

Metro

Public Safety Advisory Committee (PSAC)
Thursday, May 7, 2026

Agenda Item #1

Call to Order

- Meeting Protocols
- Membership Attendance
- PSAC Mission & Objectives
- Approval of May 7, 2026 Agenda
- Approval of April 9, 2026 Meeting Minutes
- Announcements

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Meeting Protocols



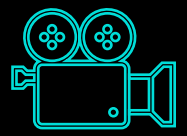
Public attendees may join via Zoom webinar format.
Attendee cameras are off, and microphones are muted.



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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May 7, 2026 - Agenda Items

1. Call to Order
2. General Public Comment
3. Department of Public Safety (DPS) Update
4. Bi-Annual Social Media Update
5. Executive Committee Selection – Chair Pro Tempore

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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

Department of Public Safety (DPS) Update

William Scott, Chief of Police and Emergency Management
Craig Joyce, Sr. Executive Officer Care Based Services Division

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Department of Public Safety Updates

PSAC Meeting | May 7, 2026

William Scott
Chief of Police and Emergency Management

Craig Joyce
Sr. Executive Officer Care Based Services Division

Care Based Services Division – HOME Update

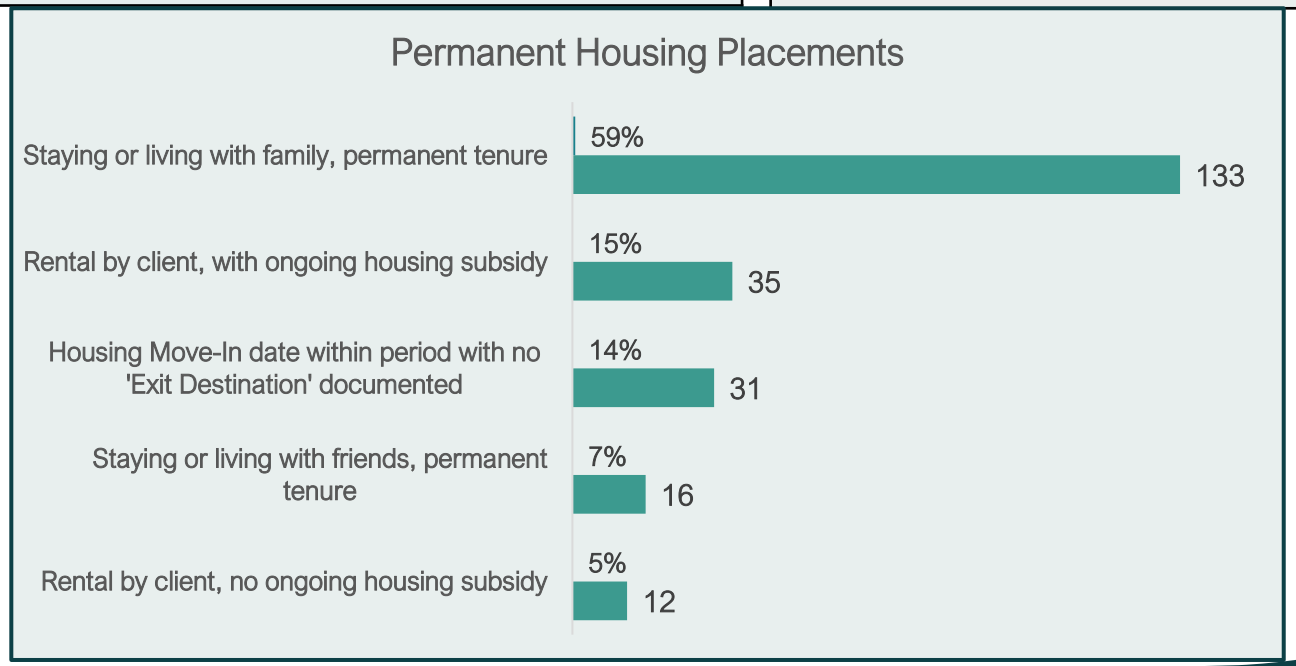
- 6 Nonprofit Agencies
- 24 Multidisciplinary Teams (MDTs)
- 142 Staff
- Rail & Busway deployment
  - 24hr M-F; 8hr Sat & Sun
- 75 Interim housing beds



