

Metro

Public Safety Advisory Committee (PSAC)
Thursday, February 5, 2026

Agenda Item #1

Call to Order

- Meeting Protocols
- Membership Attendance
- PSAC Mission & Objectives
- Approval of February 5, 2026 Agenda
- Approval of January 8, 2026 Meeting Minutes
- Announcements

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Meeting Protocols



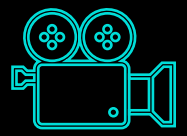
Attendees are joining via Zoom webinar format.
Attendee cameras are off, and microphones are muted.



We will invite your feedback during the public comment period after each agenda item.



During the public comment period, use the ‘raise hand’ icon or submit your comment using the ‘Q&A’ feature.
*Those joining by phone press *9 to raise hand and *6 to Unmute.*



The meeting will be recorded and posted on the Metro PSAC website.

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Community Meeting Guidelines

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.

During this meeting, please:

- Respect the format and protocols of the meeting
- Allow everyone an opportunity to comment
- Treat fellow community members, Metro staff, and PSAC members with respect
- Address all comments to Metro staff and PSAC members
- Maintain a conversational tone

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PSAC Objectives

1. Enhance the Customer Experience by addressing perceptions of safety for riders and employees through infrastructure.
2. Enhance the Customer Experience by addressing perceptions of safety for riders and employees through transparency and the use of data and technology.
3. Enhance the Customer Experience tied to safety for people with disabilities and aging.
4. Monitor strategies to address unhoused people sheltering on the system.
5. Monitor strategies that provide alternatives to law enforcement on the system.

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February 5, 2026 - Agenda Items

1. Call to Order
2. General Public Comment
3. Introduction of New Committee Members
4. Department of Public Safety Update
5. Presentation on Contactless Payment
6. Bylaws Revisions and Potential Vote (Cont’d)

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Agenda Item #1

Public Comment

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Announcements

Agenda Item #2

General Public Comment

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Agenda Item #3

Introduction of New Committee Members

Danielle Valentino, Manager, Customer Engagement Integration
Erica Boatman-Dixon, Facilitator

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Welcome to PSAC, Cohort 4 Members!



Cohort 4 Members

Voting Members

Ingrid Rivera-Guzman
Jackie Zhao
John Yi
Joyous Barva
Karen Downard
Leila Kashani
Maxwell Cabello

Alternate Members

Foster Adzraku
Marcos Molina
Melanie Wolske

Ex Officio Members

Oscar Lopez
Katina Nance

Agenda Item #3

Public Comment

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Agenda Item #4

Department of Public Safety Update

Robert Gummer, Deputy Chief, DPS

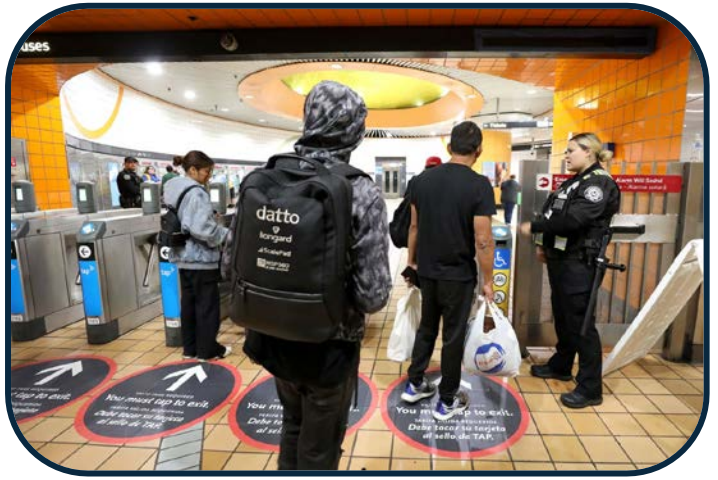
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Department of Public Safety Updates

