

Operator Assault Statistics

Bus Operator Assaults:

- In California, an assault crime takes place when there is an act of force upon another person. “Aggravated Assault” is a commonly used term for the crime of “Assault with a Deadly Weapon” (ADW). The California Penal Code 245 defines this crime as one that is committed with any type of deadly weapon or by means of force that is likely to cause great bodily injury to another. As such, a non-aggravated would be an assault which would not cause GBI (great bodily injury).
- Comparing January-May 2014 to January-May 2015, there has been an increase of 21 assaults, from 50 total assaults in January-May 2014 and 71 total assaults in January-May 2015. Of the 71 total assaults, 87.5% of the Aggravated Assaults, 31% of the Non-Aggravated Assaults, and 66.7% of the Robberies have had a suspect taken into custody. The majority of bus operator assaults are fare related followed by no reason.
- Of the 71 total operator assaults from January-May 2015, there were 8 Aggravated Assaults, 58 Non-Aggravated Assaults, 3 Robberies, and 2 Sex Crime. Of the 71 assaults, 27 suspects used their hands/feet for the method of assault, followed by 19 suspects spitting, 10 throwing food or liquid, 9 using a weapon, 4 throwing other objects, and 2 sexual harassment incidents.
- From January-May 2015, there have been 171,153,812 bus boardings and 71 total operator assaults, equating to 1 bus operator assault per 2,410,617 boardings.

Status of Equipment:

- Los Angeles Metro Protective Services (LAMPS) is working with Metro Information and Technology Services Department to develop a proof-of-concept for live on-bus video streaming. The live on-bus video capabilities will allow security and law enforcement the ability to gain situational awareness and deploy accordingly to the incident as reported by our operators. This exploratory approach will continue for the next four to five months.
- Every bus that has an Operator barrier also has a live on-board video display monitor.
- Surveys and communication pieces are being sent to bus operators and divisions in regards to the pilot program for the operator barriers and the live on-board video display monitors. There have been 133 total surveys received from Divisions 1,2,3,5,7,9,15, and 18. The feedback being received is positive.
- 57% of respondents state they feel safe-somewhat safe operating a bus with an Operator Barrier.

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- 64% of respondents state they feel safe-somewhat safe operating a bus equipped with live on-board video display monitor.
- Staff has started a Transit Ambassador Program with the Canadian Urban Transit Association. The Canadian Urban Transit Association was on-site in April 2015 to perform the train-the-trainer sessions for Transit Ambassador, customer service training for frontline employees. The partial rollout at our Central Instruction facility started in May 2015. Full implementation at Division 18 is expected this summer.
- Currently there has been one Bus Operator non-aggravated assault (threw liquid) since the implementation of the live on-board video display monitors. There have been no reported Operator assaults since the implementation of the Operator barriers.