



MINUTES

Thursday, May 7, 2026

6:00PM

Metro Public Safety Advisory Committee

MEMBERS PRESENT:

Leslie Ridings, Chair
Jack Inman, Vice Chair
Dorit Dowler-Guerrero, Secretary
Angela La Riva
Edward Cervantes
Ingrid Rivera-Guzman
Jean Hooper
Leila Kashani
Maxwell Cabello
Skye Price
Foster Adzraku, Alternate
Marcos Molina, Alternate
Melanie Wolske, Alternate
Katina Nance, Ex Officio
Michael Sweeney, Ex Officio
Oscar Lopez, Ex Officio

ATTENDED VIRTUALLY:

None.

MEMBERS ABSENT:

Jackie Zhao
John Yi
Joyous Barva
Karen Downard
Shantal Anderson

CALLED TO ORDER: 6:05PM

Agenda Item #1: Call to Order

1. Virtual Meeting Protocols
 - a. Attendees can join via Zoom webinar format with the Zoom link or via toll-free telephone numbers 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.
 - i. Attend online via Zoom: <https://zoom.us/j/91520859099>
 - ii. Participate by Phone: Dial (669) 900-9128 or (669) 444-9171
 - iii. Enter Webinar ID: 915 2085 9099 #
 - b. During the public comment period, use the 'raise hand' icon if joining through the web or submit your comment using the 'Q&A' feature in the chat section.
 - c. 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 for future reference.
 - d. One attendee was present on Zoom via the weblink.
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 Secretary Dowler-Guerrero. A quorum was established.
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. Department of Public Safety (DPS) Update
 - iv. Bi-Annual Social Media Update
 - v. Executive Committee Selection – Chair Pro Tempore

ALR = A. La Riva	IRG = Ingrid Rivera-Guzman	JH = J. Hooper	KD = Karen Downard	MC = Maxwell Cabello	FA = Foster Adzraku	KN = Katina Nance
DDG = D. Dowler-Guerrero	JI = J. Inman	JY = John Yi	LK = Leila Kashani	SA = S. Anderson	MM = Marcos Molina	MS = M. Sweeney
EC = Edward Cervantes	JZ = Jackie Zhao	JB = Joyous Barva	LR = Leslie Ridings	SP = S. Price	MW = Melanie Wolske	OL = Oscar Lopez

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

- b. Vice Chair Inman motioned to approve the May General Meeting agenda. Committee member Kashani seconded the motion.

APPROVED - May Agenda

ALR	DD G	E C	IRG	JI	JZ	JH	J Y	JB	KD	LK	LR	MC	SA	SP	FA	M M	M W	KN	MS	OL
Y	Y	Y	Y	Y	A/ C	Y	A/ C	A/ C	A/C	Y	AB S	Y	A/C	Y	AB S	AB S	AB S	AB S	AB S	AB S

- c. Vice Chair Inman motioned to approve the April meeting minutes. Committee member Kashani seconded the motion.

APPROVED - April Meeting Minutes

ALR	DD G	E C	IRG	JI	JZ	JH	J Y	JB	KD	LK	LR	MC	SA	SP	FA	M M	M W	KN	MS	OL
ABS	Y	Y	Y	Y	A/ C	Y	A/ C	A/ C	A/C	Y	AB S	Y	A/C	Y	AB S	AB S	AB S	AB S	AB S	AB S

6. Announcements

- Committee members were encouraged to review the FY27 budget materials available through the My Metro Budget Activity portal. The platform includes detailed information on proposed allocations, priorities, and financial planning. Members were advised to pay particular attention to allocations related to TSOs, Ambassadors, and Homeless/Crisis Teams. Staff are available to assist with access or navigation as needed.
- The Board and Board Subcommittees will not meet during June due to the World Cup.
- The Thursday, July 2 General Meeting has been rescheduled to Thursday, July 9, at the same time and location due to the holiday.
- It was announced that the Metro Code of Conduct for Advisory Bodies, reviewed at the previous meeting, will soon be posted on the PSAC website. The document outlines expectations for participation and promotes a respectful and productive environment.
- Metro administrative staff and the facilitation team informed members that Committee Member La Riva will be stepping down from her role. The Committee expressed gratitude for her service and contributions.

