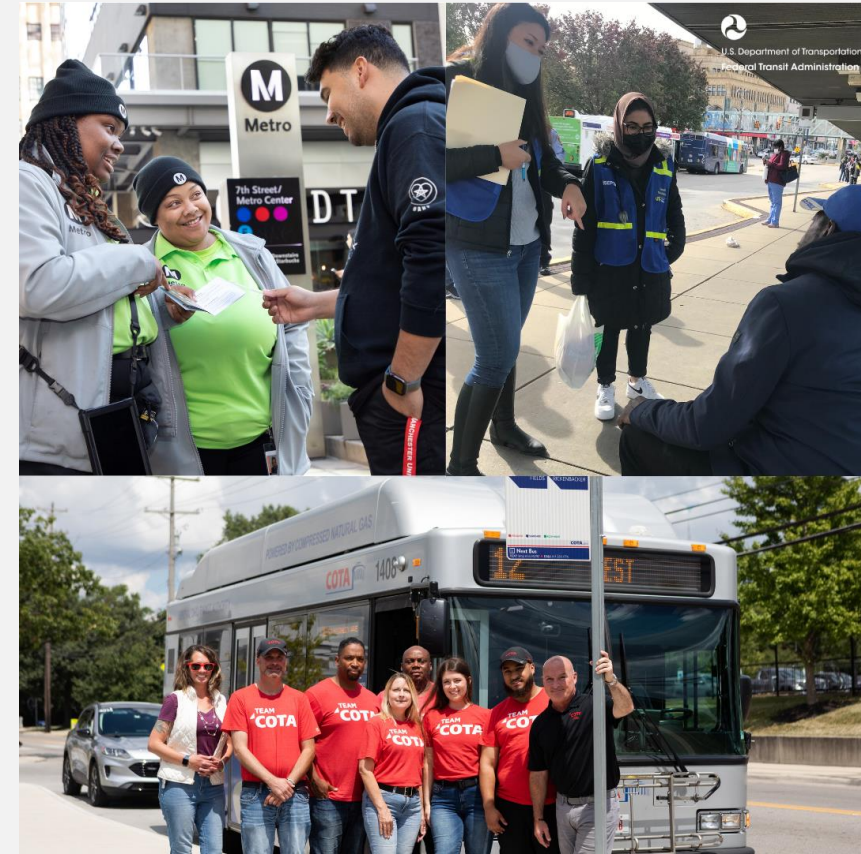


Developing Community-Based Public Safety Programs for Transit Webinar

12/14/2023



U.S. Department of Transportation
Federal Transit Administration



Introduction

Mia Veltri

Senior Policy Analyst; Office of System Safety
Office of Transit Safety and Oversight



Agenda

- **Southern Pennsylvania Transportation Authority (SEPTA)**
- **Central Ohio Transit Authority (COTA)**
- **Los Angeles County Metropolitan Transportation Authority (LA Metro)**
- **FTA Resources for Public Safety and Crime**



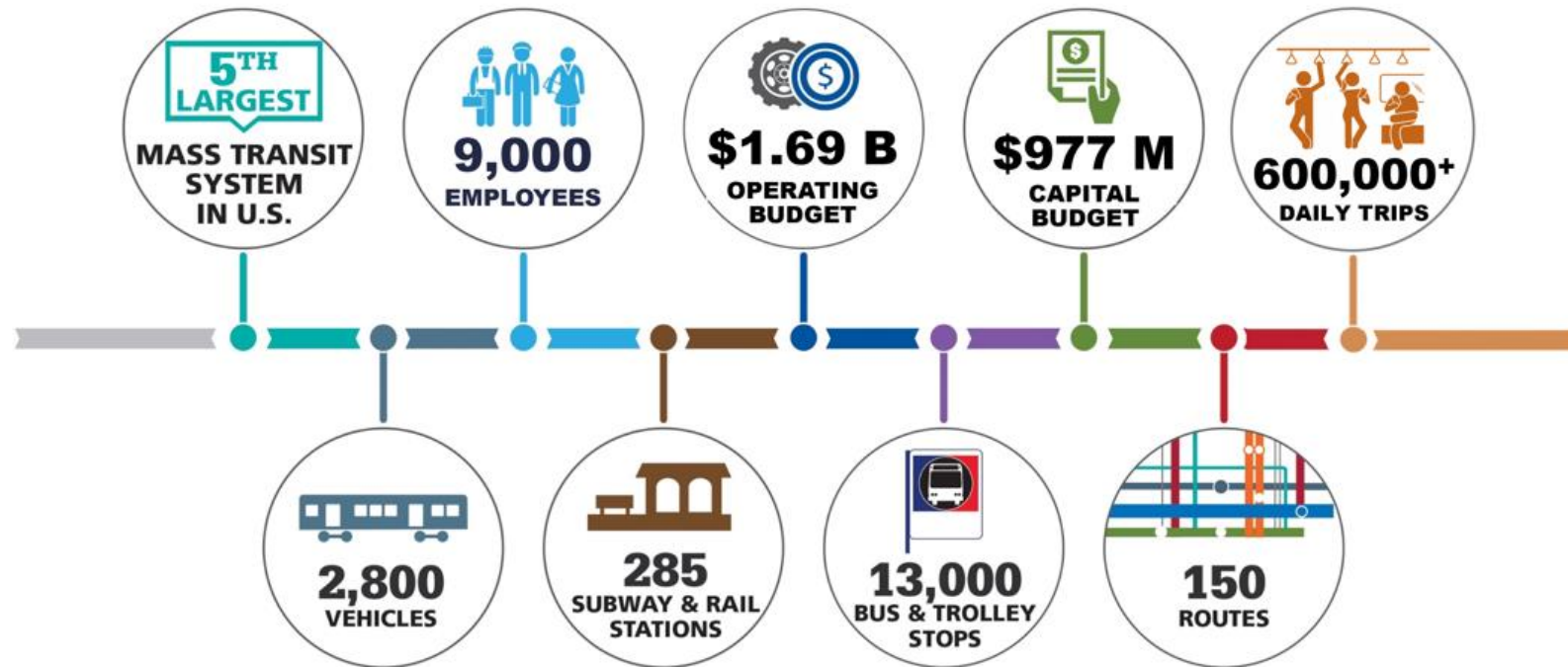


Southeastern Pennsylvania Transportation Authority

Kenneth A. Divers

Director, Outreach Programs

SEPTA Serves 4.2 Million Residents in Southeast PA





**Who makes up
the vulnerable
population?**



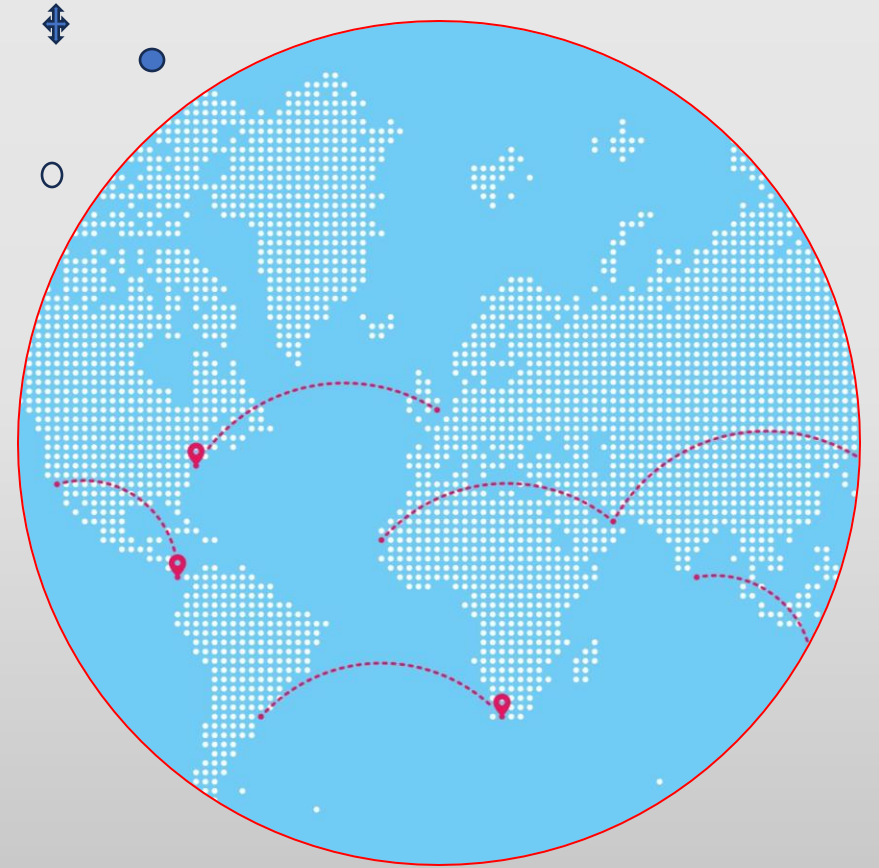
**Where is the
vulnerable
population on
SEPTA?**



**What is SEPTA
doing about the
vulnerable
population?**



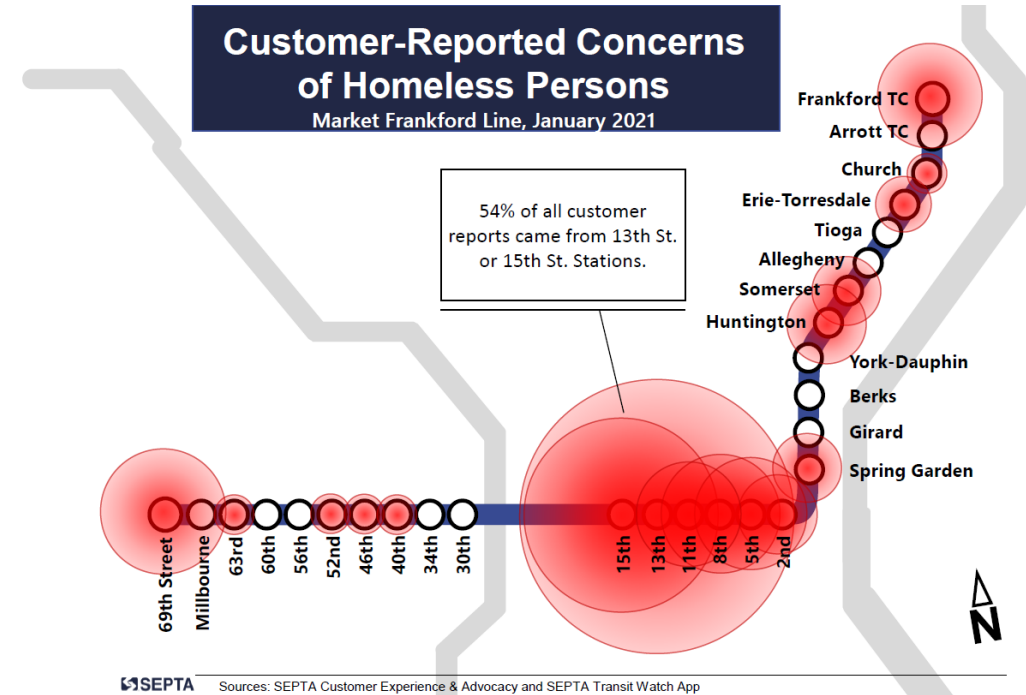
**What does SEPTA
need help with?**





Those experiencing homelessness, drug abuse, mental health issues, and sexual assault define who we refer to as...

