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## Campaign Hopes to Increase Riders' Personal Security

(Sept. 11, 2008) Late next week, Metro will distribute 80,000 copies of a guide on increasing personal security to its bus and rail riders.

Jack Eckles, DEO, System Safety & Security, wants riders to know what to do if they feel their safety or security is threatened; for example, if they suspect they are being stalked or spot a suspicious package.

Because Eckles believes personal security begins with each individual, he suggested riders be aware of their "surroundings, knowing what's normally [there]. Trust your instincts."

"A lot of the time people don't know how to articulate the danger signs they see," Eckles explained. When he questioned witnesses in his patrol officer days, he would ask, such as, "Did he walk funny? Did he stand in the shadows? Did he look you in the eyes?"

When he asked the right question, the witness would instantly remember what made him or her suspicious of a person.

Eckles believes the "How to . . . Increase Your Personal Security" guide is important—not only to help passengers protect themselves, but because passengers themselves can supplement the size of Metro's security force in reducing crime.

If a passenger spots suspicious activity, Eckles asks her or him note the following information:

- The nature of the activity
- The time when the activity occurred
- An accurate description of the suspicious person
- The location of that person (on the train, off the train)

"That information . . . allows the CCTV [closed circuit television] to track" the suspicious person.

Bus operators have the communications device on board to contact the



Late next week, 80,000 guides will be distributed on Metro buses and train cars. According to Jack Eckles, DEO, System Safety & Security, electronic devices remain a target for robbers riding the Metro System and should be kept hidden in purse or pocket.

Bus Operations Center for assistance, Eckles reminds passengers, and train riders can contact their train operator through the intercom at either end of the train car.

"I think our operators already support the public in their safety concerns," Eckles said. "This is just another tool in [better] training the public better."

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