



# Quarterly Update on Transit Community Public Safety Department (TCPSPD) Implementation Plan

*Operations, Safety, and Customer Experience Committee Meeting  
September 18, 2025*



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# 5-Year Phased Transition Approach

## Phase One activities for the TCPSPD were recently completed:

- ✓ Recruitment and appointment of the Chief of Police and Emergency Management position
- ✓ Establishment of a transition team,
- ✓ Initial formulation of hiring and recruitment strategies for sworn officers and non-sworn positions
- ✓ Development of procurement and facility plans.



### Phase 1 - Transition

Transition Team  
External Coordination  
Internal Coordination  
Chief of Police Recruitment



### Phase 2 Resource Planning/Recruitment/Training

Organizational Framework  
Integration with Ecosystem  
Recruitment  
Training  
Resources

### Phase 3 Monitoring and Evaluation

Performance Measurements  
Civilian Oversight Commission  
Accreditation



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# Hiring and Recruitment Progress

## Hiring of Sworn Officers

- A structured hiring process for sworn officers has been established, with key positions identified for recruitment in the current fiscal year.
- Metro staff collaborated with consultants to review and develop job specifications, establish competitive salary ranges, and outline benefit options for sworn personnel. **Metro is adhering to all mandatory hiring requirements in alignment with POST (Peace Officer Standards and Training).**
- Contracts have been executed to support these processes and facilitate the hiring of an initial cohort of sworn officers.

## Crisis Interventionist & Crisis Response Teams

- Staff drafted four separate job descriptions to begin defining key crisis intervention positions for review and consideration.
- The crisis response teams will be in addition to Metro's contracted homeless outreach teams and will focus on addressing mental health crises



- A Senior Director for Special Projects, a clinically licensed practitioner who will directly oversee the operations of the Crisis Response Teams, was hired on August 4.

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# POST Program

- The mission of POST is to promote professionalism within California law enforcement agencies by upholding the highest standards of quality, integrity and accountability. POST has minimum hiring and recruitment standards for sworn officers that must be followed in order for agencies to join POST as a member agency. **Joining the POST program is voluntary, and there is no cost to the agency to join.**
  - Over 600 agencies have joined this program, which has provided its members with access to many benefits, including various types of training.
  - Even though, per state law, Metro must follow the hiring requirements set by POST for its individual recruits, it is not required that Metro join POST as a member agency.
- Metro staff is recommending that the Board approve the resolution on the Board agenda which commits Metro to complying with the minimum recruitment and hiring standards established by POST.
- **Approval of this resolution is a required step for Metro to then apply for membership in the POST Program.**

# Transition Team Advisory Group & Procurement

## Transition Team Advisory Group

- On April 1, the Advisory Group met with Metro staff to receive an update on the TCPSD implementation plan, learn about new safety elements that have been implemented, and participate in a discussion on care-based strategies.
- On July 10, Chief Scott held an introductory meeting with the Advisory Group.
- On September 9, Chief Scott met with the Advisory Group and presented, and received feedback on, the Vision, Mission, Values statements, and the job specifications.

## Procurement

- Some existing contracts have been modified or are in the process of being modified and extended so that new recruits and sworn officer candidates can be appropriately vetted and hired starting this fiscal year.
- Staff are beginning to assess and define technology needs, with immediate priorities revolving around the readiness of Metro's Communications and Dispatch systems to meet operational demands.
- **Staff anticipates returning to the Board in the coming months with recommendations to enter into contracts for hiring, equipment, and other long-lead items.**



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# Draft Department Vision, Mission, & Values

- Staff has worked on drafting an overall vision, mission, and values statement for the new department, taking into account feedback from the Public Safety Advisory Committee (PSAC) committee members who emphasized:
  - Increased visibility of uniformed presence is necessary to make people feel safe.
  - The need for cross-training sworn officers to handle mental health, homelessness, and other issues.
  - The need for robust care-based strategies as well as care-based workers on the system.

## Vision

The Metro TCPSD is a comprehensive and integrated public safety ecosystem. This approach incorporates 21st-century policing strategies, physical security, crisis intervention, and intentional, care-based community-centered engagement, including Ambassadors, Community Intervention Specialists, and Homeless Outreach Teams, across our transit system to ensure everyone is safe and feels safe.

## Mission

The mission of the Metro TCPSD is to provide a safe transit experience for riders and employees through our engaged and visible public safety ecosystem personnel, technology, enforcement, and partnerships with community stakeholders.



# Draft Department Vision, Mission, & Values

## Core Values

Metro TCPSD is committed to the agency's core value that "Everyone Deserves a Safe Metro". TCPSD employees are accountable for living up to a culture of providing excellent care-based and balanced public safety service to our transit communities and our employees.

- **Safety** – Safety comes first in our every action.
- **Engagement** – Engaging our riders and employees is vital to understanding their safety needs.
- **Respect** – Treating every member of our transit community with dignity and respect.
- **Vigilant** – Leveraging technology to be attentive, proactive, and responsive to public safety needs.
- **Integrity** – Serving the transit community and our employees with integrity in all we say and do.
- **Collaborative** – Collaborating to deliver transformative care-based public safety.
- **Empathy** – Acting with empathy, compassion, and with a genuine understanding and context of the safety needs of our diverse transit community and our employees.



Staff are presenting the draft Department *Vision, Mission, and Values* to the Faith Leaders Roundtable, the Transition Team Advisory Group, and PSAC this month.

# Stakeholder Coordination

- **TCPSD created a strategic stakeholder plan for Chief Scott's first year of duty.**
  - Engagements will be prioritized to support the timely execution of the implementation plan and key milestones; build trust & confidence in the Department; support immediate operational improvements; and/or support TCPSD recruitment and workforce development needs.
- Staff continues to meet with representatives from police agencies in the Los Angeles County area and elsewhere in California.
- Staff met with the Los Angeles Unified School District (LAUSD) Safety Police representatives and officers.
- Other engagements also included:
  - PSAC on May 1
  - Accessibility Advisory Committee on August 1
  - PSAC on September 1
  - Community Advisory Council on September 24



# Next Steps

- **With the approval of the POST resolution, Metro will apply for membership in the POST Program.**
- Continue to actively engage employees and the public during the implementation of the TCPSD.
- Prepare recommendations to enter contracts for hiring, equipment, and other long-lead items that will be needed by the TCPSD.