Public Safety Advisory Committee (PSAC)

Community Listening Sessions

Summary Report





Metro

October-November 2025

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Executive Summary

The Public Safety Advisory Committee (PSAC) conducted Community Listening Sessions from September to November 2025 to document rider feedback on safety, station conditions, fare programs, accessibility, and station activation across the Metro system. The engagement was designed to capture perspectives from a broad cross-section of riders, with particular emphasis on populations that may face barriers to participation in traditional public meetings.

A total of 261 riders and representatives from community-based organizations participated through multiple engagement formats, including a regional virtual listening session, station-based pop-up outreach, a targeted virtual focus group for riders with disabilities and caregivers, a community pop-up with monolingual Cantonese-speaking seniors in Chinatown, and an online Virtual Meeting Room. Outreach was supported by partnerships with 132 community-based organizations, 74 of which actively assisted with outreach or participation.

Participants represented diverse rider segments, including transit-dependent riders, seniors, riders with disabilities, monolingual and multilingual immigrant riders, unhoused riders, commuters, tourists, and caregivers. Language access and accommodation support were provided based on participant needs, including Spanish, Tagalog, and Cantonese interpretation.

Across engagement formats, participants shared feedback on safety and security presence, station cleanliness and maintenance, restroom and elevator access, lighting, wayfinding, faregates, Metro’s fare assistance programs, service reliability, and station activation efforts. Riders reported both positive experiences and ongoing challenges, and offered specific observations and requests based on their lived experience using the system. Feedback varied by location, time of day, rider needs, and station context.

This report presents participant feedback shared during the Community Listening Sessions and does not interpret, prioritize, or recommend specific actions. All feedback has been organized by topic area and will be transmitted to the relevant Metro departments for awareness and consideration. The report is intended to serve as a transparent public record of PSAC's rider engagement. Detailed session materials and participant comments are included in the appendices.

1. Introduction

1.1 Overview and History

The Public Safety Advisory Committee (PSAC) conducted its annual Community Listening Sessions (CLS) during October and November 2025 to gather rider feedback on station experience, safety, fare programs, and station activation initiatives. The sessions were designed to document rider perspectives across a range of demographic groups, travel patterns, and access needs, with particular attention to riders who are historically underrepresented in traditional engagement processes.

These listening sessions build on PSAC's ongoing public engagement efforts initiated in 2022 following an independent evaluation of the committee. Since that time, PSAC has convened multiple engagement activities, including community town halls, station-based outreach, and digital feedback opportunities, with the intent of providing the Metro Board and agency leadership with a transparent record of rider input related to public safety and perceptions of public safety.

In 2023, PSAC hosted its first Community Listening Session, as regional town hall format, to introduce committee members, present early station pilot concepts, and gather public feedback on the proposed creation of a dedicated Department of Public Safety. Feedback from that engagement, along with digital outreach results, was documented in the PSAC Fall 2023 Engagement Results Report and publicly released in June 2024.

In 2024, PSAC expanded its engagement approach through a series of in-person and virtual listening sessions intended to reach a broader and more diverse cross-section of riders. Feedback collected during these sessions focused on gathering input on the leadership qualities desired for Metro's future Department of Public Safety (DPS) Chief of Police and on soliciting feedback for the Department's future structure. Insights from these sessions were shared and integrated into the job description for the Chief of Police and Emergency Management, which led to Chief William "Bill" Scott's appointment. PSAC formally welcomed Chief Scott in September 2025.

2. Listening Sessions

2.1 Purpose of Outreach and Engagement Approach

The 2025 Community Listening Sessions were designed to reduce participation barriers and intentionally engage rider populations that may face language, accessibility, technological, or trust-related challenges. Outreach prioritized riders who are monolingual or multilingual immigrants, seniors, riders with disabilities, unhoused riders, and transit-dependent communities.

The purpose of the listening sessions was to collect rider feedback on existing and pilot initiatives related to station experience, safety and security, fare programs, and station activation. Feedback was gathered through facilitated discussions, informal conversations, written comments, and digital submissions. A total of 261 riders and

community-based organization (CBO) representatives participated across all engagement formats.

A central element of the outreach strategy was collaboration with community-based organizations that serve the targeted rider populations. Metro contacted 132 CBOs, of which 74 actively supported outreach efforts by sharing information with their members, encouraging participation, or attending sessions with staff or constituents. These partnerships supported engagement with riders who may not otherwise participate in agency-led meetings.