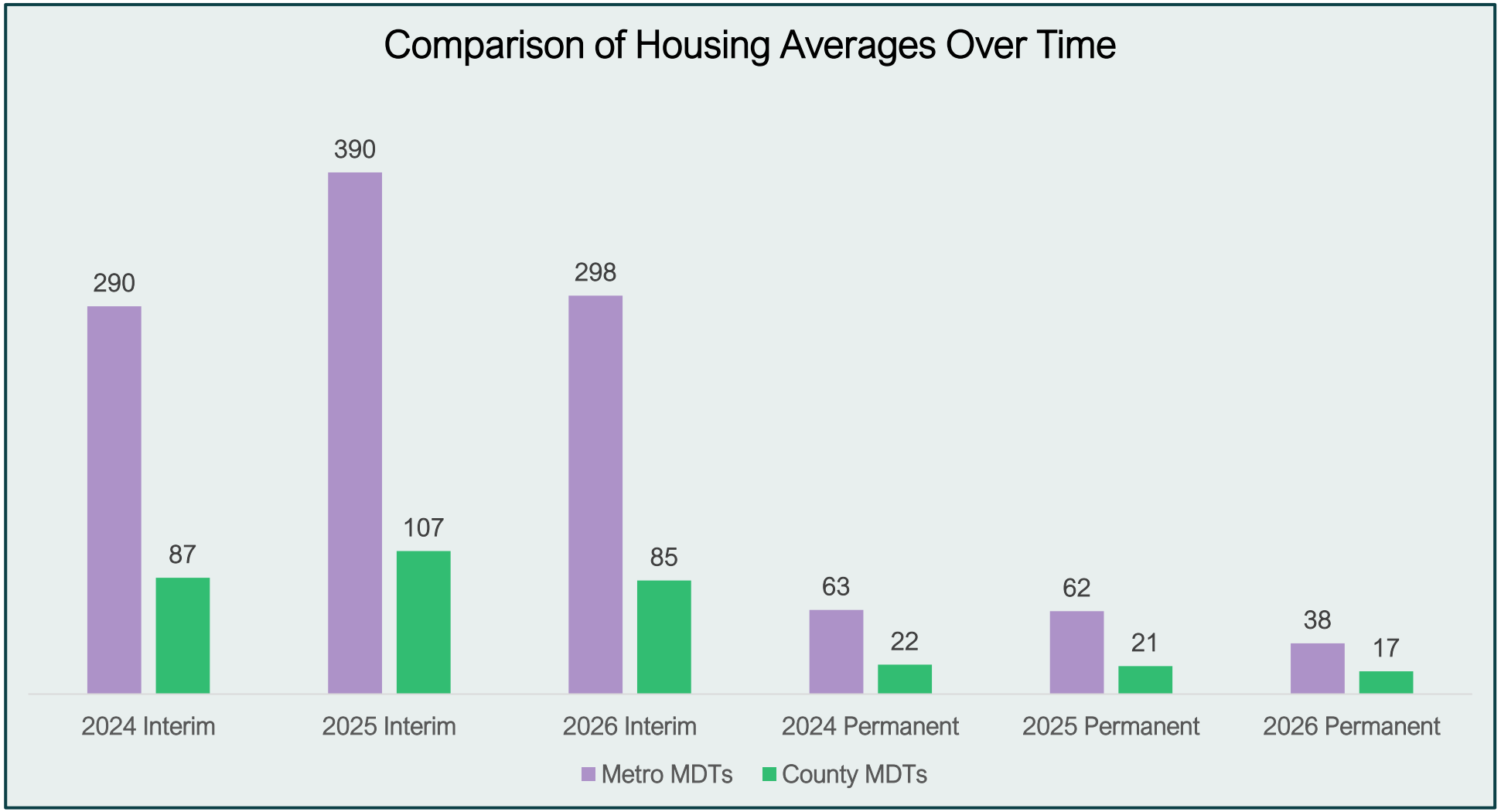
Care Based Services Division – HOME Update

	Q1	Q2	Q3	Total
Enrollments	1873	1748	1929	5550
Interim Housing Placements	596	597	595	1788
Permanent Housing Placements	61	79	87	227
Total Housing Placements	657	676	682	2015

Quarterly Housing Goal	525
Quarterly Housing Avg	672
% of Quarterly Goal Avg	128%
FY26 Annual Housing Goal	2,100*



Care Based Services Division – HOME Update



Questions?

Sworn Officer Hiring Update

- DPS has established the following sworn officer hiring priorities:
  - Primary recruitment focus - Lateral Officers
  - Secondary recruitment focus – Entry Level Recruits
    - Internal Candidates (current Metro Employees)
    - External Candidates
- To meet Metro's recruitment objective and hiring priorities, DPS, in collaboration with CX, partnered with All-Star Talent, a specialized law enforcement recruitment strategy firm.
- All-Star Talent is developing the following recruitment strategy framework:
  - A recruitment microsite
  - A digital advertising strategy (LinkedIn, Facebook, Instagram, Google, & Indeed)
  - Targeted outreach campaigns that include effective and efficient use of technology and social media
  - Messaging tailored to lateral and entry-level recruits
- Metro has cultivated an interest list of approximately 500 internal individuals (Metro employees) interested in joining DPS and a growing list of approximately 200 external candidates interested in becoming a sworn officer.
- Through these efforts, staff is targeting the hiring of over 100 officers in FY27, with the targeting of the recruitment of lateral officers starting in Spring 2026.

The DPS Officer Brand









Our Hiring Competitive Edge

Metro's salary/wage scales will be competitive for our region, but Metro will also highlight these unique opportunities:

- Very rare opportunity to build a large department from the ground up
- Opportunity to be an architect of a future legacy instead of a steward of a past legacy
- Culture-setting leadership opportunity
- Transit-focused policing model (the only one of its kind in Southern California)
- Transformative holistic public safety ecosystem affording in-house support and collaboration necessary for DPS sworn officers to successfully meet the needs and expectations of the communities we serve and fulfill our public safety mission
- Unique service environment
- Direct personal recruitment engagement by the Chief of Police
- Agency support for DPS, and DPS Leadership support of frontline personnel

Next Steps

- Launch microsite in May 2026.

- For more information, you can email: MetroDPSInfo@metro.net

Questions?

