



## Board Report

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### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE JULY 16, 2015

**SUBJECT: OPERATOR SAFETY BARRIERS**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE an **update on the** installation of Operator Barriers for the entire bus fleet.

#### **ISSUE**

Metro places a high priority on the safety of our Operators and customers. To that extent there is a constant focus on improving our safety efforts and seeking innovative approaches to Operator protection. Metro has already begun phasing in Operator protective barriers and video monitors with the latest bus orders. Due to an increase in operator assaults (Attachment A), the CEO has directed the acceleration of the installation to incorporate a retrofit to the existing fleet.

#### **BACKGROUND**

Metro is dedicated to increasing the safety of our Operators and customers. No matter how minor, assaults on Operators cause worker absence, productivity losses, and increased levels of stress for the victim and coworkers. Therefore, it is important that Metro continue its preventative measures to address the issue of Operator assaults.

To date, Metro has committed to purchasing Operator barriers on 473 new buses by 2016 and 615 video monitors on new buses also by 2016. Buses with Operator barriers were first received on February 6, 2015. Buses with video monitors were first received on September 20, 2014.

All 123 vehicles of the New Flyer 550 bus order equipped with Operator barriers have been received, and the beginning of the 350 New Flyer option order are arriving with Operator barriers and video monitors installed. Staff expects to have the New Flyer 350 bus order received and in-service by October 2016.

#### **DISCUSSION**

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Due to an increase in operator assaults, the CEO has directed that staff accelerate the installation of equipment and retrofit all buses. Staff has initiated a procurement for installing operator barriers into the existing fleet, working backwards in age until the entire serviceable fleet has been retrofitted. The sequence will be: the newest New Flyer 5600 series buses (427); NABI Compo buses (642); NABI articulated buses (390); the remaining serviceable NABI 7000 series buses (252); and New Flyer 5300 series buses (223).

Metro Staff has also met with BYD to finalize and approve the design for the Operator barrier for the electric bus demonstration project. Barrier fabrication will commence shortly, and Metro expects to receive the first installed barrier by September 2015. Metro will retrofit all five BYD buses with barriers.

### **DETERMINATION OF SAFETY IMPACT**

Operator safety is at the forefront of Metro's priorities. The deployment of barriers on the new and existing fleet will mitigate Operator assaults and customer misconduct. Retrofitting the rest of Metro's bus fleet will provide a consistent level of protection for all Operators system-wide.

### **FINANCIAL IMPACT**

The cost of the operator barriers for the current 350 bus procurement was budgeted as part of the contract.

The estimated cost to retrofit the remainder of the existing fleet with Operator barriers is approximately \$10 million dollars.

Staff will return to the Board to award the contract for retrofitting the existing serviceable fleet. At that time, the report will include the full financial plan for the Board's consideration.

#### **Impact to Budget**

Impact to the FY16 budget has not been defined. Upon contract award, staff will bring a financial plan and funding sources used for this effort back to the Board for approval.

### **ALTERNATIVES CONSIDERED**

As this is a personnel safety request and part of the configuration of new vehicles being received, Staff did not consider any alternatives.

### **NEXT STEPS**

Operator safety is a top priority for Metro. Staff will continue to include operator barriers and video monitors on all existing and future vehicle procurements.

Once staff has determined the financial scope for retrofitting the existing bus fleet, staff will return to the board with a request for funding and authorization to execute a contract for the acquisition and

installation of barriers.

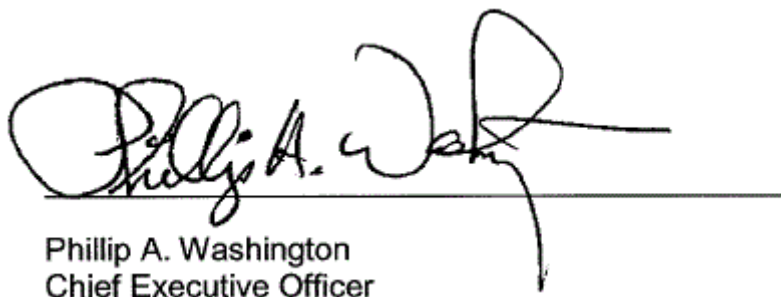
**ATTACHMENTS**

Attachment A - Operator Assault Statistics

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Phillip A. Washington  
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# ATTACHMENT A