Engagement activities consisted of six listening opportunities: one regional virtual listening session open to riders countywide; one targeted virtual focus group for riders with disabilities and caregivers; and multiple in-person station-based and community pop-up engagements conducted across Metro's different subregions throughout Los Angeles County. A Virtual Meeting Room (VMR) was also made available to extend opportunities for feedback outside of scheduled sessions.

Engagement formats were tailored to the needs of specific rider groups. The regional virtual session included a brief overview presentation followed by facilitated breakout discussions. The focus group for riders with disabilities emphasized discussion-based feedback to allow for more detailed input. Station and community pop-ups were conducted in an informal, conversational format to capture immediate rider feedback in high-traffic and community settings.

Across all formats, participants interacted with PSAC members, Metro administrative staff supporting PSAC, subject-matter staff from relevant Metro departments, and consultant facilitators. Language access was provided based on participant needs, including Spanish, Tagalog, and Cantonese interpretation or bilingual support.

Rider Segments Reached and Participation Summary

The following summarizes engagement formats, locations, dates, and the primary rider populations reached:

- **Regional Virtual Listening Session** (October 30, 2025): 91 participants, including regional riders and monolingual Spanish-speaking immigrant riders.
- **Station-Based Pop-Up Engagements** (November 3, 4, and 14, 2025): 97 participants, including tourists, unhoused riders, and Spanish-speaking riders, conducted at LAX/Metro Transit Center, Westlake/MacArthur Park Station, and North Hollywood Station.
- **Virtual Focus Group for Riders with Disabilities** (November 18, 2025): 33 participants, including riders with mobility, sensory, cognitive, and neurodivergent disabilities, caregivers, and disability-serving CBO staff.
- **Chinatown Community Pop-Up** (November 20, 2025): approximately 40 participants, primarily monolingual Cantonese-speaking senior riders.

In total, 261 riders and CBO representatives participated in the 2025 Community Listening Sessions.

2.2 Communications Strategy

Outreach for the Community Listening Sessions employed multiple communication channels to reach diverse rider populations. These included direct email and phone outreach to CBOs, Metro's Community Relations newsletters and electronic bulletins, social media posts, paid digital advertisements, and targeted outreach through advisory committees, faith-based networks, rider programs, and neighborhood councils mailing lists.

Digital outreach also included advertisements displayed on digital kiosks at Union Station and short promotional videos featuring the PSAC Chair, which were shared on social media and Metro's website. A recorded welcome video was provided for the virtual listening session, and information about the Virtual Meeting Room was promoted throughout the engagement period.

2.3 Meeting Materials

Participants across all listening sessions were provided access to PSAC informational materials and feedback tools. Materials included PSAC overview flyers, session invitations, presentation boards, comment cards, and feedback boards. Materials were made available in multiple languages, including English, Spanish, Korean, and Traditional Chinese, depending on the engagement location and audience. These materials were also used at community events to promote participation in the virtual listening session. All materials are included in Appendix B.

2.4 Summary of Feedback Themes

Feedback shared across all listening sessions reflected a range of rider experiences related to safety and security, station conditions, fare programs and enforcement, accessibility, and station activation efforts. Participants offered feedback based on personal use of the system, observations at specific stations or lines, and experiences tied to their individual access needs, language proficiency, housing status, age, or disability.

The themes below summarize feedback as reported by participants. Statements reflect rider perspectives and requests, and do not represent staff interpretation or analysis.

Safety and Security: Staffing, Visibility, Lighting, and Immigration Enforcement Concerns

Participants across multiple rider segments commented on the presence and visibility of Transit Security Officers (TSOs) and Metro Ambassadors. Many riders stated that they have observed an increase in security and Ambassador presence compared to prior years and expressed appreciation for that visibility. At the same time, participants across in-person

and virtual sessions requested more consistent and proactive staffing, particularly during evenings, late nights, and in locations such as station elevators, stairwells, bus stops, and onboard buses.

Riders described situations involving disruptive behavior, mental health crises, and interpersonal conflicts and stated that they want staff who are visibly present and able to assist during escalated situations. Some participants requested additional bilingual Ambassadors, noting language gaps beyond Spanish, particularly in areas with high concentrations of monolingual riders (e.g., Chinatown).

Lighting conditions were frequently raised as a safety concern. Participants acknowledged improvements at some stations but identified ongoing gaps in stairwells, seating areas, mezzanines, platforms, and station exits. Riders with vision impairments stated that uneven or insufficient lighting increases their vulnerability and contributes to feeling unsafe, particularly at stations with long or deep stairways.

