - i. Englund mentioned that uniforms are on Metro's list of ideas for PSAC to consider.
  - ii. Member Davis asked if there is any other pilot program or initiatives that the ad hoc subcommittee is considering?
    - 1. Member Garcia responded that they have not considered others yet.
  - iii. Member Tajsar asked if the ad hoc subcommittee or Metro considered evidence that deterrence occurs because of people seeing armed officers? He questioned further why does Metro believe this and is there data to support it? Deterrence has come up in the past meetings but lacks data to support it.
    - 1. Member Garcia stated that Metro did not offer data to support their assertion and reaffirmed that the ad hoc subcommittee's members will root their recommendations in data.

## **Drafting a Mission & Values Statement for Public Safety on Metro**

The facilitation team shared a Jamboard for members to participate in this exercise and shared a Google Form with the public to respond to the same prompts as committee members.

- A. Facilitator France clarified for members that “Mission” refers to big picture goals (i.e., What they want to accomplish), while “Vision” refers to principles, ideas, and priorities that guide the agency’s work.
- B. Responding to “What do you like about Metro’s System Safety & Law Enforcement (SSLE) vision and mission statement?”**
  - a. Member Strickland shared that, based on the mission statement, she did not get a sense of what Metro is, what they want to do, or where they want to go in the future.
    - i. She acknowledges that surveillance is double-edged sword. She stated that it is used to police people but can also be used to capture situations. In her own experience, she had no evidence or video to document incidents she previously experienced.
  - b. Member Madden shared that Metro’s statement felt militaristic, and it loses people that constitute the agency’s riders.
    - i. She did not like it at all. Especially given what PSAC is trying to do with equity, where everyone feels welcome, the statement is the polar opposite of what they are doing.
  - c. Member Wen sees Metro’s ridership growing and changing to meet the needs of a more climate-change conscious society and with the new connections to LAX. An expanded system and ridership may need a digitally-connected security environment.
    - i. He also agreed with Members Strickland and Madden comments, as well as with others’ reactions on the Jamboard.
  - d. Member Goodus shared that Metro SSLE’s statement is not a human-centered statement.
    - i. Metro serves riders with a diverse and persistent needs, but he did not see how this statement connects to those riders.
  - e. Member Garcia shared that he does not totally disagree with the statement.
    - i. On customer experience, he considers Metro a public service and space. The term “customer” removes idea that public has a right to feel safe because they are people from Los Angeles.
    - ii. He also felt like security technology could be useful and liked that part.
  - f. Member Davis indicated this discussion made him think of police acting as a deterrent. For instance, when he sees an empty police car outside a train station, he thinks about the money paying for that – even though it may not be effective at preventing crime.
    - i. Davis works in South LA, and being a single parent and a rider, he has never seen an improvement in technology where it makes him feel safe.
    - ii. For documentation purposes, technology can be useful, but every time there is new tech it never considers the public’s diverse needs.
    - iii. For him, these statements don’t answer the questions of: Who is the system for and who does the system benefit? He asked PSAC to consider what else can we do to center this statement on the needs of individuals?

## **IV. General Public Comment**

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor thanked everyone for their service. Commentor wanted to share experience on Red Line to downtown. Between LA Police Department officers and Metro security, nobody enforces the mask mandate, and there is not enough space for social distancing. When the commentor talks to police officers, they are not allowed to do anything about it.
- B. Commentor rides the Red Line to work each day and sees maskless riders. Commentor has made several reports but has seen no improvement. A police officer told the commentor that officers have been advised not to remove passengers who do not comply with the mask mandate, but there are regular announcements that all passengers must wear face masks per federal law. Commentor wants action and for Metro to protect the public.
- C. Commentor has sent a few emails about maskless operators on Metro, but they continue to see maskless operators despite the existing penalties for being maskless. Commentor suggests informing Metro employees of the punishments for being maskless, including a public news release about the consequences.
- D. Commentor states that there are too many maskless riders on crowded trains and platforms. Commentor rides the Red Line daily for work and never sees anyone enforcing the mask mandate or handing out masks. Commentor states that Metro should refuse entry to anyone without a mask.
- E. Commentor frequently rides Metro rail and sees riders smoking meth, cigarettes, or marijuana on vehicles daily. Commentor has asthma and this is a threat to their health.
  - a. They also added that the U.S. will likely soon see six million new evictions and wants Metro leaders can advocate for systemic change for affordable housing and mental health services, calling for social workers, substance use peer support, and housing where people can sleep and feel safe. Commentor has done homelessness outreach and stated that rapport and trust are important but difficult to keep without housing.
- F. Commentor is concerned about the threat to safety from allowing unmasked unhoused riders and from public drug use. Drug use makes users erratic. Commentor would like to see stricter security and enforcement, a separate bus for drug use, and collecting fee fare again.
- G. Commentor representing the City Council of the City of Hawthorne unanimously approved a letter in support of Los Angeles deputy sheriffs against any defunding of police. The council encourages the use of Metro transit and supports non-law enforcement alternatives that do not come at the expense of traditional policing.
- H. Commentor would like to hear from planners, consultants, and advisors on the treatment of elderly and special needs community segments.
- I. Commentor noted that in a previous meeting on July 7<sup>th</sup>, an operator voiced concern about removing police from Metro. Commentor would like to increase police presence after 8pm on different lines known to have problems. Commentor feels like having more officers on board taking a passive, observant role would make riders feel at ease, but that it is important not to have officers deal with petty issues.
- J. Commentor was in a general committee meeting and disappointed by other callers who spoke about institutional racism in broad terms. Commentor hopes that in future meetings, participants are specific.
  - a. Commentor also has seen altercations on rides before and has seen operators pull over to call the police. Commentor stated that the security presence helps.
- K. Commentor was on the Red Line on July 22<sup>nd</sup> around noon when they saw two Black males experiencing a mental health crisis. They called the Metro Customer Service line who transferred them to the Sheriff's department. They explained the situation but then told them to disregard it to prevent a bigger problem. They explained that there needs to be more counselors on the ground to monitor and de-escalate when necessary.



