

The background of the slide features the LA Metro logo, which consists of a large, stylized letter 'M' in a light green color. The 'M' is set against a circular background that is split into two colors: a dark green upper half and a bright orange lower half. The 'M' is composed of several thick, white, 3D-looking rectangular bars.

Efforts to Improve Operator Safety

Alex Z. Wiggins

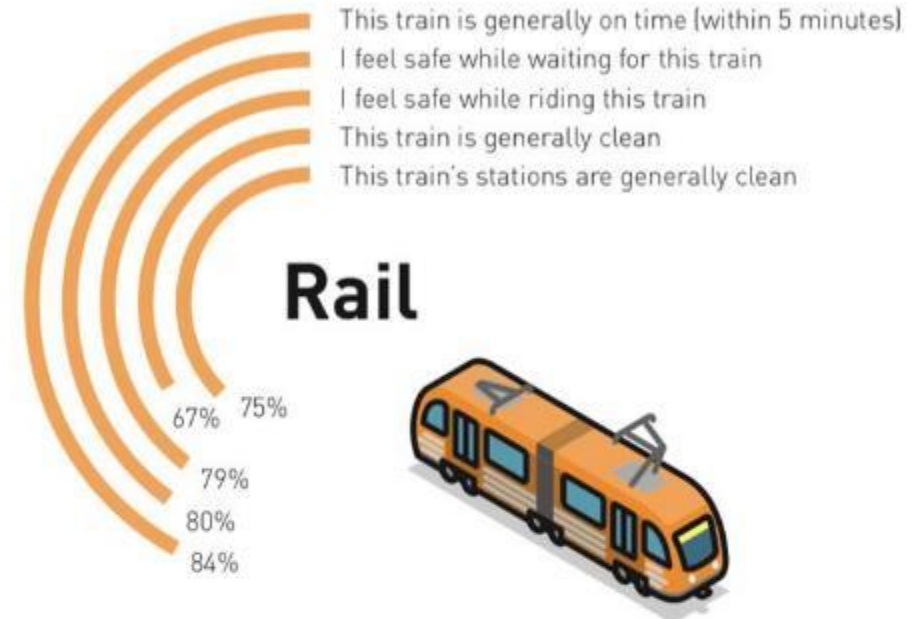
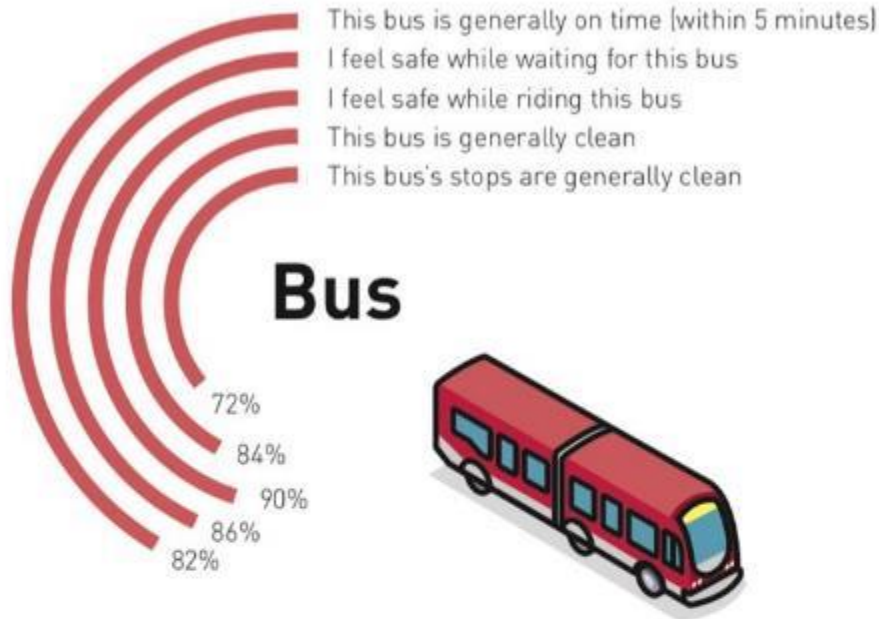
Chief, LA Metro System Security & Law Enforcement Division

