



MINUTES

Thursday, February 5, 2026

6:00PM

Metro Public Safety Advisory Committee

MEMBERS PRESENT:

Angela La Riva
Dorit Dowler-Guerrero
Edward Cervantes
Ingrid Rivera-Guzman
Jack Inman
Jackie Zhao
Jean Hooper
John Yi
Joyous Barva
Karen Downard
Leila Kashani
Leslie Ridings
Maxwell Cabello
Skye Price
Foster Adzraku, Alternate
Marcos Molina, Alternate
Melanie Wolske, Alternate
Katina Nance, Ex Officio
Oscar Lopez, Ex Officio

TERMING OUT MEMBERS PRESENT:

Jeremy Oliver-Ronceros, Chair
Misty Wilks, Vice Chair
David Sanchez
Edward Duong
Estar (Hyeonjin) Park
Troy Pierce

ATTENDED VIRTUALLY:

Michael Sweeney, Ex Officio

MEMBERS ABSENT:

Shantal Anderson, Secretary

TERMING OUT MEMBERS ABSENT:

Candis Welch

Daniel De La Cruz, Ex Officio

Stephanie Bunker, Ex Officio

CALLED TO ORDER: 6:03PM

Agenda Item #1: Call to Order

1. Virtual Meeting Protocols
 - a. Attendees can join via Zoom webinar format with the Zoom link posted on the published PSAC Agenda. Attendee cameras are off and microphones are muted. During the meeting, we will invite your feedback during our public comment period after each agenda item.
 - b. During the public comment period, use the 'raise hand' icon or submit your comment using the 'Q&A' feature in the chat section. The meeting will be recorded and posted on the Metro PSAC website for future reference.
 - c. Four attendees were present on Zoom.
2. Community Meeting Guidelines
 - a. Metro is committed to ensuring that all participants can fairly and clearly share their ideas, comments, and concerns at this meeting. Help us provide a safe and equitable process.
3. Roll call was conducted by Vice Chair Wilks. A quorum was established.
 - a. Committee member Sweeney attended virtually from Northridge, California.
4. PSAC Objectives
 - a. Enhance the Customer Experience by addressing perceptions of safety for riders and employees through infrastructure.
 - b. Enhance the Customer Experience by addressing perceptions of safety for riders and employees through transparency and the use of data and technology.
 - c. Enhance the Customer Experience tied to safety for people with disabilities and aging.
 - d. Monitor strategies to address unhoused people sheltering on the system.
 - e. Monitor strategies that provide alternatives to law enforcement on the system.
5. Approval of Meeting Agenda and Minutes
 - a. Agenda Items
 - i. Call to Order
 - ii. General Public Comment
 - iii. Introduction of New Committee Members
 - iv. Department of Public Safety Update
 - v. Presentation on Contactless Payment
 - vi. Bylaws Revisions and Potential Vote (Cont'd)

ALR = A. La Riva	DDG = D. Dowler-Guerrero	EP = E. Park	JOR = J. Oliver-Ronceros	SA = S. Anderson	DLC = D. De La Cruz
CW = C. Welch	EC = E. Cervantes	JI = J. Inman	LR = Leslie Ridings	SP = S. Price	MS = M. Sweeney
DS = D. Sanchez	ED = E. Duong	JH = J. Hooper	MW = M. Wilks	TP = T. Pierce	SB = S. Bunker

LEGEND: Y=YES, N=NO, A/C=ABSENT/CONFLICT, C=CONFLICT, ABS=ABSTAIN, A=ABSENT, P=PRESENT

- b. Committee member Inman motioned to approve the February General Meeting agenda. Committee member Dowler-Guerrero seconded the motion.

APPROVED - February Agenda

ALR	CW	DS	DDG	EC	ED	EP	JI	JH	JOR	LR	MW	SA	SP	TP	DLC	MS	SB
Y	A/C	Y	Y	Y	Y	Y	Y	Y	ABS	Y	ABS	A/C	Y	Y	A/C	ABS	A/C

- c. Committee member Sanchez noted that on page 7, under Agenda Item 5, line 6, the spelling of Vice Chair Wilks' mother's name should be corrected to "Vasser."
- d. Committee member Pierce motioned to approve the revised meeting minutes. Committee member Cervantes seconded the motion.

