



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

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Objective

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

- <u>Determine:</u>
 - 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)

		Number of	
Line	Route	Stations	Call Boxes
Α	Azusa - Long Beach	44	253
В	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

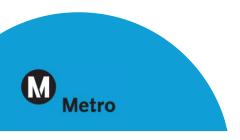
Adjust cameras to reduce visibility gaps in certain areas

Discourage prank calls

Interdepartmental coordination

Refresher training for CCTV Observers

Monitor dirt/graffiti on call boxes





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Agenda#

Call Boxes: Safety and Support at Your fingertips

