



## Board Report

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### **OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 18, 2021**

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) QUARTERLY UPDATE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Public Safety Advisory Committee (PSAC) quarterly update.

#### **ISSUE**

This report reflects a quarterly 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 quarterly.

#### **DISCUSSION**

##### **General PSAC Meeting Highlights**

From July through October, we had thirteen (13) general PSAC meetings. In these meetings, the following items were discussed: timelines for recommendations for the existing policing and infrastructure protection services contracts; began the discussion on a mission and values statement for public safety on the Metro system; invited guest speakers from Metro's Transit Security, and contracted law enforcement/security to learn about opportunities to strengthen community relationships; heard from Metro's CEO Stephanie N. Wiggins on her vision for reimagining public safety on the system; and discussed staff's proposed recommendations on the infrastructure protection services contract extension.

##### **Ride-Alongs**

Members were invited to participate in ride-alongs with the Los Angeles Sheriff Department Transit Bureau (LASD) and the Los Angeles Police Department Transit Bureau (LAPD). Several PSAC members took advantage of this educational opportunity to ask questions to front-line officers and learn more about the role of law enforcement on the Metro system. Furthermore, Metro's Transit Security offered tours of its dispatch center to detail how calls are dispatched.

### **Ad-Hoc Subcommittee Meetings**

From July through October, we've held ten (10) Infrastructure Protection Services meetings, ten (10) Policing Practices meetings, eleven (11) Non-Law Enforcement Alternatives meetings, three (3) Public Safety Survey meetings, and five (5) Community Engagement meetings. Each ad-hoc subcommittee expressed interest in listening to various guest speakers, including community-based organizations, service providers, contracted officers, private security, and unarmed Transit Security officers. This would give them an opportunity to hear first-hand on critical topics such as use of force.

The Non-Law Enforcement Alternatives ad-hoc sub-committee, formally known as the Transit Ambassadors ad-hoc subcommittee, began meeting on June 15<sup>th</sup> and has held 11 meetings to date. Their primary discussion has been on the transit ambassador program, as outlined in Motion 26.2, with the guidance of Aaron Weinstein, Executive Officer of Customer Experience. As a starting point, he provided members with a list of transit ambassador programs from across the nation and shared first-hand experience on BART's program. This information has been instrumental in members brainstorming and drafting a list of recommendations for a future Metro ambassador program. The ad-hoc subcommittee's recommendations are expected to be agendized for PSAC approval on Wednesday, November 17<sup>th</sup>. Should they be approved at this meeting, and upon CEO concurrence, staff will update the Board.

### **Guest Speakers**

As noted above, members expressed interest in hearing from internal and external guest speakers. Members were surveyed to prioritize speakers for upcoming meetings. The first set of guest speakers were invited to attend the September 1<sup>st</sup> general PSAC meeting which included a panel of Metro's contracted law enforcement, private security, and Transit Security. The panel included LASD's Captain, Shawn Kehoe, LAPD's Deputy Chief, Gerald A. Woodyard, LBPD's Commander, Michael Pennino, RMI International VP of Operations/Project Manager, Clarence Roshell, and Metro Transit Security Director, Jose Ortiz. The panelists and membership discussed training, leading the new generation of officers, police culture, use of force by police officers, building community relationships, the transit Mental Evaluation Team (MET), screening and recruiting, and resource deficiencies. At the September 14<sup>th</sup> IPS ad-hoc subcommittee meeting, Abel Nunez and Elias Acevedo from our contacted partner, RMI International, were invited to speak to members about private security officer duties, such as protecting the ancillary areas at the stations.

### **EQUITY PLATFORM**

Since the previous PSAC update, staff launched a public safety survey, a first of its kind, that will serve as another opportunity for the public to share their perceptions and recommendations for public safety. The Public Safety Survey ad-hoc sub-committee provided feedback before the survey was launched to ensure the language used to portray communities and individuals in the questionnaire were respectful, accurate, neutral, and objective. Metro also worked with the survey consultants to ensure the survey was accessible to as many riders as possible. For example, the survey was available in eight languages and multiple modes such as cell phones, landlines, and online. In addition, potential respondents were reached with several contact methods such as phone calls, text messages, email messages, and contacted at different times of day and different days of the week. The survey data will soon be provided to PSAC members to help shape their recommendations. Lastly, to improve the level of accessibility during the public meetings, we continue to offer closed captioning, ASL, and Spanish translations. These are standing resources at all public PSAC

meetings.

**NEXT STEPS**

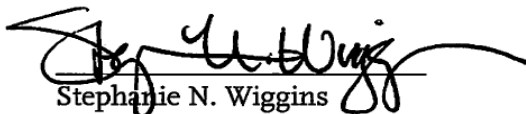
We will continue to provide PSAC updates in the monthly Transit Safety and Security Performance report.

**ATTACHMENTS**

- Attachment A - July 7, 2021 PSAC Meeting Minutes
- Attachment B - July 21, 2021 PSAC Meeting Minutes
- Attachment C - August 18, 2021 PSAC Meeting Minutes
- Attachment D - Sept 1, 2021 PSAC Meeting Minutes
- Attachment E - Sept 22, 2021 PSAC Meeting Minutes
- Attachment F - October 6, 2021 PSAC Meeting Minutes
- Attachment G - October 20, 2021 PSAC Meeting Minutes

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