



STAFF REPORT

DATE: September 23, 2024
TO: Sacramento Regional Transit Board of Directors
FROM: Lisa Hinz, VP, Security, Safety, Customer Satisfaction & Facilities
SUBJ: SAFETY AND SECURITY UPDATE

RECOMMENDATION

No Recommendation - For Information Only.

A Safety and Security update presentation will be given.

Safety and Security Update



EST.

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Lisa Hinz

VP, Safety, Security, Customer Satisfaction and Facilities

Safety & Security Improvements



ALERT SACRT APP UPDATE

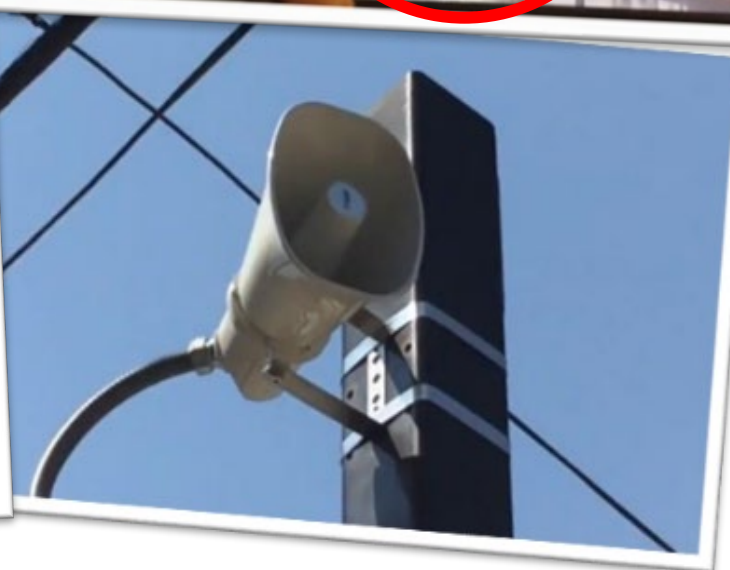
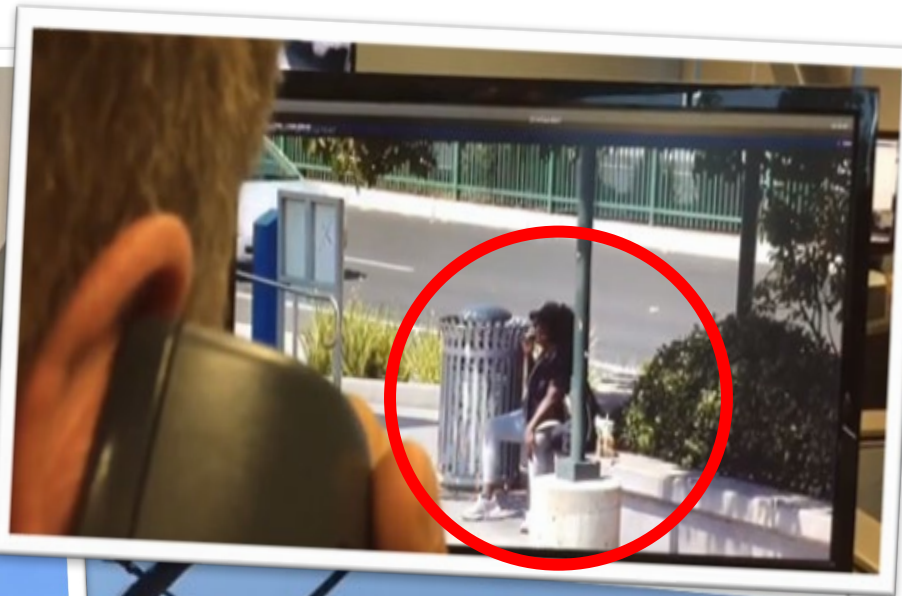
SACRT SERVICE ALERTS FOR SPECIFIC LIGHT RAIL LINES NOW AVAILABLE

CHOOSE TO RECEIVE SERVICE ALERT NOTIFICATIONS FOR SPECIFIC LIGHT RAIL LINES (BLUE, GOLD OR GREEN) IN THE UPDATED ALERT SACRT APP.

