



Customer Services, Operations, and Safety Committee

Board Information Item IV-A

June 25, 2009

Safety and Security Report

**Washington Metropolitan Area Transportation Authority
Board Action/Information Summary**

Action
 Information

MEAD Number:

Resolution:
 Yes No

PURPOSE

To provide the Committee with an update on Safety and Security as of April 2009.

DESCRIPTION

The information provides an update on all safety performance data for March and April FY09 as well as a comparison of safety performance data for FY08 and FY09 year- to- date, in the areas of derailments, fires, escalator injuries, rail, bus and MetroAccess passenger injuries, preventable and non-preventable bus collision rates, and the MetroAccess collision rate.

The information contains types of Part 1 crimes and quantity per calendar year from 2004 through April 2009. The top ten stations in each jurisdiction experiencing crime in 2008 are identified along with quantity of crimes. Bus operator assaults by type and quantity are conveyed for 2007 and 2008.

FUNDING IMPACT

None

RECOMMENDATION

None



Safety and Security Report

Presented to the Board of Directors:

**Customer Service, Operations, and Safety
Committee**

June 25, 2009





Safety Performance Highlights

- Metro continues to influence a positive safety culture by taking immediate actions to correct recognized hazards

- **RAIL**
 - Metro rail Safety data continues to show downward trends for passenger and facility occupant injuries
 - Safety Initiatives
 - Metro continues to educate the public using pre-recorded safety announcements played over the intercom system
 - Metro has enhanced the investigation techniques for Supervisors and Managers



Safety Performance Highlights

- Metro has issued safety alerts to Bus Operators providing guidance on how to approach railroad crossing and pedestrian crosswalks with caution
- **BUS**
 - Metrobus Safety data continues to show downward trends in collisions and passenger injuries
 - Safety Initiatives
 - Partnered with the National Capital Region on Street Smart Pedestrian Safety
 - Metro continues to conduct community outreach to share information on Metrobus safety awareness
- **METROACCESS**
 - Metro continues to provide safety oversight for MetroAccess



Metro Transit Crime Trends

- **We are taking steps to proactively address robberies occurring within the Metro System**
 - Crime trend data identified that the vast majority of robberies were the unarmed snatching of personal electronic devices from passengers.
 - The electronic devices included cell phones, IPOD's and MP-3 players.
 - In 2008 there were 581 robberies, year-to-date we have had 330.



Metro Transit Police Proactive Steps

- **The MTPD has taken several steps to address this current crime trend.**
 - Arranged schedules to maximize patrol deployment
 - Established a plain clothes robbery detail
 - Continuing High Intensity Targeted Enforcement (H.I.T.E.) operations
 - Passenger Outreach



Improper Door Operations

- Since we expanded 8-car train service on the Orange, Red and Green lines, our busiest lines in the rail system, we have been working continuously to remind our train operators to stop the 8-car trains at the end of the platform.
- To address this issue we have taken six pro-active steps:
 - Increased operator training
 - Installed signs at the end of the platforms to remind operators where to stop
 - Put reminders inside the train operator's cabs
 - Coined a slogan to remind operators to stop their trains at the end of the platform: eights to the gate
 - Train controllers make frequent daily reminders to train operators to remind operators that they have an 8-car train
 - Rail supervisors often stand on platforms to remind operators where to stop



Improper Door Operations

- This year we have had train operators stop and open doors short of the 8-car train marker 22 times. Even one time is too many.
 - 36,000 times a day a train stops at a station
 - With a combination of 6-car and 8-car trains, there are about 220,000 railcar stops per day
- Currently, all 8-car trains operate manually and all 6-car trains run in automatic.



Appendix A - Safety



Rail Safety Performance Indicators

Category	FY07 Thru March	FY08 Thru March	FY09 Thru March	FY08-FY09 Change
Rail Passenger Injuries (on board)	130	89	45	-44
Rail Transit Facility Occupant Injuries (In Stations and Parking Facilities)	211	183	96	-87
Rail Passenger Injury Rate	0.11	0.07	0.04	-0.03
Escalator Injuries	177	120	88	-32
Derailments (Main Line)	1	0	2	+2
Fire Incidents	57	46	38	-8
Smoke Incidents	45	93	63	-30

- Metro has enhanced the investigation techniques for Supervisors and Managers
- Metro is making all safety awareness pamphlets available in Spanish
- SAFE continues to update the National Transit Database of incidents that meet the pre-determined reporting thresholds



Rail Safety Performance Indicators

Category	FY07 Thru April	FY08 Thru April	FY09 Thru April	FY08-FY09 Change
Rail Passenger Injuries (on board)	139	92	46	-46
Rail Transit Facility Occupant Injuries (In Stations and Parking Facilities)	228	192	107	-85
Rail Passenger Injury Rate	0.12	0.08	0.03	-0.05
Escalator Injuries	183	132	94	-38
Derailments (Main Line)	1	0	2	+2
Fire Incidents	68	48	40	-8
Smoke Incidents	53	100	75	-25

- Metro continues to influence a positive safety culture by empowering employees to correct recognized hazards
- Metro continues to educate the public using pre-recorded safety announcements played over the intercom system



