



**Metro**

## Interoffice Memo

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Date	April 30, 2019
To	Karen Gorman Inspector General
From	James T. Gallagher Chief Operations Officer <i>JTG.</i>
Subject	Management Response to the Bus Operator Safety Barrier Use and Effectiveness Study – Report 19-AUD-08

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Operations Management has received and reviewed the Bus Operator Safety Barrier Use and Effectiveness Study Report issued by the Office of Inspector General on April 22, 2019. The report includes a total of 7 recommendations listed below based on the results of the OIG's data analysis, survey results, and industry research.

**Recommendations:**

- 1) Continue the safety barrier and camera installation program.
- 2) Standardize and enhance data collection to consistently identify the types of assaults that have occurred, if the bus was equipped with a safety barrier, if the barrier was in use at the time of the assault and how it was being used.
- 3) Consider utilizing assault data analysis to set policing strategy.
- 4) Consider making the use of bus barriers mandatory.
- 5) Establish communication channels for follow-up and discussion of bus barrier issues.
- 6) Consider expanding the scope of safety barrier and de-escalation training and adding more classes.
- 7) Continue strengthening preventive measures to combat operator assaults.

The Operations, Risk, Safety & Asset Management, Security and Law Enforcement, and Human Capital Departments will begin the process to implement change recommendations over the next 6 months. Staff will provide regular updates to the OIG as recommendations are addressed and/or closed out.

CC: Phillip Washington, Metro Chief Executive Officer  
Metro Board of Directors  
Alex Wiggins, Chief System Security & Law Enforcement Officer  
Joanne Peterson, Chief Human Capital & Development Officer  
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