THE VULNERABLE POPULATION

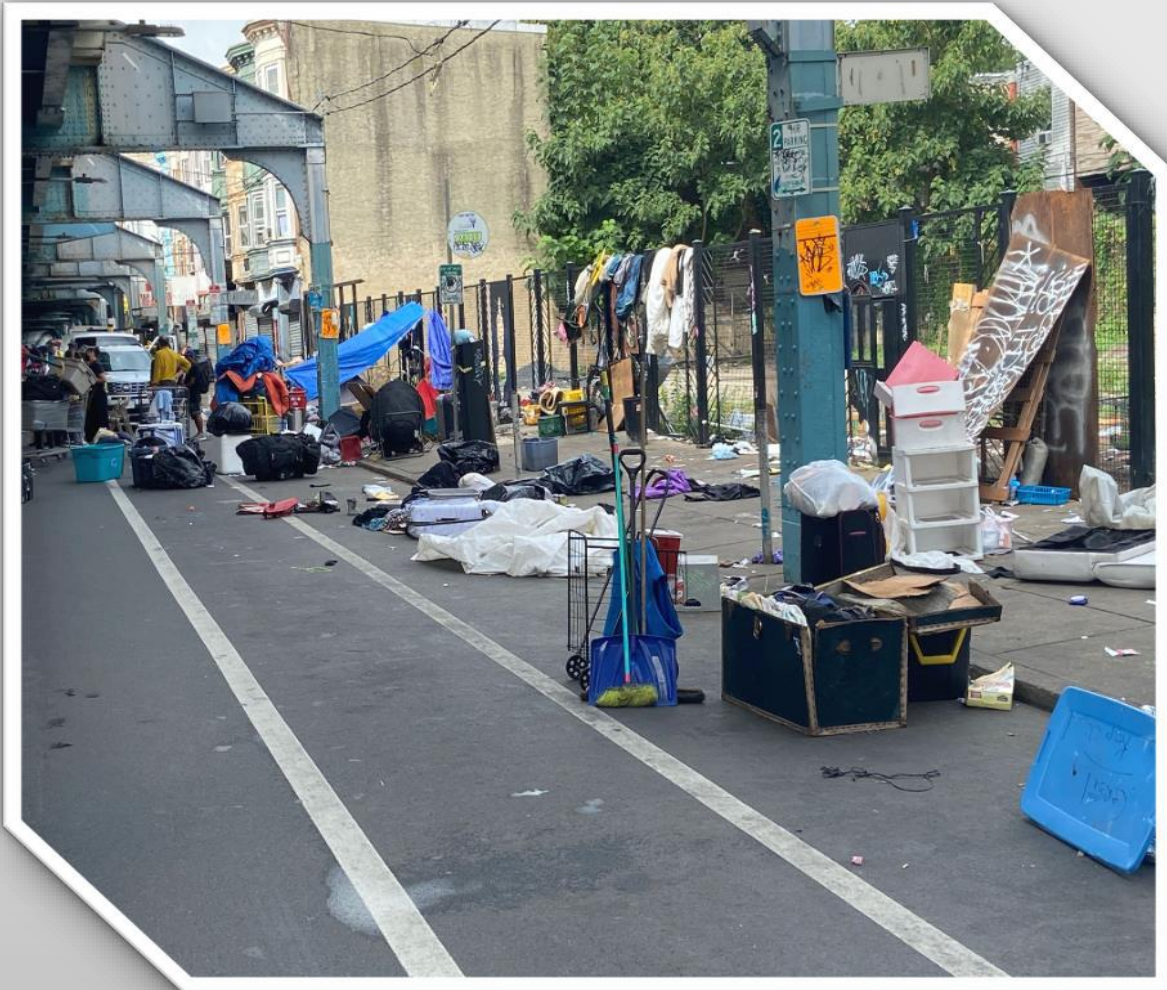


Where is the Vulnerable Population?

What is SEPTA doing about the Vulnerable Population

???





✓ Safety

Strategically place SEPTA police at known hotspots while acquiring the aid of public and private security firms to help offset the challenge of coverage gaps.

✓ Cleaning

Maintain and increase cleaning schedules by procuring additional resources needed to maintain a state of good repair and safety throughout stations, terminals, and SEPTA's rolling stock.

✓ Ownership

Recruit local community groups, CAC, CDCs, city, government, and county stakeholders to take a vested interest in assisting SEPTA with barriers related to addressing the vulnerable population seeking shelter on the SEPTA system.

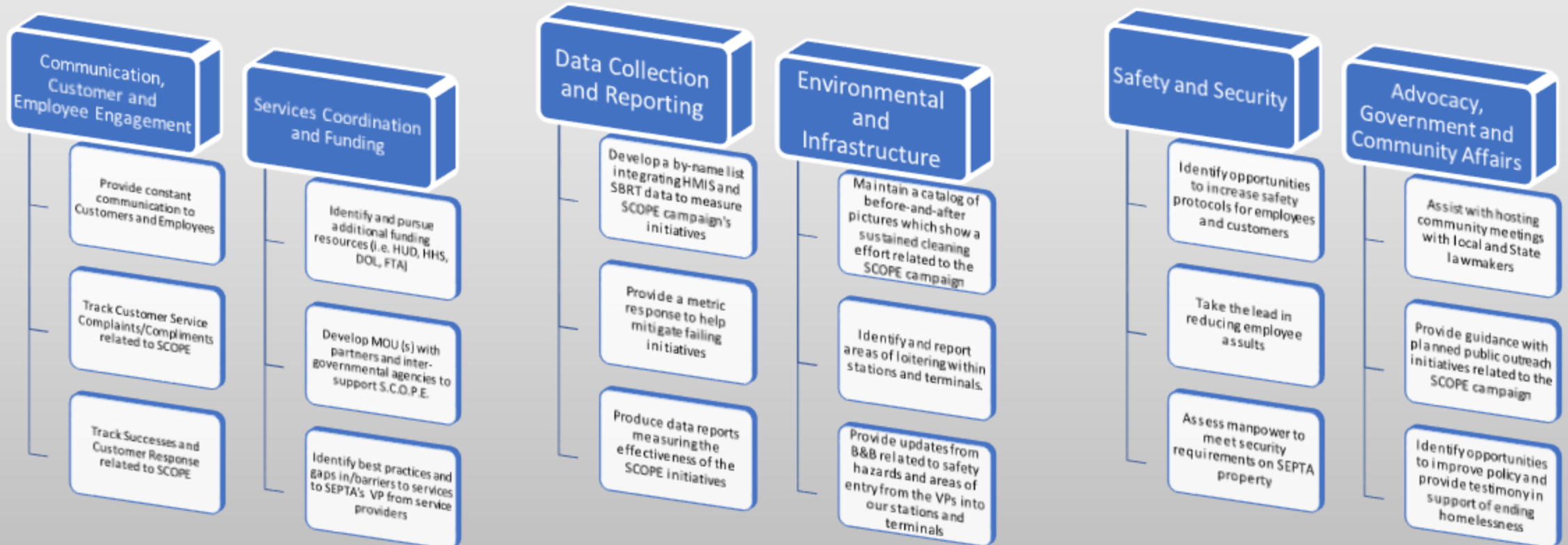
✓ Partnership

Create a robust network of partners within the SEPTA service area. These partners will help offset financial, labor, and human barriers that often hinder the vulnerable population from receiving much needed services.

✓ Engagement

Deploy the above resources throughout the five-county service area to aid SEPTA in eliminating homelessness on our system.