7. PSAC Members Discussion

- Chair Ridings stated that the next eligible alternate member will be elevated to fill the vacancy at the following PSAC meeting.
- A committee member asked if PSAC is meeting next month. Staff confirmed PSAC is planning to meet.
- Committee member La Riva thanked the committee and staff for the opportunity to serve, noting she would be leaving the area to return to law enforcement work.

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 committee member shared a positive experience with an Allied Security Officer at Wilshire Western Station during a D Line trip.
- A committee member described an A Line incident involving a distressed rider and reported using Transit Watch, noting no security boarded before the rider exited.

- c. A committee member cited feedback from a California Transportation Commission meeting praising Metro's Ambassador program and DPS approach and raised accessibility concerns related to Western corridor bus stop changes and unsafe drop offs while using a guiding cane.
 - d. A committee member shared positive feedback from a visitor on the TAP-to-Exit pilot, while other committee members raised concerns about limited Transit Watch reporting options, including lack of text submissions.
 - e. **FOLLOW-UP:** Chair Ridings requested additional information about reported reductions in security staffing and Metro's plans to address potential gaps in visible security presence. He raised concerns regarding safety conditions around downtown stations and requested extending late night rail service to better support riders and nightlife workers.
2. Two comments were presented in-person by the public.
- a. **IN-PERSON PUBLIC COMMENT BY T. LINARES:** "Good afternoon. My name is Tiana Linares and I'm a high partial. I'm visually impaired. Not all blind people use this. I had to use it because I was attacked in a train station by one of these homeless drug addicts that came at me with a needle. And yeah, I had to defend myself with my stick. Now my stick is broken. That's basically what I use it for, is for identification and for safety issues. But also, I am over at LACC. I'm at the Braille Institute often. The elevator at Santa Monica and Vermont at the LACC Braille Institute exit is not working. I'm a falling hazard. I can't imagine people that are totally blind trying to go up that third floor escalator. I mean, to me, that's horrific. I can't do it. I also have heart problems. I had to, this morning, I had to climb myself up three flights of stairs. I almost had to call 911 when I got up to the street level because my heart was like giving out. It's been like that for over a month. I don't think nobody's ever even gone to look at it. The pole that goes through the elevator and the elevator shaft engine is missing. How can somebody miss that? The elevator's not there. It's gone. The working parts. It's stuck in the bottom. When is it gonna get fixed? People can kill themselves like that. That's all my comment, that's all I have to say. Please fix it."
 - b. **IN-PERSON PUBLIC COMMENT FROM J. RIMER:** "I have a couple of items for you. I did talk to the developer of the Transit Watch app. They are dealing with some issues that need to be resolved before the app can be relaunched. They're working as quickly as they can to fix it. Because I wanted to use it on Thursday, because the escalator that goes from the middle to the street at North Hollywood was down when I went to transfer there as I did an observation day on Thursday. Also, as part of my observations, I did all of the A-line stations that opened in September zero for four that were not calling announcements of where the train was going, as I call it. "Where am I? And what train am I, and where am I going?" So that's that. One member also commented about Historic Broadway. So that trip also went to Historic Broadway, and here's what I found. The announcements do work at Historic Broadway. However, when you are at either end of the platform where the first car will pick you up, two things are noticeable. First, it's dark. Second, you cannot hear the announcements. And third, it is loud. And I did run into somebody earlier today, and I already spoke to staff about this earlier this evening, where I was kind enough to feed somebody, but I was not going to pay their bill to get them home. Hopefully, they can get the assistance they need to do that."

