



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE 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 the development of a community-based approach to public safety on the transit system. This Board report provides an update on the Public Safety Advisory Committee's work from September through November 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 of 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 with structural revisions, and the Board approved the recommendation. The second cohort was established on February 25, 2023, and served for two years. The third cohort began its term on February 6, 2025, with the following workplan:

- Advance customer and employee safety as a core customer experience priority, with emphasis on infrastructure improvements (fare gates, barriers, platform safety) and system design decisions that shape rider perceptions of safety;

- Strengthen transparency, accountability, and trust through data, technology, and reporting, including security screening, Transit Watch 3.0 feedback, listening sessions, and regular updates to the Board;
- Center safety for vulnerable riders, particularly people with disabilities, older adults, and women and girls, by reviewing best practices, accessibility intersections, and targeted safety initiatives; and
- Monitor and influence public safety strategies beyond traditional law enforcement, including alternatives to policing, crisis response, and coordinated approaches to addressing unhoused individuals on the system.

The fourth cohort is scheduled to be seated in February 2026.

DISCUSSION

During this reporting period, PSAC held three meetings in September, October, and November. The Committee was introduced to the new Chief of Police and received updates on the Department of Public Safety, a proposed Designated Waiting Area pilot, the (education campaign for the) Code of Conduct, and the Safety Dashboard.

PSAC also participated in numerous events, including the A-Line Extension to Pomona grand opening, the LA Korean Festival, and the 20th Annual Taste of Soul on Crenshaw. In October and November, PSAC conducted its annual Community Listening Sessions. PSAC Cohort 4 recruitment concluded in September and conducted two rounds of interviews in October and December. The new cohort will be announced later this month .

Activities

September 2025 Meeting

Chief of Police and Emergency Management Introduction and Department of Public Safety Update

The Committee officially welcomed William ‘Bill’ Scott as the new Chief of Police and Emergency Management. Chief Scott briefly shared his background, then presented on the vision and mission of the new Metro Department of Public Safety. He expressed appreciation for PSAC’s involvement in the search for the Chief position and for establishing the DPS framework. His presentation highlighted care-based operations, safety, and emergency management, as well as the five-year plan to stand up the department from recruitment, training, improved deployments, and foot patrols, through data transparency. He emphasized the importance of public feedback, service culture, professional standards, accreditation, and continuous improvement.

PSAC members provided the following feedback:

- Excitement for the expansion of the Ambassadors and buildup of clinicians and staff with lived experience, focus on customer service and safety, while transit security officers handle enforcement.

- Interest in law enforcement-assisted deflection (LEAD), transit court diversion programs, concerns about administrative fines, and diversion effectiveness
- In addition to concern over broader issues of homelessness, mental health, and substance use, the PSAC expressed appreciation for Metro's involvement, seeing the agency as a partner and connector to individuals and organizations working on these challenges in the system.
- High regard for Metro's five-year plan to create an in-house police department, which allows for stronger Metro control of DPS and efficient resource use.
- Expressed support for fair pay for new officers, clinicians, and professional crisis intervention training.

Feedback on Weapons Detection Pilot

Metro administrative staff (MAS) provided a recap on the field work conducted in August on the Weapons Detection pilot program and thanked the PSAC members who volunteered at Vermont/Beverly, and Compton stations for conducting surveys with riders. Qualitative insights gathered highlighted differing views among riders on whether the system should be permanent systemwide or limited to high-traffic stations, strong support for unbiased screenings and consistent enforcement that considers unhoused riders, more requests for additional officers on transit, improved cleanliness, and flexibility to adjust (the pilot) program by station when necessary.

The 10 PSAC members who participated in the survey outreach provided the following feedback:

- Working in the field was valuable for understanding riders' needs and safety concerns, including an appreciation for the availability of the survey in Spanish.
- Riders expressed the need for more visible and engaged security, not officers distracted by phones.
- Education and more information on the Weapons Detection Pilot is needed to prevent aggressive reactions, with suggestions to explore non-lethal weapon policies for safety.
- Some riders felt unsafe around police during the pilot, so there should be a better understanding of diverse community perspectives.
- Riders at Beverly/Vermont station had a mostly positive experience, though delays caused some irritation, however, engaged officers improved the overall experience.
- Younger riders viewed the screening as a minor inconvenience, while some appreciated the added safety.

At the September meeting, PSAC members were also provided with the opportunity to give feedback on the DPS Safety Hub and Dashboard. Website mockups of the Hub were shared, and the dashboard data was reviewed. Members expressed appreciation for the opportunity to share suggestions for improvement before the official release.

September Community Engagement and Events

PSAC is involved in additional community engagement beyond their monthly meetings. The following is a summary of activities during this reporting period.

