

# METRO TRANSIT'S SAFETY AND SECURITY ACTION PLAN

**Metro Transit is making a concerted effort to improve public safety and the customer experience on transit.** Here are examples of some of these efforts:



## IMPROVING CONDITION ON THE SYSTEM

- ✓ Expand the official presence at stations and on transit vehicles
- ✓ Hire more Metro Transit Police Department officers
- ✓ Hire more staff to watch real-time cameras on trains and METRO stations from 6 a.m. to 2 a.m., each day
- ✓ Place security officers at transit facilities with the most calls for service
- ✓ Create a team of non-police personnel to support customers and fare compliance
- ✓ Hire more operators to increase frequency and maintain reliability
- ✓ Regularly clean transit facilities and redesign facilities to discourage vandalism



## TRAINING AND SUPPORTING EMPLOYEES

- ✓ Facilitate de-escalation and self-protection training for operators
- ✓ Install operator barriers on all active, non-coach buses
- ✓ Install video monitors that remind passengers security cameras are in use on buses
- ✓ Present strong cases to prosecute assaults on operators
- ✓ Facilitate a peer support program and provide professional counseling
- ✓ Review the circumstances of assaults to identify and address root causes



## ENGAGING CUSTOMERS AND PARTNERS

- ✓ Update Metro Transit's Code of Conduct and Reintroduce an anti-harassment campaign
- ✓ Publicly communicate action plan performance and crime data
- ✓ Expand the Adopt-A-Stop program for community to support shelter maintenance
- ✓ Dedicated federal housing vouchers for individuals sheltering on transit
- ✓ Collaborate on plans for substance abuse prevention and treatment



# SAFETY AND SECURITY AT METRO STATIONS

Safety and security are key considerations factored into the planning and design of bus rapid transit well before the line is built and in operation. We plan and design the bus platforms and station areas to be safe and secure with elements such as:

We create spaces where people want to be by designing platforms and stations where people feel safe and comfortable.

- 1 Consistent wayfinding and signage
- 2 Real-time information
- 3 Security cameras
- 4 Appropriate lighting in the station area and on the bus
- 5 Open-air or clear glass shelters for better visibility
- 6 Emergency telephones
- 7 A human-scale feel, which means facilities are designed to be comfortable to riders of all abilities
- 8 Clear sight lines which allow bus operators and riders to see each other
- 9 Greater circulation, which allows riders to safely access the bus
- 10 Visibility from nearby roadways so riders feel safe and drivers are aware of transit stops



# SAFETY AND SECURITY COMMITMENT

## AGENCY COMMITMENT

Metro Transit is committed to keeping transit safe for all customers. Some of the measures we have implemented to cultivate a safe and secure transit environment include:

- Transit vehicle and facility cleaning, maintenance, and repair.
- Our Text for Safety program, which allows Metro Transit riders to report unwanted or suspicious behavior discreetly via text.
- Additional resources to directly handle issues and concerns identified by customers.

Feel unsafe, see something suspicious or inappropriate?

**TEXT FOR SAFETY**



## APPROACH

Metro Transit uses a multi-layered approach to safe and secure operations on vehicles and at METRO stations. Ensuring safe and secure operations include:

- Metro Transit employees are trained to deal with security issues.
- Metro Transit have a professional police force for customer safety and emergency response.
- Station platforms and vehicles have security equipment such as monitored security cameras, emergency phones, and customer intercom buttons to contact a dispatcher.

