

Public Safety Update

10/03/19



Agenda

Briefing with no Board action required at this time.

- Approach
- Data
- Response

Approach

Policy

Board Resolution R2017-14 commits Sound Transit to:

- Providing a safe and secure environment for passengers, employees, contractors, emergency responders and the public;
- Mitigating risks to the agency's assets;
- Increasing the agency's resilience to natural and manmade disasters, and
- Complying with applicable legal regulations, industry best practices and other requirements.

Philosophy

- Public Safety Programs will remain both fair and consistent for all
- The perception of an individual's safety and security directly affects the customer and our employee experiences
- Local jurisdictions are responsible for all crime and policing within their cities
- Violent and serious property crime are minimized by addressing quality of life issues and transit conduct.
- Mitigate risk through engineering and technology before staffing

Organization

Transit System Security

- Threat and Vulnerability Assessments
- Design Reviews and Security Certification
- Physical Security and Technology Project Development

Emergency Management

- Emergency and Continuity of Operations Planning
- Preparation Activities, Awareness and Education
- Drills /Exercises/ Training

Operational Security

- Contract Security and Fare Enforcement Management
- Internal Investigations
- Service Quality Assurance

Law Enforcement

- Patrol Operations
- Criminal Investigations
- Special Emphasis / Anti Terrorism / Explosive Detection Canine Teams

Operational Presence

24 Hours per day – 7 Days per week, using an appropriate mix of contract security (Securitas) and commissioned law enforcement officers (King County Sheriff → ST Police)

- Contract security:
 - Provide physical presence at our stations through fixed posts and mobile assignments
 - Presence and fare enforcement on board our rail modes
 - Partners provide security on ST Bus service and at their owned sites, such as Tacoma Dome Garage
- Commissioned law enforcement:
 - Presence to facilitate ST requests for enhanced law enforcement services outside core patrol functions and local law enforcement but fundamental to the Sound Transit mission

Staffing for Presence

A lower rider to FTE ratio improves the overall visibility of uniformed personnel

	<u>2017</u>	<u>2018</u>	<u>2019</u>
FTEs (Commissioned)	55	67	75
FTEs (Contracted Security/FEOs)	155	169	215
Total Uniformed FTEs	210	236	290
Average Daily Rail Ridership	76,634	80,656	80,828
Per Thousand Average Daily Rail Riders	2.74	2.93	3.59
Rider per FTE	365	342	279
Commissioned LE per 1000 riders	0.72	0.83	0.93

Downtown Seattle Transit Tunnel

King County Metro transferred responsibility for security and law enforcement for the DSTT on 3/23/19

- Increased security and law enforcement presence
- Moved to 24 hour per day coverage
- While increasing number of stations, riders per uniformed officer improved
- Identified physical security improvements
- Additional increases in 2020

Customer Engagement



If you see something wrong, here's what to do:

- 1. Let us know ASAP.** Help is just minutes away. In an emergency call 911. For everything else, call or text security at **(206) 398-5268**.
- 2. Tell us the car number.** This is located in the upper part of the back and front wall. It is also located on the outside of the train in the front.
- 3. Tell us what direction you're headed in and the closest stop.**
- 4. Describe what is happening** and if possible, a brief description of the people.

