

*IndyGo*SM

Ride Safe Enhancements

IndyGo's Ride Safe Operations Expanded

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Ride Safe Operations

Five Key Enhancement Themes



"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 to state and local law enforcement.



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 as a way to improve safety for all users.



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

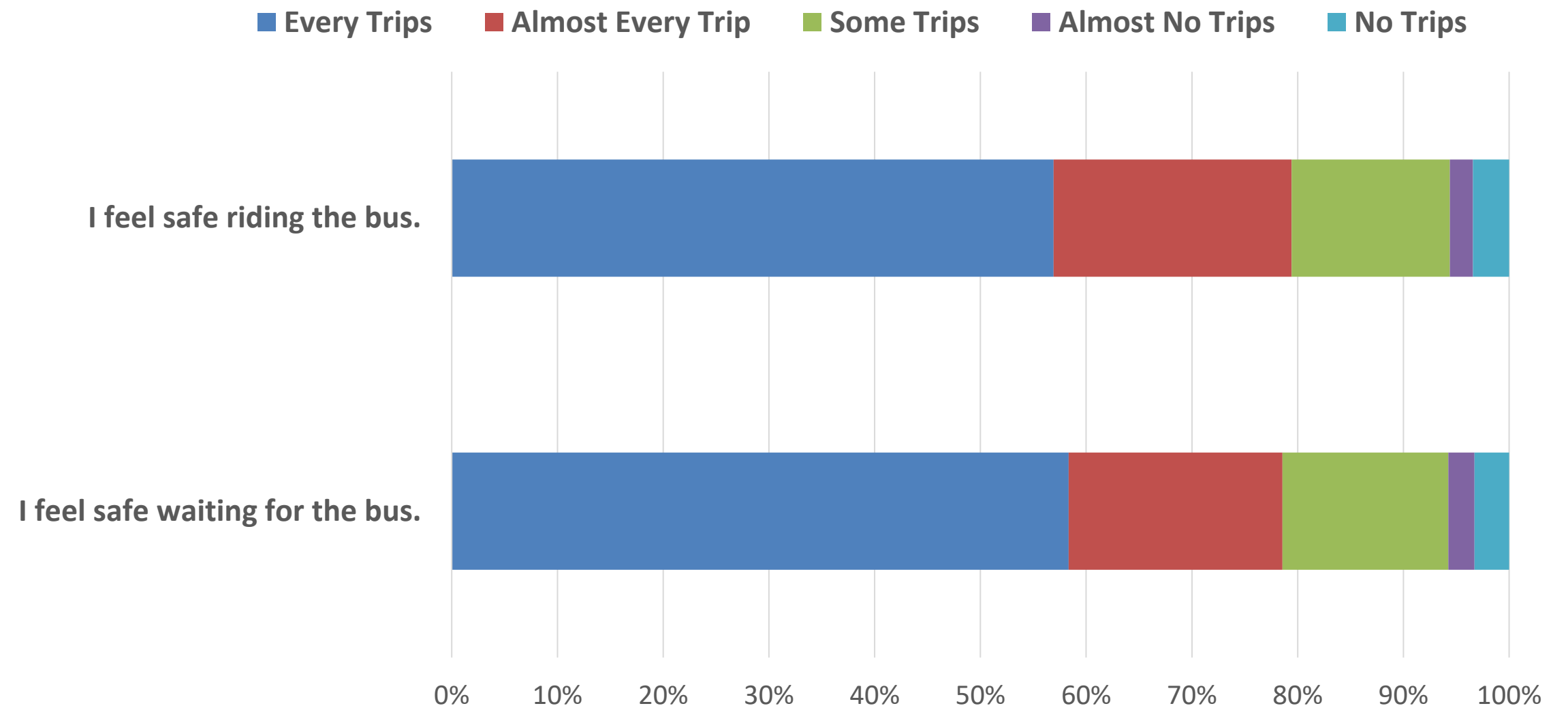


IndyGo will work to better understand existing laws impacting employee and rider safety and explore opportunities to modify or enact new protections.