Agenda Item #3

Public Comment

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Agenda Item #4

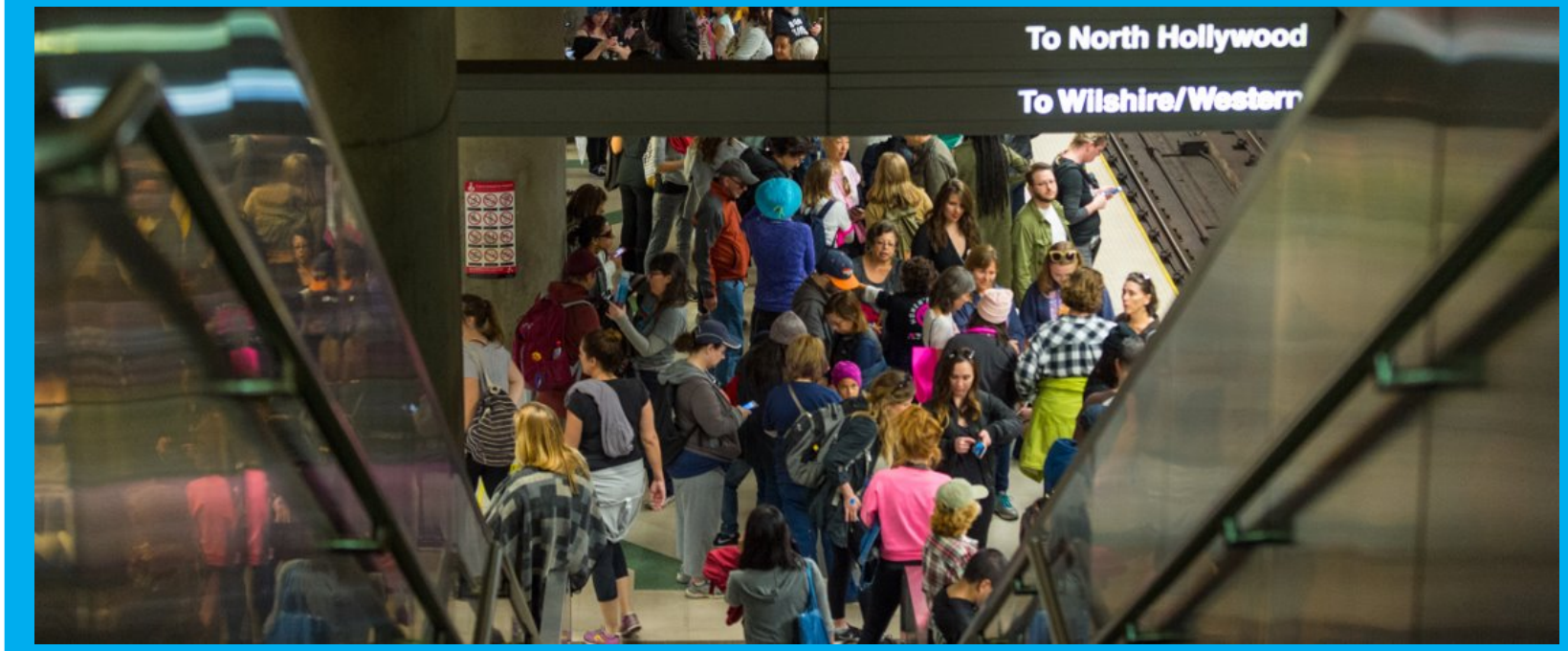
Bi-Annual Social Media Update

Boon Em, Director, Social Media

Metro

PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)

Social Media Presentation



April 30, 2026

CONTENT STRATEGY

Approach – Content Pillars

GET ONBOARD

Connect with transit, where we spark action.

We want to be everyone's ride, but whether they choose to or not, **what we provide is essential to all of LA.**

Embracing transit as an **authentic part of LA** culture and getting behind its benefits to individuals, neighborhoods, communities, the region and the planet.

TAKEAWAY
I am riding / rooting for Metro

SHAPING LA FOR GOOD

Get excited for our past, present, and future—where we inspire support and make transit feel easy and rewarding.

We have a long **history** of boldly reimagining LA with ambitious projects that **benefit our region for generations**.

We understand and are equipped to navigate the complex challenges of mobility in LA and **deliver on our promises.**

TAKEAWAY
Metro makes LA better

BETTER EVERY DAY

Improvements you can see, where safety, security, and trust are built.

What we do is hard. We overcome challenges and **never stop improving** for you. More than commitments, we show results that have real-world impact.

We all deserve a safe and reliable Metro. Ensuring all who ride our system can do so without barriers and free from harm is our top priority.

TAKEAWAY
Metro is getting better

Better Every Day – Content Categories

- Safety & Security (*e.g.*, Transit Watch App, Homeless Outreach)
- Customer Experience (*e.g.*, Ambassadors, Service Changes, HR4000)
- Station Experience (*e.g.*, TAP-to-Exit, Taller Fare Gates, Deep Cleaning)
- Code of Conduct
- Bus Lane Enforcement
- User Generated Content (Real Riders using Metro)



Metro Ambassadors



HR4000 Vehicles



Pershing Square Station

Safety & Security

In addition to highlighting specific safety & security initiatives within the Better Everyday pillar, we leverage additional tactics and placements to subtly reinforce that **the vast majority of Metro rides are unremarkable**. These include:

- User Generated Content (UGC) shared to Stories
- Influencer content (all of which depicts people riding on the system)

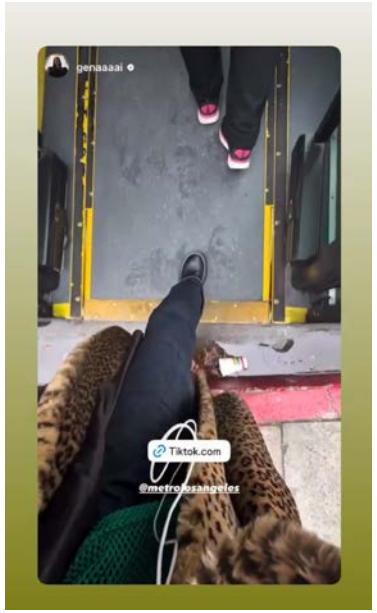
User comments on our owned channels as well as on forums like Reddit serve as **testimonials to help build our case, more powerfully than we ever can on our own.**















SAFETY & SECURITY HIGHLIGHTS

May 2025 - April 2026

Welcoming Bill Scott as the 1st Chief of Metro's Department of Public Safety

Metro Los Angeles
Published by Sprout Social · May 9, 2025 ·

Big news from Metro: We're welcoming a new leader with deep roots in LA and a national reputation for results. William "Bill" Scott has been named the first Chief of Metro's future in-house public safety department.

