Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
12	09/22/14	Open	Information	09/10/14

Subject: Security Peer Review Update

ISSUE

This item provides the Board with a copy of the Security Peer review report, the schedule for upcoming community meetings, and next steps for the review of RT's security program.

RECOMMENDED ACTION

Information item only.

FISCAL IMPACT

No fiscal impact. Information item only.

DISCUSSION

From July 28-31, 2014, Regional Transit conducted a security peer review. The purpose of the security peer review was to evaluate RT's existing security services, policies and procedures and to provide recommendations to help improve the safety and security of RT's passengers while using the RT system.

The members of the Security Peer Review were:

1.   Harry Saporta, Director of Security and Safety – Portland, TriMet

2.   John F. Tarbert, Transit Police Chief – Denver Regional Transportation District

3.   Duane Martin, Deputy Executive Officer – Project Management
        Los Angeles Metropolitan Transportation Authority

4.   Dion Dwyer, Community Services Director – Downtown Sacramento Partnership

5.   Kate Adams, Police Lieutenant – Rancho Cordova Police Department

6.   Mike Smith, Senior Security/Safety Specialist
        American Public Transportation Association (APTA)

Security Peer Review members were given presentations on RT Police Services (RTPS) history, operations, and staffing. They reviewed RT's contracts with the Sacramento Police Department, Sacramento Sheriff Department and with G4S Secure Solutions. They also reviewed RT policies, procedures and statistical data. Members took a system tour which included bus and light rail facilities, the SOC (Security Operations Center), and select light rail stations.   They also

Approved:	Presented:
Final 09/17/14	
General Manager/CEO	Chief Operating Officer
	J:\Board Meeting Documents\2014\16 September 22, 2014\2014-09-22 Security Peer Review Update.doc

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conducted numerous planned and unplanned interviews of various RT personnel, including RTPS Lieutenants, Transit Officer Supervisor, department managers, bus operators and others. The peer review members focused on the following areas:

- Police Services Staffing and Deployment
- Technology
- Fare Enforcement
- Station Design and Ongoing Review
- Rider Experience / Addressing Public Perception
- Other Observations and Recommendations

At the end of the peer review, the members presented RT staff with a draft report of their observations and recommendations. Following the peer review, the panel members produced a final report incorporating their observations and recommendations and a few minor comments from RT staff. A copy of the final report is provided as Attachment 1 to this issue paper.

RT staff has scheduled three community meetings to provide a forum for RT's riders and the community at large to raise and discuss concerns related to safety and security on the RT system. The meeting locations, times and planned public outreach are provided as Attachment 2 to this issue paper.

Following the community meetings, RT staff will develop recommendations based on both the peer review report and feedback obtained during the community meetings. It is our intention that all of this information will be brought back to the Board either at the December meeting or the first meeting in January for a full Board review and discussion of the issues. At that meeting, RT staff will provide the community meeting feedback and staff recommendations, and will bring back one of the peer review members to act as spokesperson for the peer review and to participate in the discussion.

Sacramento Regional Transit District
Security Peer Review

OBSERVATIONS AND RECOMMENDATIONS

Peer Review Dates: July 28-31, 2014

Peer Review Panel Members

Harry Saporta, Executive Director of Safety and Security
TriMet, Portland, OR

John Tarbert, Transit Police Chief
Regional Transportation District, Denver, CO

Duane Martin, Deputy Executive Officer – Project Management
Los Angeles Metropolitan Transportation Authority, Los Angeles, CA

Dion Dwyer, Community Services Director
Downtown Sacramento Partnership, Sacramento, CA

Kate Adams, Police Lieutenant
Rancho Cordova Police Department, Rancho Cordova, CA

Mike Smith, Sr. Specialist – Safety and Security
American Public Transportation Association, Washington, DC