Available on the iPhone  



Safety & Security Improvements



Enhanced Safety & Security:

- Installed over **1,500 live feed cameras**
- PA announcements deter **90%** of nuisance incidents
- Successfully maintain high security and low crime rates (**crime dropped over 34%**)
- To date, our **crime rate is extremely low at .0007%** annually (7.5 incidents for every million trips)

Nationally Recognized Safety and Security Programming – Six Awards

- 2023 American Public Transportation Association's Rail Safety Certificate of Merit for light rail/streetcar
- 2022 TSA Gold Standard Award
- 2021 American Public Transportation Association's Rail Safety Gold Award
- 2021 Women in Transportation 2021 Innovative Transportation Solutions Award
- 2020 American Public Transportation Association's Rail Safety Gold Award
- 2019 TSA Gold Standard Award

SacRT Safety & Security Awards

2022 TSA Gold Standard Award



N. 12th Street Trespasser Reduction Project

SacRT Safety & Security Awards

2019 and 2022 TSA Gold Standard Award – one of only four out of 6,800 agencies in North America to receive this recognition

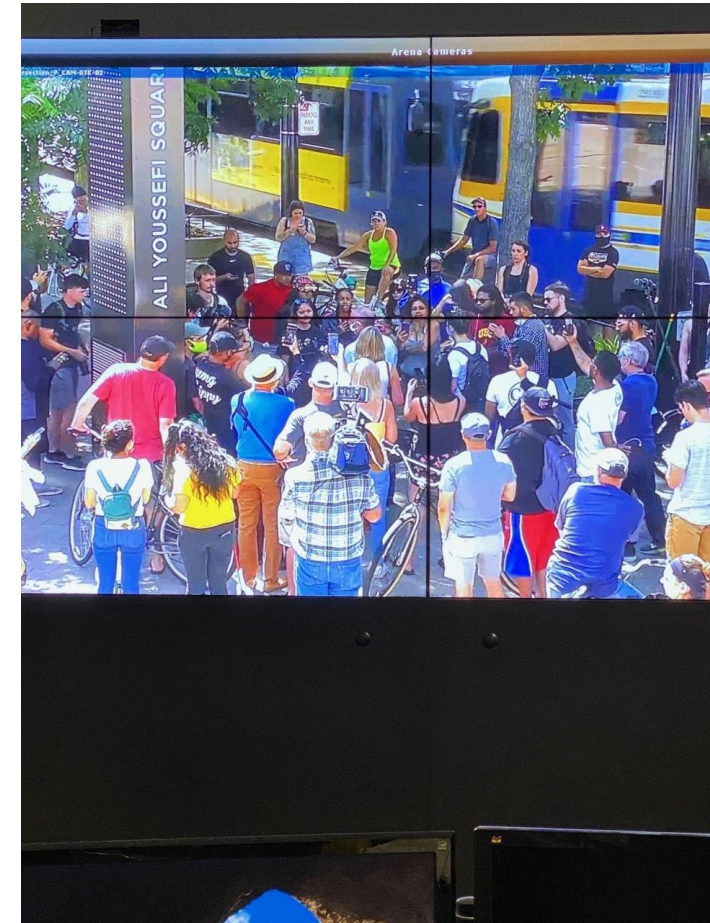
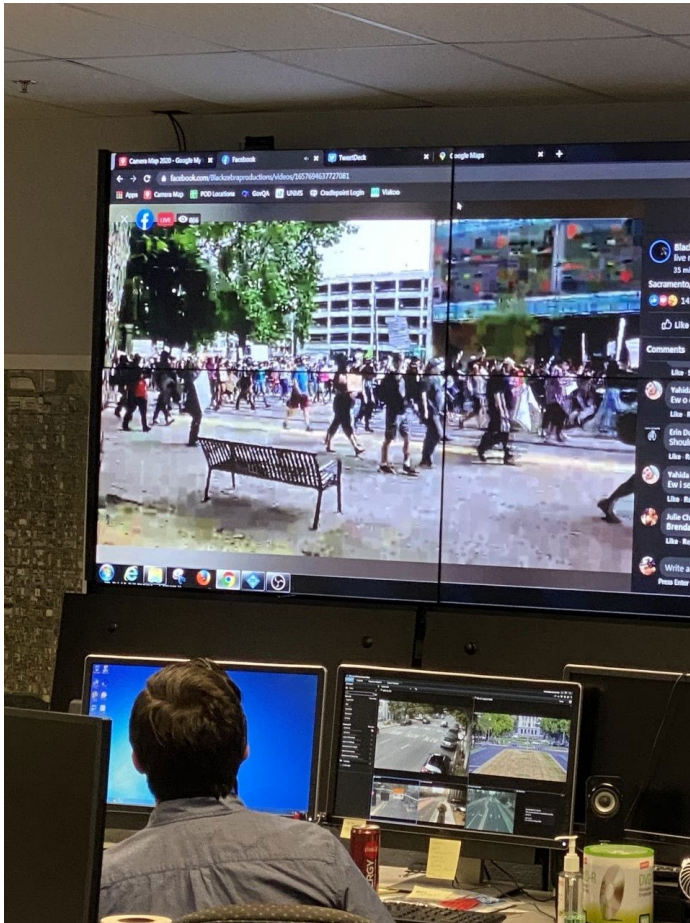