Learn more on The Source: https://thesource.metro.net/meet-chief-william-bill.../...



Los Angeles Metro
43,865 followers
10mo ·

We're proud to welcome Chief Bill Scott as the first Chief of Metro's new Transit Community Public Safety Department — a bold and transformational step in reimagining what public safety looks and feels like across our system.

With over 35 years of law enforcement experience, including 8 as Chief of Police in San Francisco and nearly 30 with the LAPD, Chief Scott brings a powerful blend of integrity, compassion, and proven leadership. He's led efforts to reduce crime and use of force, shift institutional culture, and build deep community trust. Now, he's bringing that mission home to Los Angeles.

This is a key part of Metro's commitment to creating a transit system where riders and our employees feel safe — where safety and dignity go hand in hand. This step is critical for Metro to support the successful delivery of the upcoming mega events in LA.

Welcome home, Chief Scott. Let's build something lasting, together.







491 58 comments · 6 reposts

Transit Ambassadors are officially Metro employees

Metro Los Angeles
Published by Sprout Social · July 28, 2025 ·

Metro Transit Ambassadors are officially now Metro employees — a milestone that is a reflection o the program's success.

Quick background: the Metro Board of Directors in 2023 approved bringing Ambassadors in-house. This past June, the Board approved a collective bargaining agreement with the International Brotherhood of Teamsters Union to represent Transit Ambassadors this past July 1.

The Ambassadors first day as Metro employees was Sunday.

The Board also approved 85 additional Ambassador program positions to manage the program in house and expand Ambassadors coverage on more bus lines and new stations.

Metro Ambassadors are an essential part of the Metro public safety ecosystem, along with transit security, law enforcement, homeless outreach and crisis intervention teams. Ambassadors help riders navigate the Metro system, provide assistance, connect them to resources and report issue that need to be addressed.

This includes summoning emergency help for those customers in distress, as well as providing critical live-saving support. The Ambassadors have saved 334 lives through suicide prevention an the use of NARCAN.

A 2023 survey of Metro customers found that the visible presence of Metro Ambassadors contributes to the perceptions of safety. Sixty-three percent of survey respondents stated that seeing made them feel safer. That number increases to 66 percent among women and people earning less than $25,000 a year.

For more information, please visit metro.net/riding/ambassadors/



Comment as Metro Los Angeles



1,491
153

Los Angeles Metro
43,866 followers
9mo ·

Metro has reached a major milestone in its commitment to a safer, more welcoming transit experience for riders—with the Board's approval of a new collective bargaining agreement with the Teamsters Union, the Transit Ambassador will come in house this month.

There are 309 current Transit Ambassadors, 45 Ambassador Supervisors becoming Metro employees, plus 83 new Ambassador and Supervisor positions added to expand coverage across key rail lines, six more bus routes, and new stations like the LAX/Metro Transit Center.

In total, that's 437 Metro employees dedicated to enhancing customer experience, providing in-person support, and strengthening the sense of safety across our system.

A 2023 Metro customer survey found that 63% of riders who interacted with Ambassadors felt safer on the system. That number rose even higher for women, low-income riders, youth, and AAPI customers.

Transit Ambassadors are trained to help riders navigate the system, connect them with resources, and report safety concerns. Their presence has already made a lifesaving impact—345 lives have been saved by Ambassadors administering CPR or NARCAN.

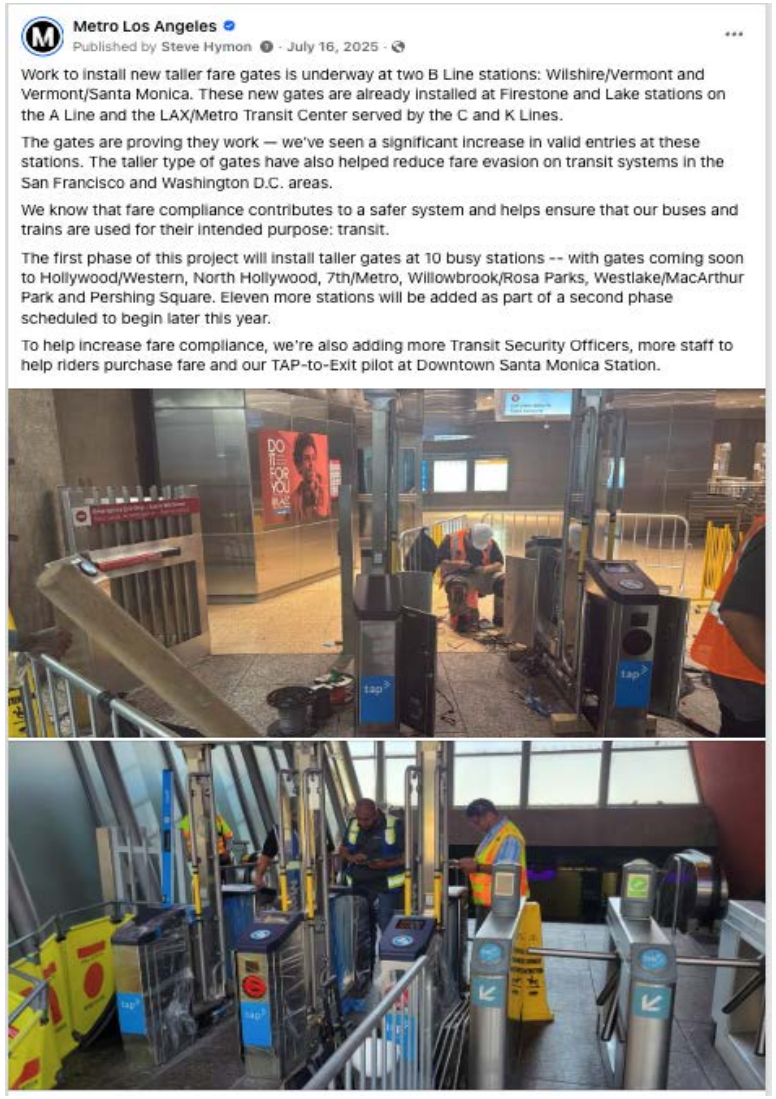
This expansion is another step forward in Metro's effort to deliver a more supportive and people-first transit system for everyone.