Why expand our efforts

Customer Perception of Safety and Security

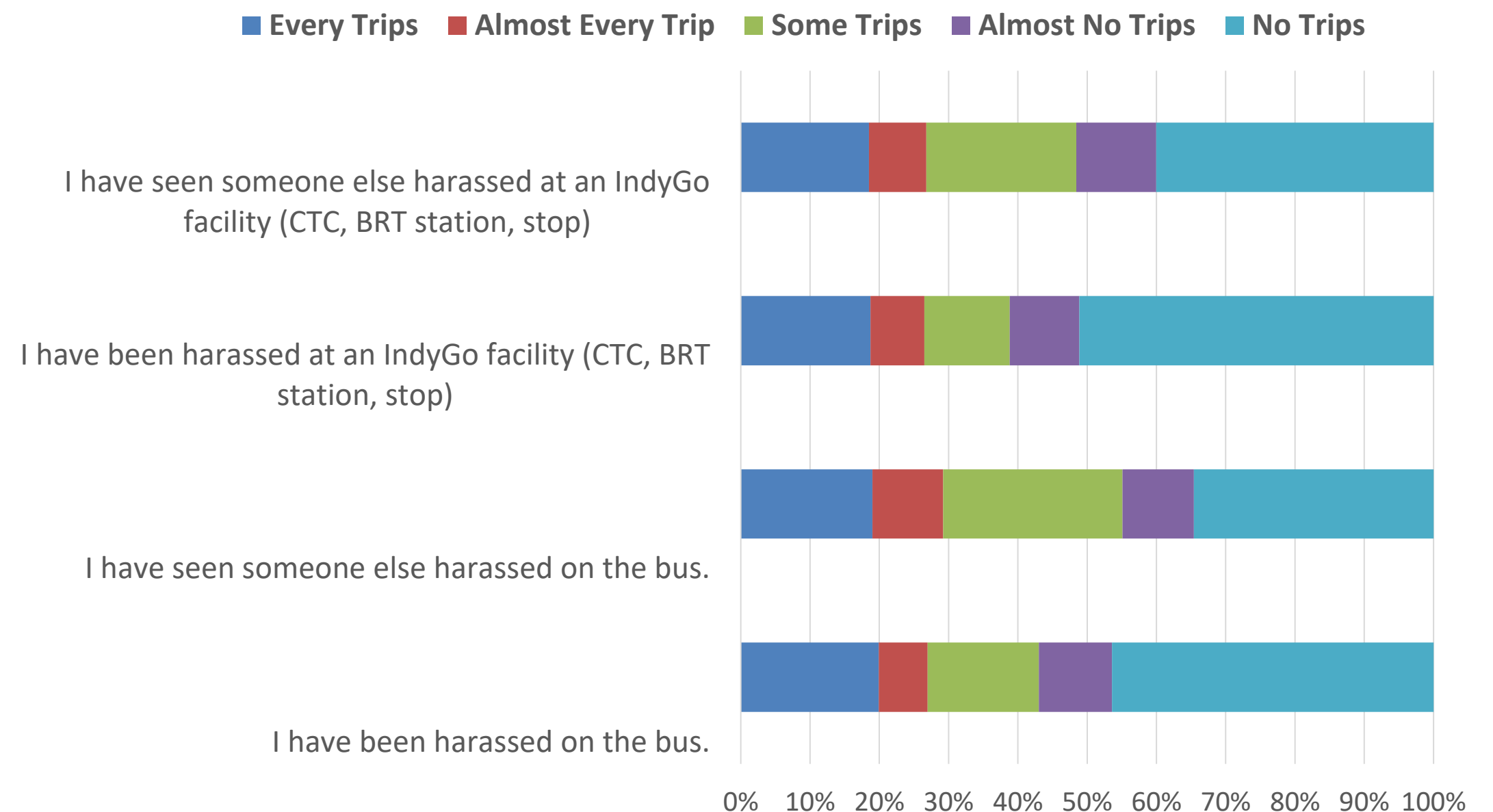
- Results of 850+ respondents from 2024 customer perception survey
- Nearly 80% of customers responding felt safe riding the bus