- L. Commentor came to the U.S. twenty years ago because their home country was unsafe and did not provide many opportunities. Commentor shared that recent Metro changes in security practices have made it scary for them to be on the train alone. They counted on police presence to make them feel safe. Commentor feels betrayed that the government cares more about criminals and their rights. Commentor urged committee to consider their daughters, sisters, wives, mothers, and other women in their lives.
- M. Commentor read from LAPD and LASD statistics that crime is going up while their budgets are going down. Commentor asked PSAC if they are willing to be personally responsible to the victims of violent crime. Commentor stated that no amount of ambassadors can prevent serious crime, only police can.
- N. Commentor hopes that police are removed from Metro so that they can see more fights and weapons.
- O. Responses from Metro and the full committee:**
  - a. Imelda Hernandez clarified on comments regarding mask usage: Metro has taken an educational approach to urge riders to use masks. There are displayed mask dispensers, and they are using frontline staff to educate folks about the mandate.

## V. Adjournment

- A. Meeting adjourned at 7:20pm

## VI. Next Steps and Follow-Ups

### Facilitation Team

1. Facilitation team will debrief with PSAC members who had to leave before adjournment.

# Metro Public Safety Advisory Committee

## General Committee Meeting #10

### MINUTES

Wednesday, September 1, 2021

5:00 – 6:30 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting. Dryjanski noted that public comments will be taken by raising your hand in the Zoom platform or calling in via phone. Additionally, he reminded committee members that all chat messages must be made using the “all participants and panelists” function so they are visible to all attendees.

##### B. **Agenda**

France reviewed the agenda for the meeting.

##### C. **Roll Call**

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Ma'ayan Dembo

**Absent:** Raul Gomez, Dr. Sabrina Howard, Fabian Gallardo, Scarlett de Leon

##### D. **Approval of 08/18 meeting minutes**

A vote was taken to approve the meeting minutes for the August 18, 2021, meeting.

Minutes were approved unanimously

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commenter Alfonso Directo Jr is a member of ACT-LA and commented on both the mission and values statements and the panel queued for today. They reiterated their comment from the last committee meeting that the public safety mission/values statements should reflect the board motion that created PSAC, which includes shifting resources away from policing. Commentator also noted that the panel discussion should be moderated to allow enough time for questions and discussion from committee members.

#### III. Discussion

##### A. **Proposal to Reshuffle Agenda Items**

- a. France proposed reordering today's agenda. Member de Rivera stated support for the reordering. There were no objections from the committee.
- b. Committee member Ajayi asked what the goal for today's mission and values discussion is.

- i. France outlined the meeting's goal of identifying the themes and concepts of the mission and values discussion, which the facilitators will use to draft statements for final approval from the committee.

## **B. Continuation of Drafting Mission and Values Statement**

The facilitation team shared a cleaned-up version of the Jamboard from the last General Committee meeting for members to participate in this discussion. They also shared a Google form with the public which allowed them to respond to the same prompts as committee members. They indicated that the Google form will remain open until September 20<sup>th</sup>.

### **a. Framing**

- i. France reviewed the definitions of mission and values being used in discussion.
  1. Mission: A mission is your organization's big picture goal. Ultimately, it should explain what you hope to accomplish as an entity.
  2. Values: A values statement explains what principles, ideals, and/or priorities that guide your work.

### **b. Responding to "What do you like about Metro's System Safety & Law Enforcement (SSLE) vision and mission statement?"**

- i. Member de Rivera thanked members from the public who participated. She echoed the statement from the public commentor earlier in the meeting that SSLE's mission and vision statements are too traditional and don't capture the mission of PSAC.
  1. Members Smith, Ajayi, and Tajsar shared their agreement with this point.

### **c. Responding to "What is missing from [Metro] SSLE's vision and mission?"**

- i. Member Smith inquired if the goal was to create a mission and values statement for public safety on Metro or for the security systems that are a part of Metro.
  1. France clarified that the Board's motions indicates that the committee is tasked with drafting a mission and values statement for broader public safety on Metro.
- ii. Member de Rivera shared that specifically calling out the "users" of Metro's systems leaves out community members that may be impacted by Metro's systems but would not qualify as users.
  1. Member Wen added that women, individuals in the LGBTQ+ community, and users with trauma are also excluded.
  2. Member Smith also added low-income riders.
- iii. Member Garcia shared that they don't feel there is a need to explicitly center and name vulnerable communities in long-term mission and values statements.
  1. Member Madden agreed and felt that everyone should be centered.
- iv. Member Strickland shared that these statements are an opportunity for PSAC to have a communal mission and that the language should reflect that.