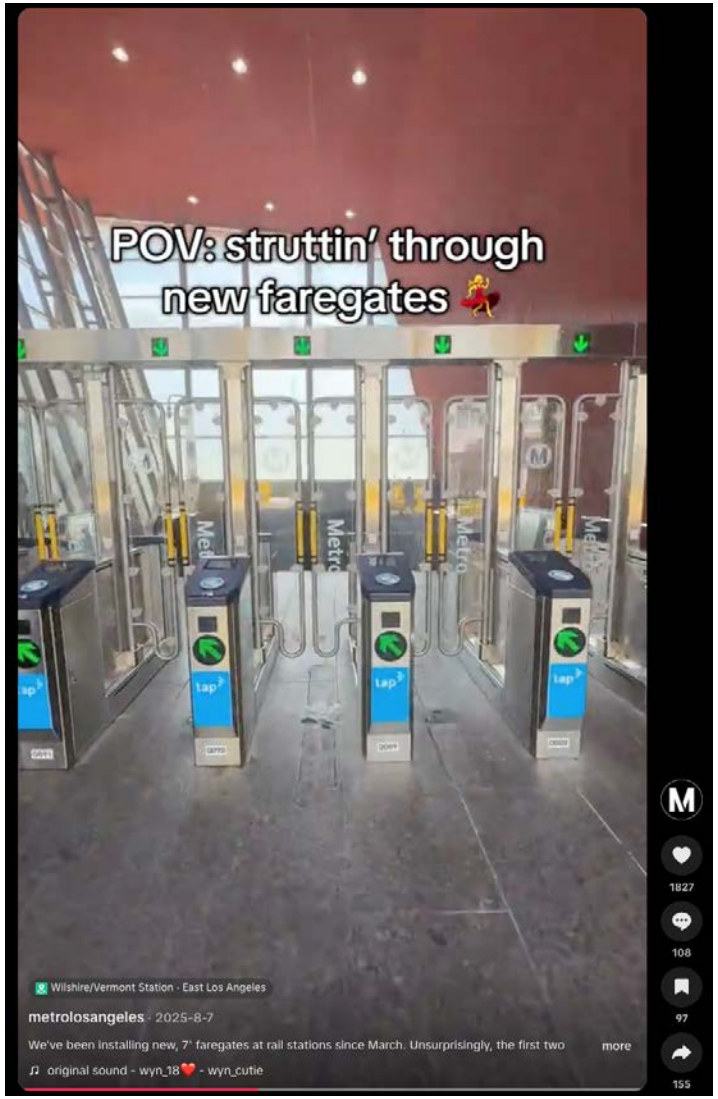
To learn more about the Transit Ambassador Program, visit: https://lnkd.in/g8RQjz5m