 Text security at **(206) 398-5268**  SOUNDTRANSIT

Customer Engagement

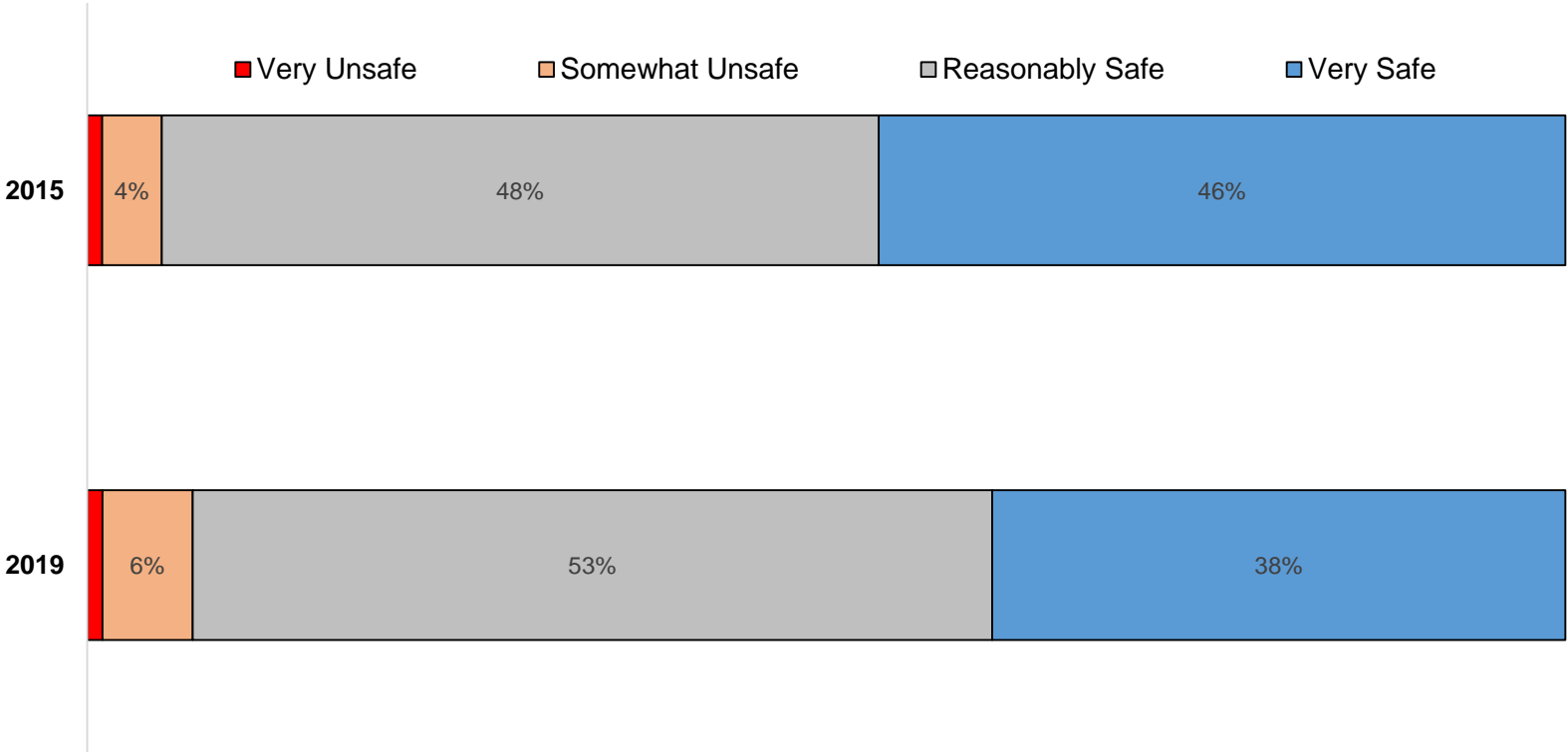
We engage with our customers and encourage their engagement with us regarding safety and security.

- Sound Transit Website, Facebook, Instagram and Twitter
- Targeted on-board or station awareness campaigns
- Customer Surveys

Data

Customer Experience

Survey Results



91% of customers feel safe while at Sound Transit's facilities or onboard our service

