

Public Safety Advisory Committee (PSAC)

Ad Hoc Committees Final Recommendations

Thursday, February 1, 2024

Personnel Ad Hoc Committee

Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that everyone is entitled to a safe, dignified, and human experience. Metro's Transit Community Safety Department will be holistic, equitable, and justice-minded, respecting the humanity of all people. To that end, Metro shall seek to identify professionally qualified candidates who are culturally aligned with the new department.

Metro Response: Metro supports this recommendation. Candidate outreach efforts will focus on bringing in diverse members of the community.

1. Each candidate will undergo a holistic review, background check, and psychological analysis and/or evaluation as part of the application process.

Metro Response: Metro supports this recommendation. Candidates considered for officer positions will be screened for minimum qualifications, participate in the selection process that will demonstrate their knowledge, skills, and abilities, complete a background investigation, and undergo a psychological and physical examination.

2. To ensure effective service to diverse communities, Metro shall seek personnel:
 - a. Whose language proficiency reflects the transit riders they serve, including ASL and other LA County threshold languages.

Metro Response: Metro supports this recommendation. Outreach will be done to attract diverse candidates during the recruitment process.

- b. Experienced working with diverse communities.

Metro Response: Metro supports this recommendation. Outreach will be done to attract diverse candidates during the recruitment process. Additionally, employment training will focus on building the necessary skills to work with diverse populations.

- c. Experienced working with interdisciplinary teams, including mental health professionals, crisis teams, de-escalation training, and/or sensitivity training.

Metro Response: Metro supports this recommendation. Staff will incorporate this experience into the job description so related questions can be asked during the testing/interview process. Staff also recommends this be incorporated into the training curriculum after employment.

3. Metro's Transit Community Public Safety Department (TCPD) shall prioritize candidates who have demonstrated a commitment to serving the population that Metro serves; this commitment may have been demonstrated through background or training and/or experience that includes but is not limited to social work, military background, community outreach and/or mental health.

Metro Response: Metro supports this recommendation. This preference can be added to the job description so that related questions can be asked during the testing/interview process.

4. Metro's Transit Community Safety Department officers shall have demonstrated an ability to show sensitivity and responsiveness to the diverse needs of Metro riders. They are trained to respect riders' privacy, check assumptions or prejudgments, and respond to situations with empathy and compassion.

Metro Response: Metro supports this recommendation. Qualifications can be added to the job description so that related questions can be asked during the testing/interview

process. Additionally, staff recommends that these skills be incorporated into the training curriculum after employment.

Job Duties Ad Hoc Committee

1. Metro's Transit Community Safety Department is a law enforcement agency whose top priority shall be securing rider, employee, and partner safety while engaged with Metro.

Metro Response: Metro supports this recommendation. This philosophy will be foundational to the proposed department.

2. Metro's Transit Community Safety Department officers shall have the authority to enforce Metro's Code of Conduct.

Metro Response: Metro supports this recommendation. This responsibility will be included in the job description.

3. Metro's Transit Community Safety Department officers shall engage with the community professionally and proactively on buses, train cars, platforms, and mezzanines at community and station activations and other Metro locations and events.

Metro Response: Metro supports this recommendation. This responsibility will be included in the job description.

4. Metro's Transit Community Safety Department officers shall serve as active members of the Metro system operations community, building trust among and coordinating with the appropriate various units in the multi-layered approach to safety, including but not limited to:
 - a. Metro bus and rail operators

- b. Cleaning and maintenance staff
- c. Metro Ambassadors
- d. Mental health service providers
- e. Homeless service providers
- f. Community-based organizations
- g. Law enforcement partners

Metro Response: Metro supports this recommendation. Collaboration and coordination will be foundational to the proposed new department.

- 5. Metro's Transit Community Safety Department officers shall have a working knowledge of the Metro system, assist with wayfinding, and be able to aid passengers in the event of service interruptions and major delays.

Metro Response: Metro supports this recommendation. This will be incorporated into the training curriculum.