- Established an internal structure to build buy-in across the agency, be nimble in responding to internal opportunities and to make decisions real time
- Increased transparency and cross-communications while creating a culture that addressing the vulnerable populations is everyone's priority





69th Street Transportation Center									
Monday		5:00 AM - 2:00 PM			Monday		2:00 PM - 12:00 AM		
One Day at a Time (ODAAT)	Name	Time In	Time Off	Location	One Day at a Time (ODAAT)	Name	Time In	Time Off	Location
Horizon House Outreach Team	Name	6a	2p	Roaming	Horizon House Outreach Team	Name	2p	10p	Roaming
Outreach Specialist (Horizon House)	Name	11a	3p	Roaming	Outreach Specialist (Horizon House)	Name	5p	8p	Roaming
Drexel Street Medicine Student	Name	11a	7p	Roaming	Drexel Street Medicine Student	Name	11a	7p	Roaming
Drexel Street Medicine Student	Name	9:30a	11:30a	Roaming	Drexel Street Medicine Student	Name	2p	4p	Roaming
Drexel Street Medicine Student	Name	9:30a	11:30a	Roaming	Drexel Street Medicine Student	Name	2p	4p	Roaming
Drexel Street Medicine Student	Name	9:30a	11:30a	Roaming	Drexel Street Medicine Student	Name	2p	4p	Roaming
Key Platform Attendant (KPA)	Name	6a	1:30p	NHSL	Key Platform Attendant (KPA)	Name	12:30p	9p	NHSL
Security Guard	Allied Barton Security	5a	12:30a	MFL Fare	Security Guard	Allied Barton Security	5a	12:30a	MFL Fare
Security Guard	Allied Barton Security	5a	12:30a	MFL Fare	Security Guard	Allied Barton Security	5a	12:30a	MFL Fare
Security Guard	Allied Barton Security	5a	12:30a	NHSL	Security Guard	Allied Barton Security	5a	12:30a	NHSL
SEPTA PD	On Site	7a	3p	Roaming	SEPTA PD	On Site	3p	11p	Roaming
SEPTA PD	On Site	7a	3p	Roaming	SEPTA PD	On Site	3p	11p	Roaming
Site Commander: ODAAT					Site Commander: ODAAT				
Tuesday		5:00 AM - 2:00 PM			Tuesday		2:00 PM - 12:00 AM		
One Day at a Time (ODAAT)	Name	Time In	Time Off	Location	One Day at a Time (ODAAT)	Name	Time In	Time Off	Location
Horizon House Outreach Team	Name	6a	2p	Roaming	Horizon House Outreach Team	Name	2p	10p	Roaming
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Site Commander: ODAAT					Site Commander: ODAAT				



SCOPE

People, Partnership, and Purpose

Keeping SEPTA Safe and Clean While Connecting Vulnerable People to Services



Safety

- Increased lighting in stations and added field observers to greet, assist, educate and report
- Equipping custodians with SEPTA cell phones to communicate directly with transit police
- Enhanced the Transit Watch App to allow riders to get help, discreetly and anonymously report a crime, or other dangerous situation
- Creating a Virtual Patrol Center to monitor the system's stations and concourse cameras



Cleaning

- Added custodial staff and increased cleaning shifts at multiple stations
- Upgraded elevators, escalators, stairways, overpasses, exits and entrances
- Trained key platform attendants and created an elevator monitor attendant role
- Partnered with Community Life Improvement Program (CLIP) and Public Works to enhance SEPTA's cleaning efforts



Ownership

- Educated elected officials, business community, universities, homeless service providers and housing advocates about the impact of homelessness throughout the system
- Advocated for increased emergency shelter beds, permanent housing and access to mental health and addiction treatment services
- Established a nimble internal command task force to align resources and develop system-wide solutions for the SCOPE program



Partnership

Created a diverse network of regional partners within SEPTA's service area to:

- Connect individuals to health services
- Coordinate housing and behavioral health services
- Provide case management for individuals with high acuity needs



Engagement

- Increased the number of social service outreach specialists from seven to more than 50
- Deployed outreach workers to engage and connect individuals experiencing homelessness to services throughout the SEPTA system
- Expanded the co-responder model of transit officer and social worker to dispatch as needed to additional locations throughout the system
- Engaged over 1,446 vulnerable individuals over a nine-month period and connected 156 to housing, treatment and mental health services

HOW YOU CAN HELP US!

If you see someone in need, contact SEPTA Transit Police using the Transit Watch App, the QR Code or SEPTA's Text-a-Tip (215-234-5911).

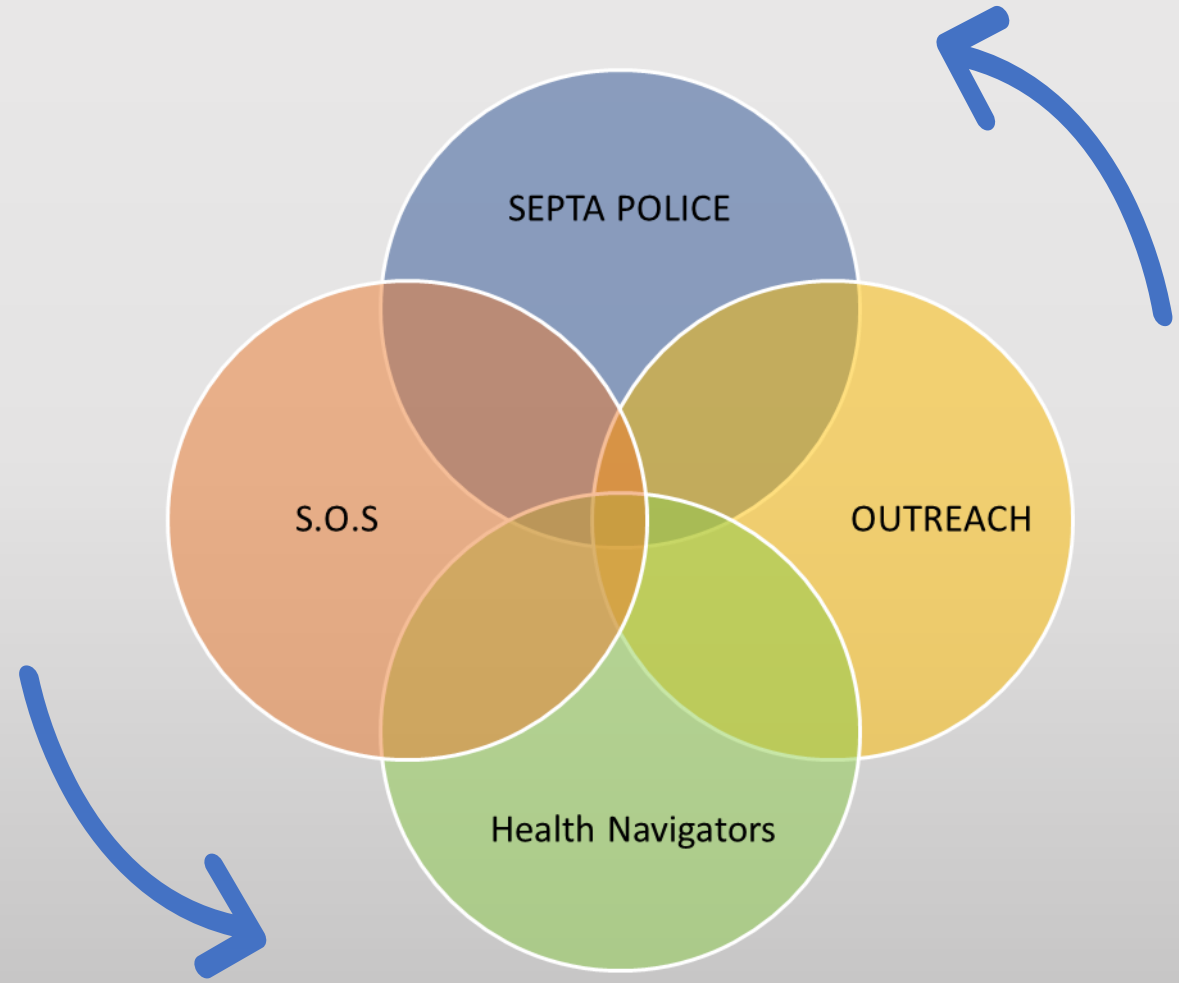
If you have an emergency while on SEPTA, call 911. You can also use the emergency call boxes located on all Broad Street and Market-Frankford Line cars and at every station.

Download Transit Watch App for free











SEPTA Outreach Services

S.O.S.



Medical Students

Health & Exercise Sciences
Students

Coming Soon: Nursing Students



SCOPE is built on partnerships.

Stakeholders work together to address broader societal issues like homelessness, substance use disorder & mental illness:



Eagle Staffing

Fit4God Outreach Ministry

Merakey Parkside Recovery

One Day At A Time (ODAAT)

Northeast Treatment Centers

Drexel University Medical Students

WOAR - Philadelphia Center Against Sexual Violence

Additional Partnerships



Department of Public Health

[Philadelphia Department of Public Health](#)

Public Restroom Specialists: City partners will add SEPTA's bathrooms in the non-paid area as part of the monitoring rotation. Their role is to observe and report conditions to the onsite team who is striving to create a safe, clean and pleasant customer experience for riders and non-paying customers at Suburban Station.

Environmental Services/Project REACH: Responsible for installing and maintaining needle boxes in several SEPTA stations.

PHD Smoking Program (Tobacco Policy and Control Program): The Pennsylvania Statewide Tobacco-Free Recovery Initiative (PA STFRI) envisions behavioral health systems that integrate tobacco use disorder treatment and tobacco-free services in pursuit of the highest quality of care and best possible treatment outcomes.



[Northeast Treatment Centers](#) is a nonprofit agency providing trauma-informed behavioral health and social services designed to meet the needs of individuals and families at times of stress in their lives.

Services include mental health treatment, addiction treatment, foster care, residential group care, adoption, juvenile justice services and child welfare services. This is accomplished by setting up two "Mobile Hub" locations on the Broad Street Line.