APPROVED - January Meeting Minutes

ALR	CW	DS	DDG	EC	ED	EP	JI	JH	JOR	LR	MW	SA	SP	TP	DLC	MS	SB
Y	A/C	Y	Y	Y	Y	Y	Y	Y	ABS	Y	ABS	A/C	Y	Y	A/C	ABS	A/C

6. Announcements
 - a. Chair Oliver-Ronceros welcomed the new committee members.
 - b. New Committee members attended their first PSAC meeting and were acknowledged at the start of the meeting. Appreciation was extended to all applicants and those who supported the recruitment process.
 - c. Gratitude was extended to the seven Voting Members and two Ex Officio Members who officially concluded their PSAC terms. Their dedication, leadership, and contributions strengthened Metro's work and impact on ridership.
 - d. Cohort 4 members were asked to review a follow-up email outlining post-Onboarding and Orientation assignments and next steps, and to complete all items by the specified deadlines.
 - e. New members received an emailed survey requesting feedback on the Onboarding and Orientation experience, with responses requested by February 13 to support future onboarding improvements.
 - f. Executive Committee elections will be held at the March meeting. Interested members were asked to prepare a 30-second elevator pitch outlining their qualifications, and selected candidates were asked to reserve Wednesday, March 18, from 12:00 p.m. to 1:00 p.m. for Executive Committee Training.
7. PSAC Members Discussion
 - a. A Committee member thanked the members terming out for their mentorship and for showing him what can be done in partnership with the community.
8. No comments or questions were presented by the public in-person or online.

Agenda Item #2: General Public Comment

1. PSAC Members Discussion
 - a. Vice Chair Wilks noted operator barricades can deter potentially violent situations but may also make it more difficult to communicate, causing riders to be agitated.
2. One comment was presented online by a member of the public.
 - a. ONLINE PUBLIC COMMENT BY A. DAVIS: "Oh, hi there. Oh, okay. It's only one minute. Okay, I guess those new rules haven't kicked in yet. I'll just have to talk really fast. Hi. You know my spiel. Basically, I'm with a group of riders who discovered that during the pandemic Metro Transit Security (MTS) basically just stopped enforcing the Code of Conduct. In November, for instance, the number of citations plus warnings issued for Code of Conduct violations, when you don't count fares, is literally just five for the entire month and they have 200 full-time TSOs. Oh god, most of my time has already gone. Okay, basically, you know last year, in January of 2025, PSAC issued a formal recommendation to MTS saying, 'Hey, can you do a better job enforcing the Code of Conduct?' And this was completely ignored. So, I think a great project for the new recruits is to dig into

this and ask those tough questions as to why aren't you enforcing the Code of Conduct or the fares?"

Agenda Item #3: Introduction of New Committee Members

1. Facilitator Boatman-Dixon provided instructions for members terming out, guided new voting members in selecting seats at the dais, and noted that seating was not permanent.
2. Roll call was conducted by Vice Chair Wilks. A quorum was established.
 - a. Committee member Sweeney attended virtually from Northridge, California.
3. PSAC Members Discussion
 - a. Committee members welcomed the new members and encouraged them to reach out to other members with any questions and to take advantage of opportunities within and beyond the Committee to support Metro transit.
4. One comment was presented online by a member of the public.
 - a. **ONLINE PUBLIC COMMENT BY A. DAVIS:** "Hi there. Welcome to the new board members. I was here last time at the meeting. It was very emotional. So yeah, congratulations on being on PSAC. I guess you're here for the same reasons that I'm in this room, even though obviously I'm not on the Committee. But we love LA Metro. We ride LA Metro and you know, we care a lot about trying to make Metro safer and, you know, we see some of the issues and, you know, a lot of opportunities. And for my piece, I think, you know, I want to just start us off by letting the new Committee members know that like a lot of these issues, they seem disconnected, but there is one single omnicause of Metro's issues with safety and it is the suspension of Code of Conduct enforcement. So, let's try to fix it."