Immigrant riders, including undocumented and mixed-status families, raised concerns about Immigration and Customs Enforcement (ICE) activity on or near the Metro transit areas. Participants expressed fear related to potential enforcement actions and requested continued visibility of Know Your Rights information and clearer communication regarding Metro's role and limitations related to ICE activity. These concerns were raised during virtual sessions and in-person engagements.

Several participants across sessions stated that they were unfamiliar with the Transit Watch App or the Metro Call Center phone number prior to attending the listening sessions. Riders noted that not knowing how or where to report safety or cleanliness concerns contributes to frustration and a perception that issues are not addressed. Suggestions included more visible, multilingual reporting information and additional tools for reporting concerns onboard vehicles and at stations.

Station Experience: Cleanliness, Restrooms, Elevators, and Wayfinding

Station cleanliness was consistently identified as a top priority. Participants cited ongoing concerns related to trash accumulation, odors, and sanitation on platforms, in seating areas, elevators, stairwells, and areas immediately surrounding stations. While some riders acknowledged and appreciated recent cleaning improvements at specific stations, others stated that conditions vary widely by location and time of day.

Throne restroom pilots were discussed across multiple rider groups. Riders who had used the facilities generally expressed positive feedback regarding availability and cleanliness. At the same time, participants identified barriers to access. Seniors and monolingual riders in Chinatown stated that language limitations and smartphone requirements make the restrooms difficult to use. Unhoused riders reported difficulty accessing restrooms when Ambassadors are not present to assist. Riders with disabilities and caregivers

reported challenges related to sink height, toilet height, transfer space, and time limits, stating that the current design does not meet their access needs.

Participants also discussed elevator conditions and programs. Riders who were familiar with the open-door elevator pilot expressed support and requested expansion to additional stations, particularly older stations. Riders unfamiliar with the pilot suggested clearer signage or decals explaining its purpose. Across sessions, participants reported persistent issues with elevator cleanliness, reliability, odors, and outages.



Figure 1

Image of throne at Chinatown Station

Wayfinding concerns were raised most prominently by seniors and riders with limited English proficiency. Requests included larger-font signage, translated wayfinding information, clearer directional signage within stations, and audio announcements onboard vehicles and within stations beyond English and Spanish. Some riders also suggested reflective or high-visibility signage to support nighttime travel.

Fare Programs and Enforcement: Faregates, TAP-to-Exit, and Discount Programs

Participants across sessions commented on taller faregates, particularly at Westlake/MacArthur Park Station. Many riders stated that the gates contribute to a greater sense of order and fairness and reduce fare evasion. At the same time, riders raised concerns about emergency evacuation procedures, requesting clearer instructions or signage explaining how to exit during emergencies.

Riders with visual impairments reported difficulty interpreting taller faregates due to reliance on visual cues and non-specific audio signals. Suggestions included more distinguishable audible feedback and spoken instructions to confirm successful payment or indicate when additional fare is required.

Feedback regarding TAP-to-Exit emerged across several sessions, despite not being a primary discussion topic. Riders who had experienced TAP-to-Exit stated that it improved safety and reduced disorder but expressed confusion due to inconsistent implementation across stations and the temporary suspensions of the program. Participants requested clearer communication regarding where and when TAP-to-Exit is in use.

Participants also discussed fare programs, including LIFE. Riders and CBO representatives requested expanded multilingual outreach and education about eligibility and enrollment, particularly in immigrant and monolingual communities, and more information about Metro's HOME efforts. Unhoused riders at Westlake/MacArthur Park reported familiarity with and appreciation for the LIFE program and the role of CBO partners in facilitating enrollment. Some participants suggested placing multilingual program information near TAP machines to reach riders not connected to CBO networks.

Station Activation and Community Use

Participants across virtual and in-person sessions expressed strong interest in station activation efforts and stated that activated stations feel safer and more welcoming. Riders offered suggestions for expanding activation concepts, including hosting cultural events, community-led pop-ups, small business vendors, and group activities that encourage ridership and presence.

Spanish-speaking participants raised questions about the Mercado project at Westlake/MacArthur Park Station, including timelines, vendor selection processes, and equity considerations. Riders requested ongoing communication and transparency regarding how vendors are selected and how local community members can participate.

Several participants emphasized that station conditions are closely connected to surrounding neighborhood conditions and suggested greater coordination with local businesses, community organizations, and city partners to support activation efforts and address environmental issues around stations.