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Introduction

Background Information

In May 2014, the Sacramento Regional Transit District (RT) secured the participation of a panel of volunteer industry experts to provide a 4-day industry peer review on the agency's security services and programs. The panel's objective was to evaluate existing policies, practices and procedures and to provide recommendations for the management to consider in making the RT system safer. The panel convened on Monday, July 28th, 2014, at a regular meeting of the RT's Board of Directors, during which time the panelists were introduced to the Board and also received general guidance relative to the focus of the review. Throughout the peer review exercise, July 28-31, 2014, coordination and support were provided by RT management and staff. The panelists who participated were (in no particular order):

- **Harry Saporta**, Executive Director of Safety and Security, TriMet, Portland, OR
- **John Tarbert**, Transit Police Chief, Regional Transportation District, Denver, CO
- **Duane Martin**, Deputy Executive Officer – Project Management, Los Angeles Metropolitan Transportation Authority, Los Angeles, CA
- **Dion Dwyer**, Community Services Director, Downtown Sacramento Partnership, Sacramento, CA
- **Kate Adams**, Police Lieutenant, Rancho Cordova Police Department, Rancho Cordova, CA
- **Mike Smith**, Sr. Specialist – Safety and Security, American Public Transportation Association, Washington, DC

The scope of the review was to Regional Transit's existing security services, policies and procedures, and to provide recommendations beneficial to RT's continuing growth in ridership and structure. The panel conducted this peer review through documentation review, system tour, and a series of briefings and interviews with pertinent management and staff of both RT and Sacramento Regional Transit Police Services Department (RTPS). The panel concluded its review with a summary of observations and recommendations to Mr. Mike Wiley, General Manager/Chief Executive Officer (CEO), RT. The observations and recommendations that were provided (and are summarized in this report) are offered as an industry resource to be considered by RT management in support of its efforts to ensure the safety and security of its riding patrons, employees and the general public.

In general, the peer review panel found that RT, by industry standards, has a robust security program considering the system's size and the constraints of its current resources. Based on the panel's review and interviews with key staff and management, RT's leadership team is committed to the safety of all customers and employees and is proactively working to improve the public's perception of safety.

The current structure of RTPS, including respective functions of its contracted components, is an improvement from the past. This opinion was based on a review of the history

of security and police services provided in coordination with RT since its founding in 1973 to present day. RTPS is working diligently with RT to improve public confidence in the system, and is a key partner in implementing further improvements. RT and RTPS representatives who spoke with the panel shared a common goal of striving toward continuous improvement. The panel commends RT and RTPS's due diligence in improving system safety, including their efforts to receive an independent review focused on security.

All panelists express their sincere appreciation for the gracious hospitality and openness extended by Regional Transit during the peer review.

Peer Review Focus Areas

Having received direction from the Board of Directors and RT management, the review panel focused its efforts on five key areas. Additionally, the panel offered other observations and recommendations which may have related in some way to the previous five areas but were more suitable for presentation in a sixth, miscellaneous category. In total, the six focus areas were as follows:

1. Police Services Staffing & Deployment
2. Technology
3. Fare Enforcement
4. Station Design and Ongoing Review
5. Rider Experience / Addressing Public Perception
6. Other Observations & Recommendations.

Observations & Recommendations

Police Services Staffing & Deployment

Observations

- Currently, RTPS has 6 officers assigned to day shift (3 for each half of the week), 8 officers for overlap shift (4 on each half of the week), and 6 officers on swing shift (3 for each half of the week), with an additional deputy currently in training for the latter shift. Contracted, unarmed security guards work a variety of shifts, including station/facility posts, hazard patrols, train posts in the afternoon/evening, and Security Operations Center (SOC) duties. Additionally, coverage provided by transit officers (currently, 13 including one supervisor) are spread from 6:30am – 10:00pm with some overlap. Shift staffing adjustments are being made to address current security concerns, including deploying more guards to afternoon/evening shifts and committing to at least one guard positioned onboard every revenue service light rail train consist during those hours.