PSAC Meeting | February 5, 2026

Robert Gummer
Deputy Chief of Emergency Management and Security Division

Public Safety Updates



TAP-to Exit

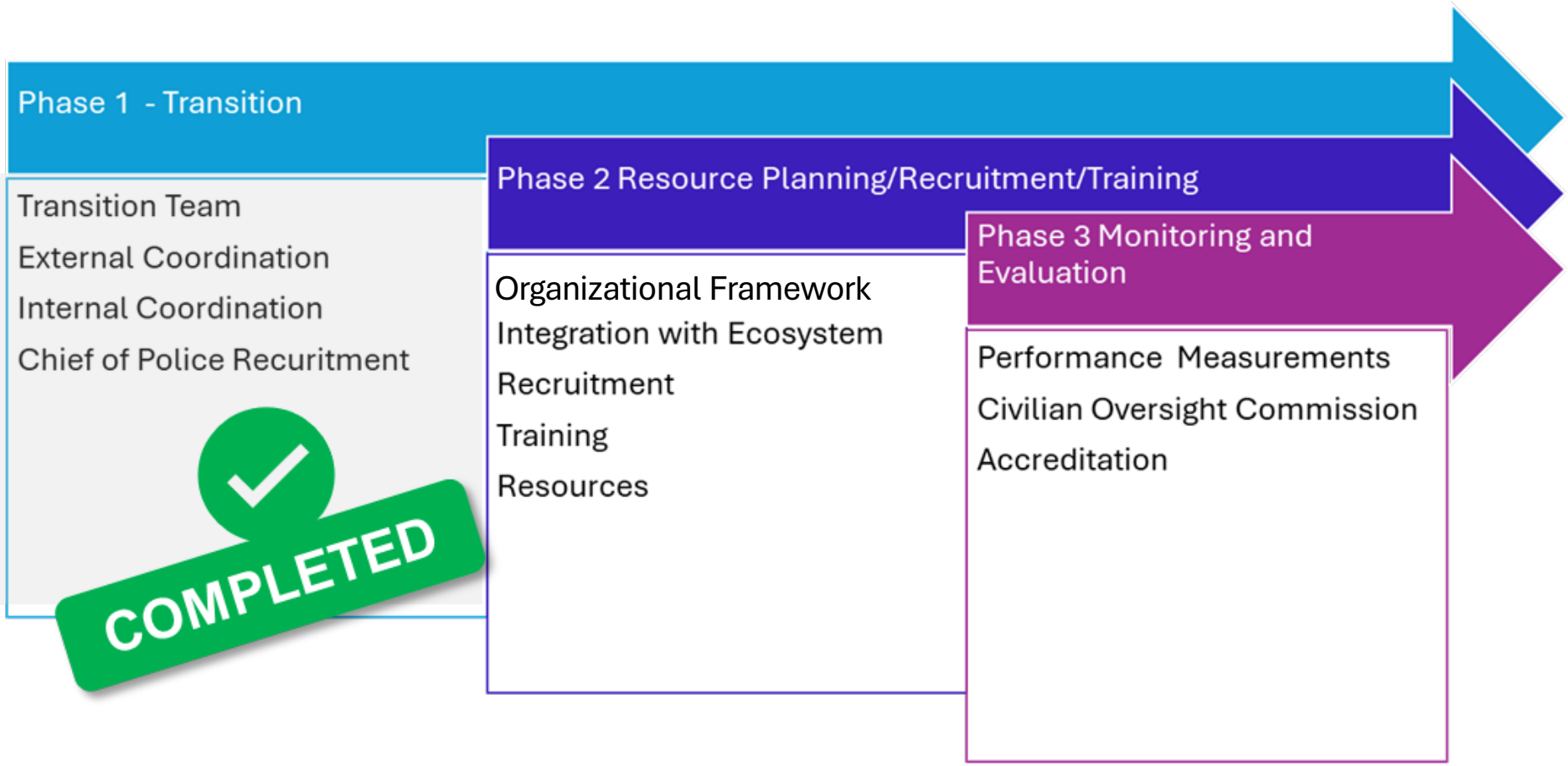
- On November 17, 2025, **TAP-to-Exit (T2E) resumed at Union Station and North Hollywood stations** after being paused earlier that year and **expanded to Pomona Station**.
- T2E has continued uninterrupted at Downtown Santa Monica Station since its implementation in September 2024.



Weapons Detection Pilot

- Metro staff continues with the concealed weapons screening pilot at target stations, most recently at Hollywood/Vine and Aviation/Century.
    - Notable incidents: Unauthorized firearm detected at Pershing Square on Sept. 2 and at Hollywood/Vine on Dec. 16. Suspects were taken into custody by law enforcement.
- Staff are advancing several bus security pilot projects designed to enhance real-time situational awareness onboard buses with a tentative schedule of installations in early 2026.
- The CCTV assessment has been completed, so staff are procuring analytics-capable cameras and initiating installations across rail stations to modernize assets systemwide.

Department of Public Safety (DPS) Update



DPS Phase Two Updates

Organizational Framework

A comprehensive organizational structure has been developed to encompass all units within the Department of Public Safety (DPS). This framework integrates:

1. the Police Services Division,
2. the Emergency Management and Security Division,
3. the Administrative Services Division, and
4. the Care-Based Services Division.

On January 20, 2026, DPS accomplished a **major organizational milestone** with implementation of the new Care-Based Services Division and with it the transition of the Metro Ambassadors, HOME Team, and Community Intervention Specialists into DPS.



DPS Phase Two Updates (cont.)

Developing and Integrating the Care-Based Services Division

- DPS's Care-Based Services Division will house **Metro's four care-based programs**: Homeless Outreach Management & Engagement (HOME), Metro Ambassadors, Crisis Response Teams, and Community Intervention Specialists.
    - The first three programs transitioned into DPS in early January, while the fourth program, Crisis Response Teams, is in development and expected to be active next fiscal year.
- Craig Joyce, a licensed clinical social worker who has been leading the HOME Outreach teams for the last few years, was appointed to Senior Executive Officer and is leading the new Division, effective January 19.
- Staff have initiated several key steps in developing the crisis response program, including researching evidence-based practices, hiring program leadership, and developing essential program documents.
- The Care-Based Division will operate collaboratively with the three other DPS divisions, leveraging existing best-practice models like Police-Mental Health Collaboration (PMHC).

DPS Phase Two Updates (cont.)

Hiring

- Metro is adhering to all mandatory hiring requirements in alignment with POST (Peace Officer Standards and Training).
- Staff issued an informal procurement for specialized law enforcement recruitment services.
    - This firm will develop a microsite for the DPS, create an online job application, and develop and implement a branding and digital media recruiting strategy.
    - Staff will convene a kickoff meeting with the contractor to collaboratively develop and refine a comprehensive hiring and recruitment strategy for sworn officers.