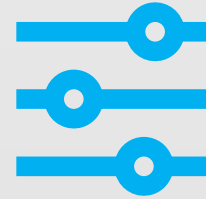
Community College *of* Philadelphia

***SUCCESS
STARTS HERE***

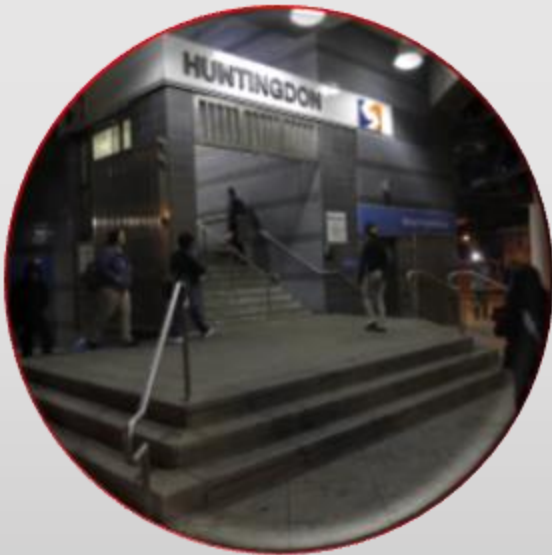


MONTGOMERY
COUNTY COMMUNITY COLLEGE

Homeless Encampment Removals



Stations Removed From Hotspot List



Huntingdon Station



Jefferson Station



Snyder Station



- **Hiring specialists to meet the challenges of a growing vulnerable population:**
 - Onboarded 57 outreach social workers
 - Created elevator and bathroom monitors
 - Installed 88 SEPTA guides on trains and in stations to create presence
 - Recruited more SEPTA police officers
 - Engaged additional transportation managers to help remove “destination-less riders” off of SEPTA vehicles
- **Expanding existing positions and tools to better meet conditions:**
 - Equipped our 282-cleaning staff with SEPTA cell phones to call police when they see something of concern
 - Hired additional cleaning staff (200)
 - Provide mandatory overtime for the current SEPTA officers on staff
 - Created enhanced crowdsourcing tools for the public and SEPTA employees to report concerns
 - Expanded use of SEPTA’s YouTube Channel to seek the public’s help in identifying suspects
- **Forming new partnerships to work with us:**
 - Created a first-of-its kind partnership with 13 first-year medical students from Drexel University serving as health navigators, performing their six-month practicum
 - Onboarded five “health and exercise science” college students as health navigators
 - Formed multiple county partnerships

SEPTA Monitoring Live Cameras Across the System

- ✓ 30,000 cameras placed across the system in vehicles and stations are monitored by SEPTA Transit Police and Video personnel.
- ✓ New virtual patrol center is now staffed to monitor surveillance video live streams with a special focus on “hot spots” to dispatch patrol officers to parts of the system where they are needed the most.
- ✓ ZeroEyes Pilot program to identify weapons on the system.
- ✓ New \$5M state grant funding program will allow SEPTA to expand ZeroEyes across the system.



*Stock image



Philadelphia Office of Homeless Service granted SEPTA Unique Access to HMIS

Philadelphia Homeless Management Information System (PHILAHMIS)

GOVERNANCE CHARTER

20

Adopted on: Philadelphia CoC PA-500
Version: [1]

Measuring the size of SEPTA's homelessness population

SEPTA's Annual Point-in-Time Count

SEPTA's Annual Point-in-Time Count

County	SEPTA 2022	SEPTA 2023
	Unsheltered	Unsheltered
Bucks	0	0
Chester	0	1
Delaware	95	41
Montgomery	19	16
Philadelphia	437	279
Trenton TC	11	26
Totals	562	363

Statistics and Data

In the period from July 2022 to June 2023, SEPTA's outreach teams recorded*:

44,361 ENGAGEMENTS* Each engagement represents an individual who was guided off SEPTA's system and some guided into services. Most of these interactions do not require police intervention.
* 36,484 Removals WITHOUT Police Involvement

5,709 RESOURCE DISTRIBUTIONS Food, clothing, wound care, and transportation are resources distributed by SEPTA's outreach teams.

7,970 REFERRALS Mental health treatment, drug and alcohol treatment, shelters, PAD office, and other social service providers are examples of places a vulnerable individual may be referred.

159 NARCAN DEPLOYMENTS Narcan is a treatment that reverses an opioid overdose. With opioid overdoses on the rise in Philly, this is essential work.

391 WARM HAND-OFFS During a warm hand-off, outreach teams directly and physically connect a vulnerable individual with a social service provider.

1,563 CALLS TO POLICE DISPATCH* Outreach teams reduce the number of contacts between police and vulnerable individuals.
* 7,877 Removals with Police Assistance

* All numbers represent an underestimate of the impact of SEPTA's outreach workers. Staffing constraints have restricted the reach of outreach efforts. Data collection methods are continuously being improved to capture the full impact of outreach workers.

In the time period from July 2022 to June 2023, SEPTA's outreach teams averaged:

- 3,697 engagements
- 476 resource distributions
- 664 referrals
- 13 Narcan deployment
- 32 warm hand-offs
- 130 calls to police

each month

Distribution of Resources

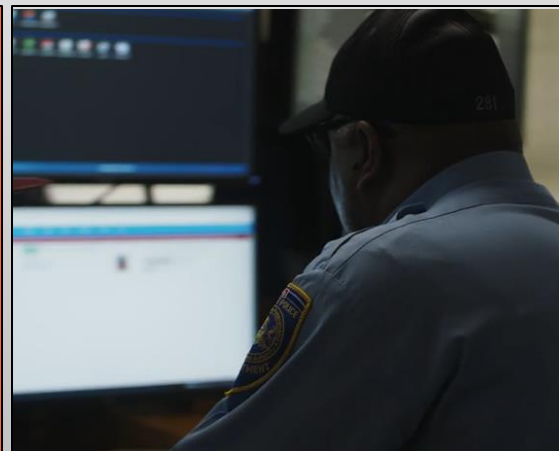
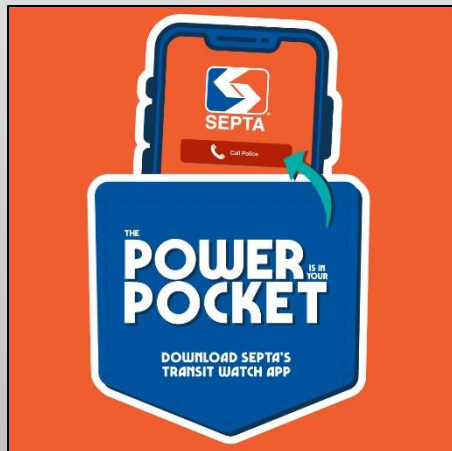
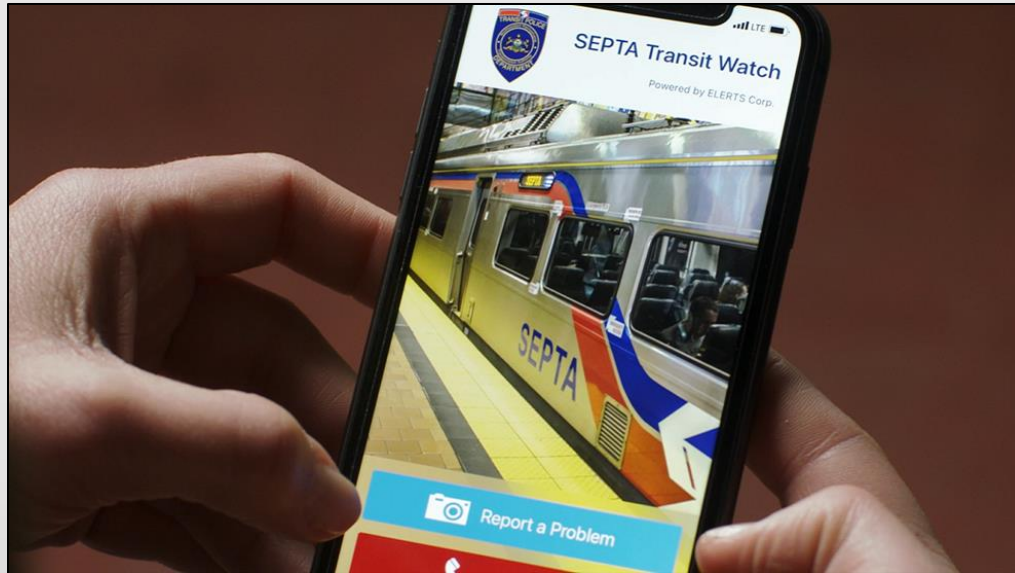


Referral to Services




* There is not a 1 to 1 equivalency between calls to police and engagement. A single call to dispatch may be to address a group of multiple vulnerable individuals, with each individual being counted as a separate engagement.

SEPTA SCOPE efforts have helped to decrease homelessness on the system by 35%




THE POWER POCKET IS IN YOUR




REPORT SECURITY & SAFETY ISSUES DIRECTLY TO TRANSIT POLICE FROM SEPTA'S TRANSIT WATCH APP

DOWNLOAD FOR FREE!

Available on the  **App Store**


Available on  **Google play**

SCAN QR CODE




IT'LL TAKE YOU LONGER TO READ THIS CARD THAN TO REPORT AN ISSUE WITH SEPTA'S TRANSIT WATCH APP

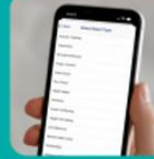
INSTANT • DISCREET • ANONYMOUS • 24/7



CHOOSE TO INSTANTLY CALL THE POLICE RIGHT FROM THE APP – OR – REPORT A PROBLEM



TAKE OR UPLOAD A PHOTO AND ADD HELPFUL DETAILS





IDENTIFY THE ISSUE AND WHERE YOU SAW IT

EITHER WAY, TRANSIT POLICE WILL BE NOTIFIED IMMEDIATELY TO COME OUT TO ADDRESS THE ISSUE


TRANSIT POLICE CAN ALSO BE REACHED 24/7 BY TEXTING A TIP TO 215-234-1911 OR BY USING A STATION OR VEHICLE CALL BOX

DOWNLOAD FOR FREE!

