SYSTEM-WIDE SECURITY ASSESSMENT FOR METRO

STATUS REPORT

09.29.2020

Scorecard Q3 –Progress Continues

Comparison 2019 to 2020

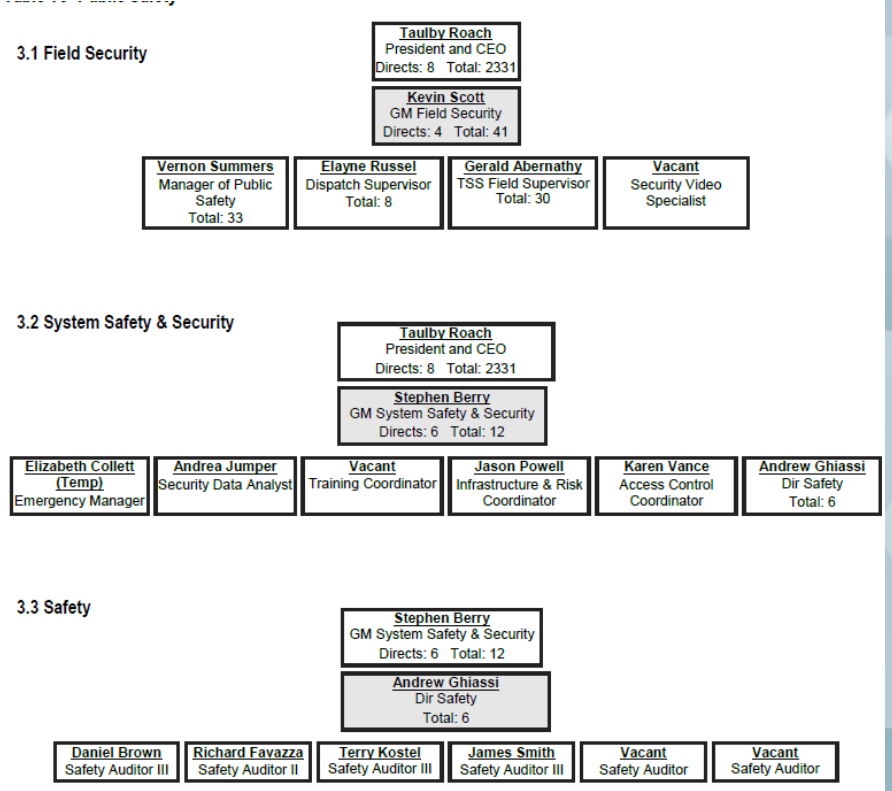
September 2019

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 media strategies
- Emergency Management program integrated, staffed and functional

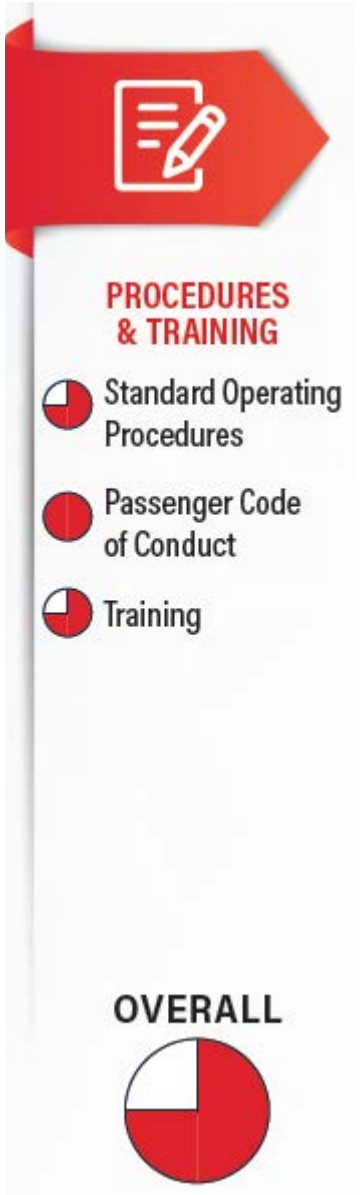


METRO PROGRESS: Police & Security Staffing

- 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

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

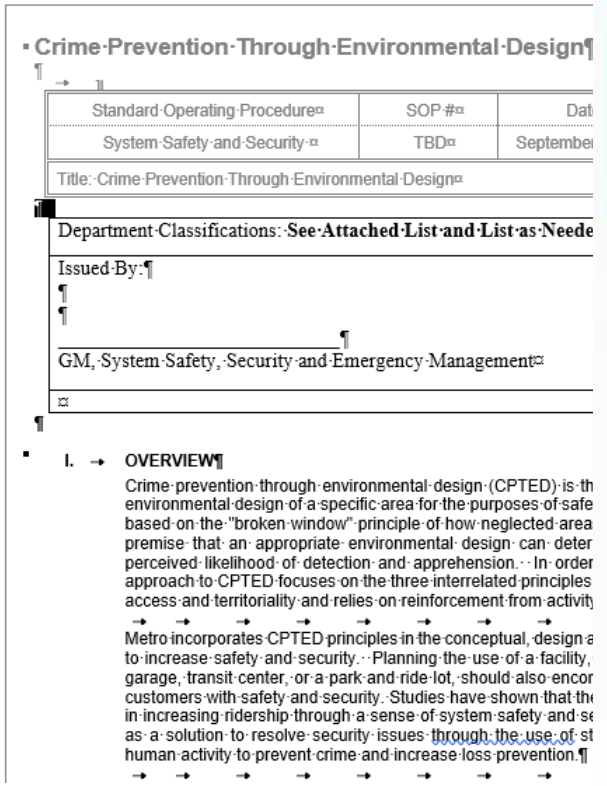


METRO PROGRESS: Fare & Fare Enforcement

- 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 developmer to guide consistent application of security concepts
- Signage and wayfinding updated
- CPTED evaluation of system complete
- Lighting and sight line strategies develope 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¤	September
Title:·Crime·Prevention·Through·Environmental·Design¤		