The feedback summarized above reflects participant input gathered during the 2025 Community Listening Sessions. Detailed comments and session-specific feedback are included in Appendix B.

3. Virtual Community Listening Session – Regional

3.1 Meeting Overview and Outreach

A regional virtual Community Listening Session was held on October 30, 2025, using an open-house format that allowed participants to engage in multiple topic areas during the session. The meeting was open to riders throughout Los Angeles County and was promoted through targeted outreach to community-based organizations, rider networks, advisory committees, and digital platforms.

Participants entered a main virtual room where the meeting purpose, agenda, and available discussion topics were outlined. Opening remarks were provided by PSAC leadership and Metro staff. Spanish and Tagalog interpretation services were available throughout the session. A total of 91 individuals participated, including regional riders and monolingual Spanish-speaking immigrant riders.

Participants were invited to join facilitated breakout rooms focused on specific topics:

- Station Experience and Improvements
- Station Staffing and Safety Presence
- Station Activation
- Spanish-language discussion covering all topics

Participants were able to move between breakout rooms and provide feedback verbally or through the Zoom chat function. At the conclusion of the facilitated discussions, participants were provided with instructions for submitting additional comments through the Virtual Meeting Room.

3.2 Participant Feedback

Feedback collected during the regional virtual listening session reflected a range of rider experiences and perspectives related to station conditions, safety and staffing, fare enforcement, and station activation. Feedback was shared verbally and through written chat submissions. The summaries below reflect participant statements, organized by breakout topic and language group.

Station Experience and Improvements

Participants stated that they frequently observe fare evasion at rail stations and identified unsecured emergency exits, low or ineffective faregates, and limited enforcement as contributing factors. Several riders reported observing individuals bypassing faregates or entering through emergency doors, including when staff were present. Participants requested expanded deployment of taller faregates and improved fencing and gate orientation at stations where evasion is common.

Participants also discussed disorderly behavior on trains and platforms, including loud music, smoking, and other code of conduct violations. Riders stated that these behaviors contribute to feeling unsafe, particularly when they do not observe staff intervention. Some participants referenced TAP-to-Exit and stated that they experienced reduced disorder and improved safety when the program was in place, requesting clarification on its status (the shutdown in Spring 2025 at North Hollywood and Union Station and the subsequent re-opening on November 24, 2025, after reconciling issues with LAFD) and future expansion.

Participants raised concerns about elevator reliability, cleanliness, and monitoring, and requested expansion of infrastructure measures such as elevator door controls and open-door programs. A small number of participants referenced community-based safety programs used on other transit systems and suggested exploring similar models.

Several participants expressed concern about approaches they perceived as punitive, such as restroom time limits or deterrent measures, and stated a preference for staffing approaches that emphasize de-escalation, assistance, and connection to services. Participants also noted that station activation efforts contribute positively to perceptions of safety and comfort.

Station Staffing and Safety Presence

Participants stated that broader social conditions, including housing instability, poverty, and mental health crises, influence safety concerns. Several participants expressed concern that increased fare enforcement could disproportionately impact low-income riders, unhoused individuals, youth, and immigrant communities. Some riders referenced

fare-free periods during the COVID-19 pandemic and asked whether alternative fare models could be explored.

Participants emphasized safety concerns on buses, noting that buses are the primary mode for many seniors and youth. Riders asked whether safety improvements discussed for rail would also be applied to buses and expressed concerns about harassment, disruptive behavior, and limited staff support onboard. Participants stated that the Ambassador's presence appears inconsistent across routes and times of day.

Several participants highlighted the role of operators and frontline staff in de-escalating situations and asked about training and support related to conflict management. Additional comments raised concerns about human trafficking during school travel times and emphasized the importance of educating riders about reporting tools and resources.

Participants requested staffing models that prioritize de-escalation, mediation, and communication skills, particularly for interactions with riders experiencing mental health crises. Some participants stated that reliance on law enforcement for fare enforcement may escalate situations rather than resolve them.

Station Activation

Participants expressed interest in station activation efforts and asked questions about future projects, including the proposed Mercado activation at the Westlake/MacArthur Park Station. Riders requested information regarding timelines, vendor selection processes, and opportunities for community members and existing informal vendors to participate.

Participants stated that station conditions are closely connected to surrounding neighborhood environments and suggested coordination with local businesses, community organizations, and city partners. Ideas shared included cultural programming, community gatherings, and service-oriented pop-ups at or near stations.

