
Bus Operator Safety Barrier Use and Effectiveness Study

**Presented by
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**Operations, Safety, and Customer Experience
Committee**

May 16, 2019



Metro

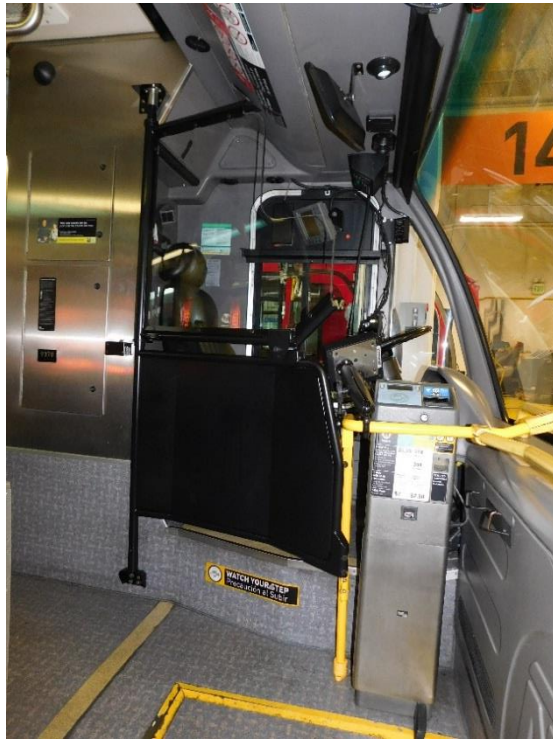
Purpose of Study

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- Evaluate effectiveness of barrier in reducing assaults
- Determine operator use of barriers and reasons for non-use
- Compare to industry best practices
- Survey operators on use and perceptions of enhanced security
- Identify opportunities for improvement

Bus Safety Barrier

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Background

- Assaults on operators are an on-going problem
- Metro began installing barriers in 2015
- Compared assault statistics from 2010 to 2018, before and after barriers installed
- Surveyed 6 other transit agencies for best practices
- OIG made field observations of operators' use of barriers



Key Findings

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- Safety barriers and onboard cameras deter assaults
- Metro is not always collecting data on barriers during assaults
- Assaults occur more frequently for certain lines and times
- Operators not consistently using barriers due to glare, obstruction to interaction and access to mirrors
- Many believe additional protective measures are needed
- Barriers and de-escalation training could be improved
- Metro's actions to prevent assaults consistent with other transit agencies

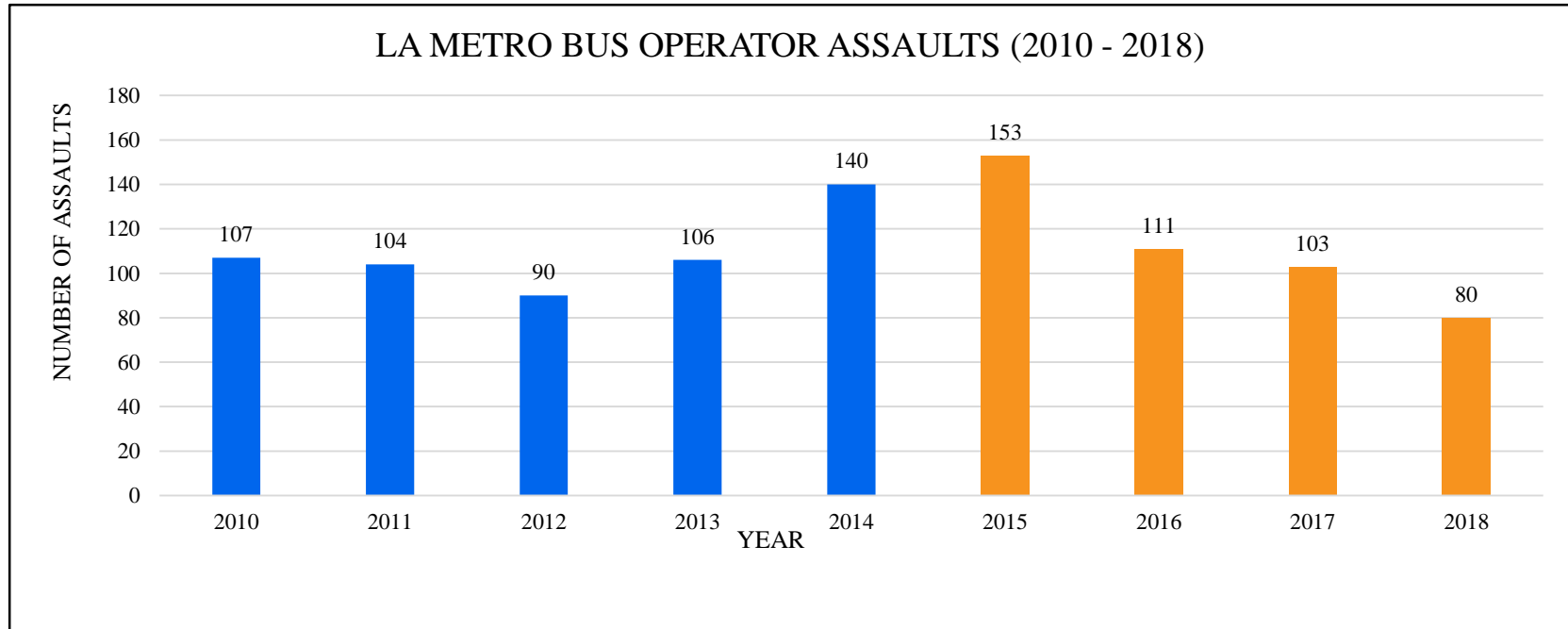
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Assaults by Year Before and After Barriers

