

**KPI:** Crime Rate (December - February)  
Per Million Passengers

**Objective 1.1 Improve Customer and Employee Safety and Security**

**Reason to Track:** This measure provides an indication of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime statistics can have a direct effect on whether customers feel safe in the system. For this measure lower is better.

**Why Did Performance Change?**

- Parking crime hit an unprecedented low in February 2012 of .78 crimes/million riders and was down 53% for the three month period (December 2011-February 2012) from last year. MTPD used a variety of tactics to reduce crime: patrolling on Gators and bikes, installing variable messaging signs to advise customers to secure valuables in vehicles out of sight and notifying customers via mail outs when valuables were observed in vehicles.
- On-the-spot arrests by plain clothes officers were up during the three month period as MTPD targeted individuals who snatch small electronic devices on the Metrorail system using decoy operations. This resulted in a higher Metrorail crime rate as suspects were arrested (128 snatch/pickpocket arrests December 2011-February 2012, up from 14 similar arrests the previous year).
- Bus crime rate was slightly higher in Q1/2012 (Dec. 2011 - Feb. 2012) than Q1/2011 (Dec. 2010 - Feb. 2011) to 1.04 crimes per million riders, led by an increase in snatches of electronic devices and aggravated assaults. In January, MTPD shifted enforcement resources to the D12-14 routes as a result of an increase in crime on that route. New procedures were established to encourage bus operators to share incidents and security concerns directly with MTPD, contributing to more crimes being reported.



**Target:** Less than 2,050 Part I Crimes in CY 2012

**Actions to Improve Performance**

- Continue undercover police decoy operations targeting snatches of small electronic devices on the Metrorail system.
- Identify physical vulnerabilities at high-crime stations, including bus bays, and apply solutions that minimize the opportunity for crime.
- In anticipation of warm weather and historical spikes in parking lot crime, examine potential redeployment of officers to parking facilities.
- Increase police visibility during spring special events (e.g., Cherry Blossom Festival, Nationals baseball).

**Conclusion:** Parking crime hit an unprecedented low, and decoy operations lead to an increase in arrests for snatches on the Metrorail system. The bus crime rate was slightly higher in Q1/2012 (Dec. 2011 - Feb. 2012) than Q1/2011 (Dec. 2010 - Feb. 2011).