



# Efforts to Improve Onboard Security

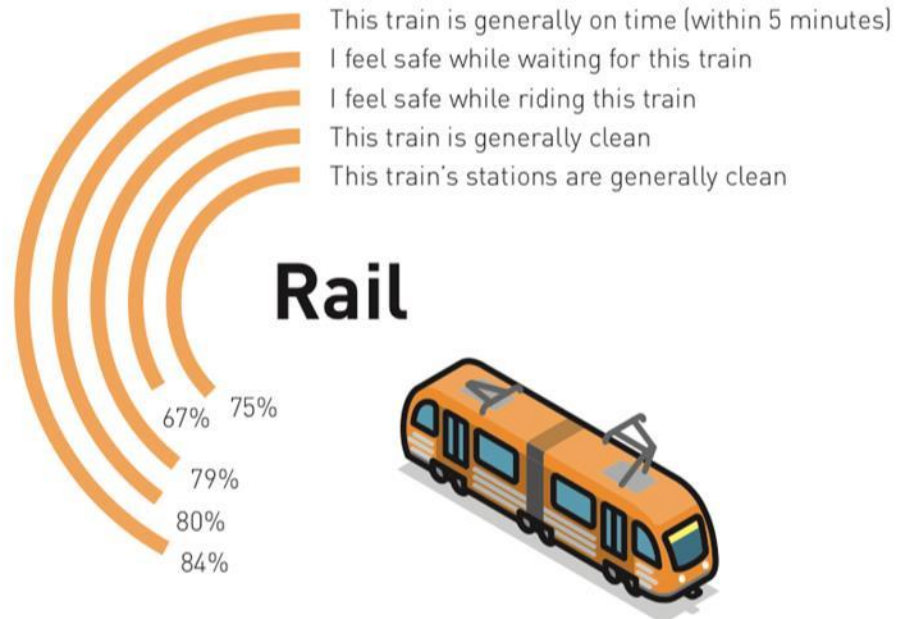
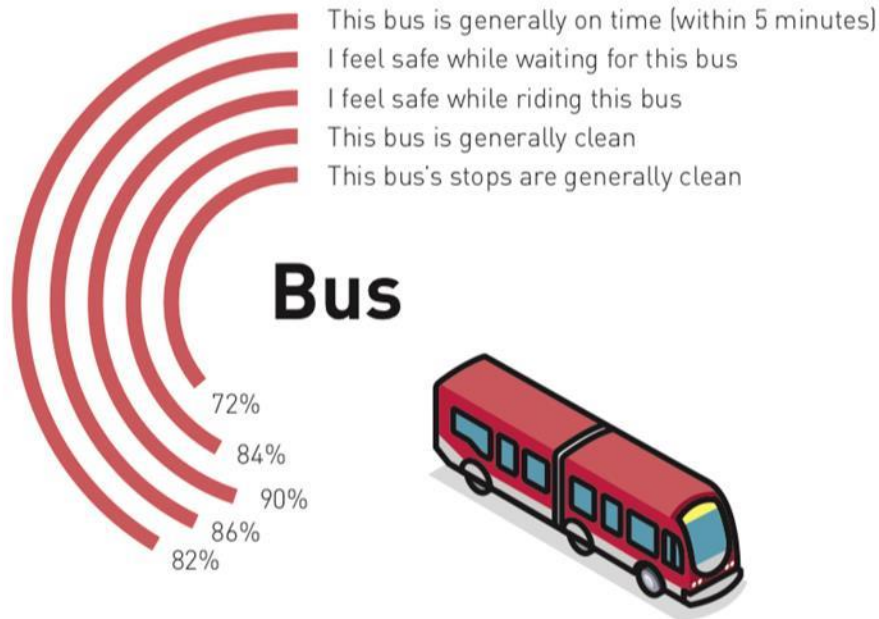
**Alex Z. Wiggins, Chief, LA Metro System Security & Law Enforcement Division**