Agenda Item #3: Department of Public Safety (DPS) Update

1. Craig Joyce, Senior Executive Officer, Special Programs, outlined Metro's homeless outreach under the Department of Public Safety's Care Based Services Division, including outreach teams, ambassadors, and crisis response units. Joyce noted 24 multidisciplinary outreach teams across the system, operated by 6 nonprofit agencies, coordinating services and access to 75 interim housing beds. He shared quarterly data showing increased service connections, housing placements, and family reunifications.
2. PSAC Members Discussion
 - a. Chair Ridings asked about shelter bed capacity. Joyce responded that demand exceeds supply and Metro beds are consistently full and noted that outreach is voluntary and focused on relationship-building rather than enforcement.
 - b. **FOLLOW-UP:** Secretary Dowler Guerrero requested data on family reunification outcomes and expressed interest in joining a future outreach ride-along. Joyce said reunification data is not currently tracked but would be reviewed with partner agencies.
 - c. Vice Chair Inman asked about differences between interim and permanent housing, outreach team structure, and coverage in North Hollywood. Joyce explained that permanent placements are limited, interim shelter may not always match individual needs, teams typically include 2–3 members, and PATH and LA Family Housing operate in the area along the G Line corridor.
 - d. Committee members asked about G Line vehicle access, D Line extension coverage, and reunification processes. Joyce confirmed access is allowed under safety protocols and that PATH and CCM will operate on the D Line extension. He added that reunification depends on readiness and consent and relies on participant contacts and agency support to locate relatives.
3. William Scott, Chief of Police and Emergency Management, an update on the Department of Public Safety's structure and sworn officer hiring efforts. He shared that DPS is launching recruitment partnerships and a hiring website prioritizing lateral hires and academy pathways.
 - a. Chief Scott noted over 500 Metro employees have expressed interest, and hiring is starting in phases with about 76 positions, due to budget limits. He emphasized that DPS is focused on hiring officers who align with Metro's service focused and care based public safety approach.
 - b. Chief Scott also unveiled the new DPS branding, including uniforms, badges, and vehicle graphics.
4. PSAC Members Discussion
 - a. Committee members expressed concern that DPS is becoming more law enforcement focused than care focused, and urged greater investment in care staffing and social work capacity. Chief Scott responded that care-based services remain a core priority, with upcoming hiring for ambassadors, clinicians, and peer support specialists, and noted that care staffing is expected to exceed sworn staffing over time.
 - b. Committee members asked about officer visibility on trains and buses, consistency of deployment across the system, coordination with local police, and safety planning in new service areas such as the D Line extension. Chief Scott explained that staffing will include a mix of roles, including plainclothes crisis response teams paired with clinicians and peer specialists, uniformed officers for visible presence, and investigators for targeted functions. Deputy Chief Rob Gummer noted that contract security costs have increased due to system

- expansion, contributing to budget overruns, and added that coordination with local police and city partners has occurred in advance of the expansion.
- c. Vice Chair Inman asked about officer visibility on trains and buses, and requested more consistent deployment across the system.
 - d. **FOLLOW-UP:** Vice Chair Inman requests badges for committee members.
5. No in-person or online comments were presented by members of the public.

Agenda Item #4: Bi-Annual Social Media Update

1. Boom Em, Director, Social Media, described Metro's social media as safety focused, highlighting ambassadors, Transit Watch, fare enforcement, and infrastructure content. He emphasized human centered storytelling using influencers, humor, and user generated content to normalize transit. He noted the work is informed by online engagement and is open to collaboration and expanded outreach.
2. PSAC Member Discussion
 - a. Committee members praised Metro's safety-focused social media for its engaging, relatable approach, particularly with younger audiences, and asked about opportunities for PSAC collaboration, use of outside agencies, and the influence of viral trends. One committee member also suggested expanding outreach in areas such as the East San Gabriel Valley, including opportunities tied to the LA County Fair.
 - b. Em responded that Metro is open to PSAC input and collaboration through its internal review process and noted that most social media content is produced in-house with limited external agency support focused on amplification.
3. No in-person or online comments were presented by members of the public.

Agenda Item #5: Executive Committee Selection – Chair Pro Tempore

1. Due to time constraints, this agenda item was pushed to a future meeting date.
2. Committee member Price motioned to adjourn the meeting. Secretary Dowler-Guerrero seconded the motion.

APPROVED - Meeting Adjournment

ALR	DD G	E C	IRG	JI	JZ	JH	J Y	JB	KD	LK	LR	MC	SA	SP	FA	M M	M W	KN	MS	OL
Y	Y	Y	Y	Y	A/ C	Y	A/ C	A/ C	A/C	Y	AB S	Y	A/C	Y	AB S	AB S	AB S	AB S	AB S	AB S

1. The next PSAC Meeting is scheduled for 6PM, Thursday, June 4, 2026.

MEETING ADJOURNED: 8:10PM