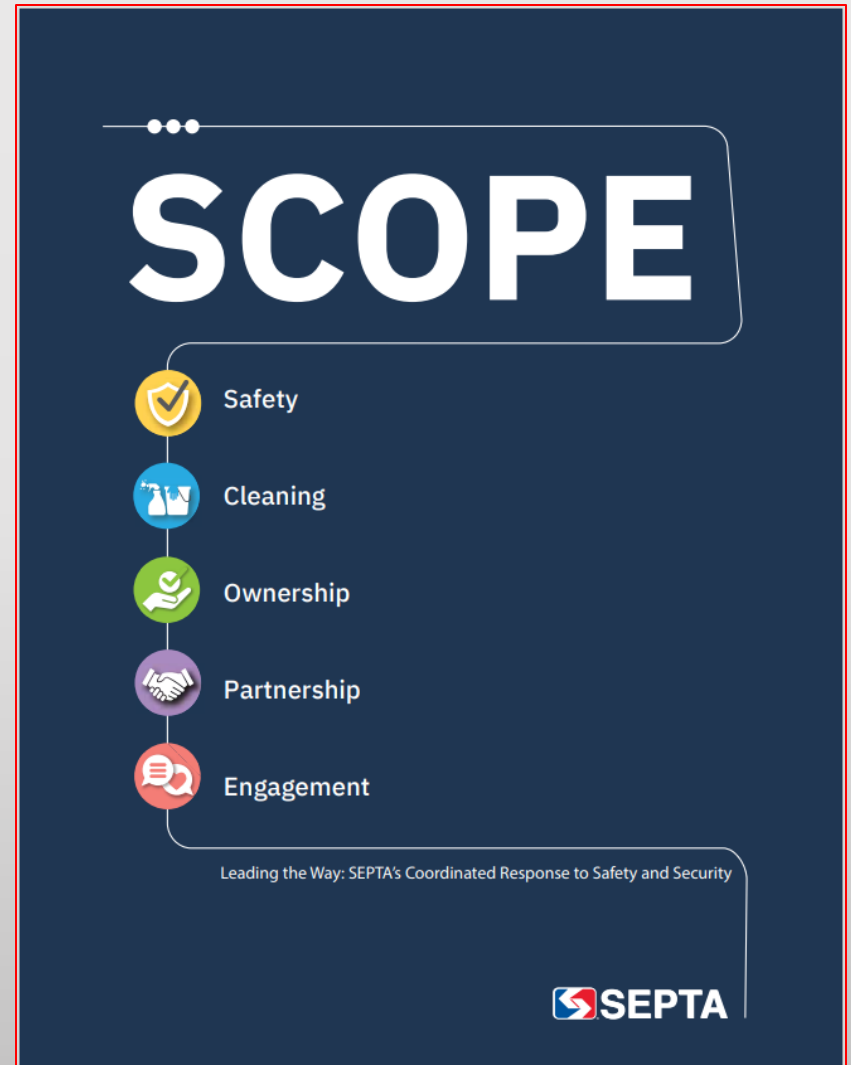
Available on the  **App Store**

Available on  **Google play**


FIND MORE SAFETY TIPS AT SEPTA.ORG



A Holistic and Compassionate Approach to Homelessness



SCOPE Website May 2023




Southeastern Pennsylvania Transportation Authority
Serving Bucks, Chester, Delaware, Montgomery, and Philadelphia counties

Tuesday, October 17, 2023 EDT

Search ...

Travel
Safety
Customer Service
About
Media
Careers
Business

Home > Safety > SCOPE Program



SCOPE PROGRAM


Leading the Way: SEPTA's Coordinated Response to Safety and Security

More than a thousand individuals experience homelessness in Philadelphia and the surrounding counties. Due to this large-scale public health crisis, many of these individuals end up seeking shelter on SEPTA's vehicles and in our stations.






In response, SEPTA partnered with organizations in the community and launched the SCOPE program, coordinated under a newly created Outreach Services Department. SCOPE, which stands for [Safety](#), [Cleaning](#), [Ownership](#), [Partnership](#) and [Engagement](#), is SEPTA's system-wide, compassionate approach to connect vulnerable individuals with social services and provide a safe, clean transit system for both riders and employees.

Watch the video below or [download a PDF of the plan](#) to learn more about the problems SEPTA faces, where they are on the system and what SEPTA is doing about them. Riders, employees, policy makers, the business community and the SCOPE team are critical to ensuring SEPTA can provide safe, secure and reliable service that supports Philadelphia and the region through current recovery and for the long term.





SCOPE

Safety
Cleaning
Ownership
Partnership
Engagement

About SCOPE

- [SCOPE's Impact](#)
- [SCOPE's Partnerships](#)
- [Support SCOPE's Mission](#)

Past Events

- [Be the Change: Preventing Sexual Violence in Philadelphia Symposium September 21, 2023](#)
- [From Homeless to Housed June 7, 2023 \(PDF\)](#)

Featured Articles

- [SCOPE Trains Cabrini Students to Help with Vulnerable Population \(PDF\)](#)
- [A Day in the Life of an Outreach Worker \(PDF\)](#)

SCOPE in the News

- [LA County Metro Officials Eye Philly Transit Agency for Homeless Solutions \(PDF\)](#)
- [Officials Rethink Proposal to Add Homeless Services Hub Along A Line in Long Beach](#)
- [Leaders from SEPTA and City Hall gather to Share Strategies for Overcoming Homelessness](#)
- [Some U.S. Cities may Offer Model to Ease Canada Transit Violence](#)



Notable Visitors

Long Beach, CA
Los Angeles, CA
New York, NY
Chicago, IL
Washington, DC
Toronto, Canada

AMERICAN PUBLIC
TRANSPORTATION ASSOCIATION
2022

Innovation Award - SCOPE

**Southeastern Pennsylvania
Transportation Authority
(SEPTA), Philadelphia, PA**





Developing Community-Based Public Safety Programs

Keith Leighton

Sr. Director, Risk Assessment

Central Ohio Transit Authority (COTA)



A group of seven COTA staff members, including men and women of various ages, are standing in front of a white COTA bus. The bus has "COTA" and "1408" on its side, and "POWERED BY COMPRESSED NATURAL GAS" on the roof. The staff members are wearing "TEAM COTA" t-shirts. The entire image is overlaid with a semi-transparent blue filter. Large white text is centered over the group.

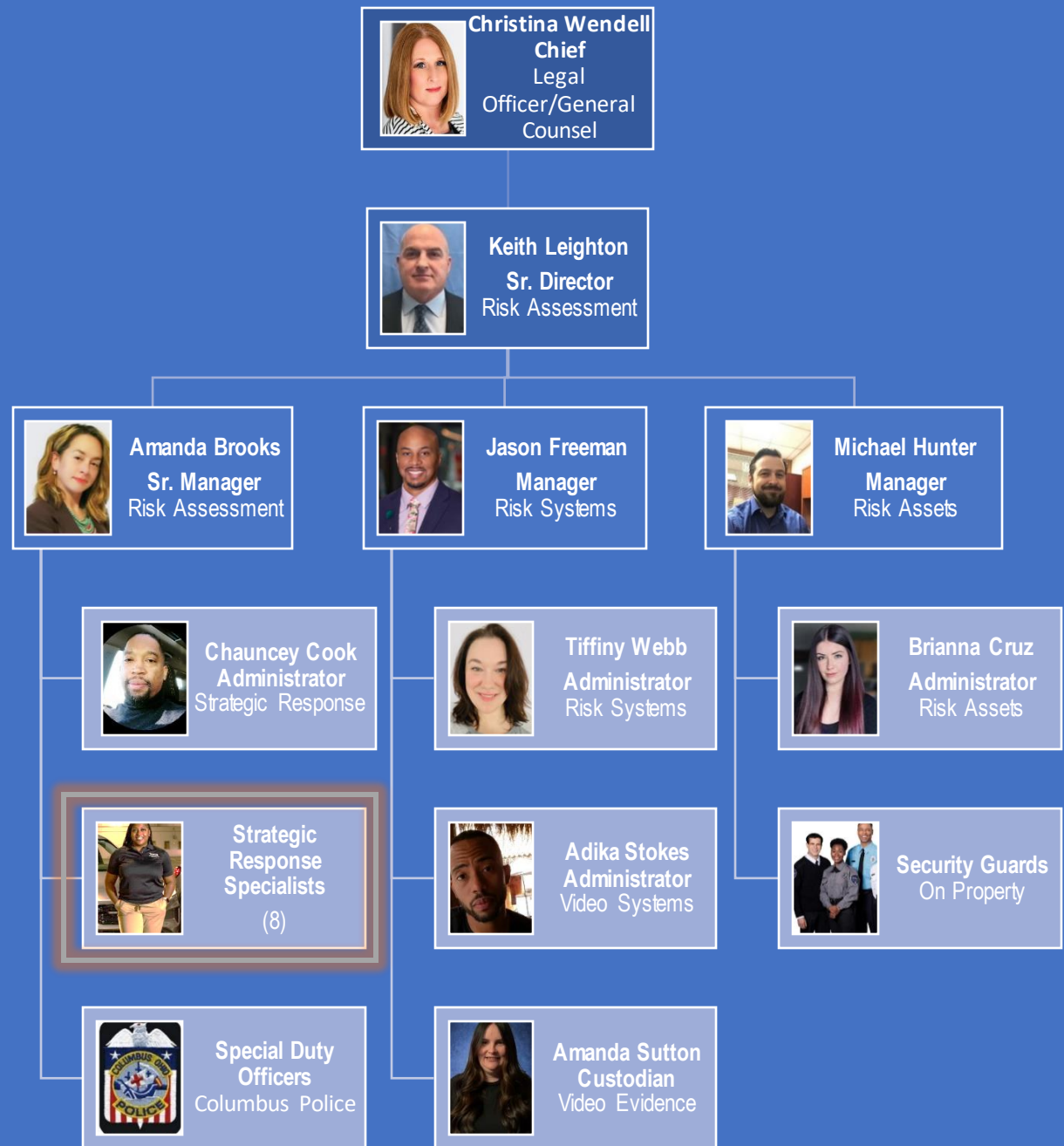
COTA Strategic Response Specialists

COTA

Risk Assessment

Our division is comprised of a team of dedicated professionals who are committed to fulfilling our mission of ensuring a safe and secure transit system for all.

With our combined expertise and diverse backgrounds, we work diligently to identify and mitigate potential risks, making certain that we maintain the highest standards of safety throughout our operations.



COTA *Strategic Response Specialists*

Strategic Response Specialists are change agents within our community to increase safety and security while serving vulnerable populations and proactively addressing issues including unhoused people, substance misuse, and mental health concerns.