Transition Team Advisory Group

- On November 5, the Advisory Group met with Metro staff to discuss the development of a policy manual for DPS.
- Metro has contracted with Lexipol, a national firm that develops policy and procedure manuals for law enforcement agencies across the country, including over 90% of the agencies in California.
- The goal is to have a policy manual in place by Summer 2026 in advance of hiring new recruits and lateral officers.

DPS Phase Two Updates (cont.)

Procurement

- Metro issued Requests for Proposals for on-call bench contracts for pre-employment background investigation services and psychological evaluations for hiring of sworn officers. **It is anticipated that contracts for these services will be brought to the Board in early 2026.**
- Staff are beginning to assess and define technology needs, with immediate priorities regarding the readiness of Metro's Communications and Dispatch systems to meet operational demands.
- DPS has been collaborating with Rio Hondo College and Golden West College, as well as with LAPD and LASD, to establish the necessary processes and agreements that will allow Metro's recruits to participate in basic training academy courses offered by these organizations.

Stakeholder Coordination

- **TCPSD created a strategic stakeholder plan for Chief Scott** to ensure that senior-level DPS leadership will be able to engage with riders, key internal and external stakeholders, and media and keep the public informed about the new vision and the progress the agency has made towards creating a comprehensive and integrated public safety ecosystem.
- Engagements included, but not limited to:
  - Sustainability Council on November 14
  - Public Safety Advisory Committee interviews
  - KJLH radio interview on December 10
  - LAist interview on January 13

Next Steps

- Continue to actively engage employees and the public during the implementation of the DPS.
- Continue to develop the DPS Policy Manual.
- Prepare recommendations to enter contracts for long-lead items that will be needed by the DPS.

Questions?

Agenda Item #4

Public Comment

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Agenda Item #5

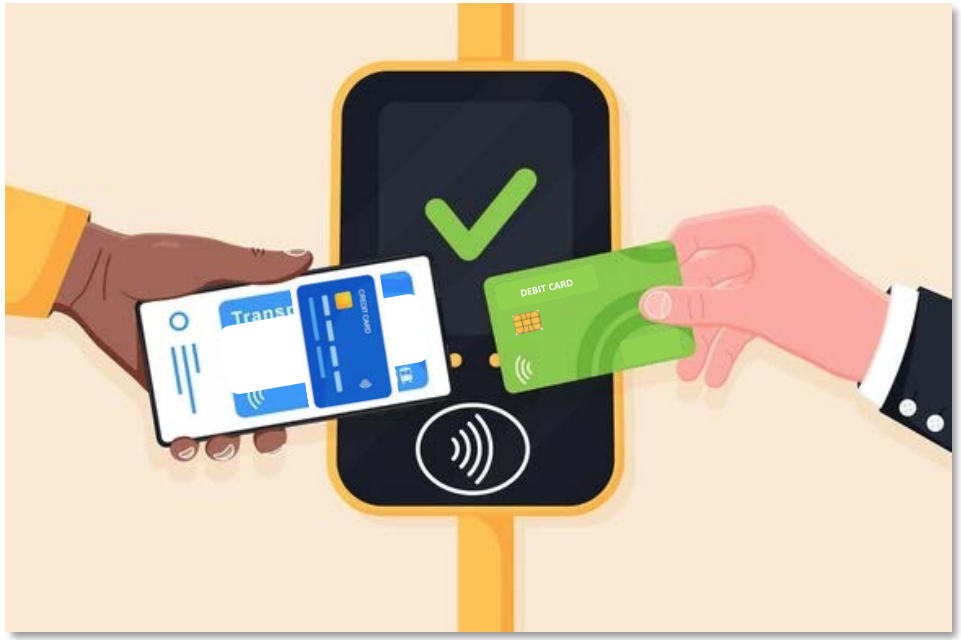
Presentation on Contactless Payment

Allison Higgins, Senior Director – Special Projects
Customer Information TAP Technical Systems

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Credit & Debit Card Payment for Regular Fare Riders

Contactless Credit & Debit Card Payment for Regular Fare Riders is launching in early spring of 2026



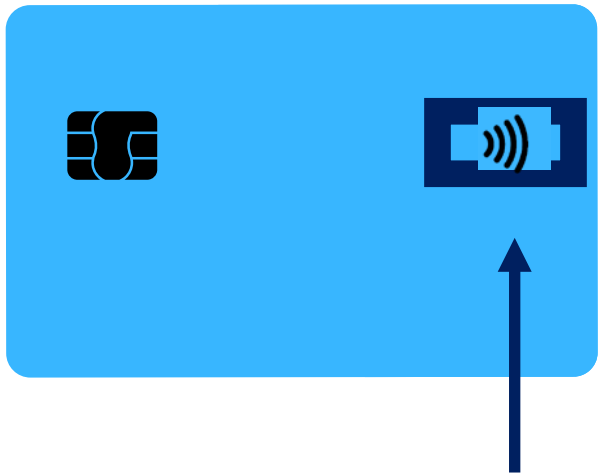
- Tap your contactless credit or debit card at the TAP validator to pay fare.
- Fares are automatically calculated and charged to your credit card or deducted from your bank account.

**Contactless credit & debit card payment will launch for Reduced Fare Riders in early 2027*

Physical and digital credit/debit cards issued by these providers will be accepted on all TAP devices



How do I know if my card is contactless?



