



Customer Service & Operations Committee

Board Information Item IV-C

February 14, 2008

Briefing on Bus Operator Assaults

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

Action
 Information

MEAD Number:

Resolution:
 Yes No

PURPOSE

To provide the Committee a briefing on Bus Operator Assaults during calendar year 2007.

DESCRIPTION

Information contains total number of bus operator assaults by jurisdiction (District of Columbia, Maryland and Virginia), map of assaults, type of incidents as well as current and future initiatives to reduce incidents.

FUNDING IMPACT

None

RECOMMENDATION

None



Briefing on Bus Operator Assaults

Presented to the Board of Directors:

Customer Service Operations and Safety
Committee

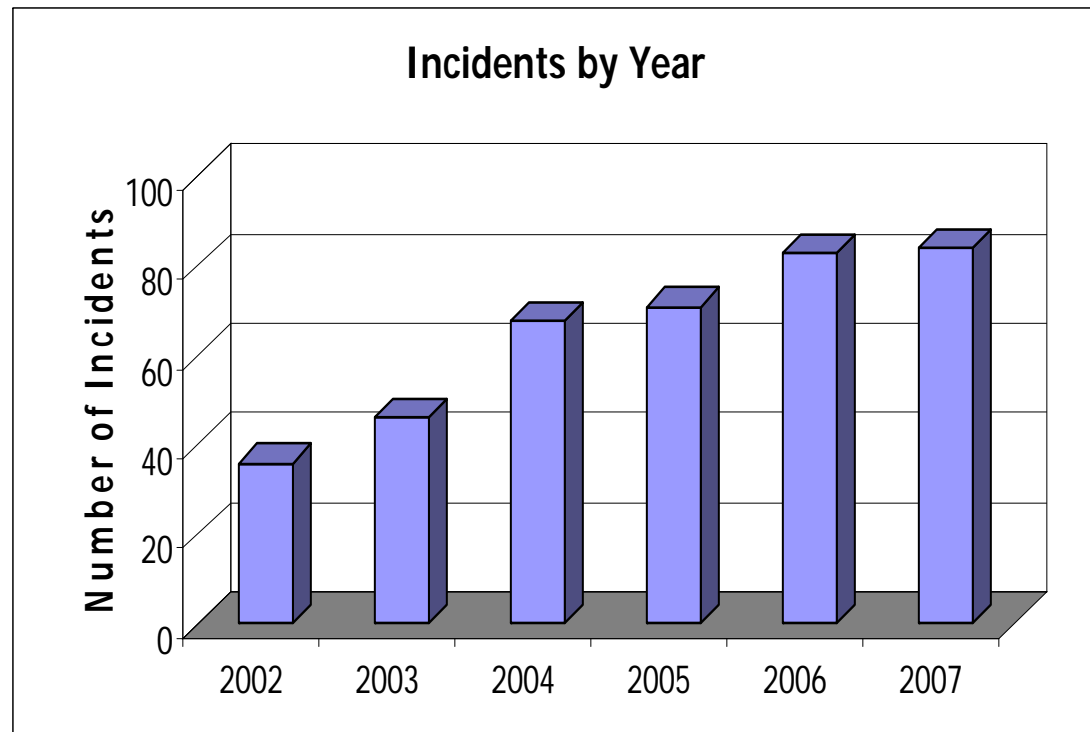
February 14, 2008





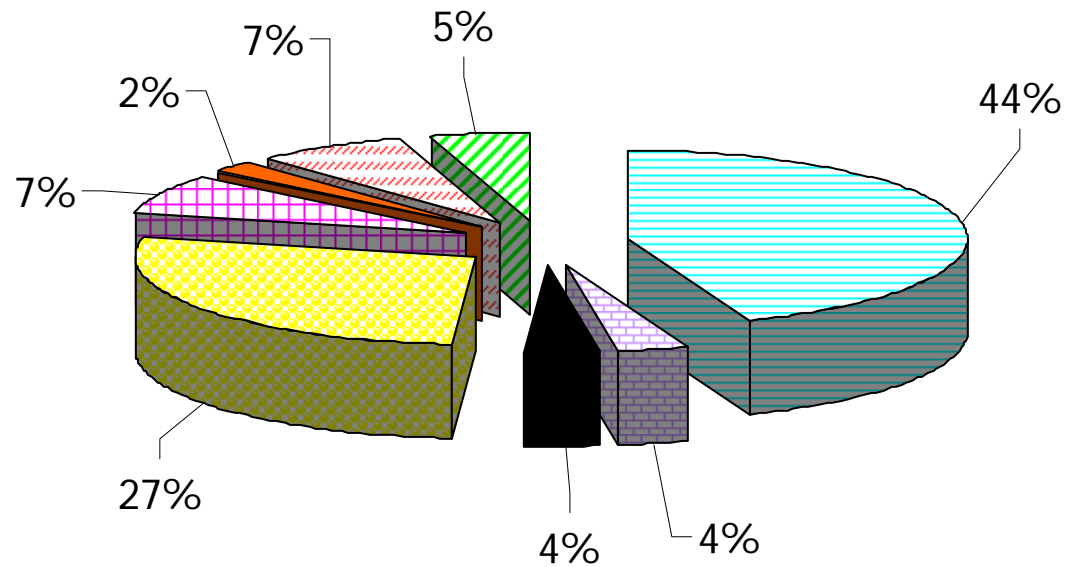
Overview

- 84 Assaults occurred during calendar year 2007:
 - 56 District
 - 21 Maryland
 - 7 Virginia
- Assaults are on the rise