### **d. Responding to "Do these statements include words, phrases, or concepts that you like? If so, please write down what resonates with you." Members reviewed and reacted to mission and values statements from other transit agencies' public security divisions.**

- i. Member de Rivera commented that they would like to see more statements that mention community and environmental stewardship.

1. Member Rodney would also like to see different communities and cultures being represented.
  - ii. Member Davis shared that the language used might be generalizing too much. They would prefer to use direct language to address specific groups and people.
    1. Member Rivera seconded that, pointing out a lack of a spirit of community in the assembled statements.
  - iii. Member Ajayi echoed that this is an opportunity for mission and values to be a foundational articulation of what Metro as an agency can do.
- e. Responding to “What do you think Metro’s public safety mission and values statement should emphasize?”**
- i. Member Davis emphasized the importance of prioritizing local hiring and operations.
  - ii. Member Wen commented that “striving” maybe not being the most appropriate word to include in the draft statements.
- f. France laid out the next steps for mission and values. These include preparing a set of draft statements and including community member comments on the Jamboard for next week.**

**C. Panel Discussion with Metro Contract Law Enforcement and Security**

Metro Security Chief Judy Gerhardt began the discussion by introducing the five panelists: Captain Shawn Kehoe (LASD), Chief Gerald A. Woodyard (LAPD), Commander Michael Pennino (LBPD), VP Clarence Roshell (RMI), and Director Jose Ortiz (Metro Transit Security).

France opened the panel by asking all panelists two framing questions.

- a. Panelist responses to “What do you see as your entity’s role in providing a safe experience for Metro riders?”**
- i. Captain Kehoe expressed that the Sheriff’s department provides unique expertise that public transit requires. Deputies learn the routes, platform protocol, and other Metro-specific needs. Kehoe and LASD supports reimagining public safety through the addition of non-law enforcement resources.
  - ii. Chief Woodyard shared an anecdote of an endangered Metro rider to highlight his individual stance on why rider and worker safety is important to him.
  - iii. Commander Pennino stated that their department emphasizes community policing and is focused on addressing quality of life issues.
    1. Their mission is to provide public safety through partnerships with outside organizations. To accomplish this in an equitable way, the department relies on building relationships with community.
  - iv. Director Ortiz highlighted Metro Transit Security’s role in to enhancing customer experience and providing a safe place for commuters and officers.
- b. Panelist responses to “How might your organization's role change in a system that includes more resources for things like transit ambassadors, social service providers, and community-centered alternatives to law enforcement?”**
- i. Chief Woodyard stated it takes time to build community relationships and be able to have uncomfortable but honest conversations. He embraces working with community-based organizations and anyone else who wants to make the community safer.
  - ii. Commander Pennino agrees that a collaborative effort is needed. He acknowledges that the department is not an expert on all topics and welcomes

the community collaboration to meet their mission. They currently include programs to engage homeless individuals and a mental evaluation team for de-escalation as part of these efforts.

- iii. Director Ortiz welcomes change, such as bringing on staff with specialized skills.
- iv. VP Roshell shared that his organization is the first line of response and wears multiple hats in their day-to-day work that allows them to engage with a variety of groups and individuals.

**c. Q&A with PSAC members:**

- i. Member Davis stated appreciation for the panelists' experience. He asked if a militarized approach to policing is an approach that has run its course at this point in time.
  - 1. Chief Woodyard shared that most experiences with community members do not require use of force because members comply with officers' directives.
    - a. He also indicated there is a system in place to audit all uses of force.
    - b. He shared that he instructs all his officers to treat people with dignity and respect.
  - 2. Member Davis followed up by sharing his personal experiences with use of force by police officers, where the incidents went unreported.
    - a. Chief Woodyard responded that all officers are now mandated to wear body camera and community members have rights to request a supervisor generate a complaint.
    - b. He also shared a personal anecdote of his own experience with LAPD as a young black man during a traffic stop.
  - 3. Member Davis expressed his distrust with younger police officers who do not have the experience and empathy that members of the panel are expressing. He asked about how the community might protect themselves from the inexperience of younger officers.
    - a. Chief Woodyard invited Davis to collaborate one-on-one with him to continue the discussion.
    - b. Captain Kehoe added that he proud of his deputies and invited Member Davis to the trainings the department conducts.
      - i. He also shared his department will be adding body cameras in October.
- ii. Member Raigoza asked what systems are currently in place to screen officers to meet the high level of service that Metro requires.
  - 1. Captain Kehoe shared that all the officers are currently assigned to the Transit Services Bureau are required to be transit-trained and there is a secondary vetting process for external personnel requesting overtime.
  - 2. Commander Pennino added that in Long Beach all officers are trained the same transit-specific scenarios, are not on probation, and wear body cameras.
- iii. Member Strickland shared that in her experience having access to officers hasn't been an effective connection to the community. Regarding systems change, she wonders how innovative an individual can be after 20+ years in the field (referring to the extended tenure of the panelists). She also questioned how we can hold lower-ranking officers accountable and create responsive dispatch procedures for residents to feel safe.