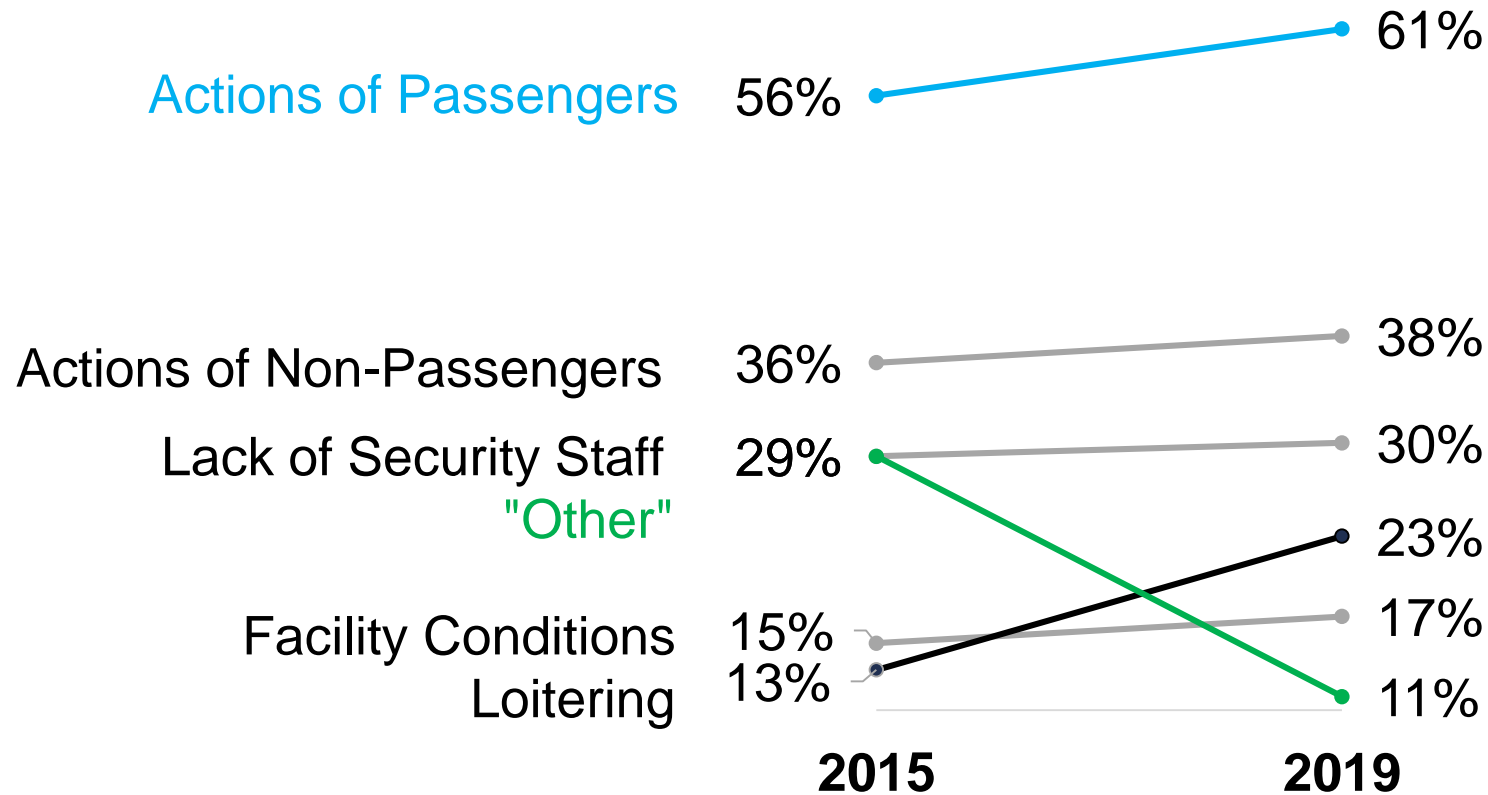
Customer Experience

39% of surveyed customers reported at least one instance in the past year in which they felt concern for their safety.

- **53%** onboard vehicle
- **34%** at station / stop

Customer Experience

The aggressive actions and behaviors of individuals in crisis, both passengers and non-passengers, listed as the top safety concern



Reported Crime

Rail crime per 1,000,000 riders

	<u>2017</u>	<u>2018</u>	<u>2019*</u>
Violent Crimes	1.09	1.82	1.90
Property crimes	6.41	4.74	7.32
TC/Nuisance	20.51	22.23	41.90

* Jan – Sep 2019

Perception and Reality

The perception of an individual's safety and security directly affects the customer decision to use Sound Transit services and for our employees to stay with Sound Transit.