- RTPS is committed to "striving to make the system safer and change the perception of safety to encourage increased ridership" and this was evident to the panel through interviews with RTPS personnel and management.
- An adjustment is currently being made to deployment strategy and policy to have officers riding trains the *majority* of their shift. The panel commends this effort as increased visibility of security patrols will help to improve perception.
- System coverage is better with additional guards on every evening train, however police coverage throughout service area is still not adequate. For a service area of this size—38 miles of rail spanning the City of Sacramento, Rancho Cordova, Folsom and the County of Sacramento, and 419 square miles encompassing bus and rail service—the panel's position is that the current staffing of officers and guards, combined with the current need to position them onboard trains, is at risk for leading to inadequate response, particularly in the evening hours and in areas often not directly patrolled such as bus-only areas. The panel understands that a mutual arrangement has been achieved that offers additional response and coverage from partner law enforcement agencies in the event that it is needed, however RTPS coverage in and of itself, is not adequate.
- There are current efforts by RTPS and RT management to expand the role of contracted security guards, particularly after 7pm. It was shared that one goal is to require better engagement with RT customers. During the panel's visit, the security guards were observed to play a minimal role. At least two examples were presented to RT management where the observed guard did not interact with the public or with customers.
- Transit officers are currently short-staffed and some are currently not appropriate for the position.
- There is no current funding budgeted to allow for overtime of RTPS staff, which in part results in RTPS having to leave several positions unfulfilled.

Recommendations

S-1. Conduct an analysis of current police coverage based on revenue service hours and service area. The industry representatives of the panel offer their systems' practices and policies with regard to service area coverage, however each transit agency must determine their own unique service characteristics and needs.

S-2. Create a full-time RT Director of Security (or similar) position responsible for managing all security contracts and day-to-day system security.

S-3. Should additional deployment be made possible, assign a certain proportion of guards or officers to bus hubs as well as light rail, when feasible. It was observed that most reported incidents were occurring on light rail, however bus service accounts for the majority of RT operations.

S-4. Continue to develop a plain-clothes officer deployment strategy. Plain-clothes officers have been utilized effectively in other transit systems in response to crime "hot spots" and in support of fare enforcement tactics.

S-5. Continue to take advantage of opportunities to partner with other agencies. While some agreements and partnerships exist, the panel encourages RT to formalize agreements in a memorandum of understanding (MOU) and meet regularly with partner agencies to discuss trend analysis, current issues, lessons learned and deployment strategies.

S-6. The panel encourages continued implementation of expanded roles and functions of the contracted security guard force within RTPS. Begin with the public engagement/ customer service functions, which may in the short term help with public perception and deter unwanted behavior, and consider phasing in a fare inspection role in the future.

S-7. With such an expanded role (see S-6), evaluate the benefits of arming the contracted security guard force, to elevate the role, facilitate cross-training and shared functionality, and improve public perception.

S-8. Screen all incoming applicants to RTPS police/sheriff/transit officer positions for customer service skills and to ensure the best possible alignment with RTPS philosophy and mission.

S-9. Evaluate current budgeting practices to account for overtime of personnel without sacrificing positions, where feasible. Periodically audit the use of overtime to evaluate staffing and to determine where further improvements can be made.

Technology

Observations

- The Motorola-based radio system used by RTPS is currently robust.
- CCTV monitoring capabilities in the Security Operations Center are strong, and the degree of CCTV coverage onboard vehicles is adequate.
- Given the tools and technology in place, IT support for RTPS is currently limited and in the opinion of the panel is inadequate.
- Several IT upgrades are currently in progress that will address public perception of safety, including PA systems at stations and "See It, Hear It, Report It" texting. By 2015, every light rail station will have a PA system with public information display.

Recommendations

T-1. CCTV needs to be considered by RT management to be critical infrastructure. Prioritize IT and facilities work orders for camera installation and maintenance and evaluate whether on-going maintenance meets the requirements of the system.