1. Chief Woodyard shared that civil unrest last year opened an opportunity to have conversations with young people who bring unique and fresh ideas and reiterated his openness to new ideas and innovative individuals.
- iv. Member Annang shared her experiences with security on transit. She noted that police have an internal culture to keep themselves safe. She inquired what departments are doing to reconcile the disconnect between inexperienced officers – who may not be a part of the community they serve – and the communities they serve.
  1. Commander Pennino shared his experience at a public engagement event that influenced his stance on engagement and communication with community members.
- v. Member Rivera asked how we can address systemic issues within police departments, while acknowledging that there are individual officers that are doing a good job. The member also asked how to address resource deficiencies in other departments.
  1. Commander Pennino responded that although the culture will not change overnight, collaboration with communities is needed to do something about it.
  2. Captain Kehoe shared his own commitment to partnership with community members.
  3. Chief Woodyard also shared his openness to difficult conversations.
- vi. Member Ajayi thanked the panelists and shared that she would like to continue the conversation on how we can remove the harm promoting aspects of policing moving forward.
  1. Chief Woodyard expressed that it will take many in-person working sessions to address the multilayered aspects of the member's question.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor shared anger and concerns that the ad hoc committee meetings were not open to the public and that the committee report-outs during meetings had continually been delayed due to time constraints.
  - a. *To address this concern, meeting summaries from the ad hoc committee meetings will be added to the General Committee agenda packets.*

#### V. Adjournment

- A. Meeting adjourned at 7:45pm

#### VI. Next Steps

**The committee will reconvene on September 22<sup>nd</sup>.**

# Metro Public Safety Advisory Committee

## General Committee Meeting #11

### MINUTES

Wednesday, September 22, 2021

5:00 – 6:30 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

##### B. **Agenda**

Facilitator France reviewed the agenda for the day.

##### C. **Roll Call**

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Ma'ayan Dembo, Scarlett de Leon

**Absent:** Raul Gomez, Fabian Gallardo, Mohammad Tajsar

##### D. **Update of PSAC Membership**

##### E. **Approval of 09/01 meeting minutes**

A vote was taken to approve the meeting minutes for the September 01, 2021, meeting.  
Minutes approved unanimously

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentator Lionel Mares asked what Metro is doing to increase security on platforms and rail lines. They relayed an experience on the subway last Saturday where a passenger was experiencing a mental health issue but did not have someone to go to for help. They also expressed an issue with trash and passengers not wearing masks.
  - a. Metro Staff Aaron Weinstein shared that Metro is launching a new campaign around masks, smoking, and littering to ensure trains/buses are safe and clean for all riders.
  - b. Member Murrell also shared that younger staff have been out providing masks and hand sanitizer. There are also service staff during peak hours to make sure trains are mopped and free of trash.

#### III. Discussion

##### A. **Proposal to Update Ad-Hoc Subcommittee Report-out**

- a. France reviewed the proposal to change ad-hoc report-outs to a Q&A where members and the public can ask questions about what was discussed in the ad-hoc subcommittee.
- b. Member Smith proposed having a 1- to 2-minute summary before moving to questions and answers.

- i. Member Davis suggested any major decisions be highlighted during the summary.
  - ii. Member de Rivera also recommended a timer being used during the summary.
- c. Going forward, members agreed that the facilitator team would share a short summary, and then members would ask questions to ad-hoc committee members and the facilitator team.

## B. Committee Chairpersons Presentation & Nomination

Facilitator France provided context for the chairperson discussion and an overview of the three options available as part of the proposal. That proposal [can be found here](#). Option #1 refers to a permanently appointed co-chairs, option #2 is a rotating set of co-chairs, and option #3 is an executive committee.

- a. **Process of Selection:** Member Davis asked if a decision on the proposal needed to be made today.
  - i. France explained that although the chairpersons do not need to be voted on today, the expectation was to decide on the preferred model to use.
- b. Member de Rivera proposed also choosing the chairperson if time permitted.
- c. Member Davis asked if a list can be created of members interested in participating.
  - i. France confirmed that once a model is chosen, a running list of interested participants will be created.
- d. **Comments for Option 1:** Member de Rivera added that they are concerned about ensuring efficiency and consistency. She is in favor of having the chairperson serve until June 2022, believing there is a learning curve to the working process with facilitators and Metro staff.
- e. **Comments for Option 2:** Member Dembo shared that they support option 2 because it provides the most space for inclusivity.
  - i. Member Ajayi also advocated for option 2 because it is most in line with the spirit of PSAC.
  - ii. Member Annang shared that committee members will need to be responsive for the proposal to work. She supports option number 2 to ensure that the Metro board can hear how unique the voices of PSAC are.
  - iii. Member Smith is in support of the second option.
  - iv. Member Goodus feels most comfortable with option 2 and recommends having alternates in case someone is unable to attend during their term.
- f. **Comments for Option 3:** Member Wen asked for clarification on option 3, regarding the number of voting PSAC members and whether there is an automatic removal from the committee once members have served a term.
  - i. Facilitator France shared that member participation must be seven participants or fewer. He also shared that there wouldn't be an automatic removal after serving a term but that the goal of this model is to ensure participation by all interested members.
  - ii. Member Davis voiced his support for this model.
  - iii. Member Smith shared that the third option seems complex to them and might make PSAC less efficient.