By focusing on quality of life issues, visible security presence and transit conduct, opportunities for more serious property and violent crimes are reduced.

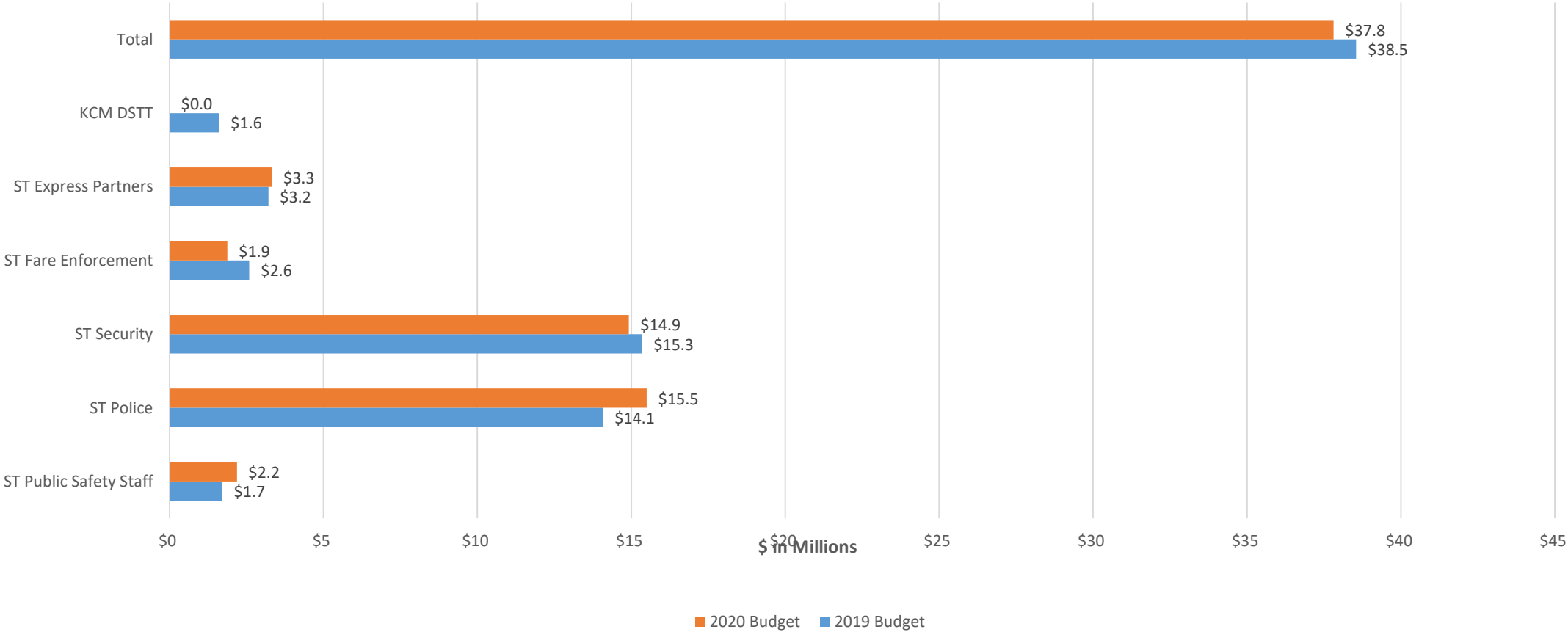
Growing Securely

We are committed to ensuring the safety of our passengers, employees and the public as our ridership and services continue to grow by:

- Designing and constructing facilities with the customer in mind
- Advancing our security technology
- Continued training of our security and law enforcement personnel
- Engagement with the King County L.E.A.D program
- Long range planning to ensure adequate resources throughout the expansion

Budget

Sound Transit Public Safety Program -- Excludes Startup Costs



Response

When a significant event occurs

Immediate actions that take place:

- Increase visual presence
- Renew threat and vulnerability assessment
- Review physical security and technology footprint
- Work with local jurisdictions on addressing issues that may decrease the customer's perception

Thank you.



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