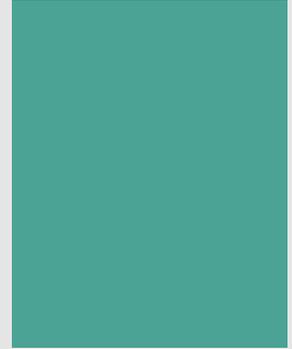
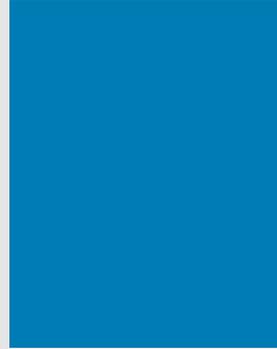


Sound Transit Western Washington State



Securing busses, trains, and light rail almost round-the-clock.

Challenge

Sound Transit's trio of travel options service commuters, travelers and everyone in between. ST Express buses travel between major cities in King, Snohomish and Pierce counties in Washington 20 hours a day. Sounder trains travel between Lakewood and Seattle from morning to afternoon and for special events such as Mariners or SeaHawks games. Sound Transit's Light rail service is two-pronged. The Link light rail travels between Westlake Station and Sea-Tac Airport. Tacoma Link makes six stops on its 1.6 mile route through downtown Tacoma.

Solutions

Securitas USA has maintained a visible security presence for Sound Transit since 2005, and has fostered a partnership with Sound Transit that enables management to adapt to their needs as they arise. These include additional coverage for sporting events and partnering with Sound transit to develop guidelines and supplying dedicated teams for high-level initiatives such as fare enforcement.

- The 115 Securitas USA officers patrol train and bus facilities, monitor station activity, and provide customer service and administrative support.
- Each officer has received 40 hours of pre-assignment instruction, 40 hours of transit training, and 120 hours of on-the-job training.
- Two Securitas USA officers are on duty 24/7 at the main security operations in Union Station. They monitor over 150 CCTV cameras position at Sound Transit locations and dispatch officers or emergency services as needed.

- Securitas USA handles employee ID badging and maintains daily communications with Sound Transit management.
- Securitas USA officers balance their role of outreach to riders needing assistance with enforcing rules that maintain a safe and pleasant riding experience.
- Securitas USA officers balance their role of outreach to riders needing assistance with enforcing rules that maintain a safe and pleasant riding experience.
- Eighteen Securitas USA officers, all with at least two years of structured security or military and strong customer service experience, were hired as fare enforcement officers. Their training involves extensive role-playing scenarios, including dealing effectively with disruptive or malicious behavior, as well as report writing that is appropriate for court proceedings.

Results

“Placing security officers on the trains has proven very effective, and I can report that we receive many more compliments than complaints,” says Sound Transit Chief Security Officer Ken Cummins. “Ridership has consistently exceeded expectations,” he explains. The Link Light Rail averaged daily ridership hit 39,210 in August 2014 and continues to increase.

The successful pairing of Securitas USA with Sound Transit has contributed to the successful management of their mass transit system expansion. This includes future initiatives such as increased express bus and Sounder commuter rail services and extending light rail service to the University of Washington.

“Every day, the actions and demeanor of Securitas USA officers contribute to the success of our mass transit system and the support of the riding public,” Qassim concludes. “We value the relationship.”

