

Los Angeles County
Metropolitan Transportation Authority

Customer Satisfaction Survey and Sexual Harassment Awareness Campaign

February 26, 2015



Issue

Customer Satisfaction Survey: (22,604 respondents)

- “I feel safe while waiting for this train or bus”
 - 83% of respondents agree
- “In the past six months, while riding Metro, have you experienced any unwanted sexual behavior including, but not limited to: touching, exposure or inappropriate comments?”
 - 22% of respondents said yes

Context

In 2014, Metro had about 450 million boardings and LASD Metro Transit Policing Division received 99 sexual harassment incident reports:

- 62 touching, 31 exposure, 6 comments
 - 32 arrests made

Action

Sexual harassment will not be tolerated. To encourage reporting, Metro is preparing a public awareness campaign:

- Partnership with non-profit Peace Over Violence
- Press event
- Printed take-ones
- Displays on buses, trains, stations and stops
- Online (metro.net, The Source, El Pasajero) and social media (Twitter, Facebook, Instagram)



Action

- Update Metro LA Transit Watch mobile app
- Inform employees
- Prepare Sheriff's volunteers
- Introduce wifi pilot on 9 buses in March
- Begin phasing in rail stations wifi in May
- Continue phasing in security monitors on buses
- "See something? Say something"

Action

Metro team effort

- Civil Rights
- Ethics
- IT
- Planning
- Communications
- HR
- Operations
- Security/LASD