- g. **Changing Communication Systems:** Member de Rivera is also concerned about changing the way Metro communicates with the public. She invited Member Annang to share her comments on this topic.
  - i. Member Annang shared the group should think of this leadership model as an opportunity to share out directly to Metro staff and the Metro Board. It would be a chance for the Metro Board to see the diversity of the committee.
- h. **No Leadership Structure:** Member Strickland shared that they do not agree with the chairperson proposal at all but could support option 2, if need be.
  - i. They feel that all voices in the committee should be represented in the decision-making process and having a chairperson might prohibit that.
  - ii. Member De Leon shared that they do not think the chair will have a leadership role that excludes the rest of the committee.
  - iii. Member Rivera reiterated that the chairperson would be an efficient way to get through administrative tasks.
  - iv. Member Strickland shared that they are not concerned about leadership but that having a chairperson is not in line conceptually with what the committee is trying to accomplish.
- i. **Continuation of PSAC:** Member Davis if PSAC terms will be extended once the term ends in June 2022. They also asked if it would be possible to extend the length of terms for committee members.
  - i. Metro Chief of Staff Englund asked for time to discuss with Metro Board and then report back.
- j. **How Co-Chairs Would Participate:** Member de Rivera shared a concern for timely organization around administrative tasks. She requested facilitators share how having a chairperson could help move things along
  - i. Facilitator France shared an example of the lack of consensus around a recent internal survey as a situation where having a chairperson would have helped decision-making.
    - 1. Member de Rivera expressed that it sounds like not having a chairperson is resulting in the committee having decisions made for them.
- k. **Using a Phone Tree:** Member Wen asked if a situation with using a phone tree between members to make decisions would be a violation of the Brown Act.
  - i. Facilitator France responded that the situation is likely to be a Brown Act violation.
- l. **Discussion Postponed:** Member Smith expressed that the conversations should be tabled to allow committee members more time to review the proposal.
- m. **Next Steps:** Facilitator France asked members to review the proposal again and come ready with a stance to the next steering committee meeting. He indicated that the facilitator team would circulate a survey as well.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor Lionel Mares thanked staff for the opportunity for public engagement on the mission and values statements. He will be using the PSAC email to report issues. He urged Metro to issue agendas and meeting announcements via Twitter as well.
- B. Commentor Hedges expressed that the example given to contact board members via a phone tree would likely be considered serial communications and, thus, violate the Brown Act.

## V. Adjournment

- A. Meeting adjourned at 6:33pm

## VI. Next Steps

- A. The committee will reconvene on October 6<sup>th</sup>.

# Metro Public Safety Advisory Committee

## General Committee Meeting #12

### MINUTES

Wednesday, October 06, 2021

5:00 – 7:00 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

##### B. **Agenda**

Facilitator France reviewed the agenda for the day.

##### C. **Roll Call**

**Present:** Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Ma'ayan Dembo, Scarlett de Leon

**Absent:** Andrea Urmanita, Esteban Garcia, Raul Gomez

##### D. **Approval of Meeting Minutes for 09/22/21**

A vote was taken to approve the meeting minutes for the September 01, 2021, meeting.

Minutes approved unanimously

##### E. **Update of PSAC Membership**

Imelda Hernandez provided a membership update that Ron Rodney is no longer part of PSAC and Fabian Gallardo filled his role as one of the ex officio members.

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor Anisha Hingorani with the Advancement Project and Alliance for Community Transit LA reiterated the Board's mandate for PSAC's creation and urged the PSAC to oppose any proposal that continues a status quo harmful policing model. They believe the focus should be investing those funds in care-based solutions, including non-policing jobs services and programs.
- B. Commentor Soto shared their experience riding Metro as a quadriplegic. They hope PSAC will add extra security during peak hours on the light rail and subway.

#### III. Discussion

##### A. **Discussion with Metro CEO Stephanie Wiggins**

- a. Metro Chief of Staff Nicole Englund introduced Metro CEO Stephanie Wiggins.