Look for the contactless symbol on the card



Generally, cards in Apple Wallet, Google Wallet, or Samsung Wallet are contactless

How do I pay fare using my contactless card?

Step 1: Decide which card you want to use:



Step 2: Ready your card



Take your plastic credit or debit card out of your wallet; this ensures the correct card is charged

or

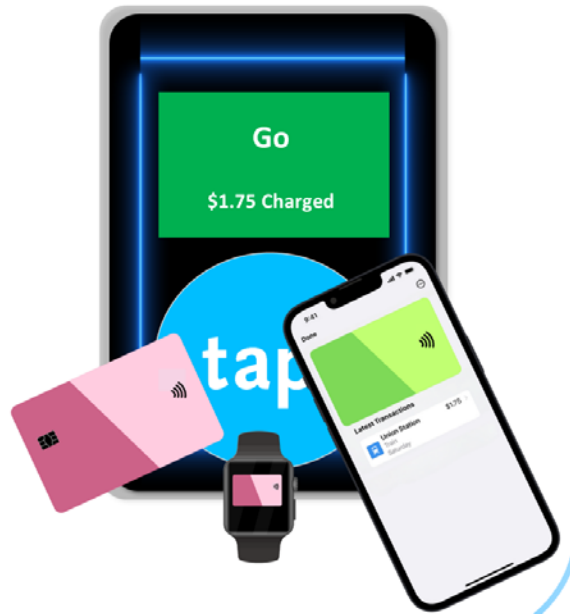


Unlock your phone, open your digital wallet and choose the card you want to use

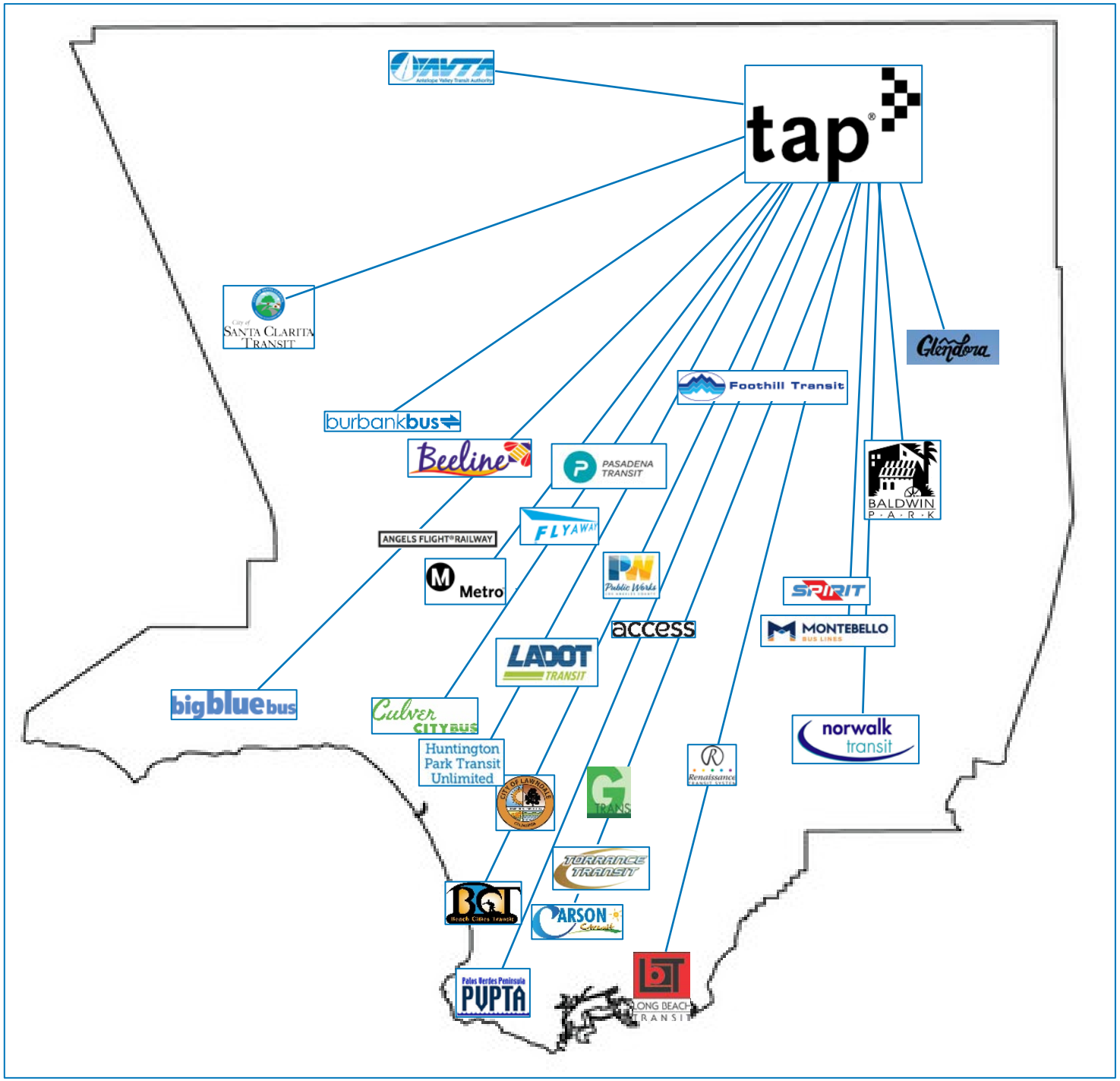


You can also enable a card in your digital wallet for transit, so you don't have to unlock your phone each time