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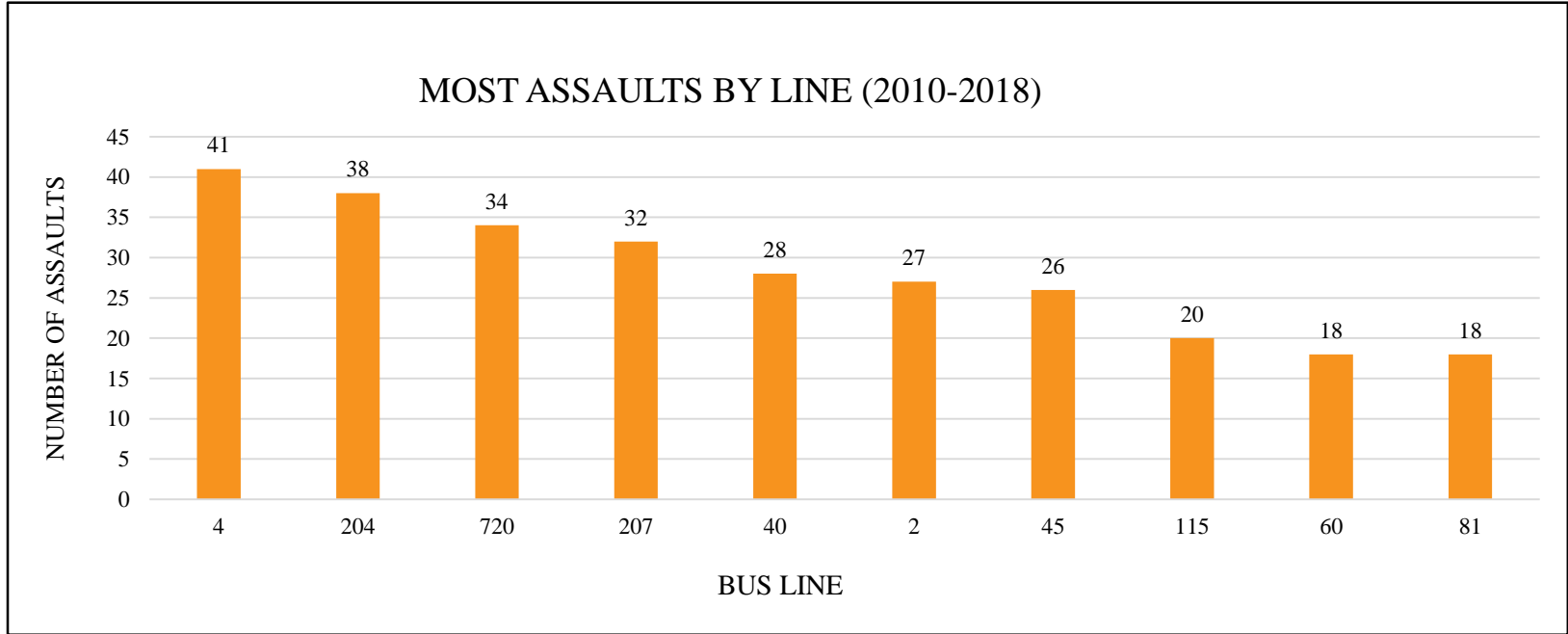
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Most Assaults By Line