- b. **Introductory Comments:** CEO Wiggins thanked members of PSAC for their commitment and volunteering. She shared her priorities for PSAC, highlighting the opportunity to rethink public safety and a lead an equitable recovery from the pandemic.
  - i. She stressed her support in a new holistic approach to public safety. She announced changes in Metro's structure, including moving the homeless outreach unit and the proposed transit ambassador program from the system safety and law enforcement department, and adding a newly created customer experience department.
- c. **Tackling Structural Racism:** Member Ashley Ajayi asked CEO Wiggins to talk about other considerations in which Metro could think about structural racism prior to the killing of George Floyd, an event that the PSAC motion is grounded in.
  - i. CEO Wiggins responded that while the motion was spurred by George Floyd's death, it was one of many opportunities Metro have to redesign the agency to have authentic community engagement and input. She also emphasized that a focus on transformational change now is key, as this window of opportunity might close as we move out of the pandemic.
- d. **Facing Opposition:** Member Mohammad Tajsar remarked on the courage needed to face the challenges for a truly transformative moment. He asked CEO Wiggins if she is ready for those challenges and how she planned to handle opposition.
  - i. CEO Wiggins replied that resistance to institutional change is to be expected but having clear values – like the work PSAC is doing on the mission and values statements – helps move past the resistance because there are guiding principles in place.
  - ii. Member Tajsar also commented on the importance of committing long-term funding to make change happen.
    - 1. Wiggins responded that while Metro should not focus solely on money, it is important, and the agency must look at the reallocation of resources to support desired outcomes and values.
- e. **Implementing Community-driven Projects:** Member Clarence Davis expressed his appreciation with CEO Wiggins' presence and shared the negative role that law enforcement has had in his community. He asked Wiggins how PSAC can envision Metro implementing the ideas of the people going forward. Member Davis cited projects that have been promised and have not come to fruition.
  - i. CEO Wiggins responded that there are two key things about this moment that make it different: 1) the Board is making time to listen to the community about public safety and 2) the pandemic has made clear that Metro was not measuring the right things and needs to improve.
- f. **Commitment to Public Safety Alternatives:** Member Scarlett de Leon asked CEO Wiggins what her long-term commitment is to alternatives to law enforcement and divestment from police.
  - i. CEO Wiggins replied that she is committed to alternatives to policing at Metro and thinks it's critically important to get clarity on what PSAC's vision for public safety and the required ecosystem of services is.

- g. **Perceptions of Public Safety:** Member Chauncey Smith asked CEO Wiggins what her thoughts are on how to achieve improved perceptions of public safety on Metro, when many current issues being raised in public comment are not issues for law enforcement, such as cleanliness or homelessness.
  - i. CEO Wiggins noted that having a strong cleaning program and creating a free bystander training program is a priority for them in keeping Metro safe and clean.
  - ii. Member Smith also asked for an update on the recent board motion regarding compensation for advisory bodies and whether it's possible to receive the aggregated data concerning law enforcement incidents on Metro.
  - iii. CEO Wiggins shared that the compensation policy for the PSAC was approved in July. Wiggins also shared that disaggregated data should be getting to members soon and that moving forward, this data should be publicly available to improve accountability practices.

**B. Debrief on Metro Operations, Safety, and Customer Experience Committee Report**

- a. **Special OCSE Session:** Facilitator France invited committee members to participate in the special Metro Operations, Safety, and Customer Experience Subcommittee meeting tomorrow at 9:00 AM.
- b. **PSAC Process:** Speaking on an internal memo containing Metro staff recommendations on discussions in the Infrastructure Protection Services ad-hoc committee, Member Smith shared his concern that recommendations must come first to PSAC General Committee before Metro Board, in order to protect the integrity of the process. He felt the memo that had been shared was operating in contravention to the process that was established from the outset of the committee.
  - i. Englund clarified that Metro staff was requested to report on what will be coming before the board next month and provide a preview of several actions coming to the board in the November/December cycle, including the extension on the infrastructure protection services and law enforcement contracts.
  - ii. She shared that the Metro staff recommendations in the internal memo were not meant to undermine the PSAC process and that the memo was addressed to PSAC, not the Metro Board.
    - 1. Member Smith responded that moving forward there needs to be a conversation about an efficient process that is respectful of what PSAC aims to embody.
      - a. Englund invited PSAC to continue the conversation on additional amendments and recommendations that are not included in this memo, as it is an iterative process.
- c. **Contract Extensions:** Member de Leon asked for clarification on why the contract extension needs to be for a year instead of six months, as previously suggested by some PSAC members.
  - i. Englund explained that a six-month extension is not enough time to complete a procurement process.
  - ii. Facilitator France added that when this was previously discussed, it was concluded that the committee does not have enough time to fully consider all of the contract extension ramifications. Metro must act on its own if staff recommends extending the contract; this would happen without PSAC's approval of the extension.

### C. Reviewing the Mission and Values Statement for Public Safety on Metro

Committee members reviewed the statements which had been drafted by the facilitators. See [slides 15-18 of the presentation deck](#) for those materials.