Bus Safety Performance Indicators

Category	FY07 Thru March	FY08 Thru March	FY09 Thru March	FY08-FY09 Change
Bus Passenger Injuries	130	143	81	-62
Preventable Bus Collision Rate	25.76	20.74	14.99	-5.75
Non-Preventable Bus Collision Rate	37.60	26.98	23.63	-3.35
Bus Passenger Injury Rate	0.42	0.47	0.24	-0.23

- Metro has enhanced the investigation techniques for Supervisors and Managers
- Partnered with the National Capital Region on Street Smart Pedestrian Safety
- Metro is making all safety awareness pamphlets available in Spanish



Bus Safety Performance Indicators

Category	FY07 Thru April	FY08 Thru April	FY09 Thru April	FY08-FY09 Change
Bus Passenger Injuries	143	154	84	-70
Preventable Bus Collision Rate	24.48	23.33	14.30	-9.03
Non-Preventable Bus Collision Rate	36.45	30.36	22.54	-7.82
Bus Passenger Injury Rate	0.41	0.50	0.23	-0.27

- Metro has issued safety alerts to Bus Operators providing guidance on how to approach railroad crossing and pedestrian crosswalks with caution
- Metro continues to conduct community outreach to share information on Metrobus safety awareness



MetroAccess Safety Performance Indicators

Category	FY07 Thru March	FY08 Thru March	FY09 Thru March	FY08-FY09 Change
MetroAccess Passenger Injuries	N/A	70	64	-6
MetroAccess Collision Rate	N/A	0.33	0.26	-0.07
MetroAccess Passenger Injury Rate	N/A	0.51	0.41	-0.10

- Metro continues to provide safety oversight for MetroAccess



MetroAccess Safety Performance Indicators

Category	FY07 Thru April	FY08 Thru April	FY09 Thru April	FY08-FY09 Change
MetroAccess Passenger Injuries	N/A	79	76	-3
MetroAccess Collision Rate	N/A	0.34	0.27	-0.07
MetroAccess Passenger Injury Rate	N/A	0.51	0.44	-0.07

- Metro continues to provide safety oversight for MetroAccess



Safety Performance Definitions

- Passenger Injury Rate = $N \times 1,000,000 / \text{Passenger Miles}$
- N = Number of injuries requiring immediate transportation from the accident scene to a medical facility
- Preventable Accident – an accident that occurred because the employee failed to do everything reasonably expected of a trained professional to avoid involvement in an accident
- Non-Preventable Accident – an accident that occurs despite every reasonable action by the employee to avoid involvement in an accident.
- Bus Collision Rate = $N \times 1,000,000 / \text{Vehicle Miles}$
- MetroAccess Collision Rate = $N \times 1,000,000 / \text{Service Miles}$
- Service Miles = The miles that vehicles are scheduled to or actually travel while in revenue service.



Appendix B – Metro Transit Police



Metro Transit Police Crime Report

Calendar Years 2004 - 2009

Part I Crime	2004	2005	2006	2007	2008	2009 YTD (Apr. 30)
Aggravated Assault	101	102	119	106	92	30
Burglary	1	4	7	5	2	0
Homicide	2	0	2	1	0	0
Larceny	656	556	638	739	864	224
Motor Vehicle Theft	287	261	273	283	282	101
Rape	7	0	3	1	0	1
Robbery	307	349	398	445	581	240
Total	1,361	1,274	1,441	1,580	1,821	596



2009 Top Ten District of Columbia Metrorail Stations Ranked by Part 1 Crime

Station	Non-Vehicle Crime	Vehicle Crime	Total
1. Anacostia	15	6	21
2. Minnesota Ave.	10	11	21
3. Gallery Place	20	0	20
4. Deanwood	7	6	13
5. L'Enfant Plaza	12	0	12
6. Congress Heights	11	1	12
7. Rhode Island Ave.	7	5	12
8. Metro Center	10	0	10
9. Brookland	7	0	7
10. Union Station	7	0	7



2009 Top Ten Maryland Metrorail Stations Ranked by Part 1 Crime

Station	Non-Vehicle Crime	Vehicle Crime	Total
1. Southern Ave.	7	36	43
2. New Carrollton	2	35	37
3. Suitland	4	22	26
4. College Park	8	16	24
5. Branch Avenue	3	14	17
6. Prince George's Plaza	5	9	14
7. Greenbelt	2	9	11
8. Largo Town Center	2	9	11
9. Addison Road	0	9	9
10. West Hyattsville	3	6	9



2009 Top Ten Virginia Metrorail Stations Ranked by Part 1 Crime

Station	Non-Vehicle Crime	Vehicle Crime	Total
1. Huntington	0	10	10
2. Vienna	7	2	9
3. West Falls Church	5	4	9
4. Franconia-Springfield	2	5	7
5. Rosslyn	3	0	3
6. Ballston	2	0	2
7. Braddock Road	2	0	2
8. Dunn Loring	2	0	2
9. King Street	2	0	2
10. East Falls Church	1	1	2



Significant Facts

- **The probability of being a victim of a Part I crime in the Metro system is 3.02 per million customers.**
- This year, the MTPD has received 18,901 calls for service, made 688 arrests, issued 2,063 criminal/civil citations and wrote 1,077 fare evasion citations.