Participants also commented on the importance of promoting Metro as a system people choose to use rather than rely on out of necessity. Suggestions included increased outreach and marketing to highlight safety improvements, amenities, reporting tools, and wayfinding information.

Spanish-Language Discussion (All Topics)

Spanish-speaking participants raised concerns about safety on buses and at stations, including disruptive behavior, harassment, and fear for children and families witnessing unsafe situations. Participants stated that Ambassador presence is inconsistent across rail lines and that they rarely observe Ambassadors on buses, particularly in South Los Angeles.

Participants shared experiences involving assaults, harassment, and frightening encounters, and expressed concern about staff preparedness and response during incidents. Several participants stated that operators appeared uncertain about how to

intervene during conflicts. Infrastructure-related concerns were raised, including lighting conditions and maintenance issues, with one rider reporting receiving electrical shocks at the Vermont/Expo station railings during wet conditions.

Participants asked questions about funding responsibilities and agency jurisdiction, noting confusion regarding which entities are responsible for bus stops, shelters, and maintenance (Metro-owned vs. City of Los Angeles and other municipalities). Participants stated that this lack of clarity contributes to unresolved conditions and misdirected complaints.

Participants experiencing homelessness shared challenges related to accessing restrooms, charging phones, and locating basic services. Some stated that the lack of phone access limits their ability to use the throne restroom facilities and reporting tools. Participants also raised questions about Metro's response to ICE activity and requested clearer communication regarding safety, emergency response, and rider rights.

Cleanliness at bus stops and stations was repeatedly raised, with participants requesting more frequent cleaning and compassionate, non-punitive responses to individuals in crisis.

Detailed breakout room comments and chat transcripts are included in Appendix B.

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4. Listening Session – Station Pop-Ups

4.1 Format

A series of station-based pop-up listening sessions was conducted to engage riders directly in transit environments and to reach rider groups less likely to participate in scheduled meetings. These engagements were designed to collect immediate, place-based feedback from riders using stations with different service patterns, amenities, and surrounding land uses.

Pop-up sessions were held at three rail stations across different Metro subregions and at varying times of day to capture feedback from commuters, tourists, transit-dependent riders, and riders traveling during both peak and off-peak periods. PSAC volunteers, supported by Metro administrative staff, engaged riders in informal conversations and invited participants to share feedback verbally or in writing.

Participants interacted with presentation boards displaying key topics related to safety and security, station experience, fare programs, and station activation. Riders were able to provide comments directly to PSAC volunteers or facilitation staff, ask questions, and share personal experiences related to their use of the system.

The following pop-up sessions were conducted:

- **LAX/Metro Transit Center Station** (November 3, 2025, 5:00–7:00 p.m.): 26 participants, including tourists, leisure travelers, and workforce riders.
- **Westlake/MacArthur Park Station** (November 4, 2025, 5:00–7:00 p.m.): 36 participants, including Spanish-speaking riders and riders identifying as unhoused.
- **North Hollywood Station** (November 14, 2025, 7:00–9:00 a.m.): 35 participants, including Spanish-speaking riders and morning commuters.

In total, 97 riders participated in station pop-up listening sessions.



Pop Ups at North Hollywood and Westlake/MacArthur Park Stations (top) and LAX/Metro Transit Center Station (bottom)

4.2 Participant Feedback

Feedback collected during station pop-up sessions reflected riders' experiences with station safety, cleanliness, fare policies, service reliability, and staff presence. Comments varied by station context and rider population and are summarized by location below.

LAX/Metro Transit Center Station

Participants shared both positive feedback and concerns related to the LAX/Metro Transit Center Station and other parts of the Metro system. Many riders stated that they feel safe at the LAX station and cited good lighting, visible staff presence, and cleaner facilities compared to other stations. Riders expressed appreciation for amenities such as charging ports on buses, vending options (specifically the new VenHub), newer rail cars, and the Transit Watch App.

Participants also raised concerns about inconsistent cleanliness at other stations, limited security presence on specific lines—particularly the A Line—and service frequency during evenings and late nights. Some riders reported challenges faced by international travelers, including TAP machines that do not accept foreign credit cards and delays associated with loading fare value on (Android) mobile devices. Riders requested clearer guidance and additional staff support for visitors unfamiliar with the system.