“We are proud of the strong partnership between TSA and SacRT and commend them on their continued commitment to transportation security.”

– TSA Assistant Administrator Sonya Proctor

SacRT Safety & Security Awards

2021 American Public Transportation Association's Rail Safety Gold Award



SacRT Safety & Security Awards

2021 Women in Transportation 2021 Innovative Transportation Solutions Award

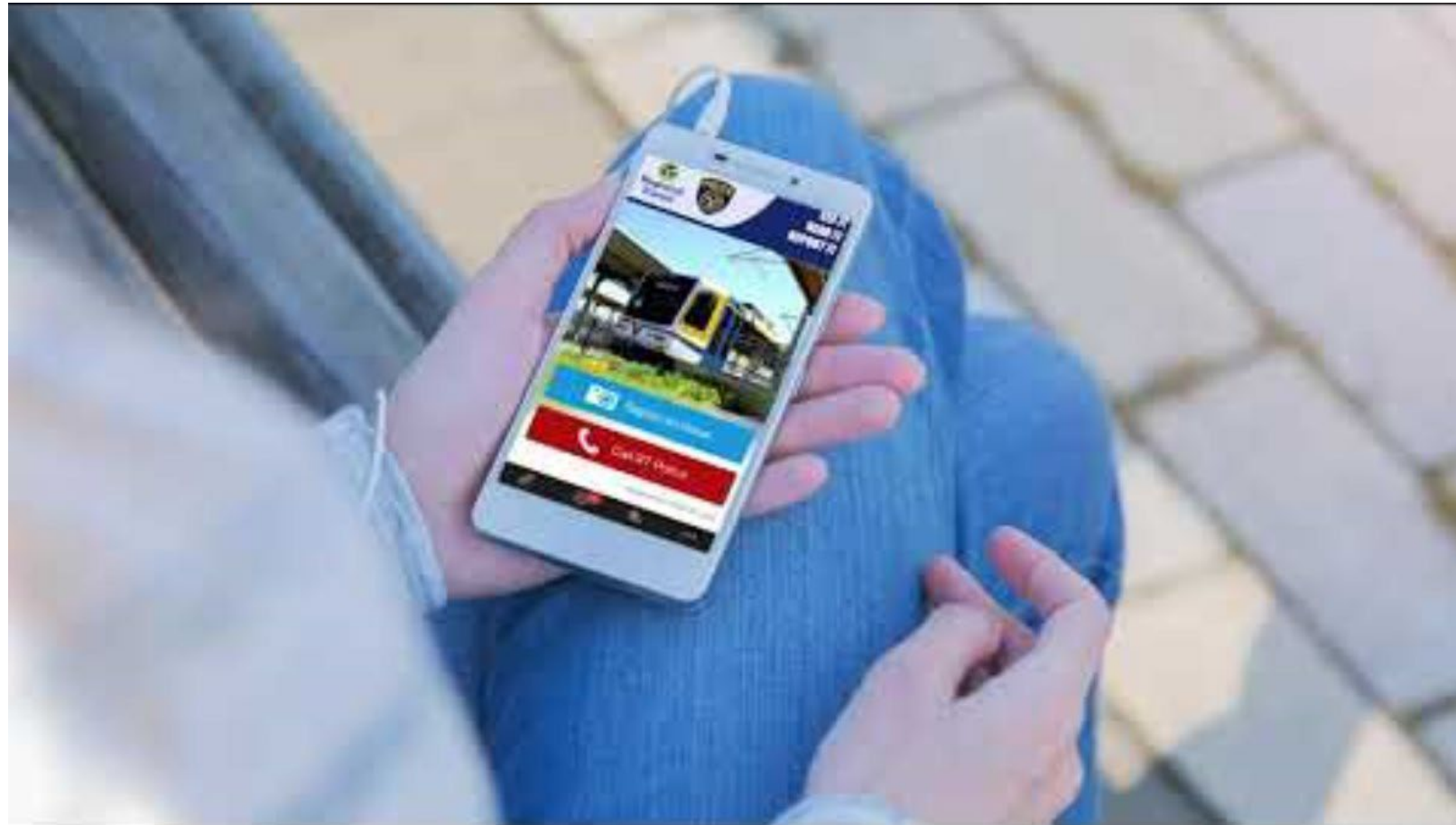


Advancing women
Advancing transportation



SacRT Safety & Security Awards

2020 American Public Transportation Association's Rail Safety Gold Award



Recognition for Safety and Security at SacRT



Employee Safety



Employee Survey Results

RESULTS OF KEY PERFORMANCE MEASURES Sorted from Most Favorable to Least Favorable (685 responses)	5-point scale					2-point scale	
	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Strongly Agree Agree Somewhat Agree	Disagree Strongly Agree
I have a good working relationship with those around me	45.0%	34.2%	15.0%	3.1%	2.8%	94.2%	5.9%
My skills and abilities are well utilized at work	35.5%	38.1%	18.1%	5.4%	2.9%	91.7%	8.3%