**April 25, 2018**



**Metro**

# Customer Satisfaction

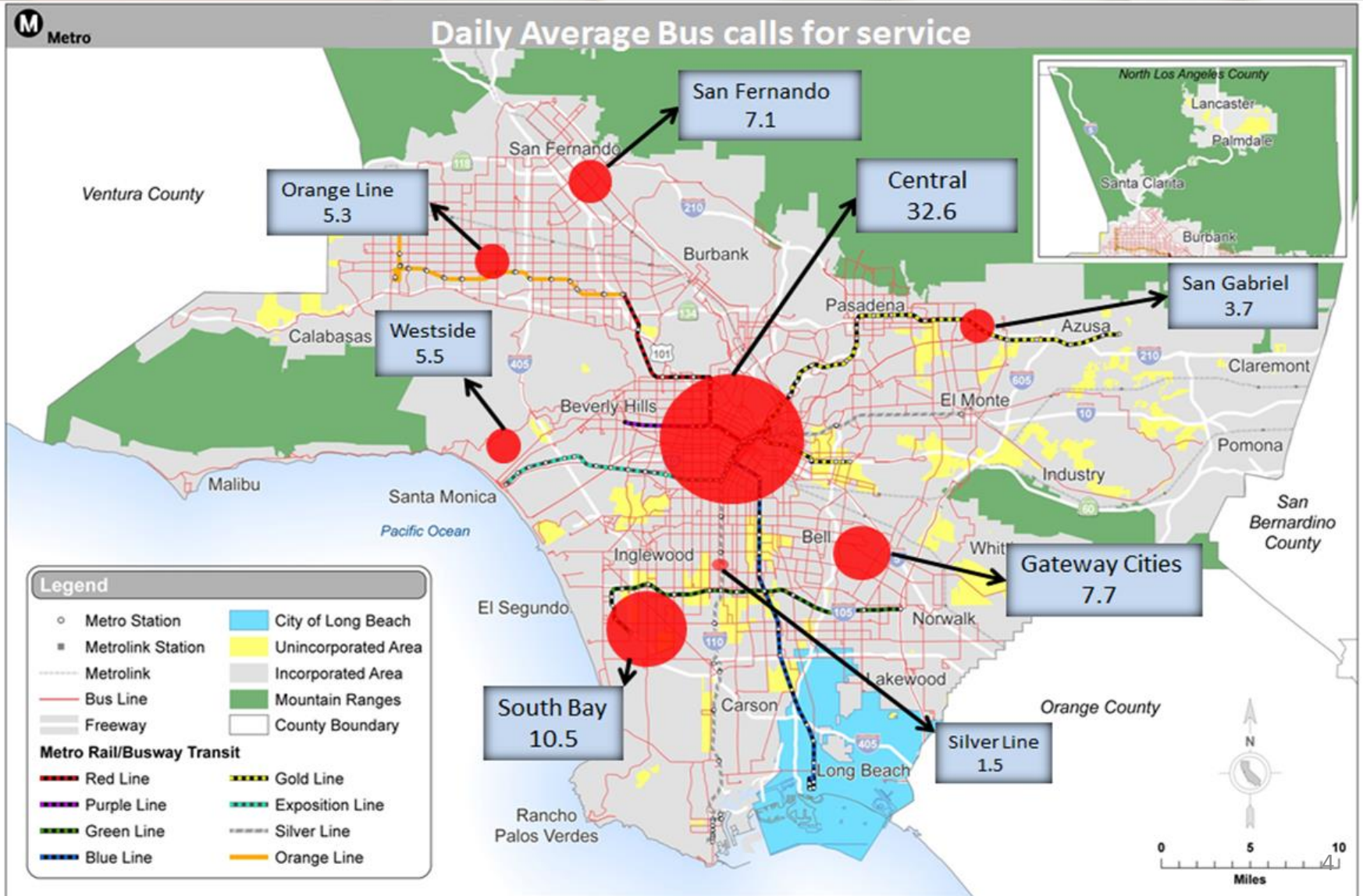


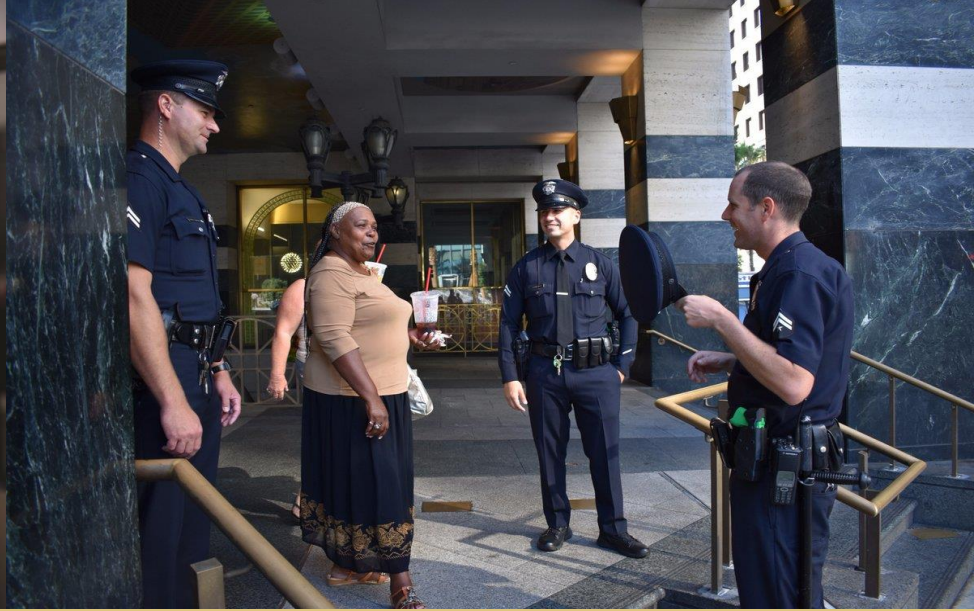
- 90% of passengers feel safe while riding the bus
- 79% of passengers feel safe while riding the rail