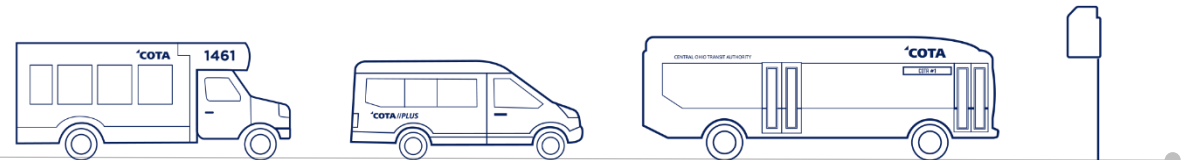
The Strategic Response

Tasks of the Strategic Response Specialists

- Address vulnerable populations with compassion and dignity
- Proactively monitor high ridership lines to have a visual presence and engage riders
- Physical presence at Park and Rides, transit centers, stops and shelters
- Partner and support "Safe and Secure COTA For All" task force
- Align organizational missions of security, accident investigation, claims, and litigation and insurance defense within a single division

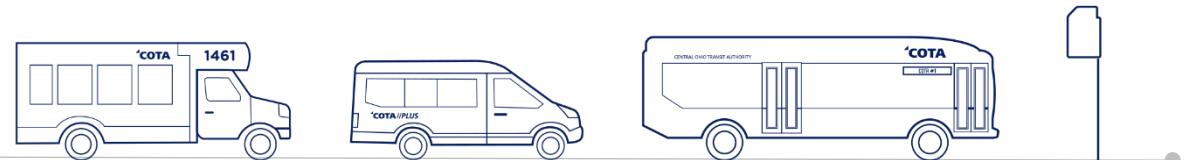
Specialized Training

- Accident Investigations
- ADA
- COTA Strategic Plan
- LINK US Initiative
- Public Records Requests
- Photography
- Report Writing
- Special Duty Officer (SDO) Program/K9
- TSA First Observer
- National Incident Management System
- Active Shooter Training - DHS
- Mental Health Training – North Community Center
- Human Trafficking – Out of Darkness Columbus
- De-Escalation Training – CPD



Strategic Community Partnerships

- Mt. Carmel Hospital Street Medicine Team
- Capital Crossroads Special Improvement District (SID)
- Franklin County Public Health Department
- ADAMH
- University District Organization
- 30+ nonprofit and other community organizations (Task Force)





Safe and Secure COTA for All Task Force

COTA's Safe and Secure for All was created to lessen security issues and safety concerns for all and to help solve issues from a human lens. The goal is to identify solutions that will help connect people with specific needs to existing resources.

Safe and Secure COTA for All *Task Force*

OBJECTIVES

- Reduce non-destination/shelter-seeking customers on COTA
- Partner with nonprofit and public partners to identify solutions
- Address shelter needs with a focus on keeping customers safe and spaces clean and inviting.
- Help to create an environment where all customers feel welcome and safe on our transit vehicles.
- Serve as a collaborative partner to provide access to mental health and/or addiction resources and shelters.

OUR PLAN

- Identify a team of nonprofit and public partners and organizations to help address the prevalence of non-destination and shelter-seeking customers
- Develop a task force with goals, timing and report out-process to the COTA Leadership Team
- Utilize the Task Force to create deliverables to achieve objectives through human-focused tactics
- Utilize partner expertise, resources and initiatives to help solve problems like homelessness, addiction and mental health.

A photograph of a man with a beard and a baseball cap driving a car. The image is overlaid with a semi-transparent blue filter. The man is looking forward, and his hands are on the steering wheel. The car's interior and exterior are visible through the windows.

Safe & Secure COTA For All Task Force

Community Partnerships

Safe and Secure COTA for All

Task Force



30+ Community Partnerships and counting...

Impact on the Unhoused Community

Collaboration between Task Force members and the Strategic Response Specialists team has been especially impactful in connecting unhoused individuals with community resources

Successful Initiatives

- Warming and Cooling stations
- Overnight lodging during extreme weather
- Winter clothing drive
- Collaboration with the Community Shelter Board (CSB), Mt. Carmel Outreach and the SID.
- Community Ambassador Team (CAT) cards

These achievements demonstrate the positive impact we are making in addressing the needs of the unhoused community



“We provide solutions that ***connect*** people to prosperity through innovation, dedication and teamwork.”

FOLLOW US



@cotabus



@cotabus



@COTAbus



@COTA

COTA.com



Los Angeles County Metropolitan Transportation Authority

Jennifer Vides

LA Metro
Chief Customer Experience Officer





Metro®

Metro Ambassador Pilot Program

Support **Connect** Report

Public Safety Reimagined



MISSION

Metro safeguards the transit community by taking a holistic, equitable and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified and human experience.

VALUES STATEMENTS

Emphasizing Compassion and a Culture of Care

Metro commits to treating all transit riders, employees and community members with dignity and respect. The key pillars of our approach to public safety are compassion, kindness, dependability and fair treatment for all.

Recognizing Diversity

Metro commits to recognizing and respecting the wide range of people and communities we serve. Metro will work with transit riders, community members, families, neighborhoods, and historically underserved groups to identify needs and tailor public safety approaches.

Acknowledging context

Metro understands that neglected communities have disproportionately endured the negative effects of systemic inequalities. Historically, institutions have excluded these same groups from decision-making. Metro's approach to public safety recognizes this context and seeks reparative models to minimize harm and promote inclusion.

Committing to Openness and Accountability

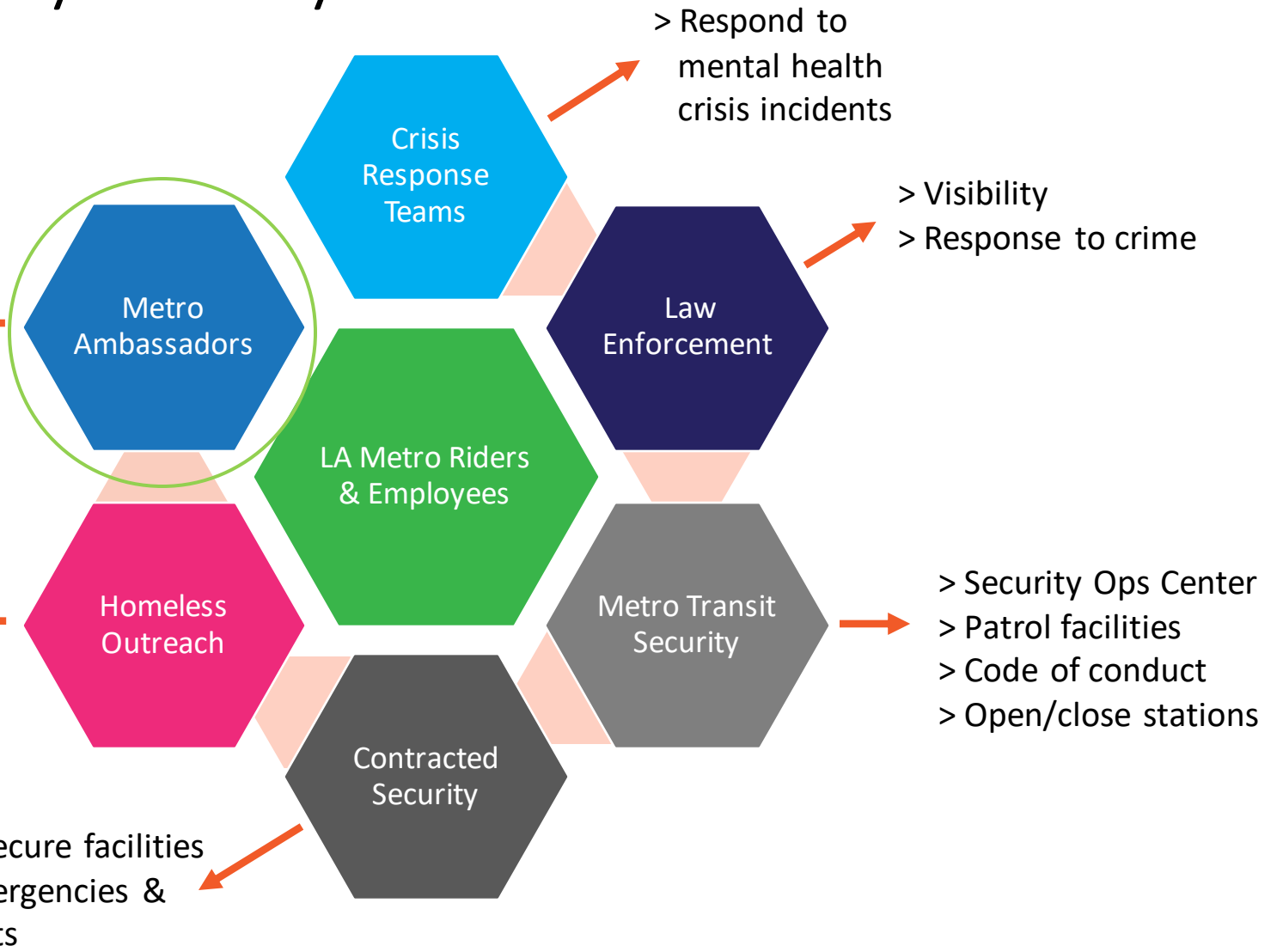
Metro's commitment to public safety recognizes that the agency must operate with the highest ethical standards, prioritize transparency, and rely on community-defined accountability measures.



Metro's Public Safety Eco-System



- > Customer support
- > Security awareness
- > Visibility



About Metro's Transit Ambassador Program

Program is a part of Metro's re-imagined approach to public safety and was recommended by Metro's Public Safety Advisory Council

Pilot program launched Oct. 2022

- Two vendors to manage and operate program
- Deploys trained contract personnel on Metro's buses, bus stops, trains, and stations.
- More than 300 staff

Ambassador profiles

- From the neighborhood
- Transit riders
- Lived experiences
- Multicultural and multilingual





Ambassador Deployment

Typical Deployment:

Ambassador teams consist of at least two people, deployed depending on the specific need

- **Fixed Post:** Staffing within the station –coverage on platforms, regular elevator/escalator checks, fare gate/TVM areas, do not ride trains.
- **Roving Team:** Ride trains and buses exiting at designated stations and bus stops conducting station checks, including elevator/escalator checks.
- **Riding Team:** Ride trains and buses, moving throughout vehicles, exit to get on adjacent rail car or bus.

Special Deployment:

Ambassadors have also been instrumental in supporting key agency initiatives including:

- Special events, e.g., sporting and entertainment events
- Special security deployments, e.g., pilot interventions, surges, specialized enforcement campaigns

Training

3-Day Classroom includes:

- Topics in customer service and customer experience
- Conflict de-escalation
- Public safety awareness
- Emergency preparedness
- Trauma-informed response
- Disability awareness
- Transit operations
- CPR and naloxone training.