Why expand our efforts

Customer Perception of Safety and Security

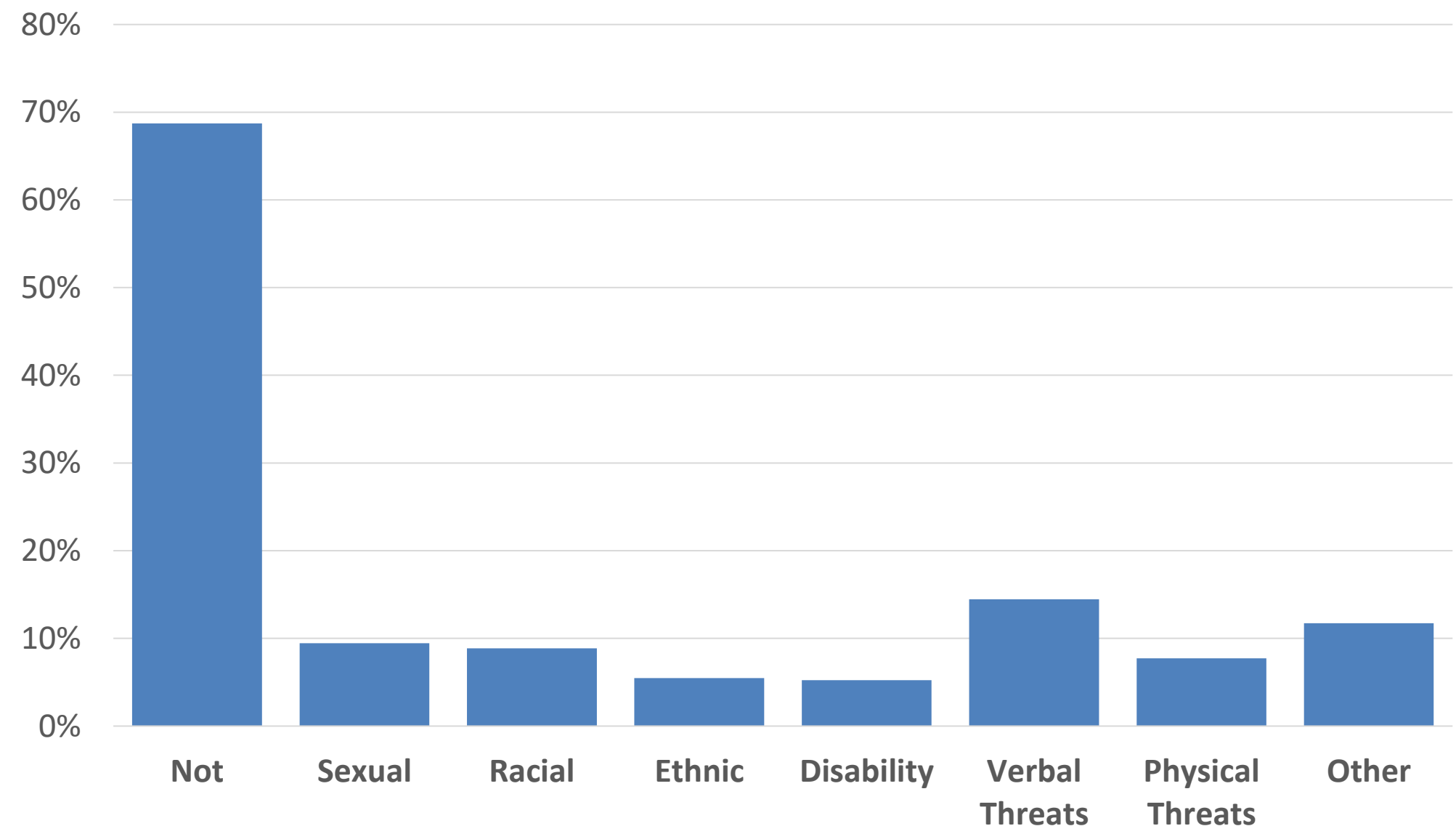
- Majority of respondents said they did not feel harassed while riding the bus
- 19% responded that they are harassed on Every Trip
- 19% responded that they have witnessed someone else being harassed on Every Trip