T-2. Some CCTV cameras at light rail stations were observed by the panel to be positioned in such a way that full coverage of the station was hindered. In some cases, landscaping maintenance can help resolve the issue, while re-positioning or supplementing with additional cameras may be more appropriate for other locations. Re-evaluate current positioning of CCTV at light rail stations, and expand CCTV coverage at stations based on

the analysis of coverage. Note: The American Public Transportation Association (APTA) Standard "Selection of Cameras... for Use in Transit-Related CCTV Systems" applies to camera specification and system design and can be used as a reference.[1]

T-3. Conduct an end-to-end, system-wide Crime Prevention Through Environmental Design (CPTED) review, to include camera coverage as well as other features of the system's built environment (i.e. lighting, landscaping, decorative walls, public art, interface with neighboring properties).[2]

T-4. Continue to install PA/information display systems at stations. Consider additional upgrades that can improve perceived security as well as response to incidents, including 2-way intercoms or emergency call boxes strategically placed based on risk. An opportunity exists with the construction of the new Entertainment Sports Complex, to explore additional security technologies.

T-5. Expand the currently successful "See It, Hear It, Report It" campaign and tools to possibly include an "app" interface for additional opportunities to leverage customers' ability to report incidents or unruly behavior (i.e. GPS, camera). Consider adding the option to report station issues and "quality of life" concerns to the existing customer interface. Reporting and effectively managing "quality of life" or "nuisance" concerns can deter criminal activity, as described in the widely accepted "Broken Windows Theory."

Fare Enforcement

Observations

- A strong team dynamic was observed in the field during fare inspections. Effective tactics were employed by the two-person RTPS teams that the panel observed. Fare enforcement effectively keeps unwanted individuals who may have no interest in riding the system away from paying customers, and enhances customers' public perception of safety.
- While in the course of being phased out with the implementation of the "Connect" smart card, currently, over 40 types of accepted fare media and passes are utilized. Such a large range of fare types and media is cumbersome to some customers and subject to abuse. The new smart card technology will help.

Recommendations

F-1. Implement clearly defined "paid fare" zones at all light rail stations. Explore effective and appropriate means of signage and visual cues to deter non-paying pedestrians from loitering or otherwise creating a nuisance for paying RT customers.

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[1] "Selection of Cameras, Digital Recording Systems, Digital High-Speed Networks and Trainlines for Use in Transit-Related CCTV Systems" (IT-CCTV-RP-001-11), http://www.apta.com/resources/standards/Documents/APTA-IT-CCTV-RP-001-11.pdf.
[2] APTA Standard "Crime Prevention Through Environmental Design for Transit Facilities" (SS-SIS-007-10) can be used as a resource, http://www.apta.com/resources/standards/Documents/APTA-SS-SIS-RP-007-10.pdf.

F-2. Add and track performance metrics for fare inspection and incorporate such metrics in the performance review process for RTPS employees.

F-3. Consider implementing an administrative process for first-level fare/code of conduct offenses.

F-4. Increase fare inspection rates by adding fare inspection duties to the list of responsibilities performed by contract security

Station Design and Ongoing Review

Observations

- While safety and security staff participate in the design review process, there was no evidence of any established, documented design criteria to guide the design of new stations. From a security perspective, such criteria are an important tool for ensuring consistency of the application of safety and security considerations for capital projects. Typically, a member of the executive leadership whose purview is safety and/or security is a required "sign-off" on capital project plans.
- The current design of stations near the Entertainment Sports Complex does not provide RT the opportunity for effective crowd control before/after events or fare enforcement.

Recommendations

D-1. Implement system-wide, standard design criteria for new station design to include lighting, visibility, and CPTED concepts. A welcoming "feel" at all stations is important. Explore public-private partnership opportunities which take security into account (e.g. recent development adjacent to Alkali Flat Station, which would have presented such an opportunity).