- Staff held the second PSAC Knowledge Building Session in September, briefing members on the LIFE and GoPass programs, as well as Transit Court.
- PSAC Members represented the Committee at:
 - IBTU Crenshaw High School Basketball Dedication Event - Sept. 6
 - Metro Youth Summit - Sept. 13
 - A-Line Extension to Pomona Grand Opening - Sept. 19

October 2025 Meeting

Designated Waiting Areas Pilot

Metro staff presented on the Passenger Comfort Areas (PCA), a proposed pilot to provide safe, welcoming amenities for vulnerable riders, inspired by Metro's Women and Girls Governing Council (WGGC). The team reviewed global case studies, which informed PCA design, focusing on comfort, visibility, lighting, CCTV, seating, signage, and Ambassador presence. Proposed amenities for the PCAs include benches, CCTV, emergency call points, lighting, signage, trash receptacles, real-time info, optional art, wayfinding, and storage. Staff suggested locations would prioritize accessibility, visibility, and proximity to entrances and shared 3-D mockups and signage concepts.

Discussion was robust as Committee members appreciated the potential pilot, but had numerous questions and a lot of feedback, including:

- Signage: add clearer, multilingual PCA signage and avoid confusing abbreviations.
- Phone charging: explore temporary phone charging, loaners, short-use stands, and tap-card chargers.
- Improved seating: bag-level surfaces, varied layouts, and stroller/wheelchair space.
- Lighting: ensure strong lighting, reduced echo, and sensory-friendly design features.
- Airflow: consider filtration, airflow, and health needs if PCAs become enclosed.
- Ambassadors and Security: ensure increased presence, especially evenings and nights.
- Expansion: expand PCAs to current/future hubs, end-of-line stations, Bus Rapid Transit (BRT), tailor services/activities/staffing in PCAs to wait times at end of line, hubs, and high-demand stations.
- Add amenities: water fountains, lockers, story dispensers, clearer wayfinding.
- Social media: promote PCAs through social media, engaging content, and visible Ambassador podiums.

Alternate to Voting Member and Member Movement

Due to an opportunity to run for an elected office, member Angela Gonzales, who had recently transitioned from an alternate to a voting member, resigned from PSAC. Her vacancy was filled by

alternate Edward Cervantes, who was approved by the Committee beginning with the November meeting. Additionally, Committee member Duncan accepted an offer to attend Stanford University and resigned his position as an alternate on PSAC. These Committee adjustments were made in accordance with the Bylaws. With this transition, all three alternate positions are vacant. Those roles will be filled in February 2026 when the new cohort is installed.

October Community Engagement and Events

PSAC was involved in the following activities during this reporting period.

- 20th Annual Taste of Soul - October 18
- Los Angeles Korean Festival - October 19
- Community Listening Session #1 - October 24
- Community Listening Session #2 - Virtual - October 30

November 2025 Meeting

Code of Conduct Update

Staff presented on Metro's new Customer Code of Conduct educational campaign. PSAC members were informed that the campaign aims to increase awareness (of conduct violations) and promote safe and respectful transit. Examples of humorous, creative, and promotional materials were shared with Committee members. Staff explained that the Marketing Operations team worked closely with the head of Brand and Creative from the previous presentation (made to PSAC in October 2024 and July 2025) and considered their feedback. Two social media videos promoting the campaign have already been released. Marketing Operations is in the process of updating the audio (for buses, trains, and stations). In addition, Marketing Operations and Brand/Creative are working with the research team to conduct surveys using the brand tracker and CX Pulse (to collect feedback on the campaign).

PSAC members provided the following feedback:

- An update is needed for the audio system to match new "Ride Better Together" branding.
- Inquiries about measuring campaign impact through brand trackers, surveys, or feedback tools.
- Promote new creative/signage with Metro's "Rude Dude" and stronger social media visibility.
- Reminders should be added for lowering music volume and having loud phone conversations on buses and trains (also reiterated by an online participant during public comment).
- Integration of the Code of Conduct messaging into the Transit Watch app.
- Consideration of rider engagement, using interactive outreach, such as tables, giveaways, and QR codes.
- Enhancing the signage design with more color or graphic-novel style visuals.
- Clarifying citation enforcement, diversion options, and repeat-offender accountability.

Department of Public Safety Deputy Chief Gummer supported the presentation, where matters crossed over to conduct enforcement and provided responses to Committee members as needed. Two public comments were made regarding the campaign. One noted above and the other suggesting that Metro, through contacts made from participating GoPass schools, reach out to and educate students about the code of conduct and acceptable behavior while using Metro.

Bylaws Revisions

The Committee reviewed all Bylaws revisions proposed since the February 2025 update to ensure the document remains accurate, functional, and aligned with the Committee's current operations. Over the past nine months, members identified areas where clarification, updated processes, or added definitions were needed. A consolidated review was determined to be the most efficient way to address these issues.