80-Hour Field Training

- LA Union Station
- 7th/Metro Station



Service Hours & Locations

Our Metro Ambassadors provide service to riders 7 days a week, including holidays/special events, on rail cars, buses, stops, stations and elevators

Monday – Friday

- 6:00 am – 10:00 pm

Saturday – Sunday

- 8:00 am – 10:00 pm

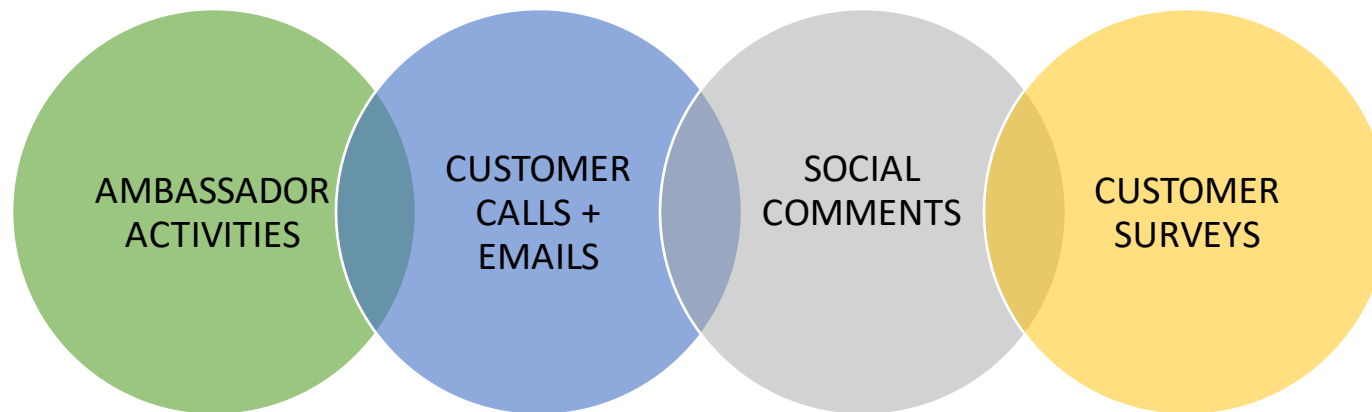
Deployment on Regional Connector Stations:

- 4:30am – Midnight

Program Goals and Evaluation

- **Improve perceptions of safety** by providing a visible presence on the system to enhance riders' sense of personal safety and security. For issues that require special intervention, Ambassadors alert the elements of our public safety ecosystem:
 - Law enforcement regarding incidents of crime;
 - Metro transit security officers for code of conduct compliance;
 - Homeless outreach teams and crisis intervention teams who provide care-first support for vulnerable riders; and
 - Cleanliness and elevator/escalator maintenance issues that, if not promptly addressed, make stations, trains, and buses feel less safe.
- **Improve customer experience** by helping riders more confidently navigate the system, anticipate their needs, proactively engage and connect with customers, and connect vulnerable riders to resources.

HERE'S WHAT WE LOOKED AT:



Overall, Ambassadors have...

Significantly increased Metro face-to-face customer service interactions

174,751

Customer Center Visits

+

502,656

Ambassador Interactions with riders (beyond a greeting)

=

677,407

Improved response times by reporting cleanliness and maintenance issues

9,404

Cleanliness/ maintenance issues

2,809

Graffiti Sightings

2,671

Escalator/Elevator Problems

Alerted first responders and outreach teams

1,785

Safety-related submissions on Transit Watch App

381

Phone calls to 911 or Metro’s Security Operations Center

Saved 72 Lives

52

Lives saved using Narcan since April

+

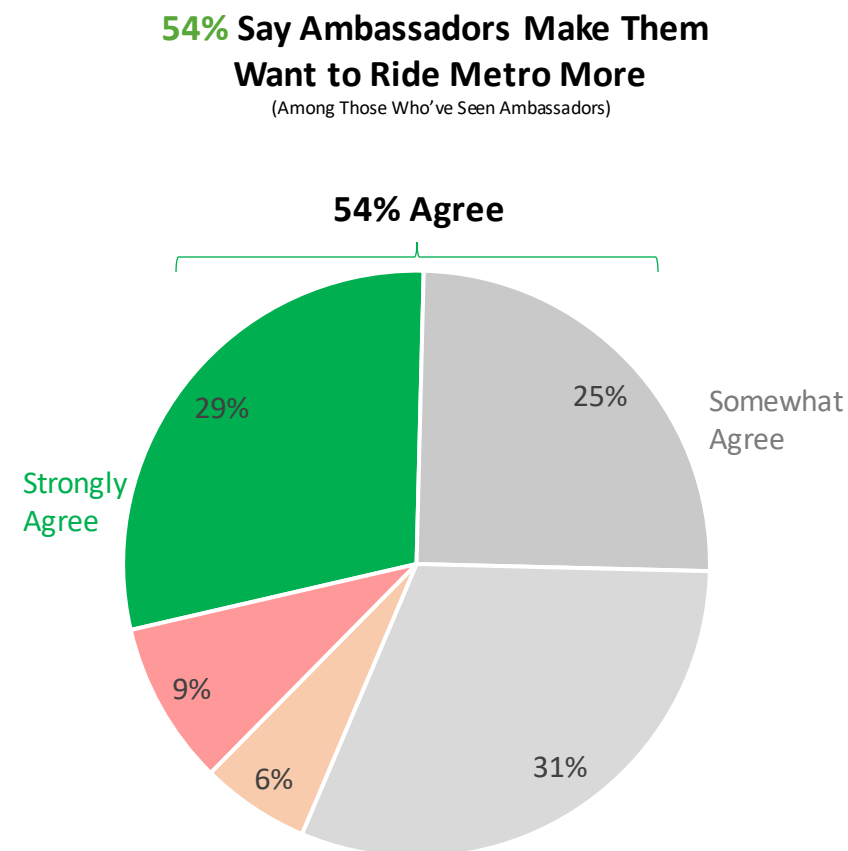
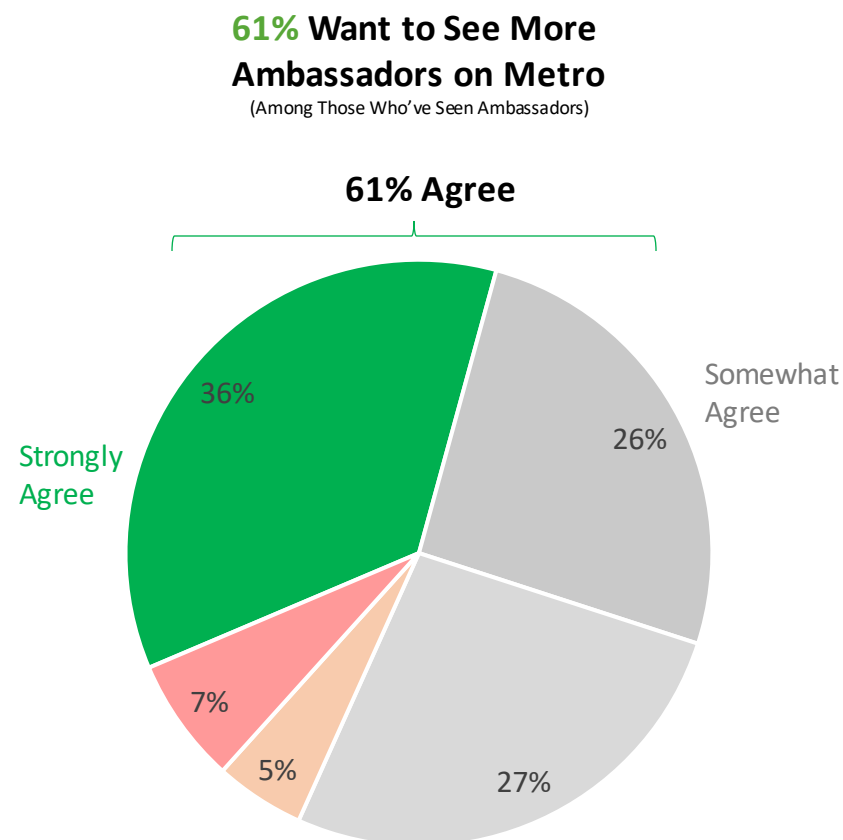
20

Lives saved using CPR, suicide intervention, etc.

=

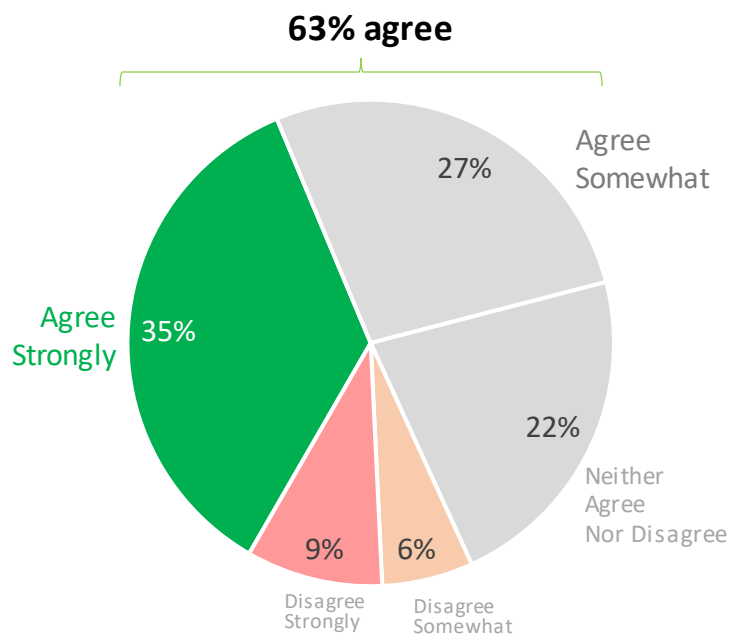
72

Most riders want more Ambassadors on Metro



Most riders agree that seeing Ambassadors on Metro makes them feel safer

63% Agree
Seeing Ambassadors Makes Them Feel Safer
(Among Those Who Have Seen Ambassadors)



I think the presence of Metro ambassadors has helped discourage illegal activity on the train

Rider, Pasadena

The ambassadors have cleaned up the environment some.