D-2. Conduct a regular review of CPTED throughout system (notwithstanding an initial end-to-end review; T-3). Conditions change as any transit system grows. The "mini-high" platforms are one example of existing infrastructure that should be evaluated for safety and security concerns as the system continues to develop.

D-3. Currently, there are separate, internal safety and security committees, however their involvement in capital project design is limited and their responsibilities for reviewing system security is not formalized or if it is formalized, was unclear to the panel. Involve internal as well as external stakeholders, and engage all Fire/Life/Safety stakeholders in project security design, as well as on-going review of the system.

D-4. Plan for crowd control and fare enforcement for large special events, engaging external stakeholders.

D-5. All RT safety and security policies and procedures need to incorporate the changing conditions and needs associated with the new Entertainment Sports Complex as well as with future downtown development affecting service.

Rider Experience/Public Perception

Observations

- Prohibited Conduct i.e. "Abide To Ride" is currently displayed on the RT website, however no visible Code of Conduct at stations was observed.
- RTPS and RT Operations employees in the field varied in their conformance to standard uniform.
- Stations, facilities, and railcars that were observed by the panel showed signs of wear and/or untimely maintenance. Additional examples were provided by several interviewed RT and RTPS staff.

Recommendations

P-1. Display an RT Code of Conduct at stations in an easy to read format, e.g. "*Do*s and *Don't*s". A technique used by other similar transit systems is to highlight the first Code as requiring fare payment in the established "paid fare" zone (also see F-1).

P-2. Neat, professional appearance and uniforms improve public perception and demonstrate employee pride. Conduct a regular internal audit of conformance to uniform policies.

P-3. Continue engaging public with presentations to businesses and schools on code of conduct and safety.

P-4. Continue positive media releases, e.g. 42% reduction in robberies which—at presentation—was to be announced in an official press release.

P-5. Work with stakeholders to clearly define station and bus stop boundaries for use of transit services.

P-6. Both as part of the current Board initiative and as an ongoing "health check", in partnership with the Marketing and Operations departments, conduct a perception survey for current and potential riders, and track progress.

P-7. Continue to pursue the implementation of a 20-foot smoking ban at light rail stations.

P-8. Evaluate RT station maintenance functions, both scheduled maintenance and work order processes. Determine effective means of improving response time, especially for work orders to repair/maintain lighting, landscaping, trash removal, amenities, and other aspects which may have consequences related to security or public-perception based. Track all

facilities work orders to closure, with a closed loop back to the reporting department or staff. Define responsibilities and measures of accountability.

P-9. Evaluate process by which certain facilities maintenance requests are elevated to high priority for safety/security reasons, e.g. bodily fluids.

Other Observations & Recommendations

Observations

- In practice, it became evident that no standard operating procedure exists for assignment of a lead staff to emergency management during the course of a critical event. When evaluating emergency response policies and procedures, a disjointed response and coordination between Light Rail and Bus Operations were reported to lead to confusion in the field. The panel recommends that RT define roles and responsibilities for emergency manager(s) and re-evaluate SOPs for critical incidents.
- The Annual RTPS crime report was reviewed by the panel, was found to be thorough and is an effective resource for RT and RTPS.

Recommendations

O-1. Streamline communication between Security Operations Center, Light Rail, and Bus Operations. Consider at least in the interim, developing and implementing an intercom system between the three respective control centers, and in long term, consider a unified dispatch/control center.

O-2. Review current control center layout and ergonomics for better efficiency and working conditions.

O-3. Maintain coordination between safety and security executive functions and General Manager, whether or not a full-time security position is created (S-2).

O-4. Continue to enhance crime and police coverage data reporting with RTPS performance metrics, i.e. patrol hours, response time.

O-5. Review current SOPs for response to an activated bus operator silent alarm and in particular, appropriateness of the current established practice of the Bus Operations center dispatching an available bus supervisor to initially respond and conduct a "visual check."