Additional feedback included requests for more frequent service, shorter wait times, lower or more flexible fares, and consistent cleaning at end of line stations. Some riders shared observations of intimidating behavior by individuals experiencing homelessness or mental health crises and requested a stronger safety presence systemwide.

Westlake/MacArthur Park Station

Riders at the Westlake/MacArthur Park Station emphasized safety as a primary concern. Spanish-speaking riders, women, and riders identifying as unhoused stated that visible security presence, Ambassador staffing, and taller faregates contribute to feeling safer. Participants expressed appreciation for recent cleanliness improvements and stated that changes to faregates and staffing have improved station conditions.

At the same time, riders shared experiences involving threats, harassment, drug use, and assaults, particularly during evening hours and at nearby bus stops. Participants stated that Ambassadors are generally perceived as helpful and kind but lack the authority or training to intervene during crises. Riders also raised concerns about elevator reliability, lighting conditions, loud music, long wait times between trains and buses, and confusion related to TAP-to-Exit.

Riders experiencing homelessness described Metro as a critical resource for accessing food, hygiene facilities, and services. Several participants stated they were enrolled in the LIFE program and expressed appreciation for fare assistance. Others described challenges such as losing TAP cards, interactions during fare checks, and inconsistent treatment by operators or staff.

North Hollywood Station

Participants at the North Hollywood Station frequently referenced safety concerns. Riders stated that TAP-to-Exit improves safety by reducing criminal activity on platforms, but expressed confusion due to inconsistent implementation across stations. Some participants described stations along the southern A Line as particularly unsafe and

requested more consistent security presence, including police staffing during weekends and security coverage for elevators and parking areas.

Riders also raised concerns about violence and disruptive behavior on buses and stated that operators may be limited in their ability to respond effectively. Participants mentioned non-functioning cameras, unclear emergency procedures, and a desire for clearer communication tools to report incidents and receive timely assistance.

Positive feedback was shared regarding improvements in cleanliness at North Hollywood Station, though riders requested more frequent cleaning and clearer wayfinding between bus and rail services. Across comments, participants emphasized the need for consistent safety presence, clearer communication, and service reliability.

Detailed station-specific comments are included in Appendix B.

5. Listening Session – Virtual Focus Group for Riders with Disabilities

5.1 Meeting Format

A virtual focus group was held on November 18, 2025, to gather feedback from riders with disabilities, caregivers, and representatives from community-based organizations serving people with disabilities. The session was designed to foster a discussion-based environment in which participants could share detailed experiences related to accessibility, safety, and station conditions across the Metro system.

Participants included riders with mobility disabilities/utilizing mobility devices, vision or hearing impairments, intellectual or neurodivergent disabilities, brain injuries, and other access needs, as well as caregivers and staff from disability-serving organizations. Organizations represented included the Metro's Accessibility Advisory Council (AAC) and Metro On the Move Riders Program (OTMRP), Communities Actively Living Independent & Free (CALIF), California Resource for Independent Living (CRS IL), Designated Exceptional Services for Independence (DESI), California Department of Rehabilitation (DOR), Rancho Los Amigos, and Villa Esperanza Services.

The focus group format prioritized discussion over presentation. Content was organized around two topic areas—station experience and station staffing/safety presence—to allow additional time for participant feedback. Metro administrative staff facilitated the session, addressed clarifying questions, and encouraged participants to provide feedback verbally and through the chat function. A total of 33 individuals participated.

5.2 Participant Feedback

Feedback shared during the focus group reflected both positive experiences and significant accessibility challenges encountered by riders with disabilities. Participants described experiences across rail stations, buses, parking facilities, elevators, restrooms, and pedestrian connections.

Accessibility of Stations and Facilities

Participants stated that some newer stations and stations with wider platforms better accommodate mobility needs, citing examples in which platform space allows safer movement for wheelchair users. At the same time, participants identified restroom access as a significant barrier. Riders reported that throne restroom time limits are insufficient for individuals who require additional time for transfers (from chair to toilet) or assistance. Participants also stated that toilet and sink heights are often inaccessible to wheelchair and power chair users.

Lighting conditions were raised as a safety concern at multiple stations, including areas near benches, stairwells, mezzanines, crosswalks, and pedestrian pathways. Participants stated that insufficient lighting increases fall risk and personal safety concerns, particularly for riders with vision impairments.

Elevator conditions were discussed extensively. Participants reported frequent elevator outages, sanitation issues, and strong odors (urine, feces, etc.) at several stations. Riders requested improved cleaning, monitoring, and reliability, as well as expansion of open-door elevator programs. Some participants requested staff accompaniment in elevators for safety, citing close calls and vulnerability during elevator use.

