



Los Angeles County
Metropolitan Transportation Authority

Metro™

News

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FOR IMMEDIATE RELEASE

METRO BUS AND RAIL SURVEY INDICATES SAFE SYSTEM WITH DECLINING RATES OF SEXUAL HARASSMENT

High levels of satisfaction with bus and rail service, a general sense of safety and a slight decline in reports of sexual harassment were among the responses in the semi-annual Customer Satisfaction Survey released today by the Los Angeles County Metropolitan Transportation Authority (Metro).

Metro queried 15,000 customers in March and found that 88 percent of respondents indicated they were satisfied or very satisfied with Metro service, 85 percent said they felt safe waiting for transit and 88 percent reported they felt safe while riding on Metro. The number of riders reporting they had experienced sexual harassment on the Metro system dropped from 19 percent to 18 percent.

“Safety is Metro’s highest priority and it is gratifying to see that the efforts of staff, law enforcement and passengers continue to improve system safety by working together,” said Metro Board Chair and Los Angeles County Supervisor Mark Ridley-Thomas. “We will not rest on our laurels and will redouble our efforts to enhance the positive experience for our riders.”

Metro has conducted the Customer Satisfaction Survey for 12 years. In 2014, the survey found that 22 percent of passengers reported sexual harassment while riding on Metro, including but not limited to **unwanted** comments, touching and exposure. In response, the agency launched an anti-sexual harassment campaign called “It’s Off Limits” in partnership with the Los Angeles County Sheriff’s Department (LASD) and the community advocacy organization Peace Over Violence. The percentage of riders reporting sexual harassment has since fallen by four percent. The survey has an error rate of ± 2 percent.

“In launching ‘It’s Off Limits’ we better defined sexual harassment and urged anyone who experiences it or sees it to **step up and speak up make a report to the LASD hotline, 1-888-950-SAFE or to the LA Metro Transit Watch app,**” said Metro CEO Phillip A. Washington. “We want passengers to **be our partners in not only their own safety but the safety of others as well help keep our system safe** and stand up against sexual harassment.”

It’s easy to make a report to the LASD hotline, at 1-888-950-SAFE or through the LA Metro Transit Watch app. Metro amended its Customer Code of Conduct to more strictly prohibit sexual harassment, meaning a rider can be cited if caught harassing other persons. The LASD wants victims and witnesses of sexual harassment to make reports so investigators can take action.

“With a report, detectives can download video from on-board cameras and begin an investigation,” said Chief Ronene Anda of the LASD Transit Policing Division. “All Metro buses and trains have surveillance cameras and images can help us identify a suspect and make an arrest.”

(MORE)

Metro Survey (1st add)

The anti-sexual harassment campaign was updated in April with ads being placed on 2,200 buses and 285 rail cars, along with a new video posted on Metro's website and social media streams.

"People who experience sexual harassment often feel vulnerable and frightened during and following the time they are victimized," said Executive Director Patti Giggans of Peace Over Violence. "Coming to the aid of a victim even just to ask 'are you all right?' can be a big help."

Metro has produced anti-sexual harassment advertisements that are being placed on 2,200 buses and 285 rail cars and produced a video that was release on social media.

About Metro

Metro is a multimodal transportation agency that is really three companies in one: a major operator with 1.4 million boardings on an average weekday on a fleet of 2,200 clean air buses and six rail lines, a major construction agency that oversees many bus, rail, highway and other mobility related building projects, and it is the lead transportation planning and programming agency for Los Angeles County. Overseeing one of the largest public works programs in America, Metro is, literally, changing the urban landscape of the Los Angeles region. Dozens of transit, highway and other mobility projects largely funded by Measure R are under construction or in the planning stages.

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