Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0813, **File Type:** Motion / Motion Response **Agenda Number:** 29.1.

REGULAR BOARD MEETING
OCTOBER 22, 2026

Motion by:

BASS, DUPONT-WALKER, MITCHELL, SANDOVAL, AND BARGER

Rider Safety Experience Motion

Related To Item 29: Department of Public Safety Implementation Plan Update

Metro continues to make progress improving safety across the system. In August 2026, violent crimes per million boardings decreased by 11.7 percent compared to July and reached the lowest rate for the month of August since 2019.

At the same time, Metro's rider research demonstrates that the experience of safety extends beyond reported crime. Riders identify concerns including disruptive behavior, smoking and drug use, mental health-related concerns, and conditions at stations and stops that can make them feel unsafe while using the system.

Addressing these concerns requires both a visible presence and the appropriate response to the range of situations encountered on the system. Metro's public safety model brings together sworn and non-sworn personnel, including law enforcement, Metro Transit Security, Ambassadors, and care-based teams. Metro's Public Safety Report recognizes the importance of ensuring the right response to each situation and coordinating care-based personnel with sworn officers when needed.

As Metro continues to build its Department of Public Safety, consistent mental health and wellness training can help ensure that sworn and non-sworn personnel understand their respective roles, operate from a shared foundation of best practices, and work collaboratively when responding to individuals experiencing mental health or behavioral health challenges.

Metro Ambassadors are also an important part of this approach, providing a highly visible presence across the system while assisting riders with wayfinding, customer support, and connections to resources.

SUBJECT: RIDER SAFETY EXPERIENCE MOTION

RECOMMENDATION

APPROVE Motion by Bass, Dupont-Walker, Mitchell, Sandoval, and Barger that the Board direct the Chief Executive Officer to:

A. Incorporate into the existing Monthly Public Safety Report a concise Rider Safety Experience section highlighting significant rider-reported safety concerns, actions being taken to address those concerns, and available indicators of both safety outcomes and rider perceptions of safety, using existing data and reporting processes;

B. Incorporate an expansion of the Metro Ambassador Program for Board consideration as part of the Proposed FY28 Budget, including the resources necessary to increase Ambassador presence across the Metro system; and

C. Direct the Department of Public Safety to develop mental health and wellness training for incorporation into onboarding and annual mandatory training for all DPS personnel. Sworn and non-sworn personnel should jointly participate in appropriate components of the training to promote role clarity, coordination, and collaborative response practices. Training should reflect recognized best practices for responding to individuals experiencing mental health and behavioral health challenges on the transit system. DPS shall report back to the Board in 90 days on progress in developing and implementing the training.