

LA METRO LAUNCHES TRANSIT WATCH 3.0 WITH IMPROVED USER INTERFACE AND ACCESSIBILITY FEATURES

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Enhanced App Supports Communication in 14 Languages, In-App Messaging and Video Sharing

The Los Angeles County Metropolitan Transit Authority (Metro) today launched its enhanced app, Transit Watch 3.0. Transit Watch provides passengers with an accessible and direct line of communication to report security incidents, suspicious activities, safety concerns, and maintenance issues directly to Metro.

The newly enhanced app offers a comprehensive platform that simplifies the user experience to better accommodate a diverse user base with varying levels of technological proficiency. All essential functions, such as incident reporting, location-based services, real-time communication, and image and video sharing, are now easy to locate and navigate.

Transit Watch 3.0 will also support the 14 most commonly-spoken languages in Los Angeles County including Armenian, Catalan, Chinese, French, German, Italian, Japanese, Khmer, Korean, Russian, Slovenian, Spanish, Thai, Vietnamese.

“We all play a role in making the system safer,” said Deputy Chief of System Security & Law Enforcement Robert Gummer. “Whether you’re on your way to work, school or to visit friends we want to know whenever you see something concerning. With the enhanced features of Transit Watch 3.0 now you can share information, including your exact location and videos, with us in real-time 24/7.”

Transit Watch 3.0 introduces several innovative new features, including:

- Real-time translation functionality from inbound and outbound messages to accommodate limited English proficiency users.
- Optional “Share Location” feature allows users to easily select the location from where they are reporting, whether it be at a station, bus stop, train or bus.
- Expanded media capability allows users to upload videos in addition to photos
- In-app messaging allows users to communicate with Metro Security in real-time, 24/7, without ever leaving the app

“We are so grateful to all the riders who shared their time and valuable feedback with us by responding to surveys and participating in focus groups and testing,” said Metro Chief Customer Experience Officer Jennifer Vides. “The result is an easier to use app that better meets the needs of Metro’s diverse ridership and helps make our system faster, cleaner, friendlier and safer.”

The new and improved version of Metro’s Transit Watch platform is a critical component of Metro’s efforts to enhance the system’s safety and security and promise to always put the rider first. The new version also provides improved real-time reporting and statistical analysis on the desktop application, which helps Metro respond to issues more efficiently and identify trends. Metro Security monitors messages 24/7.

The LA Metro Transit Watch App is available on Apple’s App Store and Google Play. More information including step by step instructions is available [here](#).

About Metro

The Los Angeles County Metropolitan Transportation Authority (Metro) is building the most ambitious transportation infrastructure program in the United States and is working to greatly improve mobility through its Vision 2028 Plan. Metro is the lead transportation planning and funding agency for L.A. County and carries nearly one million boardings daily on four light rail and two subway lines and 119 bus lines utilizing more than 2,000 low-emission buses.

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