Faregates, Wayfinding, and Information Access

Participants discussed experiences with taller faregates, stating that while ease of use has improved for some riders, others find the gates difficult to interpret because they rely on visual cues. Riders with visual impairments requested clearer audible signals and spoken instructions to indicate successful payment or the need to add fare.

Participants also raised questions about emergency exit procedures at faregates and stated that accessible gates are limited at some stations. Wayfinding challenges were identified across stations, including unclear signage, a lack of audible announcements, and inconsistent information provided across platforms, vehicles, and station levels.

Safety, Staffing, and Onboard Experience

Participants described safety concerns related to threatening behavior, mental health crises, indecent exposure, and harassment on trains, buses, and at stations. Riders with disabilities stated that these situations are particularly difficult to navigate due to mobility, communication, or sensory challenges. Participants requested more visible security presence across rail stations, bus routes, parking facilities, and elevators.

Several participants stated that Ambassador interactions are generally positive and supportive, particularly for navigation assistance and communication support. However, participants also reported inconsistent Ambassador presence, especially during evenings and late-night hours, and requested more consistent deployment. Suggestions included disability-specific training for Ambassadors and additional accessibility and sensitivity training for bus operators.

Participants also raised concerns about bus operations, including sudden braking or lane changes that create safety risks for riders with disabilities. Riders requested improved operator training and more consistent service schedules to reduce overcrowding and bus bunching.

Service Frequency and System Reliability

Participants stated that infrequent service, especially during late-night hours, contributes to overcrowding and increases safety concerns. Riders noted that limited-service options restrict access for workers, travelers, and individuals relying on transit during non-peak hours.

Participants also expressed concerns about the safety of parking facilities and requested improved lighting, increased security presence, and functioning cameras at park-and-ride locations.

Detailed comments and chat transcripts from the focus group are included in Appendix B.

6. Listening Session Pop-Up – Chinatown Community Outreach

6.1 Format

A community-based pop-up listening session was conducted on November 20, 2025, to engage monolingual Cantonese-speaking senior riders in the Chinatown area. The engagement took place during a regularly scheduled food distribution event hosted by the Asian Pacific Islander Forward Movement (APIFM) at Los Angeles State Historic Park. This approach was selected to reach transit-dependent seniors in a familiar, trusted setting and to reduce barriers related to transportation, language, and technology.

PSAC administrative staff and volunteers conducted outreach with support from bilingual Cantonese-speaking volunteers, including a Metro staff member affiliated with the Shangri-La Employee Resource Group and a PSAC representative from Active San Gabriel Valley. Poster boards and engagement materials were translated into Traditional Chinese. Verbal feedback provided in Cantonese was interpreted and documented for inclusion in this report. Bilingual LIFE program staff were also present to provide information and enrollment assistance. Approximately 30 to 40 individuals participated.





Pop Up at Los Angeles State Historic Park - Chinatown

6.2 Participant Feedback

Feedback from participating seniors focused on language access, station navigation, restroom access, safety, cleanliness, and fare assistance programs. Comments reflected experiences using rail stations and bus stops in and around Chinatown.

Language Access and Wayfinding

Participants repeatedly stated that limited Traditional Chinese-language signage and information make it challenging to navigate the Metro system. Seniors requested larger-font signage, expanded translated wayfinding beyond existing symbol-based signage, and clearer written and audio instructions at stations, onboard vehicles, and restrooms, including the exterior of throne restrooms. Participants stated that current signage and announcements are primarily in English and, in some cases, Spanish, which limits usability for monolingual Cantonese speakers.

Participants requested additional Cantonese-speaking Ambassadors, Transit Security Officers, and cleaning staff at stations serving Chinese-dominant communities. Several participants expressed interest in future listening sessions, workshops, and Cantonese-language outreach to better understand fare programs, safety resources, and station changes.

Restroom Access and Station Amenities

Participants stated that accessing restroom facilities presents challenges due to language barriers, technology requirements, and design complexity. Seniors reported difficulty understanding restroom access instructions displayed on the throne and stated that smartphone requirements limit access for those without devices or digital literacy. Participants requested step-by-step instructions in Traditional Chinese placed on restroom exteriors and at stations, as well as alternatives for accessing throne restrooms when staff are not present.