Parliamentarians attended the November meeting to provide counsel, confirm that proposed language was consistent with parliamentary standards, and ensure the revisions strengthened-not conflicted with-the existing structure.

Examples of revisions reviewed include:

- **Clarifying membership rules** in Article III (e.g., defining "frontline workers," outlining how vacant positions are handled, and establishing when an alternate may advance to a voting member).
- **Improving expectations for participation**, such as defining tardiness and specifying the threshold for unexcused absences.
- **Updating leadership and procedural roles** in Article IV, including adding a Chair Pro Tempore and refining the duties of the Secretary.
- **Standardizing meeting procedures**, such as setting time limits for public comment, establishing Ad Hoc Committees, and formally incorporating Robert's Rules of Order.

Parliamentarians will complete a full review and return the updated draft in December. A final vote on the complete set of revisions is anticipated in the first quarter of 2026.

Community Listening Sessions

In addition to the two listening sessions in October, PSAC held five more during November. The seven Community Listening Sessions engaged community members through various formats, ensuring that the public was met where they were. The listening sessions focused on three themes: Station Experience (SX)/Station Enhancements, Station Staffing Updates, and Station Activation. November's listening sessions consisted of a focus group with disabled riders and were conducted virtually. Pop-up listening sessions were conducted at three stations - LAX/MTC, Westlake/MacArthur Park, and North Hollywood. The pop-ups were used to engage riders and gather feedback on site, where they were directly impacted by the enhancements, improvements, staffing, and activations described in the presentations. A special pop-up was also conducted at the California State Historic Park in Downtown LA (Chinatown) to target feedback from monolingual transit-dependent Chinese

seniors.

All feedback collected has been pooled and will be shared with Metro departments that presented at the listening sessions, including the Department of Public Safety, Ambassadors, Operations, and Customer Experience. A recap was provided at this month's PSAC meeting, as well. The full report will be made available on the PSAC website at the top of the year.

Cohort 4 Recruitment Efforts

PSAC has annual cohorts with members serving two-year terms. The new cohort is set to begin their terms in February 2026. Applications were accepted for Cohort 4 starting July 18, 2025, and closed September 16, 2025. Recruitment efforts included email blasts, PSAC website updates, and community events in August and September.

A total of 582 applications were received by the closing date - the most ever received for a PSAC cohort. The majority of applicants reported living in Los Angeles, with notable concentrations also from Long Beach, Inglewood, Pasadena, and West Hollywood. Most applicants fell within the 35-44 age range, with substantial representation from the 25-34 and 55-64 age groups as well. Racial and ethnic representation among applicants was strong and very diverse among Asian/Pacific Islanders, Black/African American, Caucasian, and Hispanic/Latinx. Over half of all applicants identified as male, and approximately one-quarter reported having a disability.

Applications were reviewed in September and October, followed by first-round interviews in October. Second-round interviews were held in December, with Onboarding and Orientation scheduled for the end of January.

EQUITY PLATFORM

During this reporting period, PSAC continued to focus on the committee's objectives to strengthen its impact in advancing equitable outcomes by tabling at public events and conducting listening sessions. Members connected with active riders and potential riders through one-on-one interactions and in group settings, such as virtual listening sessions and the PSAC monthly meetings. Engagement was conducted in Spanish, Tagalog, and Cantonese to ensure feedback from certain marginalized groups was included.

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

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on

VMT.

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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Metro

Public Safety Advisory Committee (PSAC)

Operations, Safety, and Customer Experience Committee

January 15, 2026

September 2025

- Introduced Chief of Police and provided a Department of Safety Update
- Conducted second knowledge-building session for members on LIFE, GoPass, and Metro Traffic Court.
- PSAC members tabled at the IBTU Crenshaw High basketball court dedication and Metro Youth Summit
- Members attend the Pomona Metro A Line Extension grand opening



October 2025

- Designated Waiting Areas Pilot presentation
- Cohort 4 recruitment closed with 582 applications; interviews begin
- PSAC members tabled at 20th Annual Taste of Soul & 52nd Annual LA Korean Festival
- Community Listening Sessions conducted:
 - 10/24 - In-person outreach for riders with disabilities at Villa Esperanza Services, Pasadena;
 - 10/30 - Virtual outreach with breakout discussions, interpreters-engaging monolingual/immigrant riders.



November 2025

- Presented Code of Conduct Education Campaign
- Conducted Metro Transit Court tour for members
- Community Listening Sessions conducted:
 - 11/18- Virtual outreach for riders with disabilities;
 - 11/3- Pop Up Sessions: LAX/MTC;
 - 11/4- Westlake/MacArthur Park;
 - 11/14- North Hollywood Station;
 - 11/20- California State Historic Park – feedback from transit –dependent Chinese Seniors (in Cantonese)