Overall I am happy at work	32.0%	33.7%	25.0%	4.8%	4.5%	90.7%	9.3%
I believe that SacRT makes a positive contribution to the community	33.9%	33.9%	22.3%	5.5%	4.4%	90.1%	9.9%
I am aware of SacRT's vision and mission	29.6%	35.0%	21.9%	6.7%	6.7%	86.5%	13.4%
I am receiving enough training to be my best at work	28.0%	32.7%	24.1%	9.6%	5.5%	84.8%	15.1%
SacRT provides a safe work environment	23.8%	31.1%	27.6%	9.9%	7.6%	82.5%	17.5%
I have the right tools and technologies I need to do my job well	22.5%	28.9%	29.1%	10.4%	9.2%	80.5%	19.6%
SacRT offers competitive pay and strong benefits package	28.3%	29.2%	22.6%	10.8%	9.1%	80.1%	19.9%
I am kept aware of all the good achievements of SacRT	25.1%	28.5%	24.8%	13.3%	8.3%	78.4%	21.6%
I receive timely feedback on my performance from my supervisor	24.2%	25.0%	26.1%	12.8%	11.8%	75.3%	24.6%
Teamwork is encouraged and practiced	21.8%	27.0%	25.1%	16.1%	10.1%	73.9%	26.2%

Bipartisan Infrastructure Law

Impacted transit agencies are required to establish safety committees with equal numbers of frontline transit worker and management representatives to address safety issues.



