

Employee Listening Sessions

Metro first conducted listening sessions for employees. To encourage maximum participation, sessions are being held both in person and virtually, with thoughtful consideration given to the timing and locations to ensure accessibility for front-line staff and employees from all Divisions and departments.

The first listening session took place in September 2024 at the Rail Operations Control Center, where employees shared their insights and priorities for the new leadership role. Additional sessions have been held throughout September and October at various Metro locations, including Divisions and the headquarters building. The executive recruiter is participating in each session to facilitate discussions and document feedback, which will play a crucial role in shaping Metro's recruitment strategy for the Chief of Police position.

To further enhance employee engagement, Metro has introduced a QR code that allows staff to easily access a short survey, where they can provide additional feedback on the qualities and priorities they believe the TCPSD Chief of Police should exemplify. This survey has been communicated via the Metro Daily Brief and direct emails, offering another means for employees to share their input.

Additionally, in July 2024, Metro began an internal Interest List to provide Metro employees with an opportunity to become a sworn officer within the TCPSD. As of October 9, there have been 515 employees who have expressed interest in learning more about TCPSD positions. The employees range from bus operators, custodians, service attendants, customer service agents, transit security officers, supervisors, and managers.

Public Listening Sessions

The Public Safety Advisory Committee (PSAC) has hosted three Community Listening Sessions to engage with the public as of the date of submission of this report. The first Listening Session took place at Los Angeles Union Station with 25 attendees, and the second session was conducted virtually with approximately 40 people in attendance. The third Listening Session took place at the Michelle Obama Neighborhood Library in Long Beach on Saturday, October 26, with about 15 attendees. At these community listening sessions, the public had the opportunity to share their vision for Metro's new Chief of Police and Emergency Management. The public was asked to share the values, skills, and traits they believe are essential for the role. Their input will help shape the future of safety in the community and on Metro. In two special meetings that were scheduled, the PSAC members themselves had an opportunity to meet with the executive recruiter and provide their own feedback and comments related to the traits, skills, and values they believe should be considered when recruiting a new Chief. In addition to these listening sessions, the PSAC engaged with the public at tabling events across the County through the Fall. In August, the PSAC tabled at National Night Out in Sun Valley, Queer Mercado in East Los Angeles, CicLavia-Meet the Hollywoods in West Hollywood, Levitt Pavilion Summer Concert at MacArthur Park, and NoHo Farmers Market in North Hollywood. The PSAC also attended the Belmont Shore Car Show in Long Beach and the

Hispanic Heritage Festival in Inglewood in September, reaching 65-100 people per event. And finally in October, they attended CicLavia in the Heart of LA, and the Taste of Soul with an estimated attendance of over 10,000 at each event.

In addition to those listening sessions and tabling opportunities hosted by the Public Safety Advisory Committee, staff engaged various targeted groups to ensure we heard from a cross-section of people with diverse lived experiences within the County of LA.

In August 2024, the Community Advisory Committee (CAC) requested an update on current Metro initiatives to discuss the TCPSD and learn what progress had been completed so far. SSLE briefed on the implementation plan, the 5-year timeline, and the status, which included building the job specifications for the Chief of Police, gauging interests in current Metro staff on joining the TCPSD, and hiring the recruitment and transition teams. The CAC expressed excitement about Metro's vision for the TSCPSD and requested frequent updates on the progress and will be meeting with the facilitator to provide their own feedback for the recruitment of the Chief of Police and Emergency Management on November 20, 2024.

In September 2024, SSLE briefed the Technical Advisory Committee (TAC), which was the first time that the group requested a security presentation. The TAC requested an update on the TCPSD and wanted to understand how the organization would be different than current law enforcement and specifically asked to understand what type of oversight would be in place for this agency. SSLE explained that there would be a civilian oversight committee that would take the best practices of the current Metro advisory committees but also highlighted that the current committees would still have the same opportunities to provide feedback.

To round out the Listening Sessions, the facilitator also engaged with the business community in a listening session hosted by BizFed that yielded about 60 participants, approximately 45 faith based leaders at Metro's Faith Leaders Roundtable, 20 older adults during a listening session with On the Move Riders Program, about 25 participants at the Accessibility Advisory Committee meeting and about 25 members of the Women & Girls Governing Council. Staff will also be engaging the Youth Council on November 18 and the Aging and Disability Transportation Network in a meeting to be held in November, ensuring that we have a cross section of people with disabilities, women, youth and older adults.