



OFFICE OF THE INSPECTOR GENERAL

Review of Metro Call Boxes in Rail Stations and Major Bus Terminals

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OIG Report No. 26-AUD-01

October 16, 2025



Objective

Assess efficiency & effectiveness of call boxes across Metro's system

- Determine:
 - Does Metro have Policies & Procedures for call boxes?
 - Are call boxes functioning, well-maintained?
 - Are calls answered promptly?
 - Are call boxes visible & placed strategically?
 - Is Metro compliant with legal requirements for call boxes?



Customer-Facing Call Boxes by Rail/Bus Line (As of 12/31/2024)

Line	Route	Number of Stations	Call Boxes
A	Azusa - Long Beach	44	253
B	Union Station - North Hollywood	14	407
C	Norwalk - LAX	12	206
D	Union Station - Wilshire/Western	8	41
E	East Los Angeles - Santa Monica	29	383
G	Chatsworth - Canoga Park - North Hollywood	17	41
J	El Monte - Harbor Gateway/San Pedro	12	22
K	Expo/Crenshaw - Redondo Beach	13	129
Total		149	1,482

Note: Some stations are shared by two or more lines





• Results of Audit

- Metro has:
 - adequate policies & procedures for call boxes
 - effective accessibility & response times
 - most call boxes now in good operation & well-maintained
 - visible & strategically placed call boxes throughout the system
 - generally complied with legal requirements regarding the call boxes
- ***Metro can improve in some respects...***
- ***OIG provided 21 recommendations.***

Recommendations

OIG provided 21 recommendations to improve:

Document call types

- Identify/inventory call boxes

- Improve audio clarity to fight background noise

- Adjust cameras to reduce visibility gaps in certain areas

- Discourage prank calls

- Interdepartmental coordination

- Refresher training for CCTV Observers

- Monitor dirt/graffiti on call boxes



Call Boxes: Safety and Support at Your fingertips!