O-6. Examine additional opportunities for coordination between Bus and Rail supervisors and RTPS at all levels, i.e. "Cops and Ops", RTPS/Ops joint participation on customer service campaigns and blitzes, etc. Such activities, whether formally included in SOPs or conducted informally, strengthen and unify staff and contract personnel, and demonstrate a mutual appreciation of the mission to keep patrons and employees safe.

The panel appreciates the gracious hospitality extended by RT and RTPS management and staff. The review panelists stand by to offer additional assistance or clarification as needed. The panel commends Sacramento Regional Transit District for demonstrating due diligence in managing and improving public safety within the RT system.

REGIONAL TRANSIT SECURITY PEER REVIEW

AGENDA

JULY 28 – 31, 2014

July 28 - Monday (Engineering Conference Room and RT Auditorium)

- 5:00 PM   Panel pick up at hotel
- 5:30 PM   Meet at RT (Engineering Conference Room)
- 6:00 PM   Panel is introduced to the RT Board at the Board Meeting (RT Auditorium)
- 7:00 PM   Panel Dinner and informal discussion
                 Dinner:
                 Cafeteria 15L / 1116 15th Street – across street from hotel / 916.492.1960
                 Dinner Attendees: Mark Lonergan, Mark Sakauye, Norm Leong,
                                          Ben Louie, Tino Bamberger, +6 Peer Review Panel

July 29 – Tuesday (RT Auditorium)

- 8:30 AM   Panel pick up at hotel

- 9:00-11:30 AM   RT and Police Services Overview and Document Review

- 11:30 AM -1:00 PM Lunch (optional)
                 Ink's Eats / 2730 N Street / 916.456.2800 (may be closed)
                 OR
                 Café Bernardo's Midtown / 2726 Capitol Ave / 916.443.1180
                 Lunch Attendees: Mark Sakauye, Norm Leong, Ben Louie,
                                  Tino Bamberger, +6 Peer Review Members

- 1:00-5:00 PM   System Tours
  - The tour will be focused to those elements of RT's system of interest to the panel.

- 5:00 PM   Dinner (optional):
                 Firestone Public House / 1132 16th Street (16th/L Streets) / 916.446.0888
                 Dinner Attendees: Mark Sakauye, Norm Leong, Tino Bamberger,
                                  Ben Louie, +6 Peer Review Members

- 7:00 PM   Optional - Ride the light rail system / ride along with RT Police Officers

July 30 – Wednesday (RT Auditorium)

- 8:30 AM   Panel pick up at hotel

- 9:00-11:30 AM   Interviews with key personnel
                 The interviews will be focused to those people of interest to
  - the panel.

- 11:30 AM -1:00 PM Lunch (optional):
  Cheesecake Factory / 1771 Arden Way / 916.567.0606
  Lunch Attendees: Mark Sakauye, Norm Leong, Tino Bamberger,
  Ben Louie, +6 Peer Review Members

- 1:00-5:00 PM   Open panel discussion. This is an opportunity for the panel
  to discuss RT's security programs among themselves, request additional
  information, or interview additional staff.

  Possible impromptu fare blitz

  Dinner (optional) at:
  Three Sisters (Mexican) / 5100 Folsom Blvd (51st and Folsom)
  916.452.7442

  or Rio City Café (American) / 1110 Front Street (Old Sacramento)
  916.442.8226

- 7:00 PM   Optional additional time to ride the RT system/ride along with law
  enforcement.

July 31 – Thursday (RT Auditorium)

- 8:00 AM   Hotel check out

- 8:30 AM   Panel pick up at hotel

- 9:00 AM   After-action Meeting – Initial Recommendations

- 11:00 AM   Working lunch – See menu and circle what you would like so we can order
  ahead of time and have it ready
  Bon Air Market and Deli / 2531 J Street / 916.441.5958

- 12:00 PM   Peer Review Ends

  Transportation to airport will be provided by RT.

Public Meetings:

Following the peer review, RT will be conducting three public meetings in the Community at locations and times that have yet to be determined. It is staff's intent to schedule these meetings between mid-August and the end of September. Meeting outreach and locations may in part be influenced by the observation/findings of the peer review panel.