- 6. Metro's Transit Community Safety Department officers shall undergo routine training beyond federal, state, and locally required mandates on the following topics:
 - a. De-escalation (every year)
 - b. CPR (every two years)
 - c. Unconscious bias (every two years)
 - d. Emergency narcotic overdose treatments
 - e. Evolution of best practices in community safety
 - f. Hate crime awareness and prevention
 - g. Engaging people with intellectual and developmental disabilities

Metro Response: Metro supports this recommendation. Metro will exceed POST certification training standards and provide additional specialized training that focuses

on the transit system, such as rail and bus safety, trauma-informed, crisis intervention training, anti-bias, LGBTQ+ awareness, cultural diversity, active shooter, workplace violence, incident command, and terrorism prevention in a transit environment.

7. Metro's Transit Community Safety Department shall host a monthly *internal* review of SSLE's monthly safety report and schedule a weekly huddle to address de-escalation and on-the-spot problem resolution.

Metro Response: Metro supports this recommendation. Metro already has a similar internal review process for the Transit Security Officers that can be expanded to include the TCPSD officers.

8. Metro's Transit Community Safety Department shall have access to technology that will help foster trust and transparency. At a minimum, they shall have body-worn cameras and communication devices that are seamless across the safety ecosystem, and throughout the Metro system.

Metro Response: Metro supports this recommendation. All officers will be equipped with body-worn cameras.

9. Metro's Transit Community Safety Department officers shall have the authority to enforce fares in a way that is equitable and does not target any particular rider group.

Metro Response: Metro supports this recommendation.

Oversight Ad Hoc Committee

1. LA County Metropolitan Transportation Authority (Metro) shall implement an oversight commission with the power to investigate issues and complaints against the Transit Community Safety Department (TCSD).

Metro Response: Metro supports this recommendation. Information about the formation of an oversight body will be included in the implementation plan.

2. The Oversight Commission shall work with the Office of the Inspector General to subpoena officers and documents, provide staff and research support, and investigate incidents on the Metro system.

Metro Response: Metro supports this recommendation. The OIG's office will maintain independent authority for fact-finding and disciplinary recommendations.

3. The oversight commission shall have the authority to implement recommendations that align with Metro's safety vision and mission.

Metro Response: Metro partially supports this recommendation. The oversight commission can make recommendations, but the authority to implement them is the responsibility of the CEO and the board.

4. The oversight commission shall be established with at least 15 members.

Metro Response: Metro does not support this recommendation. Staff recommends that the commission not exceed 9 members based on surveys of other transit agency oversight commissions.

5. Elected officials shall not influence the oversight commission membership selection process.

Metro Response: Metro does not support this recommendation as the selection process has not been determined.

6. The oversight commission membership selection shall include a county-wide outreach and recruitment process to ensure equitable geographic and demographic representation from throughout LA County, including people with disabilities and older adults.

Metro Response: Metro supports this recommendation.

7. The oversight commission shall include no more than one member who is a retired law enforcement officer. No member of the oversight commission shall be a police officer or a military personnel officer on active duty.

Metro Response: Metro partially supports this recommendation. Having law enforcement representation in the oversight commission will bring great value through the sharing of first-hand experience and knowledge. However, the percentage of oversight commission members with a law enforcement background shall not exceed 20 percent of the commission.

8. Oversight commission membership shall include representation of Metro riders, inclusive of transit-dependent riders and choice riders.

Metro Response: Metro supports this recommendation. Metro will support the recruitment process with broad and intentional education and outreach about the opportunity to serve on the commission.

9. The oversight commission shall include a balance of professionals in the field of safety and security, the field of mental health, civil rights law/social justice, and members of the community.

Metro Response: Metro supports this recommendation.

10. Members of the oversight commission shall be members of the National Association for Civilian Oversight of Law Enforcement (NACOLE) and undergo training in best practices for effective and transparent policing.

Metro Response: Metro partially supports this recommendation. Members shall undergo specific training courses to prepare them for their role. Training courses will be identified before recruitment to advise the applicants on the requirement to serve. While it will not be a pre-requisite for new commission members to already be members of NACOLE, it could be Metro's goal to offer members an opportunity to become members.