

# METRO TRANSIT SECURITY PROGRAM (Adopted by TPC on 01/10/06)

## **I. Maintaining a Secure Environment on the Bus**

The overall purpose of the Security Program is to optimize -- within the constraints of time, cost, and operational effectiveness -- the level of protection afforded to Metro Transit's passengers, employees, and any other individuals who come into contact with the system.

## **II. Staffing Responsibilities**

### ***A. Point of Contact Supervisor***

To ensure coordinated development and implementation of the Security Program, Metro Transit has designated one Operations Supervisor as the Security and Emergency Response Point of Contact (POC). This Supervisor, who reports directly to the Operations Manager, has the responsibility for overseeing the Security Program on a daily basis. The Security Supervisor is the direct liaison with the bus operators and dispatchers regarding the security program. This employee also serves as Metro Transit's primary contact with local public safety and emergency response agencies.

### ***B. Operations Supervisors***

Supervisors are responsible for communicating the transit agency's security policies to all employees. For this reason, supervisors must have full knowledge of all security rules and policies. The specific responsibilities of supervisors include the following.

1. Having full knowledge of all standard and emergency operating procedures.
2. Having full knowledge of Metro Transit's Rules of Conduct and Transit Exclusion Procedures.
3. Ensuring that bus operators make security and emergency preparedness a primary concern when on the job.
4. Listening and acting upon any security concerns raised by the bus operators
5. Immediately reporting security concerns to the POC.

In addition, when supporting response to an incident, supervisors are expected to:

1. Provide leadership and direction to employees during security incidents;
2. Handle minor non-threatening rule violations;
3. Defuse minor arguments;
4. Determine when to call for assistance;
5. Respond to fare disputes and service complaints;

6. Respond to security related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance;
7. Complete necessary security related reports;
8. Take photographs of damage and injuries;
9. Coordinate with all outside agencies at incident scenes

Dispatchers ( Supervisors) are expected to:

1. Receive calls for assistance
2. Dispatch supervisors and emergency response personnel
3. Coordinate with law enforcement and emergency medical service communications centers
4. Notify supervisory and management staff of serious incidents
5. Establish on-scene communication
6. Complete any required security related reports
7. Provide direction to on-scene personnel

### **C. Bus Operators**

Bus Operators are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies. Each Bus Operator will:

1. Take charge of a security incident scene until the arrival of supervisory or emergency personnel
2. Collect fares in accordance with agency policy
3. Be familiar with Metro Transit's Rules of Conduct and Transit Exclusion Procedures
4. Attempt to handle minor non-threatening rule violations
5. Respond verbally to complaints
6. Attempt to defuse minor arguments
7. Determine when to call for assistance
8. Maintain control of the vehicle
9. Report all security incidents to agency dispatch
10. Complete all necessary security related reports

### **III. Bus Operator Training**

Metro uses the a curriculum developed by the National Transit Institute as refresher training to teach operators skills and techniques for maintaining a safe environment on their buses. The training focuses on customer service techniques to prevent or control dangerous situation.

#### **IV. Coordination with Local Governments and Agencies**

1. Staff works closely with the Madison Police Department (MPD) and Madison Metropolitan School District (MMSD) to address youth conduct on the buses, at the transfer points, and in the vicinity of bus stops. Metro staff meet several times a year with the police department and the school district to discuss issues of mutual concern.
2. Operations Supervisors are assigned on a daily basis to Middle Schools, High Schools, and/or Transfer Points where problems are occurring. They monitor boarding, explain behavior expectations to students on buses that experienced misbehavior the day before, work with the school staff (usually Vice Principals) to identify students who are causing problems, ride routes that are experiencing ongoing problems. The Security Program 'Point of Contact' Supervisor works closely with School staff in follow-up related to serious behavior issues.
3. Road Supervisors monitor the South Transfer Point during the late afternoon and evening hours, supplemented by random visits during other times of the day. We are not able to provide a continual presence, as these supervisors are also called upon to respond to accidents, incidents occurring on buses, and other customer service issues.
4. Police officers patrolling the South Side are familiar with the pulsing schedule of buses at the South Transfer Point, and are driving through five minutes after the buses leave.
5. A City ordinance prohibits loitering at Transfer Points without intention of riding a bus. This provides a tool to the MPD to deal with persons "hanging-out" at these sites.
6. Metro staff participates in South Madison Planning Council meetings that bring together neighborhood associations, church leaders, alders, school district employees and other interested parties to address conduct at the South Transfer Point.

#### **V. Rules of Conduct and Transit Exclusion Procedures**

Metro has established a Rules of Conduct (Behavior Policy) and Inappropriate Conduct Transit Exclusion Procedure to promote the safety and comfort of its riders, to facilitate the proper use of transit facilities and services, to protect transit facilities and employees, to assure the payment of fares and to ensure that Metro vehicles and facilities are safe, welcoming and provide equitable access for Metro passengers. Responses to inappropriate and/or illegal conduct, up to and including exclusion from service, are outlined in the Policy, which was formally adopted by the Transit and Parking Commission on July 12, 2005.

## **VI. Communication with Customers**

Interior Car Cards, the Rider Reader newsletter, and electronic Metro Rider Alerts are all utilized to encourage the active participation of transit passengers in maintaining a safe transit environment. The theme “Keep Metro safe. Together we can do it.” is utilized.

## **VII. Camera Security Surveillance**

### **A. Objectives**

The primary objective of having on-board video surveillance is to document what transpires when events occur that threaten the safety of riders and/or the driver. It is also expected that the installation of cameras, with signage alerting customers, will be a deterrent to disruptive behavior and provide a sense of security to riders and drivers. And finally, in case of personal injury accidents, a video record validates the facts. Cameras are installed on a limited number of buses, which will be among routes based on feedback from driver and customers.

### **B. Downloading Images:**

The recorders store 60 hours of information. Activation of the emergency alarm by the driver will place a ‘bookmark’ on the recording, preventing it from being recorded over and allowing quick access to the relevant images. The hard drive will be pulled when an incident is reported (by bus operators or the public). Otherwise, the hard drives will be recorded over.

### **C. Access to Images:**

The surveillance records will be shared with individuals directly involved in investigating and following up on the incident. This could include Metro management staff, law enforcement officials, school officials, the City’s insurance company, the bus operator, the offending individual (and his/her parents as appropriate), and other who may be directly involved in responding to the behavior.

Metro Rules of Conduct (see above) call for police intervention, arrest and/or prosecution in situations in which an individual’s actions present an imminent danger to the life or safety of him/herself or others, or to Metro property. Video evidence will be particularly useful in enlisting police and prosecutorial support to enforce the policy in these emergency situations. Video evidence, as may be available, will also be used in the Transit Exclusion Procedure outlined in this policy.

### **D. Public Records:**

- In consultation with the City Attorney’s office and insurance company, Metro will maintain as a public record images downloaded from the on-board recorder to Metro computers for a 120 day period.
- In cases where follow-up action is taken, the images will become part of the files for the incident, and be maintained in accordance with relevant public records requirements.

- In cases of vehicular accidents, the images will be provided to our insurance company, who will maintain them as part of their case file in accordance with their record retention policies.