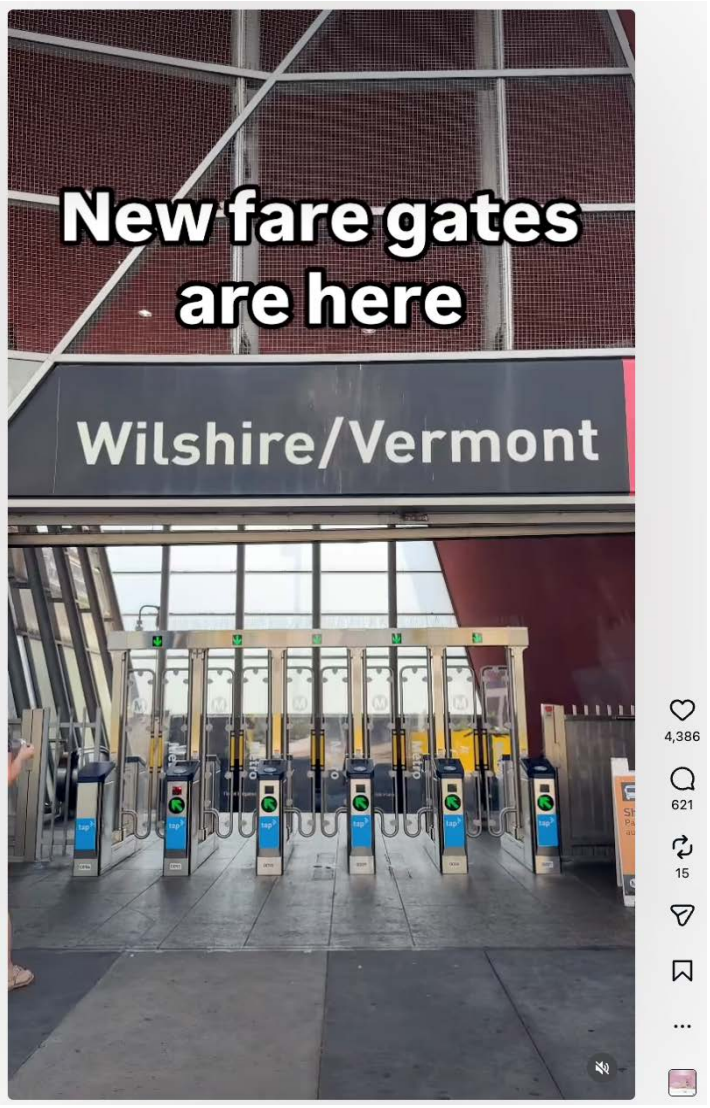


158 14 comments · 7 reposts

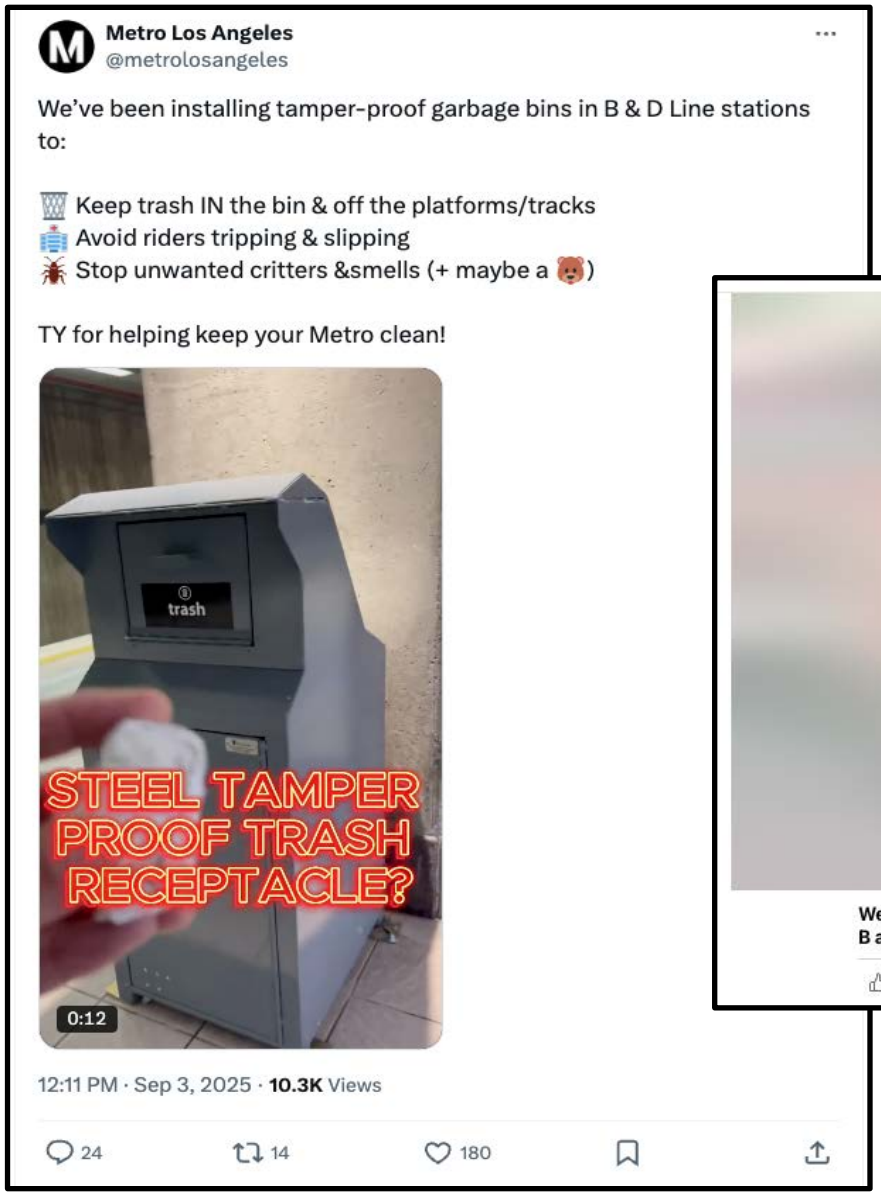
Installation of new taller fare gates

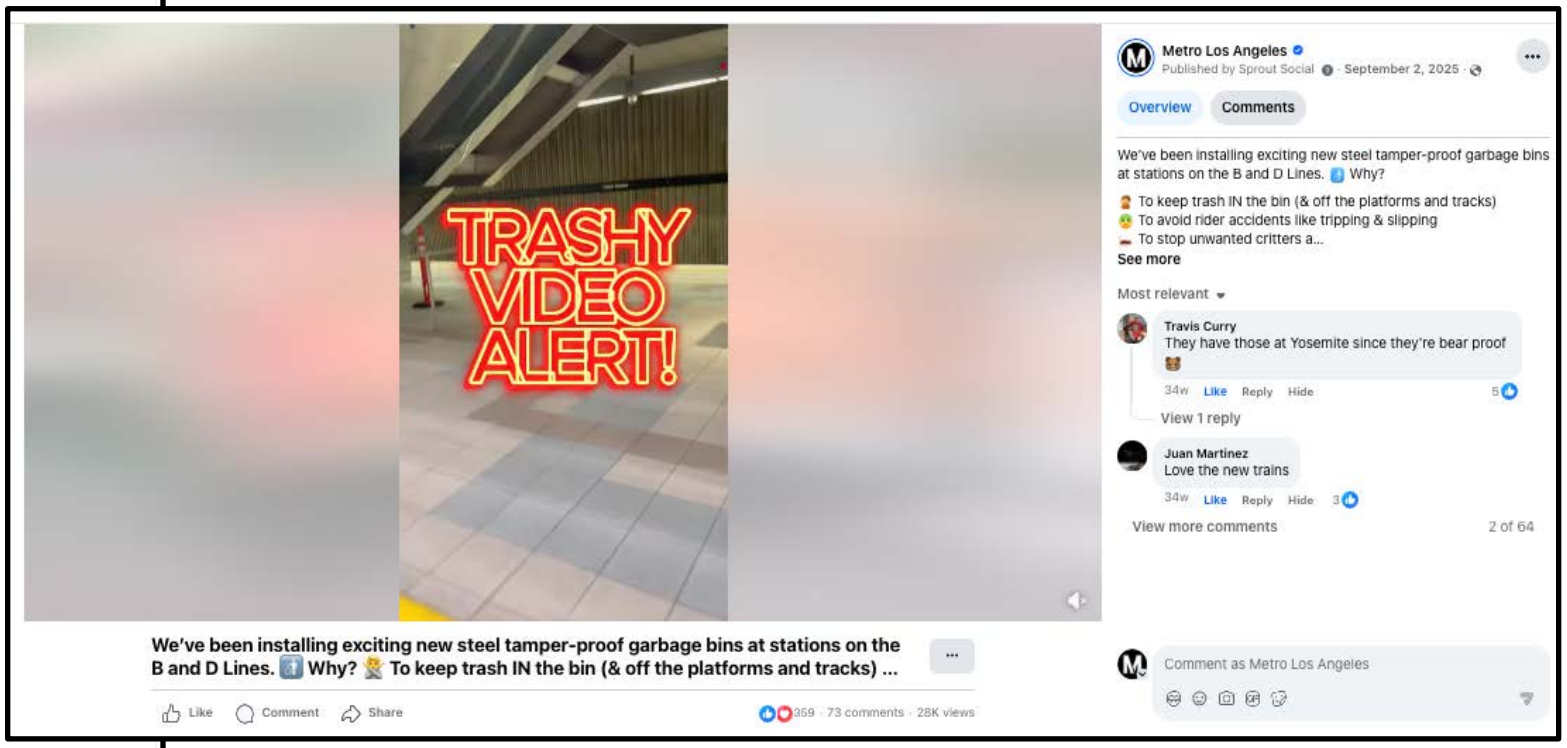






Installation of new steel tamper-proof garbage bins





Installation of railroad-style crossing gates along the G Line



Most relevant

Wynton Stayton
I feel like this is foreshadowing for it to convert into a light rail line, sometime in the distant future. That right-of-way wants to be rail so bad! lol.
29w Like Reply Hide Edited 5