Department·Classifications:·**See·Attached·List·and·List·as·Neede**

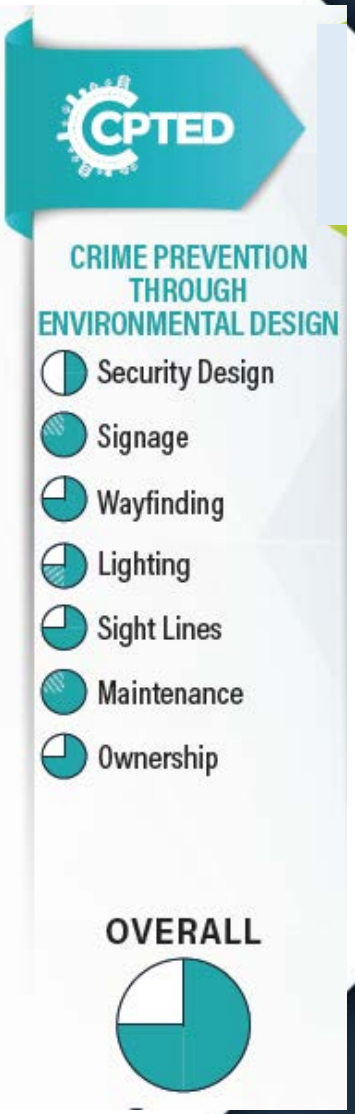
Issued·By:¶

GM,·System·Safety,·Security·and·Emergency·Management¤

I. → **OVERVIEW¶**

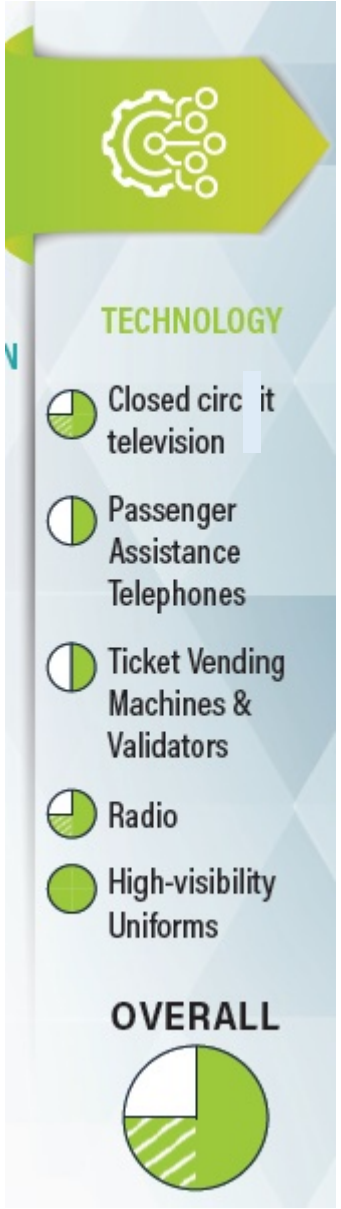
Crime·prevention·through·environmental·design·(CPTED)·is·th environmental·design·of·a·specific·area·for·the·purposes·of·safe based·on·the·"broken·window"·principle·of·how·neglected·area premise·that·an·appropriate·environmental·design·can·deter perceived·likelihood·of·detection·and·apprehension.··In·order 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·the 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



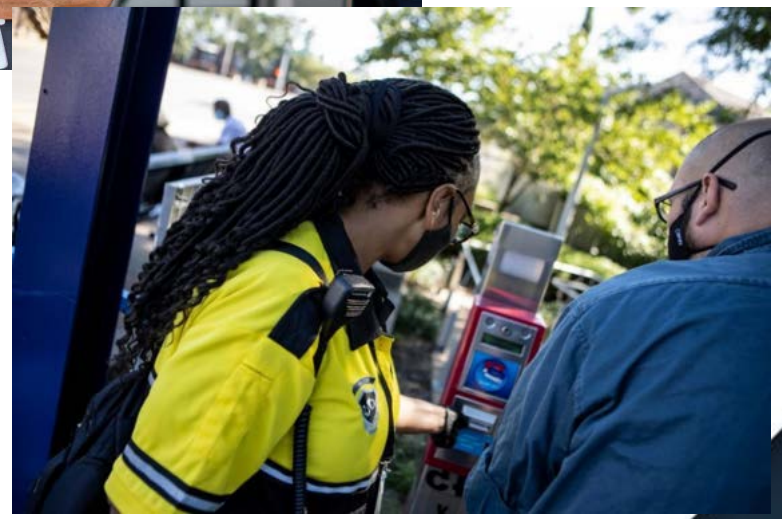
Focus Areas for Additional Progress

- 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