## Operator Assault Statistics

### **Bus Operator Assaults:**

- In California, an assault crime takes place when there is an act of force upon another person. “Aggravated Assault” is a commonly used term for the crime of “Assault with a Deadly Weapon” (ADW). The California Penal Code 245 defines this crime as one that is committed with any type of deadly weapon or by means of force that is likely to cause great bodily injury to another. As such, a non-aggravated would be an assault which would not cause GBI (great bodily injury).
- Comparing January-May 2014 to January-May 2015, there has been an increase of 21 assaults, from 50 total assaults in January-May 2014 and 71 total assaults in January-May 2015. Of the 71 total assaults, 87.5% of the Aggravated Assaults, 31% of the Non-Aggravated Assaults, and 66.7% of the Robberies have had a suspect taken into custody. The majority of bus operator assaults are fare related followed by no reason.
- Of the 71 total operator assaults from January-May 2015, there were 8 Aggravated Assaults, 58 Non-Aggravated Assaults, 3 Robberies, and 2 Sex Crime. Of the 71 assaults, 27 suspects used their hands/feet for the method of assault, followed by 19 suspects spitting, 10 throwing food or liquid, 9 using a weapon, 4 throwing other objects, and 2 sexual harassment incidents.
- From January-May 2015, there have been 171,153,812 bus boardings and 71 total operator assaults, equating to 1 bus operator assault per 2,410,617 boardings.

### **Status of Equipment:**

- Los Angeles Metro Protective Services (LAMPS) is working with Metro Information and Technology Services Department to develop a proof-of-concept for live on-bus video streaming. The live on-bus video capabilities will allow security and law enforcement the ability to gain situational awareness and deploy accordingly to the incident as reported by our operators. This exploratory approach will continue for the next four to five months.
- Every bus that has an Operator barrier also has a live on-board video display monitor.

## **ATTACHMENT A**

- Surveys and communication pieces are being sent to bus operators and divisions in regards to the pilot program for the operator barriers and the live on-board video display monitors. There have been 133 total surveys received from Divisions 1,2,3,5,7,9,15, and 18. The feedback being received is positive.
- 57% of respondents state they feel safe-somewhat safe operating a bus with an Operator Barrier.
- 64% of respondents state they feel safe-somewhat safe operating a bus equipped with live on-board video display monitor.
- Staff has started a Transit Ambassador Program with the Canadian Urban Transit Association. The Canadian Urban Transit Association was on-site in April 2015 to perform the train-the-trainer sessions for Transit Ambassador, customer service training for frontline employees. The partial rollout at our Central Instruction facility started in May 2015. Full implementation at Division 18 is expected this summer.
- Currently there has been one Bus Operator non-aggravated assault (threw liquid) since the implementation of the live on-board video display monitors. There have been no reported Operator assaults since the implementation of the Operator barriers.

# Operator Safety Enhancements Barriers & Monitors

# Operator Safety

## Enhancements

As of 7-1-2015:

- 123 Barrier Equipped buses are in service
- 265 Monitor Equipped buses are in service
- All new buses currently in production will have both Monitors & Barriers installed when placed into revenue service at a rate of 5 buses per week
- By October 2016 - 615 new production buses will be equipped with Monitors & 473 will be equipped with Barriers



# Operator Safety Enhancements

## Moving forward

- Plans for procuring and installing Barriers & Monitors in the remaining serviceable fleet are moving forward in priority order

1. Remaining New Flyer base order buses - 427
2. NABI Compo buses - 642
3. NABI Articulated buses - 390
4. Remaining serviceable NABI & NF 40 foot buses - Approximately 400





# Operator Safety

## Enhancements

### Moving forward (continued)

- The SOW and solicitation process has begun and we are targeting submitting recommendations for Board approval in January 2016
- Equipment Fabrication and installations will begin in February to May time frame
- Estimated cost for the Barriers is \$9.8M



# Operator Safety Enhancements

Questions?