Agenda Item #4: Department of Public Safety Update

1. Robert Gummer, Deputy Chief, Department of Public Safety (DPS), reported that the TAP-to-Exit program has been reinstated at Union Station and North Hollywood Station and continues at Pomona Station, with future end of line stations expected to be implemented soon. He added that a one-year review of the Weapons Detection Pilot will be presented to the Board in the Spring. He stated that Metro is also exploring weapons detection solutions for buses and noted that firearms on the system remain a significant concern.
 - a. Deputy Chief Gummer discussed expanded use of video analytics and upgraded CCTV systems, explaining that the goal is to proactively identify safety and security incidents, including trespassing, overdoses, and other incidents that may impact revenue service.
 - b. Deputy Chief Gummer announced DPS Phase Two which includes the establishment of four divisions: Police Services, Emergency Management and Security, Administrative Services, and Care-Based Services. He stated that the Care-Based Services Division has been established and includes Ambassadors, the Homeless Outreach Team, and crisis intervention specialists.
 - c. Deputy Chief Gummer provided updates on hiring, including recruitment services. DPS is developing a law enforcement policy manual with Lexipol and implementing background investigation and psychological evaluation contracts, as well as technology assessments. He stated that the department is actively building its operational foundation and will continue to engage with PSAC throughout implementation.
2. PSAC Member Discussion

- a. A Committee member asked about the Weapons Detection Pilot, DPS Phases Two and Three, and the system's scale ahead of the Olympics. Deputy Chief Gummer explained the pilot began in June/July, runs for one year, with findings reported at the next quarterly update. Phases overlap and remain flexible, and four detection systems have been purchased for rotation.
 - b. A Committee member asked about officer training, use-of-force policies, and DPS staff integration. Deputy Chief Gummer clarified that Lexipol develops SOPs, not training, but care-based resources and crisis teams address anti-bias, de-escalation, and neurodiverse interactions. He also noted use-of-force policies are being updated and joint meetings and zone deployments ensure coordinated operations.
 - c. A Committee member asked about firearms detected during the pilot. Deputy Chief Gummer reported two incidents at Pershing Square and Hollywood/Vine, with further details in the final report.
 - d. A Committee member asked about mental health, substance use, staffing, and referrals. Deputy Chief Gummer noted that, despite limited resources, 60% of DPS integrates social work with enforcement to address these issues, representing roughly 420 post-certified officers and over 600 care-based workers, nearly doubling staffing, with unanimous Board approval and broad recognition.
 - e. A Committee member asked about CCTV data protection, including facial recognition. Deputy Chief Gummer stated that camera systems follow policies on data use, storage, and bias-free policing, developed with PSAC.
 - f. A Committee member expressed interest in assisting with bus security pilots. Deputy Chief Gummer confirmed signage and screening checkpoints are in place and emphasized safe, dignified compliance and clear communication with the public.
3. One comment was presented in-person by a member of the public and one question was presented online.
 - b. IN-PERSON PUBLIC COMMENT BY A. DAVIS: "Hi there, surprise. I'm not a disembodied voice anymore. I'm here in real life, right here. It's great. It's good to make it. My train was very late. It wasn't Metro, don't worry. Basically, I just want to say that I could not agree more with Mr. Gummer, that DPS is advancing a whole lot of strategies that are very effective, like Weapons Detection. I mean, the flip side of that is that right now, there is a quiet unauthorized policy that is more than 100% canceling out the positive safety impact of all these initiatives. And that's the fact that the average TSO only issues one citation every three weeks. And we need to start asking, 'Yes, we're hiring hundreds of more security staff, but how do we know that's going to improve anything? They're not using the ones they already have, the 200 they already have, to actually improve Code of Conduct compliance, especially when I have a 46% fare evasion rate.' It's time to flip over that rock. Thank you."
 - c. ONLINE PUBLIC COMMENT BY ANONYMOUS: "Any plans to do anything about the emergency exits at rail stations? TTE and the new faregates are great, but people who don't intend to use our system for its intended services keep fare evading due to how easy it is to exit/enter through the emergency exits."