View all 4 replies

Vanessa Moore
How about gates on the E line in East LA
29w Like Reply Hide 3

View 1 reply

Joe Carlin
Railroad crossing gates for the pretend train line.
29w Like Reply Hide 1

Chris Fort
So we got an Aussie foamer on the wayside force? What's with the undermount gate light?
29w Like Reply Hide 1

John T. Gamble
We got that here in Miami as a matter of fact they was here looking into doing that
29w Like Reply Hide

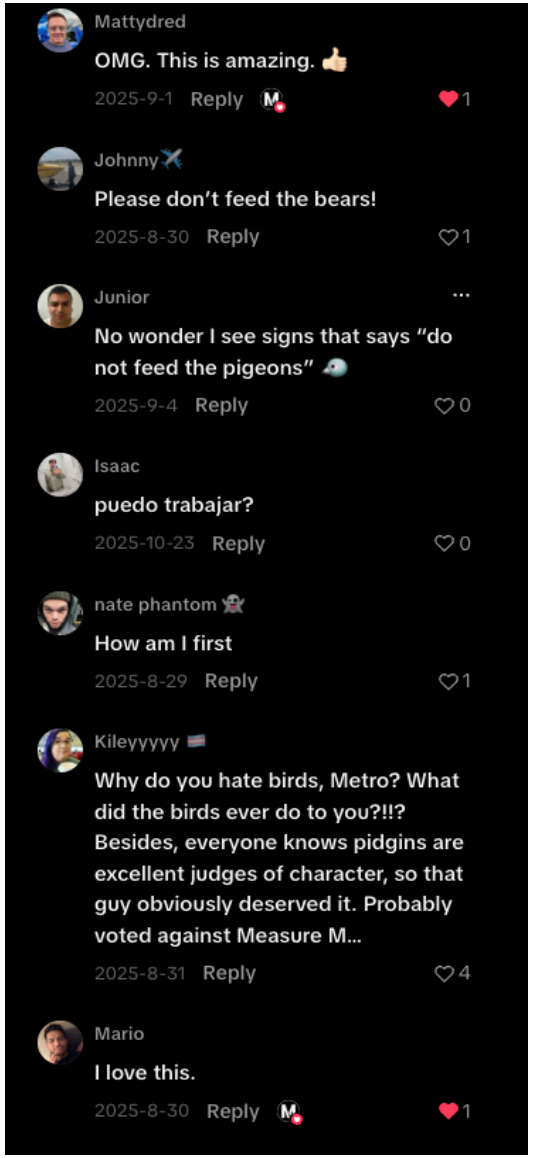
Damian Crosby
Dope! Now put those on the A and E lines
29w Like Reply Hide