- a. **Public Engagement:** Facilitator France began the discussion by sharing the results of public engagement on the mission and values statement process.
  - i. He shared the key themes included passenger safety, diversity and inclusion, law enforcement and security, accountability, community, shifting away from law enforcement, and public health.
- b. **Mission Statement:** The following mission was shared:
  - i. *"We are a responsible caretaker of the transit community that provides services, resources, and interventions that promote safety, compassion, and respect."*
  - ii. *"We safeguard the transit community by taking a holistic approach to public safety. We recognize that each individual is entitled to a safe, dignified, and humane experience on Metro."*
  - iii. These statements are one cohesive mission statement, to be read as arranged above. They are divided for the sake of identification during discussion.
- c. **Feedback on Mission Statements:** Facilitator France noted the committee member preference for the second. statement Members were less responsive to the first statement. He invited members to make comments on the statements.
  - i. Member Jose Raigoza shared that the first does not seem innovative and feels like business as usual.
  - ii. Member Constance Strickland echoed the previous comment and added that "we" feels generic. If "we" is going to be used, then it should read "We at Metro" to have more heart.
  - iii. Member Davis agreed with Member Strickland's comment and added Metro can keep going by including phrases related to agency growth and development with the public and community groups, to improve how Metro treats their riders.
  - iv. Member De Rivera advocated to remove "transit community" because Metro is a countywide system and transit community is too vague.
    - 1. Member Ajayi cautioned against removing it and is interested in having further conversations about that phrase.
    - 2. Member Annang echoed Member Ajayi's comment that transit community resonates with them.
- d. **Community-Centered Approach:** Facilitator France opened discussion to the first value statement, which reads *"We commit to pursuing a community-centered approach to public safety. This means working in partnership with communities to build trust, identify needs, and surface alternatives to traditional law enforcement models."*
  - i. Member Strickland noted that the emphasis on community, compassion, and diversity feels vague and lacks meaning. They expressed they do not like the use of the word marginalized in other value statements and would prefer more specificity, rather than using the word "community" (e.g., specifying "neighborhood").
    - 1. Member De Rivera responded that they do not feel the word neighborhood is a good replacement for community as it fails to capture the different experiences of various groups.

2. Facilitator France invited committee members to share alternative terms to articulate the concept of community and in place of the term “marginalized communities.”
  3. Member Madden noted that the word community is used too many times and there should be more spelling out of who is included.
    - a. Member Strickland agreed and added that there should be a list everyone comes to an agreement on.
  - e. **Emphasizing Compassion:** The second value statement reads “*We are committed to treating all transit users, employees, and community members with dignity and respect. Compassion, fairness, and kindness are key pillars of our approach to public safety.*”
    - i. Member Annang expressed that the second value on compassion resonated the most with them.
      1. Member Ajayi shared that they generally have positive reactions to the second value and suggested swapping out “fairness” for “equity.”
- D. **Time Permitting Items: Chairperson Discussion**
- a. Facilitator France encouraged the committee to take a look at the slide deck for results on the chairperson discussion. This will be discussed again in the future.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor representing the LA County Police Chiefs’ Association stated his opposition to defunding the police.

#### V. Adjournment

- A. Meeting adjourned at 7:05 PM

#### VI. Next Steps

- A. The committee will reconvene on October 20, 2021.

# Metro Public Safety Advisory Committee

## General Committee Meeting #13

### MINUTES

Wednesday, October 20, 2021

5:00 – 7:00 p.m.

#### I. Call to Order

##### **A. Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

##### **B. Agenda**

Facilitator France reviewed the agenda for the day and announced updates to presentation/participation protocols.

##### **C. Roll Call**

**Present:** Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Scarlett de Leon

**Absent:** Andrea Urmanita, Ma'ayan Dembo, Raul Gomez

##### **D. Approval of Meeting Minutes for 10/06/21**

A vote was taken to approve the meeting minutes for the October 06, 2021, meeting.

The minutes were approved unanimously

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor with the Alliance for Community Transit LA shared that it's important for them that PSAC members discuss safety solutions that do not rely on policing and the importance of a transit ambassador program providing union jobs.
- B. Commentor suggested utilizing retired, unarmed bus operators as a type of alternative security, as was done previously when the Blue Line was being refurbished.
- C. Commentor noted they have specific concerns about the safety of children riding on the train.

#### III. Discussion

##### **A. Metro Staff Recommendations for Contract Amendments to be Incorporated into the Infrastructure Protection Services (IPS) Contract Extension**

Facilitator France provided an overview of the IPS ad hoc committee's (AHC) work thus far and led a discussion with PSAC members on the memorandum.

- a. **Context Setting:** Facilitator France began by reviewing the timeline that led up to these staff recommendations, including what the ad hoc committee has accomplished and next steps.
- b. **Metro's staff recommendations vs. the draft AHC recommendations:** Member Gallardo asked if the committee would review the memo Metro staff has provided or the unfinished list of draft recommendations the IPS ad hoc committee worked on.
  - i. Facilitator France clarified that the committee would discuss Metro's memo tonight



but can also provide the IPS ad hoc committee's unfinished draft recommendations as well.

