



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 18, 2025

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the quarterly status report on Metro's Public Safety Advisory Committee (PSAC).

ISSUE

In June 2020, the Board directed the CEO to form an advisory committee to contribute to developing a community-based approach to public safety on the transit system. This Board report provides an update on the work of the Public Safety Advisory Committee from March through May 2025.

BACKGROUND

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

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

After its 16-month tenure, the first cohort concluded on August 17, 2022. At the September 2022 Board meeting, the CEO recommended that PSAC continue, and the Board approved the recommendation. The second cohort was established on February 25, 2023, and served for two years through February 2025. The third cohort began their term on February 6, 2025.

DISCUSSION

From March to May 2025, PSAC reviewed key topics including the Weapons Detection Pilot, rail platform barriers, the Transit Community Public Safety Department (TCPSD) overview, and the FY26

Public Safety Budget. Staff worked with departments to create discussion-focused agendas, emphasizing PSAC input on taller faregates and related social media content. Members provided feedback to the Social Media Director and TAP staff on the faregates, supported a new tutorial video, and discussed safety priorities with Safety, Security, and Law Enforcement (SSLE). PSAC also received updates on expanded cell service and finalized Executive Committee elections, alternate member protocols, and revised Bylaws.

March 2025 Meeting

In March 2025, SSLE provided an overview of the Weapons Detection Pilot, with PSAC recommending more community input before the pilot concludes. They also shared that they would like to be directly engaging with riders and community members on this and other related safety programs. Staff committed to developing a rider engagement surveying opportunity for PSAC members focused on Weapons Detection Pilot with SSLE for summer. Operations presented a feasibility study on platform doors, highlighting high costs and logistical challenges. Public and committee feedback supported safety goals but Operations shared that it may not be viable. PSAC approved revised Bylaws to clarify governance, membership, procedures, and legal compliance. Executive Committee elections were held: Jeremy Oliver-Roncero and Misty Wilks were re-elected as Chair and Vice Chair; Shantal Anderson was elected Secretary.

April 2025 Meeting and Engagements

At the April 2025 meeting, Metro staff presented key program updates on Transit Watch 3.0 and the Weapons Detection Pilot to get PSAC's strategic feedback. Staff member Lilly Ortiz promoted the May 9 Older Adult Expo and invited PSAC to volunteer, aligning with their interest in senior rider safety.

Nicholas Kappos, Director of Physical Security, gave two presentations:

Transit Watch App (TWA) 3.0:

Reported growth in usage (1,000 reports in 2020 to 43,000 in 2025) and faster response times (3.5 minutes to 30 seconds).. Updates include messaging, location sharing, and more languages. PSAC feedback, in response to using the app prior to the meeting, covered review methods, follow-ups, media upload limits, repeat offenders, push alerts, and app integration.

Weapons Detection Pilot:

Topics discussed included detailed vendor selection, tech, analytics, and staffing. Emphasized compliance with Metro's Bias-free Policing Policy. PSAC raised concerns about false positives, staffing, bias, delays, and implementation. Public commenters opposed the pilot, advocating for more ambassadors and voicing concerns over criminalization and rider deterrence. PSAC will continue engagement with SSLE during the pilot.

Social Media Engagement:

In response to PSAC's Ad Hoc Committee recommendations for more authentic social media to help improve riders' perceptions of safety on the system, Metro's Social Media Director shared

recent campaigns. PSAC proposed new ideas including:

- Faregate tutorial video (in development) for upcoming large events
- Humorous campaigns with tall athletes
- Authentic rider interviews and community content
- Use of data and visuals to build trust

Metro's team will integrate this feedback into future campaigns.

Chair Oliver-Ronceros also represented PSAC by participating in external media interviews and engagements with LAist and Cal Poly Pomona.

May 2025 Meeting and Engagements

The May meeting included key updates, feedback sessions, and engagement activities on the following:

Underground Cell Service Expansion

Operations Executive Officer Kelvin Zan shared activation timelines for the underground sections of the K and A Lines, and Purple Line Extension (PLE) Phase 1. Members appreciated the improvements, citing past connectivity issues and the importance of sharing updates with the public.

Taller Faregate Pilot Feedback

TAP Executive Officer Tisha Bruce gathered input on the newly installed faregates at Lake and Firestone stations. Member observations included:

- Gates were clean and functional but caused confusion and delays for some riders, especially with digital TAP cards.
- Widespread misuse of emergency gates to bypass faregates.
- Challenges for riders with large items (e.g., double strollers).
- Suggestions for better instructional signage.

Two members questioned the gates' effectiveness and recommended increased fare education. Bruce confirmed additional stations will receive the pilot gates and Union Station will be included in a future phase.

TCPSD Overview

SSLE Deputy Chief Gummer presented an orientation on the Transit Community Public Safety Department and the hiring process for its Chief of Police and Emergency Management. Members were encouraged to review the TCPSD Implementation Plan ahead of upcoming community outreach events and future visits from the new Chief of Police and Emergency Management.

FY26 Public Safety Budget Overview

Deputy Chief Gummer outlined safety related priorities. Members inquired about data-driven staffing, homelessness intervention, and equipment use (vests, body cams), reinforcing previous

PSAC advocacy.

