



Metro

Metropolitan Transportation Authority

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APRIL 28, 2008

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE
CHIEF EXECUTIVE OFFICER

FROM: MIKE CANNELL *M/C*
GENERAL MANAGER, RAIL OPERATIONS

SUBJECT: RESPONSE TO LETTER DATED MARCH 31ST, 2008

ISSUE

During the first week of April, most of you received a letter (Attached) dated March 31st from Mr. Al Cromer who is one of our Control Supervisors working at the Bus Operations Control.

BACKGROUND

The reference letter is in response to an incident that occurred on the night of March 29th which involved a female passenger being kicked by a male passenger. This incident caused Mr. Cromer to contact the LASD to respond. Mr. Cromer was upset due to what appeared to be a long response time from LASD to resolve the incident.

We have discussed with Mr. Cromer the appropriate process in which to more effectively communicate his concerns.

On Thursday, April 10th, Management conducted a debrief session with Mr. Cromer and Captain Jordan of the LASD. During this session, a review of the tapes and reports was conducted. Following the session, all parties agreed to a new and more effective procedure that will promote better communications and improved response times.


March 31st, 2008

Roman Alarcon-
BOC Director-LACMTA
Gateway Building-6th Floor



RE: LASD-TSB / Patron Assault

Mr. Alarcon:

On Saturday March 29, 2008 at around 23:25:, I received a call via telephone from an bus operator reporting an assault to a female patron boarding the bus. As procedure called for, I notified and provided the information to our Transit Services Bureau, providing the dispatcher with the bus location, a description of the suspect and I informed her that the victim wanted to file a report. The initial incident location was eastbound on Cesar Chavez @ Alameda. After discussing the matter further with the operator, the bus was moved to the next bus stop which was at Cesar Chavez @ Vignes, in front of the Gateway Building. For safety reasons and the fact that the suspect became hostile, the operator was instructed by myself to move the bus and hold at  Vignes.

Central Westside Vehicle Operations Supervisor D-60 was given the call and responded to the location where the bus was standing. At 00:02, D-60 called and asked for an ETA by TSB to location and I was told within 10-15 minutes. At 00:12, I was instructed by D-60 to cancel the TSB response due to victim #1 and other patrons getting restless due to a long wait for assistance.

It was also reported that a patron flagged down a passing LAPD or LASD Unit to assist. A contact number was provided to victim #1 to file a report about the assault. Upon clearing the scene, Supervisor D-60 returned to the original location and it was at this time she called BOC and informed me that the suspect had assaulted another female victim at the same bus stop and had been apprehended by several patrons at location until law enforcement arrived. The suspect, who had been recently released from jail was taken into custody.

In my five years as a TOS dispatcher, I have never been as disturbed or angry about an incident as I have with this matter. As a result of no response to the initial call regarding victim #1, we now have a second crime that took place that caused harm to victim #2. I don't take too many things personal as it relates to incidents reported to Bus Operations but there is no excuse for what happened. ~~I take pride in assisting our bus operators when problems arise, whether minor or major, but to not respond to the location in a timely manner, in my opinion, is a breakdown in priorities. This was not a lack of communication but procedures in responding to a call placed by our bus operator.~~

Mr Alarcon, I am asking of you to assist me in making sure that we don't have a breakdown in

communication as we did in this matter. This could have been worse. As I have always stated to you before, and sometimes in very blunt terms, there needs to be an understanding of policy and procedures as to how we perform our jobs in BOC. I do understand that our TSB receives many calls but on this night we had no incidents on any other buses that could justify a no response. If you have any further questions regarding this matter, I will be glad to answer them for you or any other persons or individuals who share my concerns.

Yours truly,



Al Cromer
BOC #49

CC:

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