Agenda Item #5: Presentation on Contactless Payment

1. Kyle Holland, Deputy Executive Officer, TAP Technologies, delivered the presentation in place of Allison Higgins, Senior Director, Special Projects. She shared that contactless

payment at TAP validators will be launching in 2026, with access for reduced-fare riders included in early 2027.

- a. Riders will be able to tap physical or digital cards, with benefits like interagency transfers, two hours of free transfers, fare capping, and the ability to pay for up to four riders with one card. Payment is safe and secure, with options to view trip history online without a TAP account.
 - b. The rollout is strategically timed around major events, including the World Cup and the Olympics, to stress test and refine the system.
2. PSAC Member Discussion
 - a. A Committee member asked whether Metro reviewed lessons from other transit agencies implementing contactless payments. Deputy Executive Officer Holland stated Metro is incorporating best practices from New York, Boston, and Chicago, particularly around customer communication.
 - b. A Committee member asked whether riders must connect a credit card to the TAP app. Holland explained no connection is required, though riders should select a preferred card if multiple cards are stored in their digital wallet. The member also asked whether international credit cards are accepted and how fare capping works. Holland confirmed supported cards will work, fares can be checked via validator or trip history, and fare capping applies only to the first rider.
 - c. A Committee member raised concerns about fare enforcement on rail when credit cards cannot be validated by handheld readers. Holland responded that personal cards cannot be checked, and staff will continue working with DPS on enforcement, including verifying payment at the next stop. She also confirmed the system will work with Metro Micro providers.
 - d. A Committee member asked about the multi-rider TAP feature and TAP-to-Exit with credit cards. Holland stated the multi-rider feature is exclusive to credit and debit cards and confirmed new validators will be installed.
 - e. A Committee member asked whether contactless gift cards would be accepted. Holland confirmed they would work if the card has contactless capabilities. Vice Chair Wilks suggested riders could show transaction history online instead of exiting trains for fare verification. Holland agreed, noting enforcement decisions will consider context and that education is a focus during rollout.
 - f. A Committee member asked whether transaction fees would be passed on to riders. Holland confirmed fares will remain the same with no fees. A member asked about preventing double credit card charges. Holland explained the system allows up to four taps within two minutes, and Senior Director Higgins added that customer service can investigate and issue refunds for accidental double taps.
 - g. A Committee member asked whether operators will continue applying senior or disability fares to TAP cards at boarding and noted the role of paper transfers in preventing disputes. Deputy Executive Officer Holland said she would relay the feedback and reiterated that reduced fare payments will launch in early 2027.
 - i. **ACTION ITEM:** DEO Holland stated she was not aware of changes at this time but would relay the feedback to the team and reiterated that reduced fare payments will launch in early 2027.
3. No comments or questions were presented by the public in-person or online.

Agenda Item #6: Bylaws Revisions and Potential Vote (Cont'd)

1. Facilitator Boatman-Dixon introduced the two remaining Bylaws revisions related to Ad Hoc Committees and explained they were intended to address participation issues and clarify committee formation, scope, deadlines, and dissolution. She noted that additional Bylaws updates may be required in the future due to SB 707.
 - a. **ACTION ITEM:** Danielle Valentino, Manager, Customer Engagement Integration, stated that recent changes to the Brown Act and SB 707 are not expected to conflict with PSAC Bylaws. She confirmed members may still use Just Cause for limited remote participation.
2. PSAC Members Discussion
 - a. A Committee member recommended tabling the vote to give new members more time to review the bylaws changes.
 - b. Vice Chair Wilks noted that use of the word “may” allows Chair discretion while “shall” does not. Chair Oliver-Roncero clarified that an Ad Hoc Committee is not formally established when a motion is made; final formation occurs after approval and coordination with MAS. MAS Valentino added that Ad Hoc Committees with a defined purpose and clear expectations ensure participation by those who initiate them.
 - c. A Committee member suggested that “shall” encourages participation while “may” removes the obligation and recommended keeping “shall” with Chair discretion. Teresa Villegas, LCS Parliamentarian, explained that Ad Hoc Committees are temporary, formed for specific issues, and dissolved once resolved. She noted that “may” allows flexibility while assuming dedication from participating members.
 - d. A Committee member proposed a grammatical correction regarding the sentence about including members who motioned or seconded, suggesting parentheses or a semicolon. Aura Garcia, LCS Parliamentarian, recommended removing the word “assignments” to simplify the sentence without changing its meaning.
 - e. Vice Chair Wilks reiterated her preference for “may” to allow Chair discretion and emphasized the legal importance of word choice. Villegas confirmed that “may” provides flexibility while maintaining member commitment.
 - f. A Committee member withdrew their suggestion to postpone the vote, noting the changes are minor and most other Bylaws updates were already approved. Another member agreed that “may” provides necessary Chair discretion and recommended moving forward with the vote.
3. Committee member Inman motioned to approve Bylaws updates with a technical amendment to Article VI, Section B, to say, “Additional Meetings: Ad Hoc Committees may be established by PSAC to address specific topics, projects, or issues that require focused attention. Each Ad Hoc Committee may include the PSAC members who motioned and seconded its creation or at the discretion of the Chair and/or the Executive Committee. At the time of formation, the committee must define its purpose, scope of work, and a completion deadline. The committee will automatically dissolve upon fulfilling its purpose or reaching the established deadline, unless formally extended by the Executive Committee.” Committee member Dowler-Guerrero seconded the motion.