Step 3: Tap your contactless card on the validator



Contactless payment will launch simultaneously on all 27 TAP transit agencies across the region



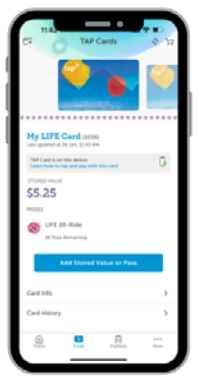
Contactless payment is an additional way to pay fare – all other TAP payment methods will still be accepted



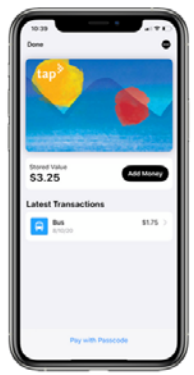
Cash



Plastic Card



TAP LA app



TAP Card in Apple Wallet

Current Payment Options

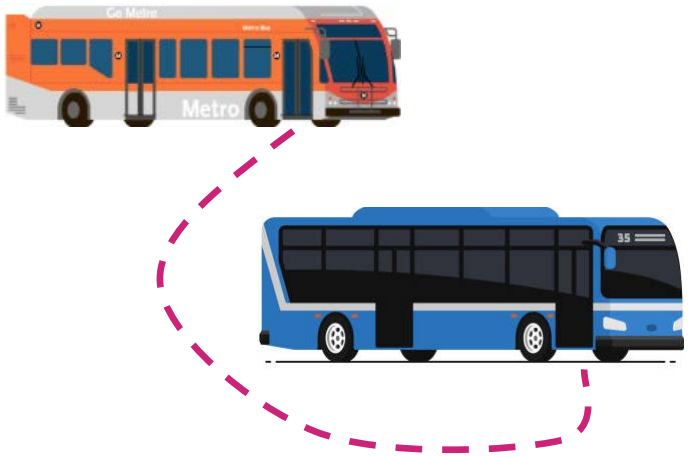


Credit & Debit Payment

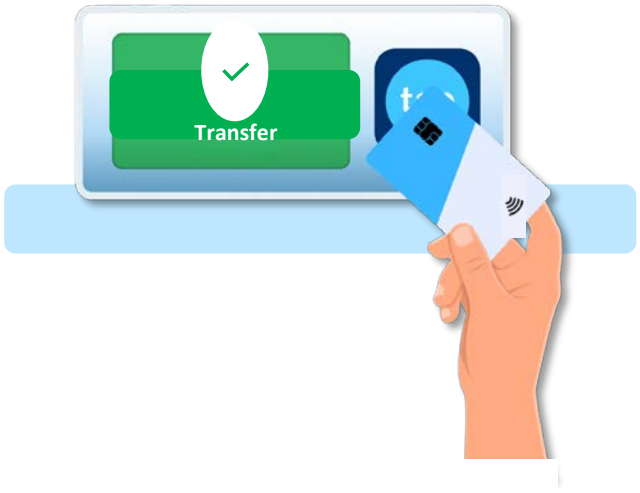
New Payment Option

Contactless Credit and Debit Card Payment Features

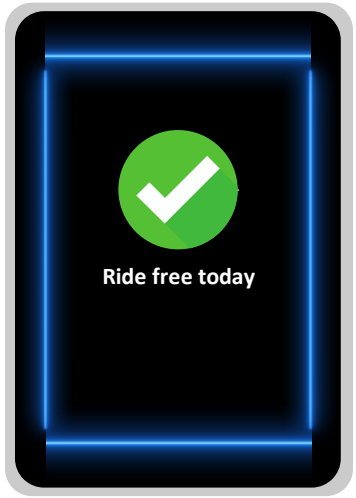
Benefits of paying with a credit or debit card:



Discounted Inter-agency Transfers



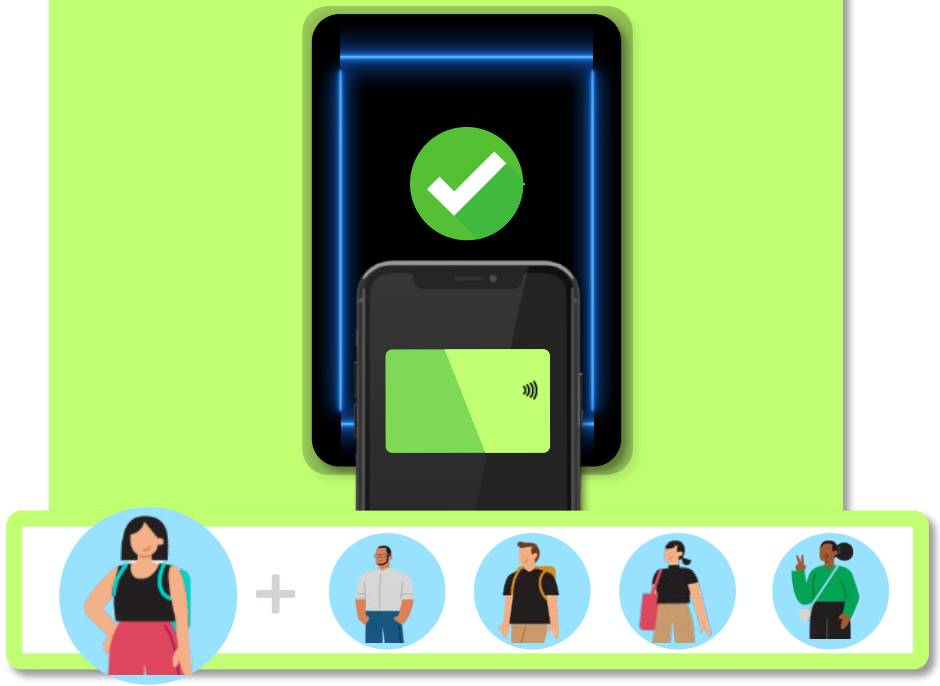
Receive free 2-hour transfers on Metro



Fare Cap to earn free rides on Metro

NEW: Pay fare for family and friends with one credit or debit card

Use your contactless credit or debit card **to pay for yourself and up to 4 additional riders.**



Contactless Payment:
Tips for a great experience

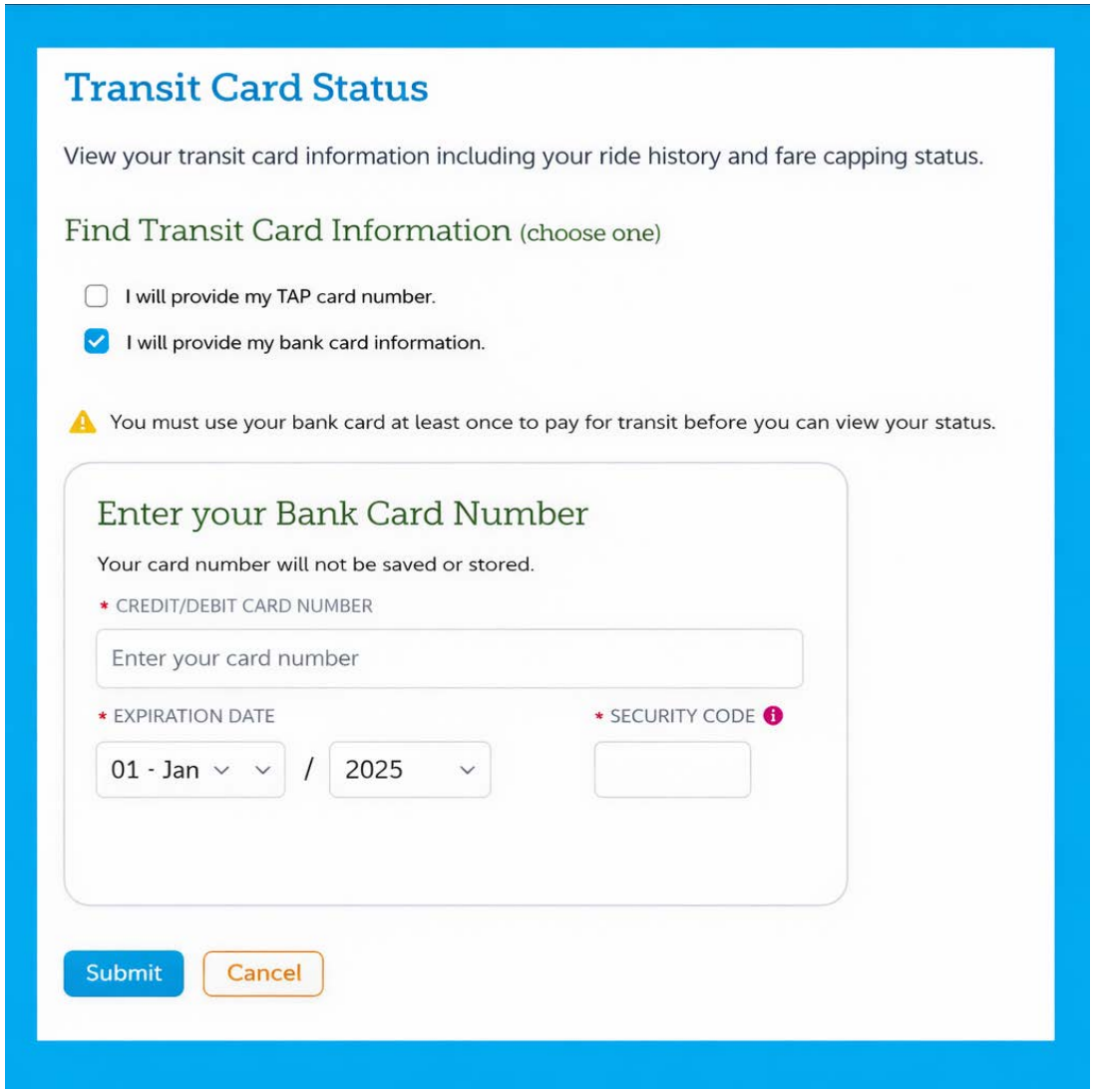
Physical cards and digital cards from the same account are considered separate cards by the TAP system



To receive free transfers, inter-agency transfers, or participate in fare capping, you need to use the same card in the same format each time you pay – you cannot switch between the physical card and digital cards

Riders can view their most up-to-date ride history on *taptogo.net/TAPStatus*

Riders will be able to check their transaction history in their TAP account or by entering their credit card number into a status page



*Design comp, not final.