TCPSD Chief Announcement

Chair Oliver-Ronceros attended the May 7 press conference announcing Bill Scott as the new TCPSD Chief of Police and Emergency Management. Director Mitchell thanked PSAC for shaping the role and department goals.

ESOC Tours

On May 15 & 19, members toured the new Emergency Security Operations Center (ESOC), gaining insight into safety coordination, advanced technology, and preparations for increased transit demand and major events. This will help inform their discussions on TCPSD formation and implementation.

EQUITY PLATFORM

PSAC plays a crucial role in addressing equity within the transportation system. Equity is a central consideration in the committee's decision-making processes, as it strives to ensure that all members of the community, especially those historically marginalized or underserved, have access to safe and reliable transportation options. The criteria for member selection have, and continue to, promote racial, gender, and geographical equity, in addition to diversity of personal/professional experience (racial justice advocates, law enforcement, mental health outreach, etc.). This is reflected in the current demographic and geographic diversity of PSAC Cohort 3 membership. Metro also reserves committee spots for racial justice advocates, social service providers, and mental health practitioners, among other underrepresented voices. Through its commitment to inclusivity, community engagement, and data-driven approaches, the committee strives to create a transit environment that is safe, accessible, and equitable for all residents of Los Angeles County.

Staff from SSLE, Operations, and CX teams are working together to proactively identify opportunities for PSAC input throughout the year on related initiatives. PSAC Committee members have emphasized the importance of gathering community input prior to Board discussions, such as with the Weapons Detection pilot program. This will include PSAC members conducting qualitative interviews with riders at weapons detection pilot sites in Summer 2025. Staff are also working to develop more integrated and interactive engagement both within PSAC meetings and between PSAC members and community members in the field. These efforts especially focus on reaching individuals who may be hesitant to share feedback on safety technologies due to concerns related to immigration status or criminalization. The field engagement is designed to share safety programs that dovetail with staff planning efforts.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT

reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides awareness, transparency, and support for the work of the PSAC - an advisory body for LA Metro focused on customer experience and safety on our transit system. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

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

NEXT STEPS

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

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Stephanie Wiggins
Chief Executive Officer



Public Safety Advisory Committee (PSAC)

Quarterly Board Update June 18, 2025



March 6, 2025, PSAC General Meeting

Weapons Detection Pilot - *Overview*

- Metro Staff presented information on equipment used, locations, program timing
- PSAC Committee members expressed need for community input prior to Board presentation at conclusion of pilot

Rail Platform Barriers

- Metro Staff presented information on barrier types, costs and processes needed for installation across system
- PSAC received comments from members of the public in support of the barriers

Executive Committee Elections & Adoption of Bylaws



April 3, 2025, PSAC General Meeting

Transit Watch App (TW) 3.0

- Metro Staff conducted a follow-up presentation (to Oct. 2024) on TW updates and engaged with PSAC members to discuss app changes and/or improvements

Weapons Detection Pilot – *In-Depth Presentation*

- Metro Staff presented information on vendors, analytics, technology & future staffing needs
 - Metro's Data Analytics Policy Guided Designing Non-Discriminatory Screenings
- PSAC members expressed concerns about false-positives and delays for riders
- Several community members provided public comment against the pilot, requesting the funds for the weapons detection system be used for other measures

Social Media Feedback

- Metro Staff conducted a follow-up presentation (to July 2024) on social media and brainstormed with PSAC members ideas for future taller fare gate posts



May 1, 2025, PSAC General Meeting

Cell Service Update

- Metro Staff presented information on cell service updates for the K, A and Purple Line Extension (PLE) Phase 1 Lines; PSAC members expressed appreciation for these safety enhancements

Member Feedback on Fare Gate Installations at Lake and Firestone

- After testing the taller fare gates, the PSAC feedback was positive, but PSAC members noticed that many riders seemed confused. They suggested better signage to limit bypassing the fare gate by using adjacent emergency service gates

Transit Community Public Safety Department (TCPD) Overview and Update to the new Cohort



May 1, 2025, PSAC General Meeting and Engagements

FY26 Safety Budget Update

- Staff gave an overview of the proposed budget to:
 - Increase resources planned for deployment, operations, maintenance and cleaning
 - Prepare for upcoming expansion efforts (LAX Transit Center, Beverly Hills, Foothill Extension), the World Cup, and Olympics
 - Build the TCPSP & ambassadors coming in-house
 - Prepare for disasters, responses to societal issues impacting Metro (homelessness, theft of copper on systems, etc.), and capital projects

TCPSP Chief of Police Announcement Press Conference

- PSAC's Chair attended the press conference announcing the new TCPSP Chief of Police Bill Scott on May 7
- Director Mitchell thanked PSAC for their work informing the TCPSP Chief of Police job description and future TCPSP efforts

Tour of Emergency Security Operations Center (ESOC)



- 14 Committee Members received an informational tour of the ESOC - May 15 & 19

Metro

May 7, 2025, TCPSD Chief of Police Press Conference with PSAC Chair