Rider, Westlake

I think the new metro ambassadors at the stations has really helped the cleanliness and overall safety of the stations and trains

Rider, Glendale

I haven't been on the Metro in over 5 years and I remember hating it because it felt unsafe. Now I absolutely love it because I feel safe and welcomed with the Ambassadors and security you have staffed.

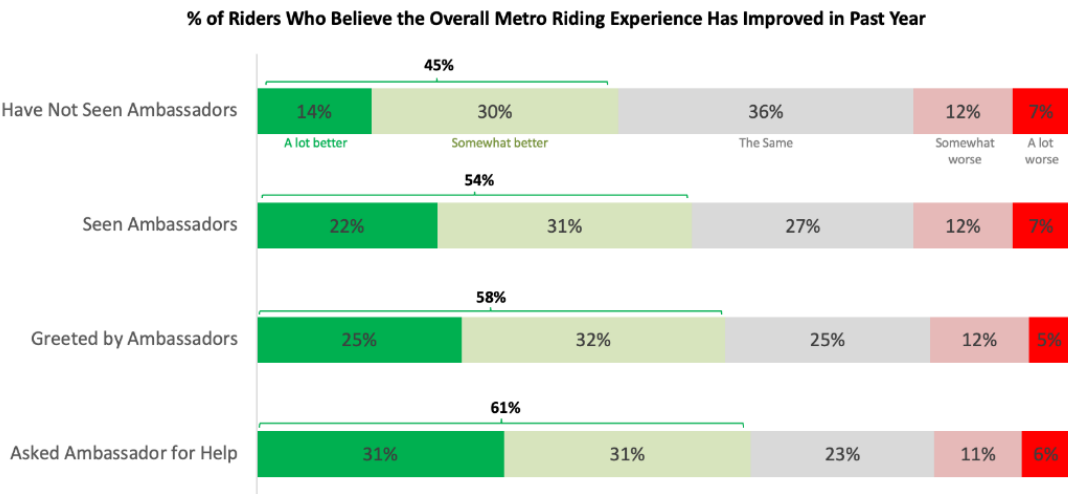
Rider, Rampart Village

- More Likely to Agree Ambassadors Make Them Feel Safer:
- Asian/Pacific Islanders (70%)
 - Hispanics/Latinos (68%)
 - Women (66%)
 - Under \$25K HHI (66%)

Source: Ambassador Program Survey, July-Aug 2023
Q: How much do you agree or disagree with the following statements? n=5,889
Q: What has made your Metro riding experience better?

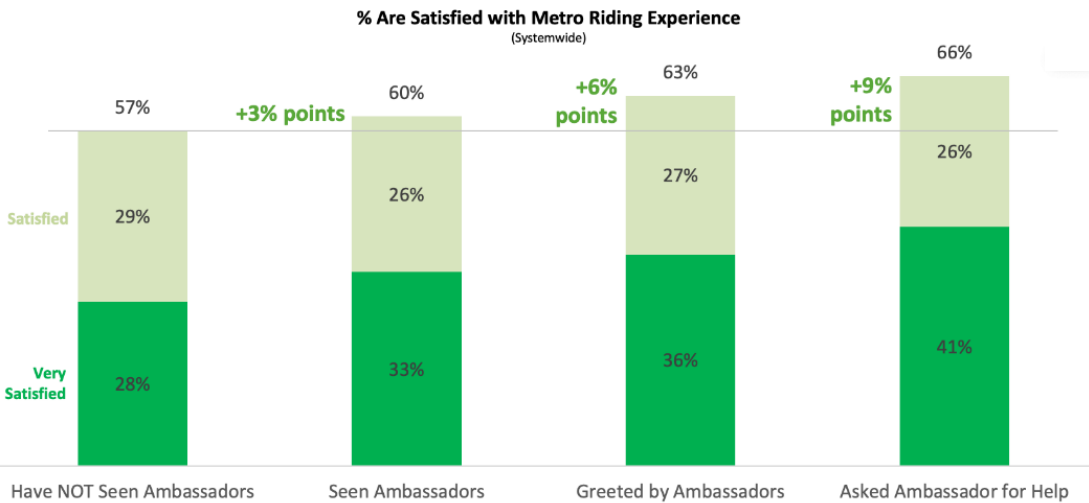
Ambassadors improve riding experience and boost satisfaction levels

Riders who have seen or interacted with Ambassadors are **more likely** to feel their Metro riding experience has improved.



Source: Ambassador Program Survey, July-Aug 2023
Q: Is your overall Metro riding Experience, including both bus and rail, better than, worse than, or the same as it was a year ago? n=11,337

Riders who have had **more interaction** with Ambassadors have **higher satisfaction levels**



Source: Ambassador Program Survey, July-Aug 2023
Q: Thinking about your experiences during your entire journey door-to-door and all your interactions with Metro [INSERT "Bus" OR "Rail" BASED ON ASSIGNMENT AT HIDDEN_VARIABLE_MODE_ASSIGNMENT], how satisfied are you with Metro [Bus/Rail]? n=11,337

When we asked riders how they would like see the Ambassador program improved, key themes emerged:

Expand to Other Areas	Expand Hours at Night	Clarify What Ambassadors Do	Less standing around talking, on phone	More knowledge of routes & arrivals	Help with additional duties that are currently out of scope
<p><i>Hire more people. I have seen them at significant stations but I'd like to see them at more stations and stops."</i></p> <p><i>Rotate them thru a wider range of lines.</i></p>	<p><i>Put them on the subways after dark.</i></p> <p><i>Have them available at night would be helpful too.</i></p>	<p><i>More clarity for the average rider on how they can help us.</i></p> <p><i>Make it more clear what they do</i></p> <p><i>Inform the riders about what they do</i></p>	<p><i>Ambassadors could move around more. Often I see several standing and talking among themselves.</i></p> <p><i>Hire those who want to do the job rather than just standing around...</i></p> <p><i>Space them out more. I see clumps of Ambassadors</i></p>	<p><i>Mandatory training and hiring process to ensure that ambassadors are knowledgeable of the various metro lines and routes</i></p> <p><i>Give information about each metro line or bus line</i></p> <p><i>Them having access to real time information</i></p>	<p><i>Have them kick out rude/aggressive people.</i></p> <p><i>Deputizing them and helping get all the homeless off the buses and the trains</i></p> <p><i>Maybe help out a bit with the cleanliness of the train.</i></p>



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Thank You!

Jennifer Vides
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FTA Resources for Transit Workers



Mental Health



Federal Transit Administration

Search

About Funding Regulations & Programs

Home / Regulations and Programs / Safety

Transit Safety & Oversight

- Overview
- Office Leadership
- Organization Structure
- Mental Health Resources
- Transit Safety & Crime Prevention
- Cybersecurity Resources for Transit Agencies

Public Transportation Agency Safety Plans

Safety Rulemaking

Safety Guidance

State Safety Oversight Program

Safety Management Inspections

Drug & Alcohol Program

Program Oversight

Mental Health Resources for Transit Workers

Mental health is an important part of overall health and well-being and a difficult topic to discuss. FTA has aggregated the mental health resources below to support transit industry workers during challenging times. We encourage you to share these online resources widely with the transit agencies in your region and your networks.

Mental Health, Wellness and Self-Care

These resources can help frontline transit workers and others in the transit industry address mental health concerns and support self-care during the past COVID-19 pandemic and in the wake of a traumatic or stressful event.

General

- [Mental Health in the Workplace](#) [Centers for Disease Control and Prevention (CDC)]
- [Mental Health Toolkit](#) [U.S. Department of Labor (DOL)]
- [Caring for Your Mental Health](#) [National Institute of Mental Health (NIMH)]
- [Tips for Survivors of a Disaster or Other Traumatic Event: Managing Stress](#) [U.S. Department of Health and Human Services (HHS) Resource]
- [Behavioral Health Treatment Services Locator](#) [HHS]
- [Post-Traumatic Stress Disorder \(PTSD\)](#) [NIMH]
- [National Center for PTSD](#) [U.S. Department of Veterans Affairs (VA)]

COVID-19 Pandemic

- [Employees: How to Cope with Job Stress and Build Resilience During the COVID-19 Pandemic](#) [CDC]
- [Burnout, Self-Care, and COVID-19 Exposure for First Responders](#) [National Highway Traffic Safety Administration (NHTSA)]
- [CDC Emergency Responders: Tips for Taking Care of Yourself](#) [CDC]
- [Disaster Distress Helpline](#) [CDC]



Enhanced Transit Safety



Federal Transit Administration

Search

About Funding Regulations & Programs

Home / Regulations and Programs / Safety

Transit Safety & Oversight

- Overview
- Office Leadership
- Organization Structure
- Mental Health Resources
- Transit Safety & Crime Prevention
- Cybersecurity Resources for Transit Agencies

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TRACS

Safety Training

Enhanced Transit Safety and Crime Prevention Initiative



Overview

Transit worker and rider safety is a top priority for the Biden-Harris Administration and the U.S. Department of Transportation. Public transit is a safe form of transportation. Transit workers should expect a safe workplace and riders should expect a safe trip.

To help ensure the continued safety of our nation's public transit systems, FTA launched the Enhanced Transit Safety and Crime Prevention Initiative to provide information and resources to help transit agencies address and prevent crime on their systems and protect transit workers and riders.

FTA resources can be used by transit agencies to prevent and address crime in their systems and protect transit workers and riders. These resources also can be used for overtime pay for enhanced security personnel presence, mental health and crisis intervention specialists.

For more information, contact FTASystemSafety@dot.gov.

Funding Eligibility

FTA resources can be used by transit agencies to prevent and address crime in their systems and protect transit workers and riders. These resources also can be used for overtime pay for enhanced security personnel presence, mental health and crisis intervention specialists.

- [Enhanced Transit Safety and Crime Prevention Initiative FTA Funding Sources Factsheet](#)



Question and Answer

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Thank you!

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U.S. Department of Transportation
Federal Transit Administration