



## Board Report

---

File #: 2026-0186, File Type: Informational Report

Agenda Number: 40.

---

### OPERATIONS, SAFETY, & CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE 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 approved a motion directing the CEO to form an advisory committee to contribute to the development of a community-based approach to public safety on the transit system (Attachment A). This Board report provides an update on the Public Safety Advisory Committee's work from January through April 2026.

#### **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 Ambassador 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.

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

#### **DISCUSSION**

During this reporting period, PSAC held four meetings in January, February, March, and April. New members were appointed to the Committee in February, and new Executive Committee members were elected in March. The Committee received presentations on Metro's safety and security approach for the upcoming FIFA World Cup, an update from the Department of Public Safety, contactless payments, a proposed Customer Safety Index, SB 707 Brown Act modifications, and updated Bylaws. The PSAC also hosted a listening session on the Metro Board Composition.

## January 2026 Meeting

### *World Cup - Safety and Security Approach*

Conan Cheung, Chief Operations Officer, outlined plans for service, security, accessibility, and customer experience, including VIP support and heat mitigation.

PSAC members discussed and provided the following feedback at the meeting:

- Emphasized the need for a strong transit app with accessibility features for international and visually impaired riders.
- Urged adequate staffing, station amenities, and shuttle coordination for large events.
- Members requested that Metro have no coordination with ICE to maintain rider safety and trust. Staff reminded the committee that Metro does not collect any customer information related to immigration status and has a longstanding practice of not collaborating with ICE.
- Discussed safety measures (e.g., weapons detection, drones) and their impact on the rider experience.

The January meeting concluded with a review of administrative tasks. The outgoing Chair, Vice Chair, and Secretary shared information about the duties and responsibilities of their Executive Committee roles from their perspective, and staff facilitated a review of the Bylaws.

## February 2026 Meeting

### *Department of Public Safety Update*

Deputy Chief Robert Gummer provided a detailed update on the Department of Public Safety (DPS). The report included the following:

- Metro will reinstate the TAP-to-Exit program at Union Station and North Hollywood Station, and implement it at additional end-of-line stations soon.
- A one-year review of the Weapons Detection Pilot will be presented to the Board in spring; Metro is also exploring similar technology for buses.
- The Department of Public Safety (DPS) is in Phase Two of its five-year rollout, with four divisions established:
  - Police Services

- Emergency Management
- Security & Administrative Services
- Care-Based Services

The Care-Based Services Division launched in January and includes Ambassadors, the Homeless Outreach Team, and crisis intervention specialists. DPS is also advancing its policy manual (with Lexipol), background checks, psychological evaluations, and technology assessments.

DPS is continuing to build its operational foundation and will maintain ongoing engagement with PSAC.

PSAC members discussed and provided the following feedback:

- Requested clarity on the scale, expansion, and readiness of the Weapons Detection Pilot ahead of the 2028 Olympics and its impact on operations and rider experience.
- Raised concerns about officer training, use-of-force policies, and integration of DPS personnel to ensure safety and public trust regarding non-Metro law enforcement personnel.
- Emphasized the importance of a care-based, empathetic approach, including clear referral pathways for individuals experiencing mental health or substance use challenges.
- Sought details on CCTV data privacy, storage, and safeguards, including whether facial recognition is used.
- Expressed interest in advising on future bus-based weapons detection pilots.

#### *Presentation on Contactless Payment(s)*

Kyle Holland, Deputy Executive Officer of Finance, shared that contactless payment at TAP validators will launch in 2026, with reduced-fare access available in early 2027. Riders will be able to tap physical or digital cards, and receive benefits such as interagency transfers, two hours of free transfers, fare capping, and the ability to pay for up to four riders with one card. The system will be secure and allow riders to view trip history online without a TAP account. Rollout is planned ahead of major events, such as the World Cup and the Olympics, to test and refine the system.

PSAC members discussed and provided the following feedback:

- Recommended reviewing other agencies' contactless communication for best practices.
- Asked about linking credit cards to TAP, confirmed international cards will be accepted, and when using a credit card or debit card to pay for more than one rider, only the first ride will count towards that card's fare cap.
- Requested clear fare enforcement and fair dispute processes.
- Noted confusion around multi-rider TAP and TAP-to-Exit; asked for clearer messaging emphasizing that the multi-rider TAP feature is only available with credit or debit cards.
- Sought assurance that riders will not be charged transaction fees.
- Raised concerns about accidental double charges; urged safeguards.
- Requested continued application of senior/disabled fares and noted past tools (e.g., paper transfers) helped prevent disputes.
- Emphasized that unresolved issues, especially equitable fare enforcement, be addressed.

## March 2026 Meeting

### *Customer Safety Index Presentation*

Mark Vallianatos, Executive Officer, Office of Strategic Innovation, presented a proposed concept to create a single safety score (1-100) combining crime data and rider perception. Chief Scott was also in attendance and shared additional helpful context and assisted with answering PSAC Member questions. Feedback was requested on whether the metric is useful and if the inputs and weighting are appropriate. The metric would not replace current reports.

