



Metro

Public Safety Advisory Committee (PSAC)

October 2023 Board Update

PSAC Community Engagement



PSAC Community Listening Session

Community Comments Included the Need/Desire for:

- More visible presence of security officers/law enforcement on buses, trains, and platforms
- Quicker response to safety emergencies on the system
- Enforcement of Metro's Code of Conduct and fares
- Clarity on the role and limitations of Metro's Transit Ambassadors
- Improved cleanliness on the system
- Addressing unhoused individuals sheltering on the system and at end of line cities
- More mental health and homeless services
- Several young women talked about being scared particularly when traveling alone



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PSAC Community Listening Session

Feedback for Metro Transit Community Safety Department (TCSD)

- Officer training to include education such as ethnic studies, human development and psychology, and communication
- Officer training to include de-escalation tactics and strategies
- Officer training to include interaction with people having mental health crises
- Officer ability to enforce the Metro Code of Conduct
- Metro TCSD citizen oversight commission as a foundational accountability component



PSAC Feedback On Metro Initiatives

August 3, 2023

- Metro Accessibility Advisory Committee Experience
- Westlake/MacArthur Park Station Pilot Interventions
- Metro Transit Security Officer Bus-Riding Teams

September 7, 2023

- Metro Station Activation at Westlake/MacArthur Park
- Metro Transit Ambassadors Program Update
- Metro Customer Experience Plan Update
- Los Angeles Police Department (LAPD) Drug Diversion Program

September 27, 2023

- PSAC Community Listening Session

October 5, 2023

- PSAC Community Listening Session Briefing and Next Steps





Thank You



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