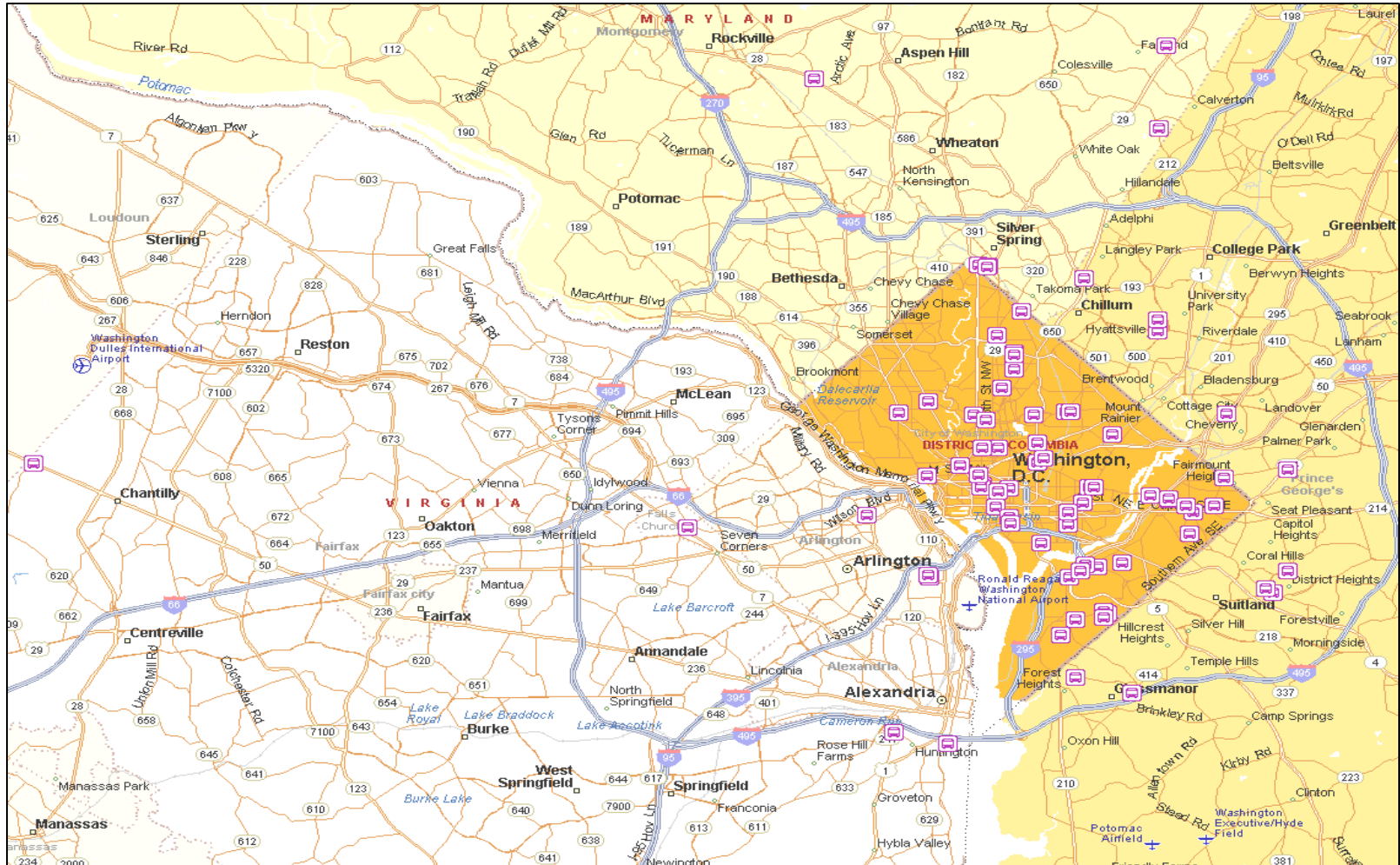
Incidents by Type



- | | |
|----------------------|----------------------|
| Physical Contact | Struck with Object |
| Sexual Assault | Spat On |
| Objects Thrown | Involved Gun |
| Involved Knife/Blade | Fluid Thrown/Sprayed |



Metrobus Service Area





Maryland – Montgomery County





Maryland – Prince George's County





Virginia





Current and Future Initiatives

- On-going Initiatives
 - High Intensity Targeted Enforcement (HITE) consisting of MTP plain clothes officers riding routes with high incident rates.
 - Bus operator contact cards records MTPD daily contacts with bus operators.
 - Improved communication between bus operators and MTP with contact cards and compliant forms.
 - MTP attend all bus division safety meetings to share information.
 - DC Legislation Bill No. 17-233 “Transit Operator Protection and Enhanced Penalty Act of 2007”.
- Future Initiatives
 - Exploring feasibility of installing a pilot program for bus operator shields.
 - Increase staffing of plain clothes officers on buses as the MTP vacancy rate decreases.