Proposed inputs include: crimes against persons, property, and society; rider perception of safety; rider satisfaction; and non-rider perception. Crimes against persons would carry the most weight. DPS confirmed the categories follow federal standards: crimes against persons (harm/threats), property (theft/damage), and society (quality-of-life offenses), with some overlap possible.

PSAC members discussed the item and provided the following feedback:

- Suggested increasing the weight of “behavior of other riders,” as it is a common concern.
- Encouraged outreach to non-riders to understand barriers and negative perceptions.
- Recommended adjusting weights: lower “safe to ride” to 10-15%, raise “crimes against property” to 10-15%, and reduce “crimes against persons” to ~30%.
- Asked whether other agencies use similar metrics; staff noted none are known.
- Suggested separating actual safety data from perception data before combining.
- Recommended including operational issues (delays, breakdowns, cancellations) as they affect perceived safety.
- Noted external factors (e.g., trash, conditions at stops) also impact safety perception and should be considered.

### *SB 707 Overview - Metro Board Findings, Just Cause Review and Information on Relaxed Teleconferencing Rules*

Metro staff briefed PSAC on SB 707, which allows virtual meetings with an in-person option for public participation. “Just Cause” teleconferencing requirements were also reviewed and the item was informational and will return for a vote after new officers are in place.

PSAC members discussed this item and provided feedback:

- Many members prefer in-person meetings for better engagement and relationship-building.
- Asked about data on teleconferencing effectiveness.
- Questioned whether Bylaws updates would be needed to allow virtual meetings.
- Noted virtual access could improve participation, but outreach to communities and Metro channels could also expand attendance.
- Discussed potential protocols (e.g., camera use, dress, behavior) if virtual meetings are adopted.

One public comment was made by a representative from Metro's Accessibility Advisory Committee (AAC), that their committee adopted the virtual meeting protocol to expand participation opportunities.

### *Executive Committee Elections and Alternate Order Selection*

The March meeting concluded with the order selection of alternates and Executive Committee elections.

Results of the order selection of PSAC alternates from Cohort 4 (should a voting member resign or is required to exit the Committee): Member Melanie Wolske will have first opportunity to become a voting member, followed by Marcos Molina, then Foster Adzraku.

Leslie Ridings and Jack Inman were elected as Chair and Vice Chair, respectively, while Dorit Dowler-Guerrero was elected Secretary. Outgoing PSAC Chair Jeremy Oliver-Ronceros was recognized for his contributions and designated as Chair Emeritus.

Note that, as per an update to the Bylaws, a Chair Pro Tempore is anticipated to be selected at a future meeting to preside over meetings in case of absence or emergency unavailability of the Chair or Vice Chair.

### **Bylaws Revisions**

PSAC approved final Bylaws updates in February, including changes allowing the Chair/Executive Committee to appoint Ad Hoc members as needed. Revisions ensure the Bylaws are current, clear, and aligned with Committee operations. Parliamentarians supported the process (Nov 2025-Mar 2026) to ensure accuracy and compliance.

Examples of revisions reviewed include:

#### *Article III: Membership & Structure*

- Annual alternate recruitment, clear vacancy process, and two-year term limits (max two terms) for ex officio members.

#### *Article IV: PSAC Executive Committee Officers*

- Training required within 30 days, the Secretary maintains minutes, and a Chair Pro Tempore is added.

#### *Article VI: Meetings*

- Chair may adjust public comment time (up to 3 minutes per speaker).

- Ad Hoc Committees must define purpose, scope, and timeline, and dissolve when complete.

Parliamentarians will complete the full and final review of the Bylaws revisions voted on for approval. Updated Bylaws will be made available for public reference on the PSAC website.

### **April 2026 Meeting**

#### *SB 707 Overview - Metro Board Findings, Just Cause Review and Information on Relaxed Teleconferencing Rules*

Metro staff revisited the March presentation on SB 707, which allows virtual meetings with an in-person option for public participation. “Just Cause” teleconferencing requirements were also reviewed.

Several members shared strong opinions on the importance of meeting in person and expressed that they would not vote for a move to meet virtually. Others expressed the understanding that virtual participation could open up the opportunity for members to continue participation on the Committee regardless of a life circumstance change (e.g., pregnancy or care-taking, or death of a family member).

The Committee ultimately decided that no vote would be taken, but the opportunity to vote could be reviewed at a future meeting.

#### *Code of Conduct*

Julie Nguyen, Principal Ethics Officer, presented on the purpose, background, issues and provisions of the new Code of Conduct. She shared that prior to the approval of this Code of Conduct by the Board on March 25, 2026, there had been no unified, formal Code of Conduct that applied consistently across all Metro advisory bodies, in the same manner as Codes applicable to other Metro groups (contractors, lobbyists, employees, service councils, and Board Members).

