



March 8, 2016

VIA EMAIL (washingtonp@metro.net)

Philip Washington, CEO
Metro
1 Gateway Plaza
Los Angeles, CA 90012

Dear Mr. Washington,

Thank you for your letter dated November 4, 2015 responding to our letter of October 13, 2015. While we appreciate your time in identifying some steps Metro has taken to address safety, we continue to implore Metro to consider assigning full-time personnel at rail stations where criminal activity occurs all too often and unfortunately, goes unchecked much too frequently.

Further, your letter claims that “safety is our number one priority and Metro remains focused on that commitment,” yet our request that Metro assign personnel at every underground or high-crime station was not addressed. If Metro indeed considers safety to be your “number one priority,” then the least Metro can do is consider this recommendation – as most major rail transportation systems in this country, as well as the world, typically have personnel assigned to rail stations to address questions, assist customers, and to maintain a felt presence.

In addition, your reliance on the Sheriffs to provide security ignores the concerns outlined in our Letter which were based on a cited audit report that found that the Los Angeles County Sheriff's Department failed to adequately secure Metro's bus and rail lines.¹ As the Los Angeles Times reported, the audit states that “[w]ithout a coordinated policing plan for the countywide transit system, deputies have not been able to help passengers with questions and do not have a ‘felt presence’ on trains and buses []. It also found that the department has no way to quickly route emergency calls to other law enforcement agencies when their assistance is needed.”² Simply put, Metro's existing law enforcement arrangement is grossly inadequate and changes should be implemented immediately.

Indeed, this lack of safety or at least the perception of safety, is likely a major contributor to Metro's recent drop in ridership. Why would Angelinos leave their automobile and use public

¹ http://media.metro.net/about_us/oig/images/14aud08_lasd_audit_2014-Jun.pdf

² <http://www.latimes.com/local/cityhall/la-me-transit-audit-20140724-story.html>

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transportation when actual and anecdotal evidence demonstrates that Metro is unsafe, subjects riders to harassment, and leaves riders with little recourse other than self-defense.

Further, although we understand that mobile service will be implemented soon on rail lines, your reference to a hotline provides little reprieve until such service is actually implemented.

For your reference, provided below is a list of improvements that we request Metro immediately consider and implement to protect the public, increase safety, reduce liability, and improve ridership:

1. **Station Presence:** Assign full-time Metro personnel to each and every major light and heavy rail station and make their presence known at all hours of operation. Assigned personnel should circulate stations often.
2. **Rail Improvements:** Increase law enforcement presence in stations and trains. In rail lines where cars are not interconnected to enable riders to move from one car to another, law enforcement should make rounds by visiting each train car by moving between cars at stations.
3. **Surveillance Signage:** Install more video surveillance to monitor stations and increase signage informing riders of video monitoring.
4. **Intercoms:** Install conspicuous intercoms in waiting areas that are easily accessible to riders. Intercom signage should be visible from all areas of the platform and directional signage informing riders where intercoms are located should also be installed.

These actions, if implemented, would discourage illicit behavior and increase safety, reduce liability, and improve ridership. Thank you for your attention to these issues.

Sincerely,

Sincerely,

Patricia Berman
DLANC President

Eric R. Garcia
DLANC Community Impact Committee Chair

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