View more comments 6 of 12

Comment as Metro Los Angeles

Code of Conduct Campaign Launch







September is National Rail Safety Awareness Month



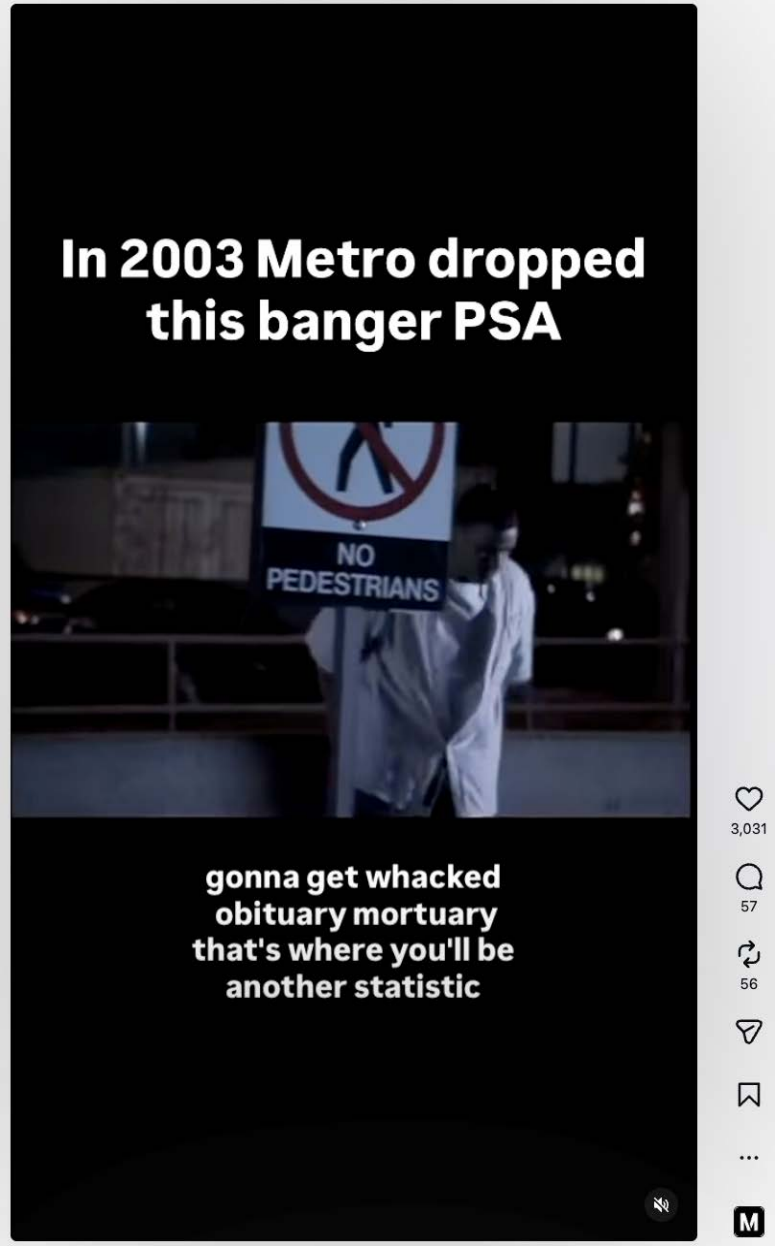
Ignore the Flash, meet the Smash. Safety begins with you.

Metro Los Angeles
30.7K subscribers



La cancelación de ruido = La cancelación del tren. La seguridad empieza contigo.

Metro Los Angeles



Metro’s DPS launched a care-based services division

Metro Los Angeles
@metrolosangeles

Most calls @MetroLosAngeles receives from riders involve societal issues, not crime.

A new care-based services division in our Dept of Public Safety starts today, comprised of Homeless Outreach, Ambassadors, Community Intervention Specialists and, soon, Crisis Response Teams.



11:48 AM · Jan 12, 2026 · **1,435** Views



metrolosangeles and **pathpartners**
Los Angeles County

metrolosangeles 15w
Metro’s Department of Public Safety today launched a care-based services division focused on customer service as well as societal issues like homelessness and behavioral health.

Most of the calls that Metro receives concern these kind of societal issues. This approach reflects the need to integrate mental health expertise into public safety responses.

The new division will work closely with Metro’s other DPS divisions, as well as

View insights Boost post

4.6K 154 157

Liked by **metro.art.la** and **4,568 others**

January 12

Add a comment...

Thank you!



Agenda Item #4

Public Comment

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Agenda Item #5

Executive Committee Selection – Chair Pro Tempore

Erica Boatman-Dixon, Facilitator

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Monthly Executive Committee Meetings

The Executive Committee typically meets the third Tuesday of the month in the late afternoon.

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Chair Pro Tempore Duties per the Bylaws

If the Chairperson, Vice Chairperson, and Secretary are all unavailable to preside over a meeting, a Chair Pro Tempore shall be appointed to ensure continuity. If the Chair Pro Tempore is filling the role of Chair and Vice Chair, then the Facilitator shall take over the Secretary role. The Chair Pro Tempore shall be selected by the Executive Committee and will receive training, as needed, to fulfill the duties of the office. The Executive Committee may designate a Chair Pro Tempore in advance for anticipated absences or appoint a standing Chair Pro Tempore to serve in the event of unexpected vacancies.

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Chair Pro Tempore Candidates Selection

The Executive Committee will now share which voting members they would encourage to run for the Chair Pro Tempore position.

1.

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Congratulations to the 2026-2027 PSAC Chair Pro Tempore!

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Agenda Item #5

Public Comment

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Thank You

Next PSAC Meeting
Thursday, June 4, 2026