

*IndyGo*SM

Ride Safe Enhancements

IndyGo's Ride Safe Operations Re-Imagined



Ride Safe Operations

Background and Plan

- **New Challenges:** The number of negative interactions between our employees and the public have prompted the need to re-imagine safety and security.
- **New Opportunities:** While the agency moves millions of passengers safely each year, we recognize the need to deploy new strategies. We are calling this initiative “Ride Safe”

Ride Safe Operations

Current State

- De-escalation training for new hires, annual re-training
- Operator protective door barriers
- Contracted Security & presence
- Robust camera infrastructure on buses and facilities
- Robust facility access controls

Ride Safe Operations

Current State

- Ability to ban and trespass passengers
- 24/7 on-street response team
- 50+ Emergency blue phones
- Social services coordinator
- CPTED

Ride Safe Operations

Five Key Themes – Future State

1. See Something, Say Something
2. Proactive security surveillance
3. New law enforcement leadership position
4. Zero tolerance for passenger misconduct
5. Laws that impact employee and rider safety

See Something, Say Something

Crowd-Sourced Incident Reporting

- Establish IndyGo webpage for reporting
- Expand to include 24/7 critical review and response
- Data collection for 30-60 days
- Launch marketing campaign: Web, marketing, social media, car cards
- Utilize text messaging and/or live agents

Proactive Surveillance

Focus on Prevention

- Proactively monitor multiple systemwide camera feeds
 - On-site security
 - BRT fare inspectors based in dispatch
- The goal is to achieve faster response times
- Effectively deploy resources

New Law Enforcement Position

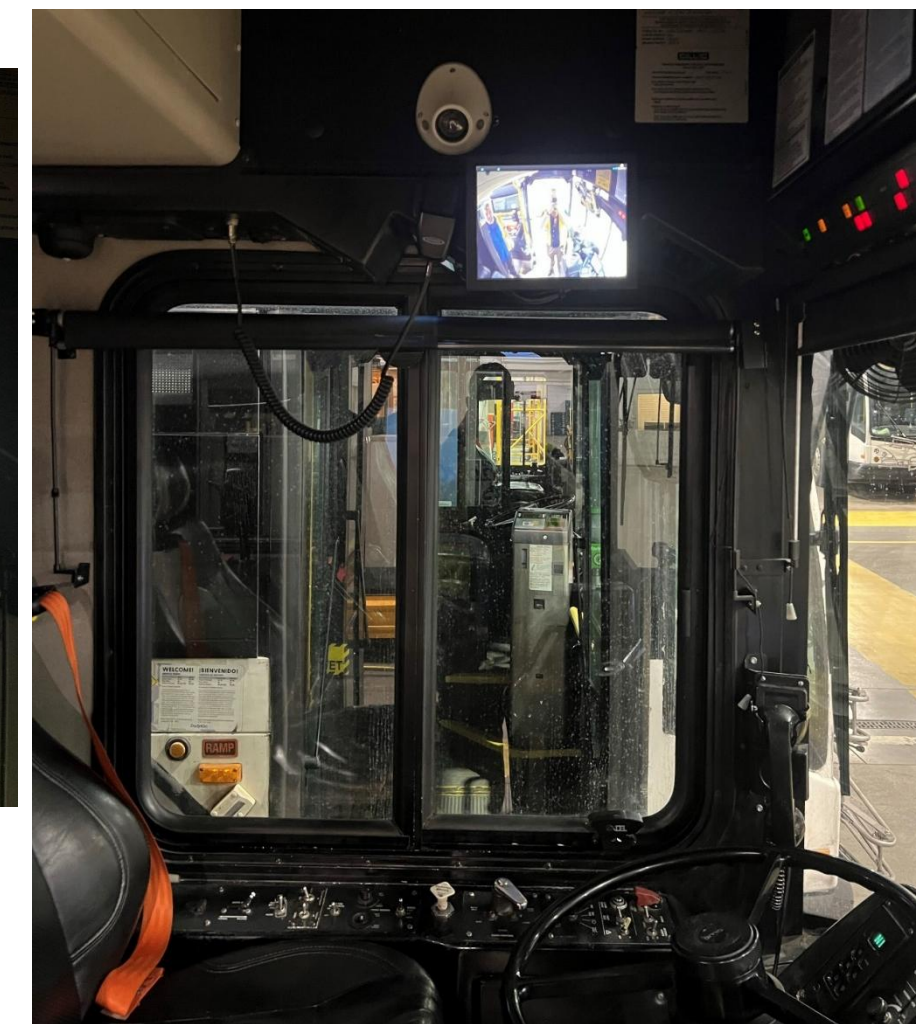
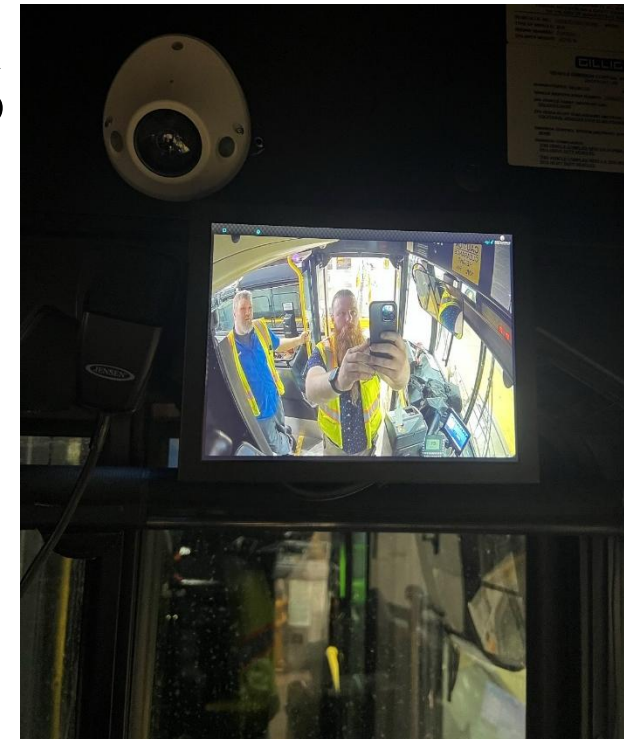
Leadership With Visible Presence and Partnerships