# Rider Feedback

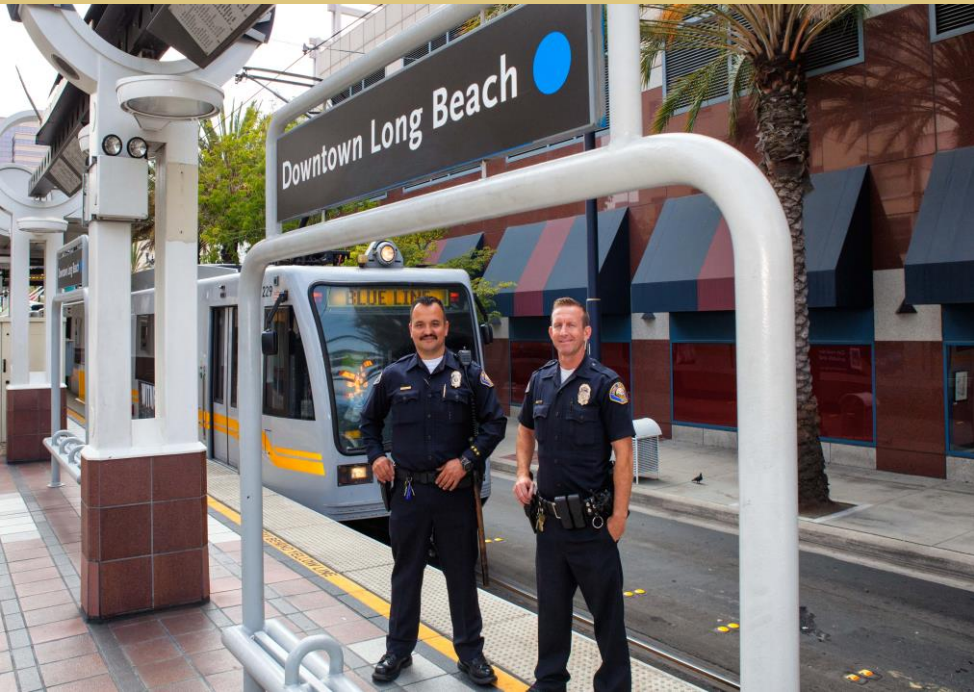
- A 2017 Metro survey revealed 16% of past riders left the system because they did not feel safe.

# Distribution of Police Calls - Bus





## New Multi-Agency Policing Model





Let's all ride the Bus!



# Operator Safety Barrier

1-Way 11:00  
• 2 hours of transfers to other Metro lines  
• On TAP card only  
1 viaje de ida  
• 2 horas de transbordos a otras líneas de Metro  
• Agregado en una tarjeta TAP

1-Ride with Cash  
• No transfers  
1 viaje de ida pagado con efectivo  
• No transbordos

Metro-to-Muni Transfer 50¢

323.GO.METRO  
metro.net



Welcome Aboard  
Bienvenidos  
Get Fare Please  
Ticket Por Favor



# Customer Facing Video Monitor





# Customer Facing Security Monitor

# Seating Area Security Monitor





Front Facing Camera W/ Smart Drive



# All Door Video Coverage

# Onboard Security Cameras





# Results

Crime- System Wide	July 2017	February 2018	Variance	% Change
Part 1 Crimes System Wide	184	87	(97)	- 53%
Part 2 Crimes System Wide	137	109	(28)	- 20.4%
Total Crime System Wide	321	196	(125)	- 39%

System wide, Part 1 crimes **decreased by 53%** since implementation of the new multi-agency model.

System wide, Part 2 crimes **decreased by 20.4%** since implementation of the new multi-agency model.

Total crime **decreased by 39%** since the implementation of the new multi-agency model.

Crime	July 2017	February 2018	Variance	% Change
Operator Assaults	10	4	(6)	-60%

System wide, Operator Assaults **decreased by 60%** since implementation of the new multi-agency model.