RT Board Reports:

Staff will bring back a spokesperson from the Peer Review Panel to give findings at the regular RT Board in October. Staff will also provide the Board with a summary of comments received from the public meetings at that time as well.

Appendix B – Documents Reviewed by Peer Review Panel

1. Beat Health Report, Lt. Norm Leong, 29 July 2014
2. Sacramento Regional Transit District Fact Sheet
3. Regional Transit Police Services Sworn Roster, effective 7/28/2014
4. Transit Officer Roster, effective 6/1/2014
5. G4S Master Schedule, effective 6/24/2014
6. Timeline of RTPS History, presented by Mark Sakauye, RT Security Administrator
7. Regional Transit Organization Chart, effective 7/1/2014
8. Sacramento Regional Transit District Police Services Department Org. Chart
9. Police Services Department Budget – FY 2015
10. Police Services Department FY 2015 Rates
11. Police (Peace Officer) Contract, dated 6/16/2011
12. County of Sacramento Sheriff (Peace Officer Assignment) Contract, dated 7/1/2012
13. Security Guard Services – Work Schedule, Requirements and Job Description Duties, dated 11/16/2012
14. Regional Transit Police Services Annual Crime Summary, 2013
15. "Sacramento police shoot knife-wielding man on light rail." Sacramento Bee, 9 March 2014, http://www.sacbee.com/2014/03/08/6221547/sacramento-police-report-officer.html
16. "Light rail train shooter, victim appear to be strangers, police say." Sacramento Bee, 25 January 2014, http://www.sacbee.com/2014/01/24/6098405/gunfire-on-downtown-sacramento.html
17. "See It, Hear It, Report It" flyer, http://www.sacrt.com/images/SeeItHearIt/Web1.jpg
18. "Increased Security Measures on Light Rail," Next Stop News Flyer, July 2014
19. Connect Transit Card pamphlet, Frequently Asked Questions for Transit Employees

Security Peer Review Outreach

Promotion

- Article in Next Stop News passenger newsletter on buses and trains
- Rack card flyers on buses and trains
- Posters on buses and trains
- RT website webpage
- Social media (Facebook and Twitter)
- Email notification to rider database
- News release
- Rack card flyers at Customer Service and Sales Center
- Rack card flyers on cars at park-and-ride lots

Community Meeting Flyer

RT Wants to Hear From You

The Sacramento Regional Transit District (RT) is hosting three community meetings to present RT's Security Peer Review report, and discuss RT's security program. RT wants to hear your comments and concerns regarding safety and security.

The purpose of the Security Peer Review held in July was to evaluate existing RT security services, policies and procedures, and to provide recommendations to help improve the safety and security of passengers while using the RT system.

Wednesday, November 5, 2014
5:30 p.m. to 7:30 p.m.
Mills Building – Upstairs
2900 Mather Field Road, Rancho Cordova
(adjacent to the Mather Field/Mills light rail station)

Thursday, November 6, 2014
5:30 p.m. to 7:30 p.m.
Samuel Pannell Meadowview Community Center – Conference Rooms A/B
2450 Meadowview Road, Sacramento

Wednesday, November 12, 2014
5:30 p.m. to 7:30 p.m.
Tsakopoulos Library Galleria – East Room
828 I Street, Sacramento

The draft Security Peer Review report is available online at sacrt.com. The final Security Peer Review report will be presented at the RT Board of Directors meeting on Monday, December 8.

Community Meeting – Agenda

5:30 p.m. to 6 p.m. – Open House
6 p.m. to 6:30 p.m. – Presentation
6:30 p.m. to 7 p.m. – Open House

Community Meeting – Information Stations During Open House

- Police Services Staffing and Deployment
- Technology
- Fare Enforcement
- Station Design
- Rider Experience
- Other Observations and Recommendations