



Board Report

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OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 21, 2021

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Public Safety Advisory Committee (PSAC) 90-Day Update.

ISSUE

This report reflects a 90-day update of progress in convening an advisory committee that will provide recommendations on how Metro can reimagine public safety on its system.

BACKGROUND

In the June 2020 Regular Board Meeting, the Board of Directors approved motions 37 and 37.1 for Metro staff to form an advisory committee and, in partnership, develop a community-based approach to public safety on the transit system. Staff is to report back every 90-days.

DISCUSSION

System Security and Law Enforcement (SSLE) established an Internal Steering Committee comprising of the Office of the CEO that is inclusive of the Executive Officer for Customer Experience and Executive Officer for Equity and Race, Communications, Office of Civil Rights & Inclusion, and the Office of Inspector General that would work in designing and launching Metro's first Public Safety Advisory Committee (PSAC). The following sections outline Metro's update in convening such a committee.

Application Process

On October 19th, Metro launched its external application process to seek (15) fifteen members and (3) three alternates to join the PSAC. The application period was initially to run from October 19th through November 6th but was extended to November 13th, per Board Director Jackie Dupont-Walker's request during the September 2020 Regular Board Meeting.

PSAC applications were made available online through the PSAC website (metro.net/PSAC) and for pick-up at Metro's Customer Centers. Staff also established a dedicated email and phone line to connect with interested applicants. Metro promoted the PSAC application through its social media platforms, sent email blasts to its community networks, and distributed flyers through Transit Security Officers and law enforcement as a way to help bridge community relationships. In addition, Metro

staff conducted two information sessions on October 28th and November 5th.

During the four-week application period, we received over 380 applications. We believe that this is emblematic of the public’s support and interest in being a part of this effort. The Internal Steering Committee is currently evaluating the applications and anticipates notifying applicants of their acceptance status in January. The intent is to have a membership with diverse experiences, interests, and demographics. Staff also initiated an internal application process to seek (3) three ex-officio members to serve on the PSAC. The three seats are designated for Metro employees who have experience with public engagement or providing face-to-face customer experience on Metro’s system. We recognize that many of our front-line employees, who regularly interact with the public while performing their jobs, view safety as a top priority. Therefore, we felt it important that they are provided an opportunity to serve on the PSAC to share their experiences and provide input on how we reimagine public safety. The internal application period was from November 4th through December 1st and was advertised agency-wide, with particular emphasis on Metro’s Divisions. A smaller pool of nine applications was received and will be reviewed by the Internal Steering Committee.

As Metro plans to hold its first PSAC meeting in late January or early February, the staff is working closely with the Office of Inspector General to develop a Charter and By-laws and other organizational requirements to establish a Metro committee, consistent with policy.

The following tables reflect demographic data of the external applications received:

Age	Total
16-24	15 (4%)
25-39	124 (32%)
40-60	169 (44%)
60+	54 (14%)
None Selected	24 (6%)
Grand Total	386

Sexual Orientation	Total
Heterosexual or straight	281 (73%)
Gay or lesbian	27 (7%)
Bisexual	13 (3%)
Other	31 (8%)
None Selected	34 (9%)
Grand Total	386

Housing Status	Total
Homeowner	108 (28%)
Renter	222 (58%)
Unhoused	2 (0%)
Other	32 (8%)
None Selected	22 (6%)
Grand Total	386

Gender	Total
Female	119 (31%)
Male	224 (58%)
Non-binary	7 (2%)
None Selected	36 (9%)
Grand Total	386

In 2019, on average, how often did you	Total
Every day or most days	191 (49%)
At least once a week	74 (19%)
At least once a month	36 (9%)
A few times per year	37 (10%)
Once a year or less	11 (3%)
Never	11 (3%)
None Selected	26 (7%)
Grand Total	386

Ethnicity	Total
Hispanic/Latino	95 (25%)
Black/African American	89 (23%)
Caucasian	66 (17%)
Asian/Pacific Islander	22 (6%)
Native American	2 (0%)
More than one ethnicity	34 (9%)
Other	17 (4%)

None selected	61 (16%)
Grand Total	386
Are you a person with a disability(s)?	Total
No	292 (76%)
Yes	50 (13%)
None Selected	44 (11%)
Grand Total	386

Income	Total
Less than \$30,000	107 (28%)
\$30,000 to \$60,000	106 (27%)
More than \$60,000	138 (36%)
None Selected	35 (9%)
Grand Total	386

External Facilitator

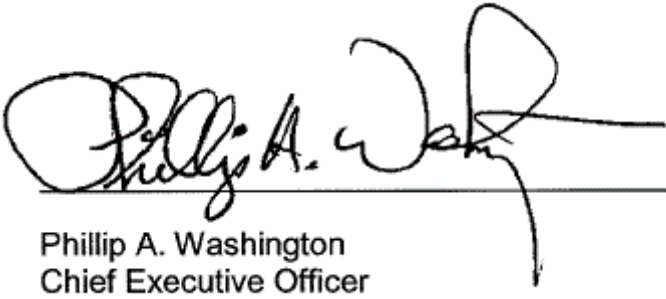
Given the complexity of the conversations around public safety, racial justice, and police reform, staff is seeking an external facilitator experienced in navigating polarized topics in group environments and reaching consensus. Staff began the solicitation process in October and anticipates having the facilitator on board by January. The facilitator will partner with Metro and help facilitate PSAC meetings and develop a schedule of topics to address all the items listed on the motions at a minimum.

NEXT STEPS

Staff will provide its next update to the Board of Directors in April 2021.

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