October, 2018



Metro

Customer Satisfaction

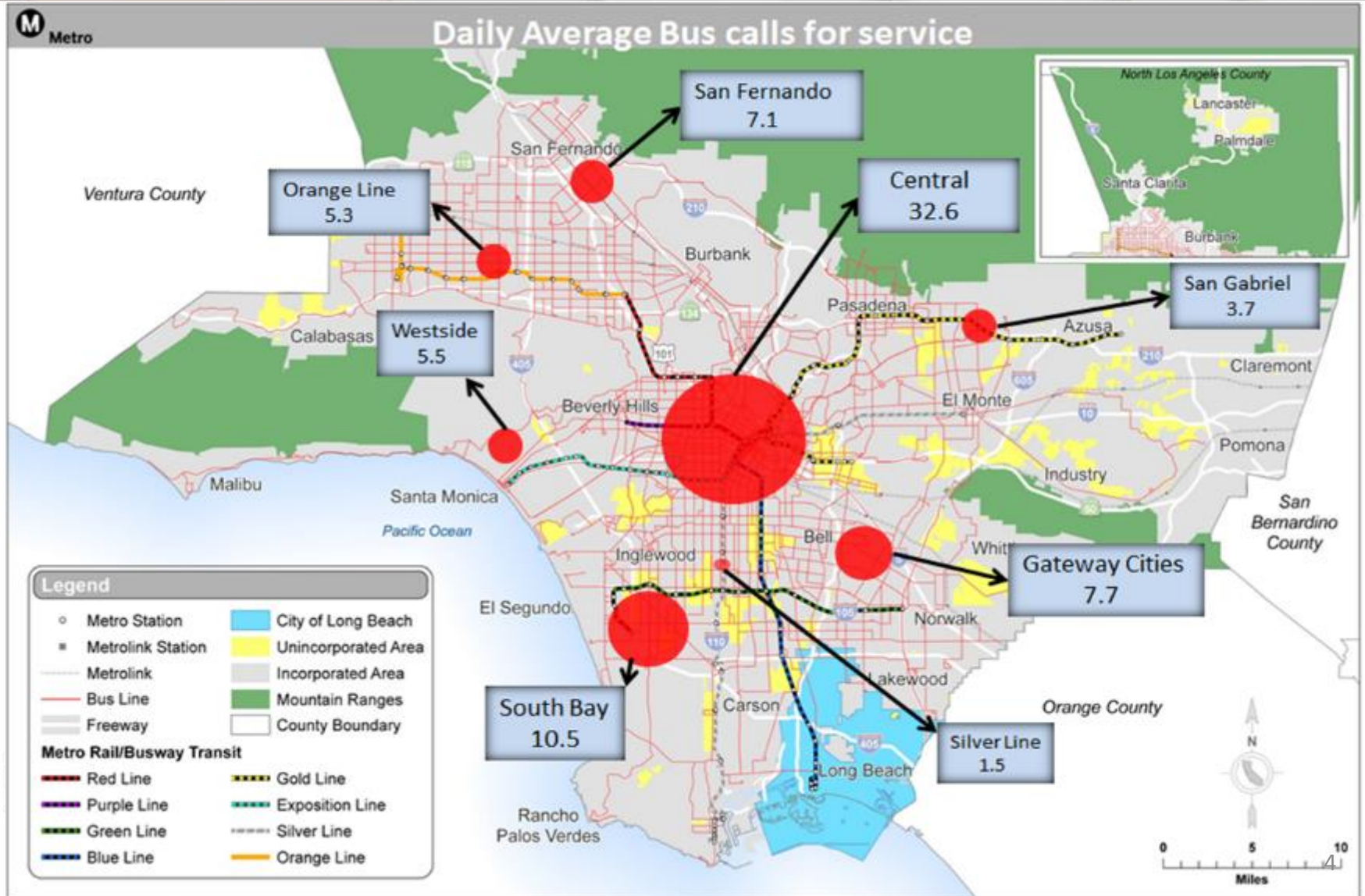


- 90% of passengers feel safe while riding the bus
- 79% of passengers feel safe while riding the rail

Rider Feedback

- A 2017 Metro survey revealed 16% of past riders left the system because they did not feel safe.

Distribution of Police Calls - Bus





New Multi-Agency Policing Model





Let's all ride the bus!



Operator Safety Barrier

1-Way 11:00p
• 2 hours of transfers to other Metro lines
• On TAP card only
1-way de día
• 2 horas de transferencias a otras líneas de Metro
• Aprobada en una tarjeta TAP

1-Ride with Cash
• No transfers
1-ride de día pagada en efectivo
• No transferencias

Metro-to-Muni Transfer 50¢



Customer facing Video Monitor

Seating Area Security Monitor





All Door Video Coverage

Onboard Security Cameras



“Connected Bus” Real-time CCTV Streaming Pilot



FY18 Results

System wide, Part 1 crimes **decreased by 21.7%** as compared to FY17

System wide, Part 2 crimes **decreased by 23.4%** as compared to FY17

Assaults against bus operators **decreased by 50%** as compared to FY17