- Hire law enforcement expertise and experience at senior level
- Increase collaboration with community partners
- Re-brand Fare Inspectors to Ambassadors or Transit Security
- Assess security contract standards and define future needs

Zero Tolerance

Rider Guidelines Compliance

- Update and distribute Rider Guidelines
 - Fare collection requirements
 - Proper conduct for comfort
- Expand de-escalation training
- Enforcement by transit security and staff
- Effective technology applications



NOTICE

ANY ASSAULT

ON A

INDYGO EMPLOYEE

IS A CRIME

Any person who commits an act of assault, battery, intimidation, or harassment against an IndyGo employee or damages IndyGo property will be prosecuted to the fullest extent of the law. Punishment can result in incarceration and fines, as well as prohibition from IndyGo property.

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Indiana Criminal Codes: IC 35-42, IC 35-43, IC 35-45



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Champion Laws to Address Issues

Seek to Understand

- What is needed for a trespass and paid fare zone ordinance?
- What can and cannot be done to limit passengers from bringing guns on buses?
- What is needed to increase penalties for assaults on transit workers?
- Are other public agencies in a similar situation? How are they addressing?

In Summary

By deploying these five key strategies and continuously monitoring and evaluating their effectiveness, IndyGo can create a safer and more welcoming environment for all.



"If You See Something, Say Something®" is a national campaign that raises public awareness of the signs of terrorism and terrorism-related crime, and how to report suspicious activity.



IndyGo seeks to maximize existing technology to proactively identify and respond to concerns before they become issues, increase response time to critical incidents, and reduce incident calls to IMPD.



IndyGo wishes to leverage law enforcement best practices, lessons learned, and relationships in the law enforcement community to improve safety for all users.



IndyGo intends to address passenger misconduct through improved education and increased enforcement of IndyGo's code of conduct.



IndyGo will work to better understand existing laws impacting employee and rider safety and explore opportunities to modify or enact new protections.

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THANK
YOU

QUESTIONS?

