Scorecard Q3 – Progress Continues
Comparison 2019 to 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
- 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 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
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

WSP