

# PHASE 1: WSP SECURITY ASSESSMENT APPROACH

May 2018-March 2019

METROLINK INVENTORY

SECURITY STAFFING ASSESSMENT

FARE SYSTEM
ANALYSIS

THREAT & VULNERABILITY ASSESSMENT

PEER TRANSIT AGENCY REVIEW/ BEST PRACTICES STAKEHOLDER ENGAGEMENT/ COLLABORATION RECOMMENDATIONS

IMPLEMENTATION PLAN



- -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.

SECURITY VISION & OBJECTIVES

TECHNICAL PAPERS: ALL-HAZARDS & TRAINING COMPREHENSIVE SECURITY PROGRAM PARTNER
COLLABORATION &
STAKEHOLDER
ENGAGEMENT

PROACTIVE COMMUNICATION PROTOCOLS

SECURITY STRATEGY

**WORKSHOPS** 

4

#### 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

- 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

PHASE 2:

**SECURITY** 

**METRO** 

- Law Enforcement
- Contracted Security
- Emergency Management, **VISION AND** 
  - Safety, and Operations
  - Management
- Clear Communication of **OBJECTIVES**

#### Roles, Responsibilities, Contracts, etc.

#### FUNCTIONS

- Policies and procedures
  Oversight / supervision

#### **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

# E

#### FUNCTIONS

- Customer service focused

#### **Strategic Community Engagement and Support**

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

#### Informed Security

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

- Enforcement
- Clear Communication of Rules

#### FUNCTIONS

- Strategic, proactive engagement of employees, customer 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

#### **FUNCTIONS**

- TVA/CPTED evaluations Data collection and managemen Data trending
- ricer Action meetings/reports, processi
- Tocedures, documentation Consistent reporting to TSA, FTA, public

 Fare Policy Code of Conduct

**Rules Compliance** 

- Policies that Support Rules

#### FUNCTIONS



## **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



## 115

### **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

WSD