- ii. Member Gallardo responded that the committee should be able to see the full spectrum of what has been discussed before voting on it.
  - iii. Facilitator France assured that all recommendations will be shared with the General Committee once they are approved by the ad-hoc committee.
  - iv. Member Smith suggested that committee members be given an opportunity to discuss and/or vote on the full list of recommendations.
    1. Facilitator France clarified that the full list of recommendations originating from the AHC is still being worked on and the committee will not get a chance to vote on it next week. They will get a chance to discuss the AHC draft recommendations today, in addition to Metro's memo.
- c. **AHC Members' Insight:** Member Madden shared that it's difficult to discuss the AHC draft recommendations because they haven't had a chance to cover all items completely as a group. She asked the committee for patience as they continue drafting recommendations.
- i. Similarly, Member Garcia invited committee members who are not part of the ad hoc committee to trust that their questions, mission, and concerns are being voiced.
  - ii. Member Goodus echoed Member Garcia's comment and shared that the ad-hoc committee focused on training and background check components – which were incorporated into Metro's memo.
  - iii. Member Constance Strickland shared the ad hoc committee is conscious of the concerns of the larger committee and is not making any rushed decisions.
- d. **Cost increases:** Member Gallardo added that they have a concern around cost increases that are attached to the amendments suggested in Metro staff's recommendations.
- i. Member Smith also voiced concern that Metro made decisions on which recommendations to implement based on costs, deeming certain recommendations too expensive to implement.
  - ii. Metro Chief of Staff Englund responded that this is just for the six-month extension, therefore it needs to make sense for the contractor to invest for a shorter timeframe. She added that additional modifications may be requested with the forthcoming recommendations for a new scope of work (SOW) for the future IPS contracts.
- e. **Funding Source:** Member James Wen asked if the budget for the IPS contract extension is coming from the \$40 million detailed in Metro Board Motion 26.2 or from a separate source.
- i. Metro Staff Member Nicole Englund responded that funding is coming from general budgeting for security and law enforcement, not the \$40M.
- f. **Feedback on Metro's Memo:** Member Garcia commented that security contractors are operating within Metro's stations and facilitates, therefore requiring less need to be placed on body-worn cameras because there is an extensive network of surveillance cameras.
- i. Member Murrell shared that as a frontline worker and vehicle operator, Metro security should be more accountable and visible.
- g. **Metro Presentation on Body-Worn Camera Alternative:** Metro Staff Judy Gerhardt shared a brief presentation on an alternative to body-worn cameras. She proposed the use of a phone app-based video recording solution to be used in place of the investment in body-worn cameras.

**B. Proposal for a Mission and Values Statement for Public Safety on Metro**

- a. Facilitator France shared survey results from the mission and values proposal. 67% of members were ready to approve top picks.
  - i. The facilitation team proposed revising statements, wordsmithing with some committee members, and bringing final statements for approval on November 3<sup>rd</sup>. A redlined copy of edits will be provided in advance of November 3<sup>rd</sup>.
  - ii. There was general agreement for this proposal.

**C. Proposal to Adopt Executive Committee Model**

- a. **Survey Results:** Facilitator France reviewed survey results for the executive committee model and provided an overview of the ranked choice methodology that was used to arrive at the facilitators proposal.
  - i. Using the ranked choice methodology, the "executive committee" model had the most

- support with seven votes.
  - ii. He clarified that the survey was not a vote nor a final decision but as a data point to visualize committee sentiments.
  - iii. France also presented a proposal to move forward with the executive committee model and opened the floor for any concerns/changes from members.
- b. **Member Feedback:** Member Smith expressed concern for an incorrect outcome from having members' votes deleted. He also asked for survey processes to be shared in advance of meetings moving forward.
- i. Facilitator France clarified the methodology used to reallocate votes did not delete anyone's votes. Additionally, he noted that these results are not a final decision/vote.
  - ii. Member De Rivera indicated that she would prefer the committee move forward by selecting one of the models.
  - iii. Members Annang, Ajayi, and Garcia expressed their understanding of the ranking methodology and necessity for reallocating votes to reach a majority.
  - iv. Members Annang and Ajayi also shared they had some initial confusion that was cleared up during the presentation and would like to move forward with a model.
- c. **Next Steps:** After members were unable to reach consensus on a proposal, Facilitator France tabled the discussion due to time constraints.
- D. **Motion to Approve Charter Amendment to Include Advisory Body Compensation Policy**
- a. Facilitator France reviewed the proposed charter amendment. This amendment incorporates Metro's advisory body compensation policy.
    - i. Member Clarence Davis asked if this was something the committee had already voted on.
      - 1. Facilitator France clarified the Metro Board recently voted on compensation for advisory bodies but the PSAC Committee had not voted on.
    - ii. A vote was taken to approve the charter amendment.
      - 1. Members Tajsar and Davis abstained. All other present members voted yes.
      - 2. The charter amendment was approved.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor highlighted their safety concerns for their child riding the Gold Line to Duarte and asked for visible officers in Metro cars to mitigate dangerous encounters during times of high student ridership.
- B. Commentor shared her students' experiences with trash, drugs, and harassment while riding the Metro Gold Line to Duarte and asked for security officers on trains during hours where kids are riding.
- C. Commentor also asked for more security during times where teens are riding to ensure they are not harassed.
- D. Commentor reported two altercations with homeless people at the middle school they work at. They requested a response from the committee.
- E. Commentor Channing Martinez from the Strategy Center expressed confusion around the companies under contract for the IPS contract extension and asked for all background documents to be provided for public meetings. He also shared the negative experience organizers have had with RMI security contractors.

#### V. Adjournment

- A. Meeting adjourned at 7:00 PM

#### VI. Next Steps

- A. The committee will reconvene on November 3<sup>rd</sup>, 2021.