



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

File #: 2024-0500, **File Type:** Motion / Motion Response

Agenda Number: 46.

REGULAR BOARD MEETING JULY 25, 2024

Motion by:

DIRECTORS HAHN, BARGER, HORVATH, NAJARIAN, BUTTS, AND YAROSLAVSKY

A Better Transit Watch

Los Angeles Metropolitan Transportation Authority (“Metro”) has developed multiple smartphone applications (apps) for the numerous services that the agency has to offer. One of this agency’s apps, Metro Transit Watch, offers a direct interface between transit riders and Metro services, with a focus on safety.

Using a “See Something, Say Something” approach, the Metro Transit Watch app gives riders the ability to share what they see in real-time, with the ability to call or text transit security directly, or to use an online form to report other issues, like graffiti or a dirty train station platform. This direct connection between the riders and Metro’s staff could be a more powerful tool, informing everything from delayed buses to trash hotspots to someone having a mental health crisis.

While the application offers a variety of ways to report issues and incidents, a majority of Metro users are not aware of this application and its purpose. Wherever possible, Metro users should feel empowered to report their experiences on the system with reassurance that an appropriate response will be taken. A timely follow-up communication with the rider is also a vital component in ensuring our riders feel encouraged to continue using the application in the future.

SUBJECT: A BETTER TRANSIT WATCH MOTION

RECOMMENDATION

APPROVE Motion by Hahn, Barger, Horvath, Najarian, Butts, and Yaroslavsky that the Board direct the Chief Executive Officer to report back by October 2024 on efforts to improve and/or replace the Metro Transit Watch App, including ways to:

- Increase awareness of and access to the app on Metro buses and trains,
- Improve user-friendliness for a more intuitive app; and
- Elevate elements of the app relating to rider experience like cleanliness, graffiti, and other

concerns that extend beyond public safety.