SYSTEM-WIDE SECURITY ASSESSMENT FOR METRO

STATUS REPORT

PHASE 1:
WSP SECURITY ASSESSMENT APPROACH

May 2018-March 2019

PHASE 1: RECOMMENDATIONS

- Recommendations across six (6) areas impacting Security
  - *Security Strategy*
  - *Police and Security Staff*
  - *Procedures and Training*
  - *Fare Inspection*
  - *CPTED*
  - *Technology*
- Recommendations were ranked by priority
  - *20% Urgent (Critically impact system security/time sensitive)*
  - *60% High Priority (Address immediately but defer to Urgent needs)*
  - *20% Medium Priority*

PHASE 2:
WSP SECURITY APPROACH

May 2019-March 2020

Implement and expand upon the security planning and policy recommendations from Phase 1, with a more comprehensive focus on the entire Metro transit system. The project will result in a comprehensive security program that is coordinated with Metro's safety and emergency management functions to ensure optimal plans and procedures are in place.

PHASE 2: METRO SECURITY VISION AND OBJECTIVES

METRO TRANSIT SECURITY VISION AND APPROACH

Comprehensive Security Program
- Integration Across all Teams and Operations (internal and external)
- Regulatory Compliance
- Industry Best Practice
- Security Risk Management
- Security Reviews and Audits
- Communication Strategy

FUNCTIONS
- *Structural plan defining path forward*
- *Integration of security into all capital projects*
- *Strategic deployment*
- *Defined security metrics*
- *Security design standards*
- *Strengthen relationships with oversight agencies (TSA, SSO, etc.)*
- *Perceived secure environment*

Defined Roles, Responsibilities, and Partnerships
- Security staff
- Law Enforcement
- Contracted Security
- Emergency Management, Safety, and Operations
- Management
- Clear Communication of Roles, Responsibilities, Contracts, etc.

FUNCTIONS
- *Defined roles and spheres of influence*
- *Policies and procedures*
- *Oversight / supervision*
- *Accountability*
- *Appropriate training*
- *Clear jurisdictional boundaries and requirements*
- *Contractual agreements*

SECURITY VISION
of Customers, Employees, and the Public

Effective Security Personnel / Police
- Trained, Competent Transit-specific Security/Community Policing
- Strategic Security Staff Deployment
- Appropriate Incident Response

FUNCTIONS
- *Customer service focused*
- *Collaborative partnerships*
- *Training programs*
- *SOPs / post orders*
- *Ops plans for special events, occurrences, etc. (E.g., strikes)*
- *Dispatch processes and procedures, including street-level, plain-clothed team trained to de-escalate*

Strategic Community Engagement and Support
- Community Ownership of Metro System
- Consistent Messaging and Unified Voice
- Communication strategy

FUNCTIONS
- *Strategic, proactive engagement of employees, customers, media and the public across all mediums including text, in-person, phone, social media, email, online, etc.*
- *Customer service that supports security objectives*
- *Methods for customer input and response that are actively managed*

Informed Security
- Understanding Threats & Vulnerabilities
- Data-Sharing with Security Partners
- Data-Collection Strategies & Policies
- Security Technology

FUNCTIONS
- *TVA/CPTED evaluations*
- *Data collection and management*
- *Data trending*
- *After Action meetings/reports, processes, procedures, documentation*
- *Consistent reporting to TSA, FTA, public, and media (as applicable)*

Rules Compliance
- Fare Policy
- Code of Conduct
- Policies that Support Rules Enforcement
- Clear Communication of Rules

FUNCTIONS
- *Cohesive fare enforcement*
- *Consistent code of conduct enforcement*
- *Rules enforcement training for security personnel*
- *Technology that supports enforcement (CCTV, hand-held fare inspection scanners, etc.)*

Metro

METRO PROGRESS

METRO PROGRESS

- Infrastructure improvements at five stations under design
- Access control improved at five stations
- Revised policing contracts in negotiation
- Revised contracted security scope of work developed and RFP issued
  - *Customer focused*
  - *Defined roles*
  - *Active presence defined*
- New leadership for Security program
- Communication between Metro and Partner agencies improving
- CCTV sharing MOUs with City and St. Louis County
- Radio communications (point to point)
- Current contracted security deployment changes are being tested
- Joint fare missions in process
- Evaluation of current Metro security job descriptions

METRO PROGRESS AND NEXT STEPS

- Workshop: Metro Security Leadership & Law Enforcement (Completed)
  - *Roles and Responsibilities*
  - *Deployment strategies to enhance visibility and presence on trains, platforms and major bus transfer facilities*
- Complete CCTV sharing with partner LE (Completed)
- Finalize all law enforcement contracts (Dec 2019)
- Workshop: Security and Policing Data (Completed)
  - *Define performance metrics and criteria*
  - *Establish reporting parameters*
- Draft Security Strategy (Dec 2019)**
- New contracted security contract (awarded Q4-2019, begins Q1-2020)

**NOTE: Security Strategy will be publicly released – The supporting Security Plan will not be released -it is considered Security Sensitive Information

THANK YOU

Discussion & Questions