

Bias-Free Policing and Public Safety Analytics Policies Compliance

Bias-Free Policing Policy			
The Bias-Free Policing Policy ensures that all interactions with agency personnel are fair, impartial, objective, and free from discrimination.			
Commitments	Compliance Status	Target Completion Date	Notes
Agency-wide annual compliance of all mandatory anti-bias related training.	In progress	November 2026	Agency staff and contract personnel complete the annual mandatory trainings below: 1. Bystander Intervention (De-Escalation Training) 2. Implicit (Unconscious) Bias for Transit Security 3. Safety/Security Training (Includes a primer on Unconscious Bias training). The next step is to connect this information to a dashboard.
Number of citations levied against marginalized communities (expectation of year over year reduction) on a public-facing dashboard.	In progress	September 2026	Overall citations are provided on the Safety Hub (https://www.metro.net/safety-support/by-the-numbers/) today. A more detailed breakdown of these numbers will be made available on the Public Safety Dashboard (https://publicsafety.metro.net).
LACMTA will generate and maintain a public facing bias complaint dashboard to ensure transparency with the community regarding any allegations of the use of age, disability, ethnicity, gender, nationality, race religion or sexual orientation as a basis for action by LACMTA security services.	In progress	October 2026	DPS is working to identify the data holdings necessary for the Bias Free Policing complaint dashboard.
On a quarterly basis, the Chief of Police and Emergency Management or designee will review the Transit Watch App, Customer Comment Analysis Tracking System (CCATS), and Customer Experience (CX) surveys to develop a report assessing feedback related to LACMTA anti-bias/anti-discrimination policies.	In progress	October 2026	DPS currently reviews Transit Watch, CCATS, CX Surveys, and other data sources to identify potential issues on the system and to ensure its personnel are operating in accordance with Metro standards and policies. DPS will develop a report to assess feedback related to LACMTA anti-bias/anti-discrimination policies.
Tracking the increased deployment of law enforcement/security alternatives (expectation of year over year increase) on a public-facing dashboard.	In progress	October 2026	This tracking will be implemented as DPS brings on more care-based resources such as the crisis response teams and is able to deploy the co-response model.
The Deputy Chief of Civil Rights will conduct an annual review of police and security reports.	Not yet started	March 2027	Once the Police Services Division is stood up, DPS will work with the Deputy Chief of Civil Rights to establish the annual review of police/security reports.
Through the annual or bi-annual safety and security survey of LACMTA patrons/riders, DPS will assess and report on the following: - Percent Favorable Impression of Transit Policing Services - Service Rating - Service Quality - Service Rating – Fairness - Service Rating – Helpfulness - Increased rider satisfaction regarding racial profiling/bias	Not yet started	October 2026	DPS will initiate this review once the Police Services Division is stood up and sworn officers are on the system. DPS will work with CX to establish a survey that captures patron/employee impression, service ratings, and writer satisfaction.
Reports of complaints against law enforcement and security resources (expectation of year over year reduction) on a public-facing dashboard.	Not yet started	October 2026	This data will be streamlined into a unified system, so that it can be uploaded and displayed on the Public Safety Dashboard (https://publicsafety.metro.net) by October 2026.
Use of force incidents (expectation of year over year reduction) on a public-facing dashboard.	Not yet started	October 2026	This data will be streamlined into a unified system, so that it can be uploaded and displayed on the Public Safety Dashboard (https://publicsafety.metro.net) by October 2026.

Public Safety Analytics Policy			
The Public Safety Data Analytics Policy states that the agency uses internal data sources to prevent racial profiling and discrimination.			
Commitments	Compliance Status	Target Completion Date	Notes
Emerging trends reports	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/).
Analysis of security incidents impacting rail and bus lines	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/).
Analysis of issues impacting employee and rider safety	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/).
Vandalism trend reports	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net).
LACMTA will leverage the data below to generate the following reports to provide awareness of safety and security issues across the system and will ensure all products are accessible to the public. - Calls for Service reports - Vehicle maintenance requests - Transit Watch App Incident reports - Law Enforcement Service Requests (LESR) - Incident reports - Customer Comment Analysis Tracking System (CCATS) - Customer Experience surveys - Intrusion alarms at LACMTA facilities - Trend reports from homeless outreach teams - Justice Equity Need Index (JENI) - Justice Equity Services Index (JESI) - Everbridge alerts - Feedback from frontline employees (e.g., bus operators and custodians)	Completed and Ongoing		DPS staff continues to use the following reports to make strategic deployment decisions and understand safety and security issues across the system.
DPS will conduct quarterly reviews of security and analytic reports to confirm compliance with this policy. This includes reports which feature demographics, personal identifying information, or law enforcement or LACMTA-derived BOLOs	Completed and Ongoing		DPS reviews all security and analytic reports to confirm compliance with policy.
DPS will ensure all agency personnel involved in public safety analytics maintain 100% annual compliance in attending and completing all related bias and discrimination training.	Completed and Ongoing		All DPS personnel are required to be in compliance with the Public Safety Analytics Policy and take all required unconscious bias and discrimination training.
DPS will continually evaluate Key Performance Indicators (KPI) to effectively measure success and assess impacts of the analytics program.	Completed and Ongoing		DPS has a process in place that currently reviews key performance indicators on a quarterly basis.
DPS will address all complaints and will conduct a quarterly review of customer comments and complaints to ensure compliance with this policy.	Completed and Ongoing		DPS uses CX's customer comments and complaints system (CCATS) to review customer feedback.
KPI results will be published in a public facing dashboard	In progress	September 2026	KPI results will be incorporated into the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/) as part of a future implementation phase.
BOLO reports on persons posing safety risks to operators and riders	Not yet started	October 2026	BOLO Reports are currently disseminated to internal departments and partner agencies. Data will be added into the Public Safety Dashboard (https://publicsafety.metro.net).