ATU Safety Concerns

Bus Barriers



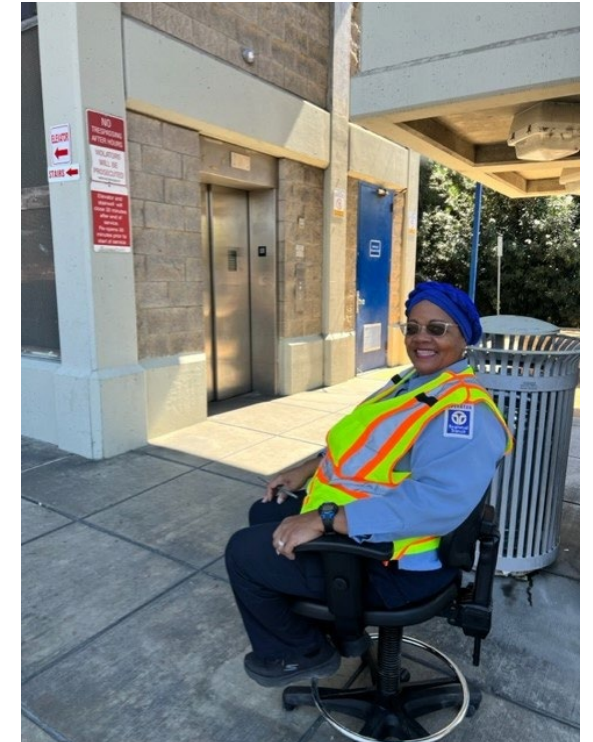
Radios



Windshields



Watt/I-80 Station Light Duty Program



What We Are Doing



Elk Grove Unified School District



What We Will Do

Bus Cleanliness



Restripping of Bus Lots



Restroom Upgrades

What We Will Do



SB 434 is intended to help address and prevent street harassment

The bill requires transit operators to reach out to riders who are underrepresented in surveys and who have experienced street harassment.



CALIFORNIA

Public Utilities Commission

Midtown/29th Street: TV Room

Before

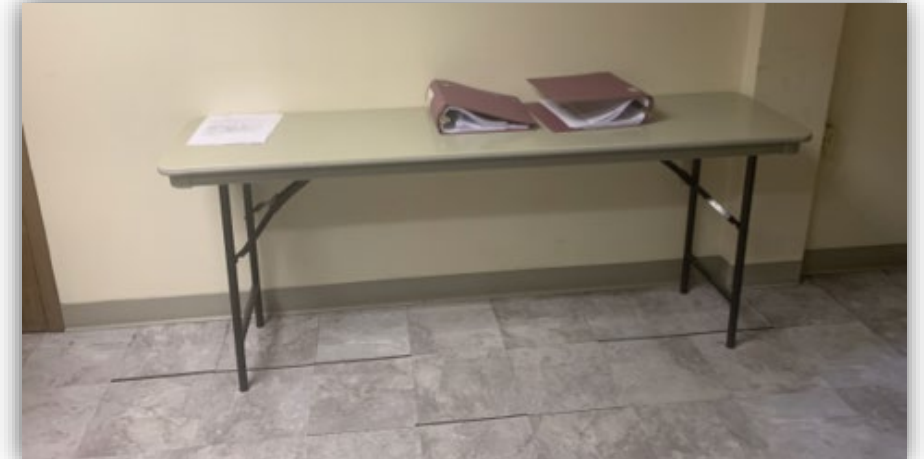


After



Midtown/29th Street: Quiet Room

Before



After



Operator Training





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Questions & Answers