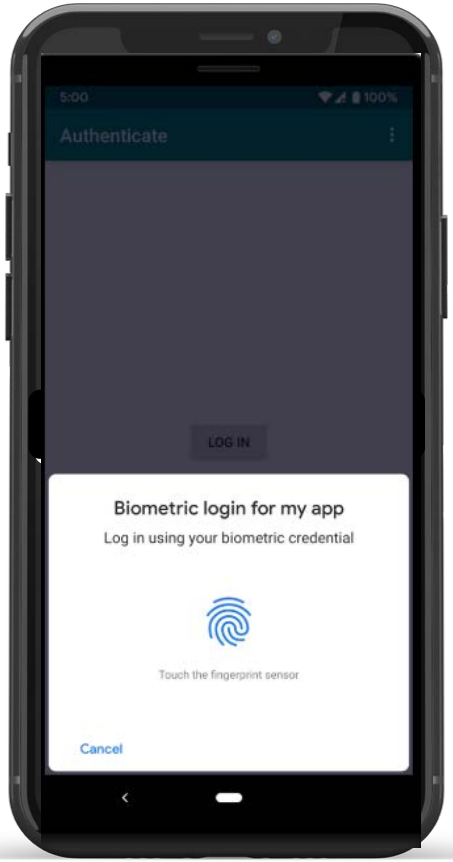
Is my information safe when I pay with a contactless credit or debit card?

- TAP validators are required to have the same security protocols as every other merchant
- Contactless payment technology was designed to be more secure than inserting cards into readers
- EMV chip validates both the card and validator to make sure they are authentic



Enable your digital credit/debit card for transit use, so you don't have to unlock your phone each time to pay at the validator

- This will make boarding a bus or train faster
- To enable your phone for transit use*:
  - **iPhone:** enable Express Mode
  - **Android:** enable NFC and turn off verification for transit in Wallet settings

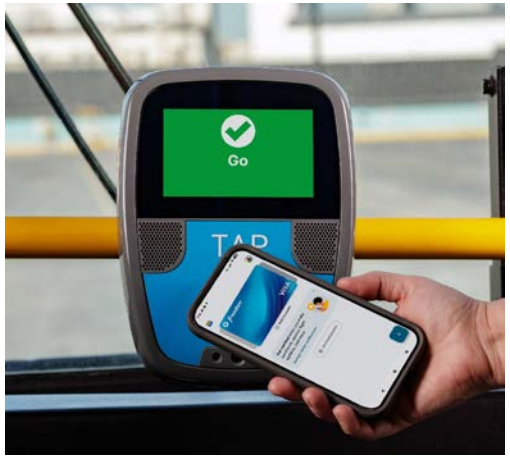


*See appendix for step-by-step instructions to enable transit for iPhones and Android Phones

Credit/Debit fare payment accepted at these validators:



Rail Validator



Bus Validator



Fare Gates



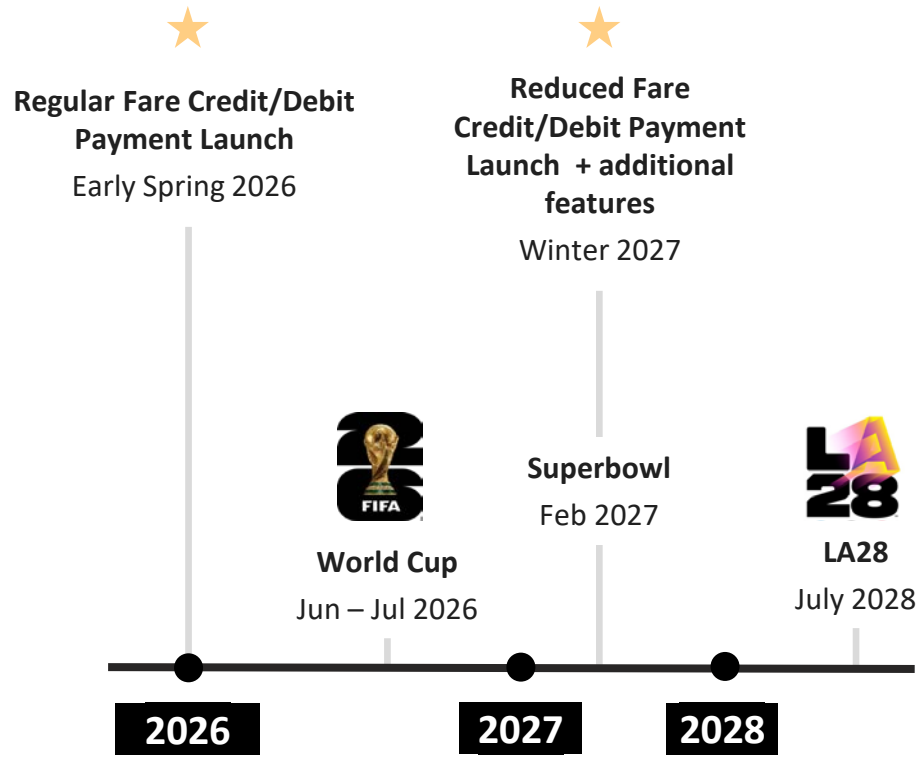
Installed Tall Fare Gates



Future/To-be-installed Tall Fare Gates

TAP Plus Timeline

- **Spring 2026:** Credit/debit card payment for Regular Fare riders.
- **Early 2027:** Credit/debit payment for Reduced Fare riders and additional features to streamline TAP account holders' experience.