ALR = A. La Riva	IRG = Ingrid Rivera-Guzman	JH = J. Hooper	JB = Joyous Barva	LR = Leslie Ridings	SP = S. Price	MW = Melanie Wolske	OL = Oscar Lopez
DDG = D. Dowler-Guerrero	JI = J. Inman	JOR = J. Oliver-Roncero	KD = Karen Downard	MC = Maxwell Cabello	FA = Foster Adzraku	KN = Katina Nance	

EC = Edward Cervantes	JZ = Jackie Zhao	JY = John Yi	LK = Leila Kashani	SA = S. Anderson	MM = Marcos Molina	MS = M. Sweeney	
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APPROVED – Technical Bylaws amendment to Article VI: Meetings, Section B: Meetings, Agenda Notices, and Quorum

AL R	D D G	E C	IRG	J I	J Z	J H	J O R	J Y	J B	K D	L K	L R	M C	SA	SP	FA	M M	M W	K N	M S	OL
Y	Y	Y	Y	Y	Y	Y	A B S	Y	Y	Y	Y	Y	Y	A/ C	Y	AB S	AB S	AB S	AB S	AB S	AB S

4. Committee member Inman motioned to approve the revisions to Article VI: Meetings, Section B: Meetings, Agenda Notices, and Quorum. Committee member Yi seconded the motion.

APPROVED - Bylaws revisions to Article VI: Meetings, Section B: Meetings, Agenda Notices, and Quorum

AL R	D D G	E C	IRG	J I	J Z	J H	J O R	J Y	J B	K D	L K	L R	M C	SA	SP	FA	M M	M W	K N	M S	OL
Y	Y	Y	Y	Y	Y	Y	A B S	Y	Y	Y	Y	Y	Y	A/C	Y	AB S	AB S	AB S	AB S	AB S	AB S

5. ONLINE PUBLIC COMMENT BY I. ROSA: “Hi, good evening, can you hear me? Hi, I am a former Metro staff member, and I had the amazing privilege to welcome our outgoing Chair and Vice Chair to the very first day on the Public Safety Advisory Committee. So, I thought that it would be my honor to bid them farewell and to thank them for their amazing contributions to the agency and to the public safety of our Metro riders. So, thank you so much. And shout out to my colleagues.”
6. Committee member Price motioned to adjourn the meeting. Committee member Dowler-Guerrero seconded the motion.

APPROVED - Meeting Adjournment

AL R	D D G	E C	IRG	J I	J Z	J H	J O R	J Y	J B	K D	L K	L R	M C	SA	SP	FA	M M	M W	K N	M S	OL
Y	Y	Y	Y	Y	Y	Y	A B S	Y	Y	Y	Y	Y	Y	A/C	Y	AB S	AB S	AB S	AB S	AB S	AB S

7. The next PSAC Meeting is scheduled for 6:00 p.m., Thursday, March 5, 2026.

MEETING ADJOURNED: 8:27PM