She confirmed the new Code of Conduct now:

- Establishes clear expectations for professionalism;
- Affirms Metro’s commitment to nondiscrimination;
- Addresses abusive conduct by requiring respectful treatment and prohibiting repeated or egregious verbal attacks;
- Clarifies expectations regarding confidential information;
- Defines appropriate use of Metro resources; and
- Provides a process for suspension and removal of members who violate the Code.

PSAC members discussed this item and provided feedback:

- Support for the Code of Conduct, noting it is consistent with existing bylaws and will help standardize expectations for behavior and mutual treatment across Metro committees.
- Ex Officio (Metro Staff) Committee member Michael Sweeney raised concerns about the

---

reference to Metro policies because advisory body members are not employees; however, Principal Ethics Officer Julie Nguyen clarified that because there's no direct information about Metro policies, members can direct questions about the policies to the Ethics office.

## **EQUITY PLATFORM**

During this reporting period, a new cohort of members joined the PSAC, selected and reflective of diversity of views and lived experiences. Ten of the recently completed and submitted demographic surveys from new members during this reporting period indicate that they are regular transit riders and are each representative of Black, Indigenous People of Color (BIPOC) communities. Additionally, one female PSAC Member who completed the survey indicated that she is a regular transit rider with a disability. The PSAC continues to advance Metro's equity platform by strengthening its capacity to provide informed, community-centered advisory input on safety, infrastructure, and system design initiatives. Members received targeted briefings on emerging pilots, safety strategies, and other safety and security-related topics to ensure their recommendations reflect both operational realities and the lived experiences of riders, particularly those from Equity Focus Communities and historically underrepresented populations.

This enhanced knowledge base equips PSAC members to engage meaningfully with active and potential riders through one-on-one conversations, community events, and public meetings. By combining intentional representation, proactive field engagement, and data-informed recommendations, PSAC continues to elevate community voice in decision-making and support the development of a transit system that is safe, accessible, and equitable for all Los Angeles County residents.

## **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 which may encourage transit ridership. 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**

Metro staff will support the onboarding of the newly elected PSAC leadership and continue monthly coordination with the PSAC Executive Committee to maintain alignment on committee priorities, upcoming agenda items, and matters of interest to the Board.

### **ATTACHMENT**

Attachment A - Motion 37

Prepared by:

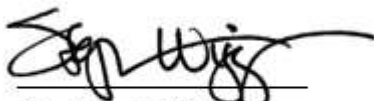
Danielle Valentino, Manager, Customer Engagement Integration, (213) 5229952

Patricia Soto, Director, Customer Engagement Integration, (213) 922-7273

Yvette Rapose, Deputy Chief Customer Experience Officer, (213) 418-3154

Reviewed by:

Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie Wiggins

Chief Executive Officer



---

**File #:** 2020-0429, **File Type:** Motion / Motion Response

**Agenda Number:** 37.

---

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

**Motion by:**

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

**A Community Safety Approach to System Security and Law Enforcement**

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

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

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

**RECOMMENDATION**

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

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

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

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



**Metro**

## **Public Safety Advisory Committee (PSAC)**

**Operations, Safety, and Customer Experience Committee**

**MAY 21, 2026**

# January 2026

## General Meeting – 1/8/26:

- World Cup Preparations presentation
- Bylaws Review & Revisions

## Onboarding & Orientation of New Members – 1/24/26:

- Welcome Remarks by Chief Bill Scott
- New Member Introduction Session
- Returning Member Strategy Session
- Joint Session Objectives and Procedural Review with Parliamentarians and Staff



## February 2026

### General Meeting – 2/5/26:

- Department of Public Safety Update
- Contactless Payment presentation
- New Member Installation:
  - 7 Voting Members, 3 Alternates (Non-Voting) & 2 Ex Officio (Metro Frontline Employees)
  - Farewell to Cohort 2 Terming Out Members

Virtual Onboarding & Orientation (make up session) – 2/10/26



## March 2026

- Customer Safety Index presentation
- SB 707 – Brown Act Updates & Virtual Meeting Option discussion
- Executive Committee Elections and Alternate Order Selection results:
  - Chair – Leslie Ridings
  - Vice Chair – Jack Inman
  - Secretary – Dorit Dowler-Guerrero
  - Alternate 1 – Melanie Wolske
  - Alternate 2 – Marcos Molina
  - Alternate 3 – Foster Adzraku
  - Chair Emeritus – Jeremy Oliver-Ronceros



*Pictured above L-R: Vice Chair Inman, Chair Ridings & Secretary Dowler-Guerrero – New Executive Committee*



April 2026

- SB 707 – Brown Act Updates & Virtual Meeting Option Review
  - No vote taken; topic tabled for later date
- Code of Conduct for Advisory Bodies Review



*Pictured above: Executive Officer, Lilian De Loza-Guitierrez addresses the Committee on Board Composition*