Thanks
& Questions?

For updates, please check taptogo.net/credit-debit

Appendix:
How to enable digital contactless payment for transit

How to Enable Express Mode for payment on iPhone and Apple Watch

1. Open the Wallet app and select a card, pass, or key.
2. Tap the More button  , then tap Card Details.
3. Tap Express Transit Settings or Express Mode.
4. Select your preferred transit card, payment card, or other compatible pass or key.

You can select a different transit or payment card for Express Transit Mode on your Apple Watch:

1. On your iPhone, open the Apple Watch app.
2. In the My Watch tab, tap Wallet & Apple Pay.
3. Then tap Express Transit Card, select a transit or payment card, and authenticate on your Apple Watch with your passcode.

How to disable verification on your Contactless Card for Transit use in Google Wallet

This allows you to pay for transit without the use of your screen lock to unlock your device. However, screen lock verification is still required for other payments.

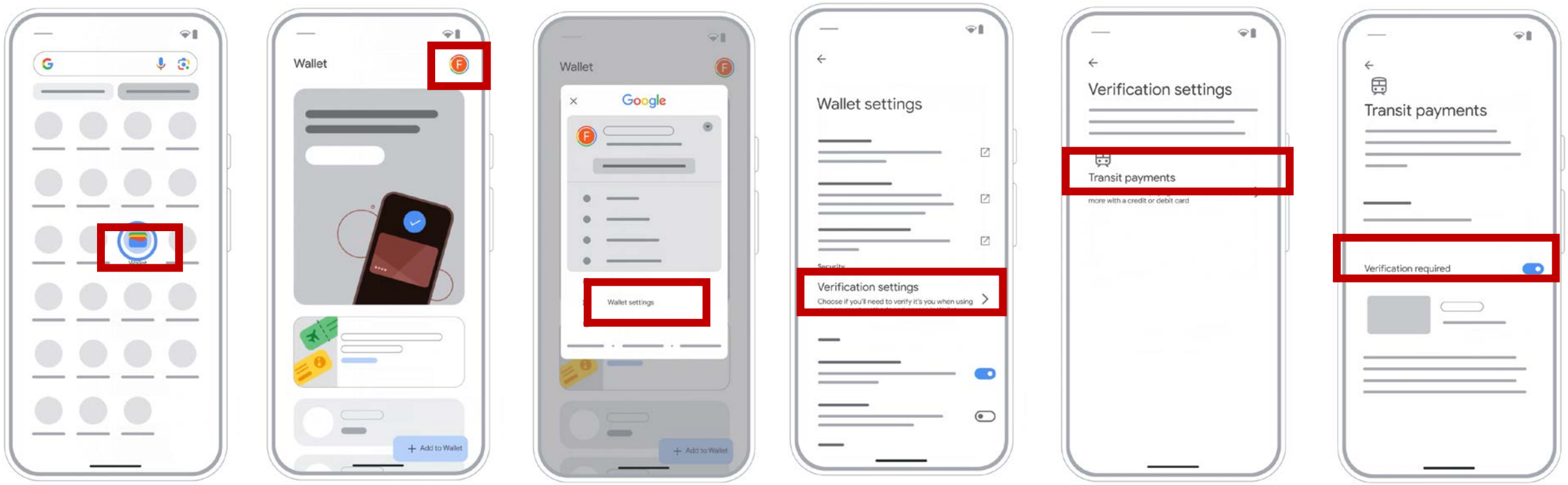
1. Open the Google Wallet app .

2. At the top right, tap your Profile picture or Account > **Wallet settings**.

3. Under “Security,” tap **Verification settings** > **Transit payments**.

4. Turn off **Verification required**.

How to disable verification on your Contactless Card for Transit use in Google Wallet



https://support.google.com/wallet/answer/12059519?hl=en

Agenda Item #5

Public Comment

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Agenda Item #6

Bylaws Revisions and Potential Vote (Cont'd)

Danielle Valentino, Manager, Customer Engagement Integration
Erica Boatman-Dixon, Facilitator

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Suggested PSAC Bylaws Updates

Article VI: Meetings, Section B: Meetings, Agenda Notices, and Quorum

- **<u>Suggested Addition:</u>**
  "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 shall include the PSAC members who motioned and seconded its creation or assignments made 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."

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Suggested PSAC Bylaws Updates

Article VI: Meetings, Section B: Meetings, Agenda Notices, and Quorum

- **<u>Suggested Addition:</u>**

  "v. An Ad Hoc Committee dissolves automatically if the issue is resolved.

  vi. An Ad Hoc Committee does not constitute a standing committee as such committees are subject to separate noticing requirements."

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PSAC Bylaws Updates

Next Steps

- **Vote to ACCEPT these changes as they are**
- **MAKE EDITS and vote to ACCEPT and approve**
- **TABLE these changes until the next Committee meeting so new membership can review and provide feedback**

Note: Previous Bylaws revisions were voted on in March of 2025 and a running list was created and updated frequently to capture potential Bylaws revisions which were addressed in November 2025 (bringing us to today). Due to SB 707 that could impact bodies operating under the Brown Act, additional Bylaws edits may be needed by or before July 2026.

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Agenda Item #6

Public Comment



Thank You

Next PSAC Meeting
Thursday, March 5, 2026