Lighting conditions and elevator reliability at the Chinatown Station were also raised as concerns. Participants stated that dark mezzanine areas, frequent elevator outages, and limited staff presence contribute to anxiety and reluctance to travel independently.

Safety, Cleanliness, and Service Reliability

Participants expressed fear related to encounters with individuals exhibiting unstable or aggressive behavior at stations and bus stops. Seniors requested greater staff presence, improved lighting, and more frequent service to reduce waiting times. Several participants stated that they avoid traveling during certain times due to safety concerns.

Participants acknowledged recent improvements in station cleanliness and expressed appreciation for multilingual Ambassadors when present. At the same time, seniors requested more frequent cleaning on buses, trains, elevators, and restrooms.

Fare Programs and Outreach

Participants expressed interest in fare assistance programs, including LIFE and senior discounts, but stated that they lack information on eligibility and enrollment. Seniors requested Cantonese-language workshops, printed materials, and in-person assistance to better understand and access available programs.

Several participants stated that this was the first time they had been invited to provide feedback in Cantonese and expressed appreciation for the opportunity to be heard. Participants requested continued engagement and outreach tailored to older adults and monolingual communities.

Translated materials and detailed feedback are included in Appendix B.

7. Virtual Meeting Room

To extend opportunities for participation beyond scheduled listening sessions, PSAC hosted a Virtual Meeting Room (VMR) from October 24 through November 20, 2025. The VMR provided riders with an asynchronous option to review information and submit feedback related to station experience, safety and staffing, fare programs, and station activation.

The VMR mirrored the structure of the in-person and virtual listening sessions, with three themed sections corresponding to the primary discussion areas. Participants were able to review presentation boards, submit written comments, and provide contact information if they wished to receive follow-up information or request additional outreach.



Virtual Meeting Room Main Room and Station 3

The Virtual Meeting Room was promoted during all listening sessions, at community engagement events, and during PSAC public meetings held in October and November.

An introductory video created by the PSAC Chair provided context and instructions for participation upon entry to the platform.



Virtual Meeting Room Welcome/Instructional Video

During the VMR open period, the platform received 462 unique visitors and eight written comments. Feedback submitted through the VMR reflected themes consistent with those raised during live listening sessions, including safety concerns, station conditions, fare access, and communication needs.

8. Communications Metrics

Outreach related to the Community Listening Sessions was conducted through earned media, digital outreach, and direct engagement with community-based organizations. These efforts were intended to inform riders about participation opportunities and to encourage engagement across diverse rider populations.

Information about the Community Listening Sessions appeared in multiple local publications, including community and neighborhood outlets. Copies of these articles are included in Appendix B.

Metro's digital communications team implemented a targeted outreach campaign to promote participation in the Virtual Community Listening Session and to raise awareness of the Virtual Meeting Room. Digital outreach included social media posts and paid advertisements aimed at reaching riders across Los Angeles County.

In addition to digital outreach, PSAC administrative staff conducted direct outreach to community-based organizations. A total of 132 CBOs were contacted regarding the Community Listening Sessions. Of those, 74 organizations agreed to support outreach

efforts by sharing information with their members through newsletters, email lists, social media, or direct participation in listening sessions.

Collectively, these communications efforts supported awareness and participation in the Community Listening Sessions and complemented in-person and virtual outreach conducted during the engagement period.

9. Conclusion and Next Steps

The 2025 Community Listening Sessions provided an opportunity for riders across Los Angeles County to share their experiences, concerns, and perspectives regarding safety, station conditions, fare access, accessibility, and station activation. Feedback summarized in this report reflects input shared directly by participants during in-person and virtual engagement opportunities and through the Virtual Meeting Room.

Participants represented a broad range of rider segments, including transit-dependent riders, seniors, riders with disabilities, monolingual and multilingual immigrant riders, unhoused riders, commuters, tourists, and representatives from community-based organizations. Engagement formats were designed to document feedback from riders who may face barriers to participation in traditional public meetings.

All feedback collected through the Community Listening Sessions has been organized by topic area and will be transmitted to the relevant Metro departments that participated in or supported the engagement process, including departments responsible for public safety, operations, accessibility, fare programs, station experience, customer experience, and transit-oriented communities. This transmission is intended to ensure that rider input is documented and available for departmental awareness and consideration.

This report is provided as a public record of rider feedback and engagement activities conducted by the Public Safety Advisory Committee. It does not interpret participant feedback or prescribe actions. Detailed comments, session materials, and supporting documentation are included in the appendices.