

Metro Public Safety Initiatives

LA CITY COUNCIL- TRANSPORTATION COMMITTEE

APRIL 12, 2022

HARRASSMENT REPORTING



Streamlined all sexual harassment and hate crimes through Metro's Security Operations Center using the **Metro Transit Watch App/phone**

- Contact Metro Security by text message or phone call
- Submit a report and upload a photo
- Metro Security is monitoring messages 24/7

Recent Upgrades

- Get push notifications with critical alerts from Metro
 - Spanish language support
 - Less canned messages enabling dispatchers to respond faster to incoming reports.
 - Added analysis portal that shows data such as: response times, and incident trends.
 - Adding video upload functionality.
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- Extensive Marketing Campaign

HARRASSMENT REPORTING



Security Operations Center/Customer Care/Law Enforcement provide victim with free counseling services:

- Sister Family Services
- Center for the Pacific Asian Family Inc
- Peace Over Violence

Metro's How Women Travel Study & Gender Action Plan



2019 Metro Study identified how projects, programs, services and operations are experienced by women differently than men.

One of the key project theme that emerged for action related to **SAFETY**



*"Participants in workshops and pop up events expressed investment in **non-law enforcement staff** presence and other solutions."*

Source: Metro Understanding How Women Travel Survey (2019)

- More women ride public transit than men
- 90% of female riders use the system more than 3 days per week
- Largest barrier to riding transit for women in LA region for current, previous and never ridden Metro is: "I don't feel safe."
- 60% of female riders feel safe riding Metro in the day and 20% at night

Top changes that would make current and previous female riders feel safer.

Gender Action Plan- Will Identify strategies to improve safety for women throughout the system

Current Safety Initiatives



SECURITY (BLUE LIGHT) Call Boxes

- Blue light call boxes will replace other existing telephones and intercom units.
- Visible and improved direct line to emergency services and customer services.



BUS SAFETY STRATEGIES: Stop Lighting

- Bus stop lighting will help deter crime, increase the safety for riders and provide passenger visibility for bus operators.

Safety Initiatives



BYSTANDER TRAINING

- The purpose of this initiative is to develop a program to train employees and riders on what to expect during a security incident.
- How to be a good witness, how to protect themselves and others best, and what resources are available to assist them following an incident.

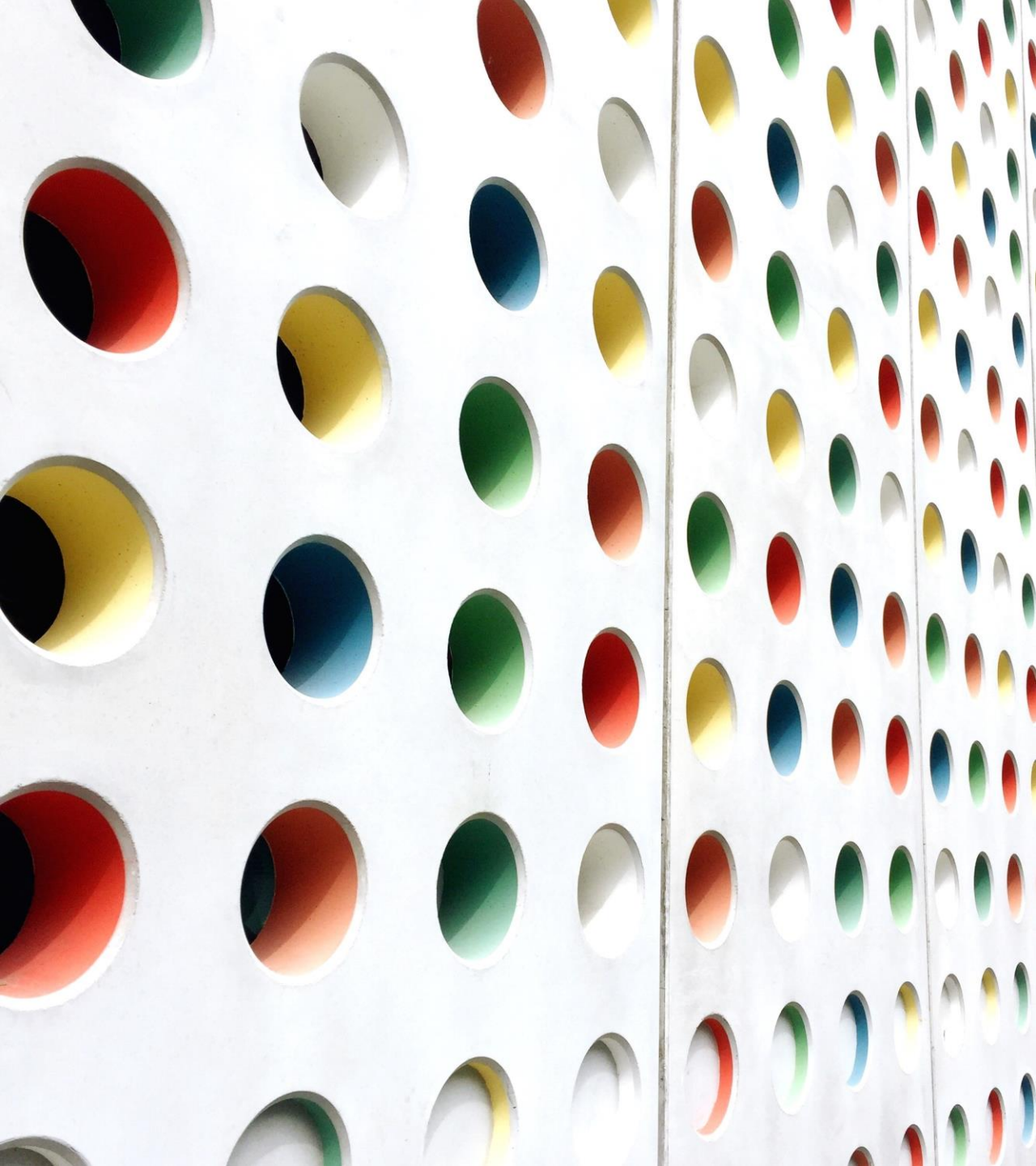


Surveys

- Metro's on-board survey asked questions about sexual harassment
- Safety Survey conducted in Aug. 2021

Transit Ambasssador Program

- KNOWLEDGEABLE PRESENCE ON THE TRANSIT SYSTEM WITH CONTRACTED STAFF, WHO ARE TRAINED IN PUBLIC SAFETY AWARENESS AND RESPONSE
- CONTRACTORS TO DEVELOP, MANAGE AND OPERATE THE PILOT TRANSIT AMBASSADOR PROGRAM ON BUS/RAIL, STATIONS/STOPS
- AMBASSADOR PROGRAM LAUNCH FALL 2022



Q & A