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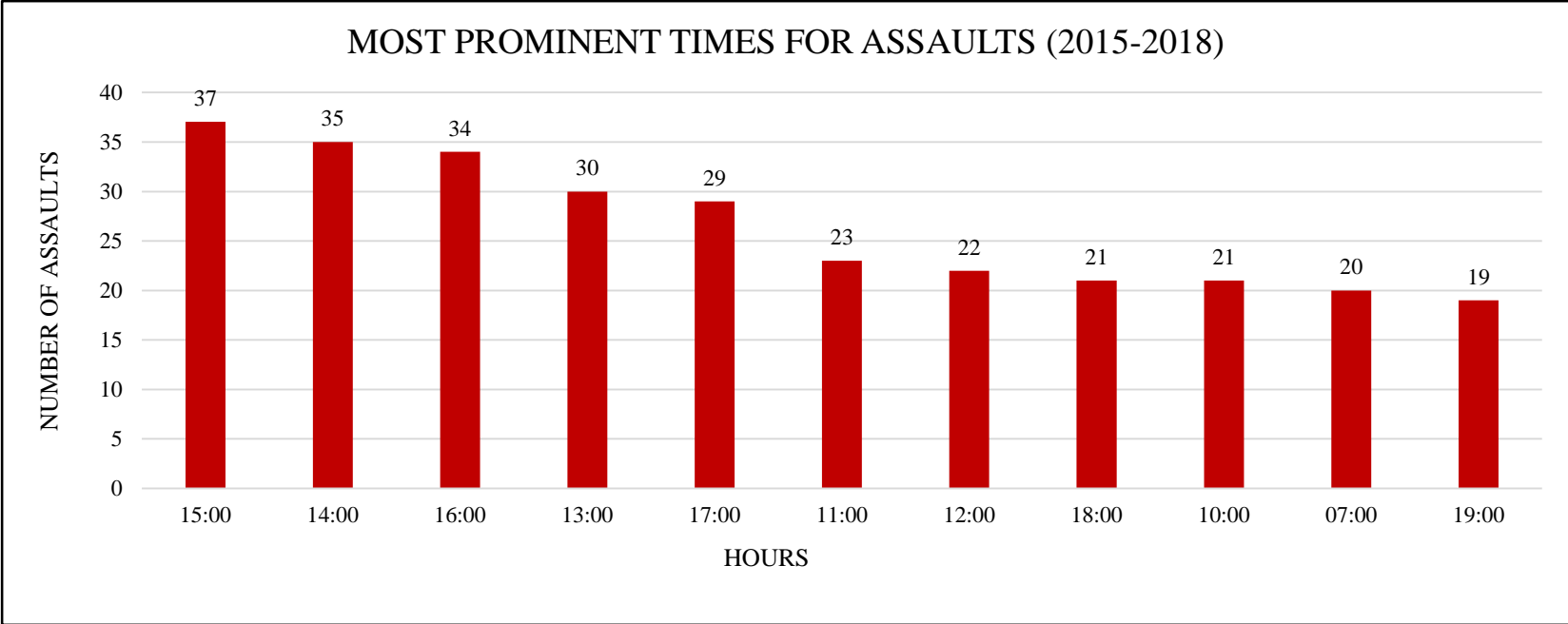
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Most Assaults By Time Of Day

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Recommendations

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- Continue to install barriers and camera monitor systems
 - Collect data in assault reports if barrier in use
 - Apply assault trend analysis to policing strategies and deployment
 - Fix objections to barriers and make use mandatory
 - Improve safety barrier use and de-escalation training
 - Continue preventative measures to combat operator assaults

Next Steps

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- Implement recommendations in report to improve operator safety
- Report periodically to Metro Board on barrier utilization

