



Metro

Public Safety Advisory Committee (PSAC)

Quarterly Board Update April 18, 2024

February 1, 2024, PSAC Ad Hoc Committee

1. Personnel Ad Hoc Committee

- Ideal qualifications and experience for candidates
- Types of officer training to undergo before being deployed on the system

2. Job Duties Ad Hoc Committee

- Enforcement of Metro's code of conduct and enforcement of fares
- Community engagement and fostering trust as a core function
- Ongoing training on culturally competent community policing, in line with Metro's care-based approach

3. Oversight Ad Hoc Committee

- Whether to recommend creating an oversight entity
- Oversight as a committee/commission to establish performance measures



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March 7, 2024, PSAC General Meeting

1. Metro Ambassadors Program Update

- Senior Director, Karen Parks, provided the annual report
- PSAC suggested ride along opportunities with Ambassadors

2. LA Sheriff Ride-Along Experience

- Chair Oliver-Ronceros reported on his experience and encouraged other PSAC Committee members to participate

3. High Level Recap of Community Listening Sessions

- Community Relations Manager, Isai Rosa presented on what we heard from the public through the eight community events, station activation and community listening session last Fall
- Recap included responses and public comments collected from in-person interactions, virtual meetings, events, CCATs, and Social Listening



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April 4, 2024, PSAC General Meeting

1. Introduce the new Station Experience Unit

- Principal Transportation Planner in Operations, Jorge Martinez, provided:
 - Overview of the new unit focused on enhancing safety and cleanliness at designated Metro stations.
 - Update on successful intervention methods at Westlake MacArthur Park
 - Overview of the partnership with Throne Public Restrooms
 - Best practices to be implemented at designated stations.

2. Customer Experience Plan Safety-Related Action Items (CX)

- Chief Customer Experience Officer Jennifer Vides, joined by Senior Manager Lauren Deaderick and Senior Executive Officer of Systems Security and Law Enforcement, Robert Gummer, provided updates on the 17 safety-related action items in the 2023 CX Plan.



Thank You



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