SYSTEM-WIDE SECURITY ASSESSMENT FOR METRO

STATUS REPORT

Scorecard Q3 –Progress Continues

Comparison 2019 to 2020

September 2019

June 2020

September 2020

METRO PROGRESS: Security Strategy

- Collaborative functional working relationships – law enforcement, Metro & contracted security
- Defined roles, documented in the Security Plan and contracts, being applied
- Security Plan approved through State Safety Oversight and implemented
- Security, Safety & Emergency Management combined
- Proactive communication and medi strategies
- Emergency Management program integrated, staffed and functional

METRO PROGRESS: Police & Security Staffing

- Leadership of all three programs aligned
- TSS Staff position redefined and implemented
- Transit security program direction supported by all partners
- Each level of security staff provided the proper tools to support their role
- Coordinated, collaborative and complementary deployment based on weekly data
- Oversight at each security layer strengthened
- Active zone security staff deployment, including Metro Bus
- Collaborative problem resolution being practiced

POLICE & SECURITY STAFFING

- Current Metro Security Staff
- Metro Policing
- Staff Plan, Budget & Deployment
- Law Enforcement Task Force
- Contracted Security
- Relationships

OVERALL

METRO PROGRESS: Procedures & Training

- Standard operating procedures updated to support current roles and responsibilities
- Passenger Code of Conduct being enforced
- Ride and Abide policy approved and being equitable applied.
  - *5 persons currently excluded for fighting or other serious rules violation*
  - *Oversight group being formed to provide appeals and confirm equitable application*
- Computer based and in-person training program in development, including de-escalation, dealing with mental illness, and other topics
- Law enforcement partners included in training opportunities

METRO PROGRESS: Fare & Fare Enforcement

- Legal authorization for citation in all jurisdictions
- Holistic fare system program being reviewed
- Clear guidance and direction for passengers about fare zone requirements
- Communication between Metro and Partner agencies around fare enforcement improving
- Deployment changes allow for additional joint "fare sweeps" to address fare evasion
- This program impacted due to COVID

METRO PROGRESS: Crime Prevention Through Environment Design

- Security design criteria under development to guide consistent application of security concepts
- Signage and wayfinding updated
- CPTED evaluation of system complete
- Lighting and sight line strategies developed to support security
- Staff participating in design reviews to apply CPTED

Crime Prevention Through Environmental Design

Standard Operating Procedure	SOP #:	Dat
System Safety and Security	TBD	Septembe

Title: Crime Prevention Through Environmental Design

Department Classifications: See Attached List and List as Neede

Issued By:

GM, System Safety, Security and Emergency Management

I. OVERVIEW

Crime prevention through environmental design (CPTED) is th environmental design of a specific area for the purposes of safe based on the "broken window" principle of how neglected area premise that an appropriate environmental design can deter perceived likelihood of detection and apprehension. In order approach to CPTED focuses on the three interrelated principles access and territoriality and relies on reinforcement from activity

Metro incorporates CPTED principles in the conceptual, design a to increase safety and security. Planning the use of a facility, garage, transit center, or a park and ride lot, should also encor customers with safety and security. Studies have shown that th in increasing ridership through a sense of system safety and se as a solution to resolve security issues through the use of st human activity to prevent crime and increase loss prevention.

METRO PROGRESS: Technology

- CCTV access provided to law enforcement
- Approved grant monies being used to upgrade cameras and some technology elements
- Passenger Assistance and Emergency Telephones being evaluated for functionality
- Location of Fare Machines and Validators being assessed as part of the fare evaluation program

Focus Areas for Additional Progress

- COVID has slowed some progress around fare program enhancements and additional training initiatives
- Implementation of some CPTED and Technology recommendations are dependent on funding
- A single radio channel is depended on political agreement
  - *Functional communication exists*

Program Activities

Ride Along

Customer Service

THANK YOU

Discussion & Questions