Why expand our efforts

Customer Perception of Safety and Security

- 69% of respondents reported no experience of harassment
- Approx. 15% respondents reported having experienced verbal threats
- Fewer than 10% reported experiencing sexual, racial, or physical harassment

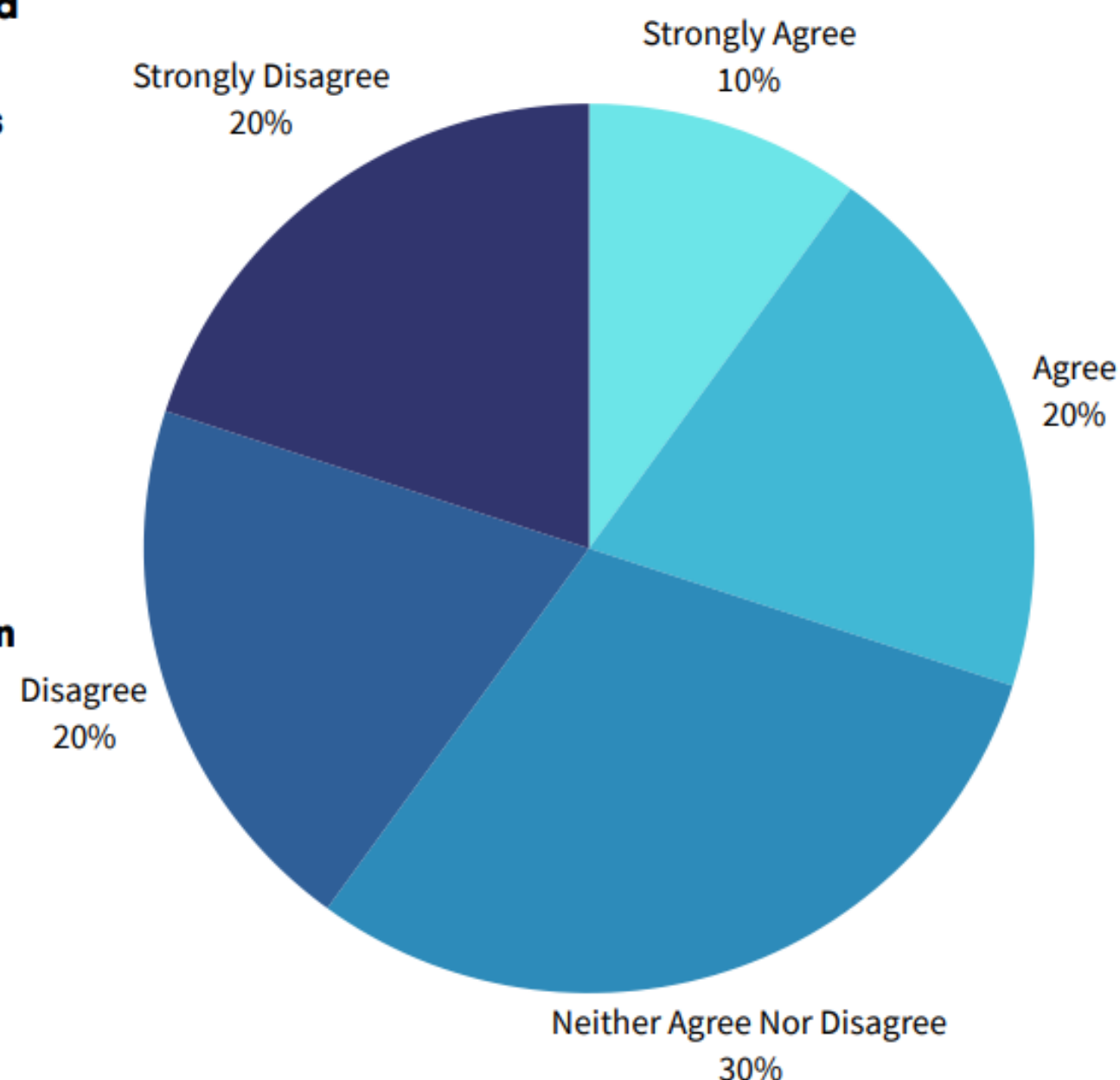


Why expand our efforts

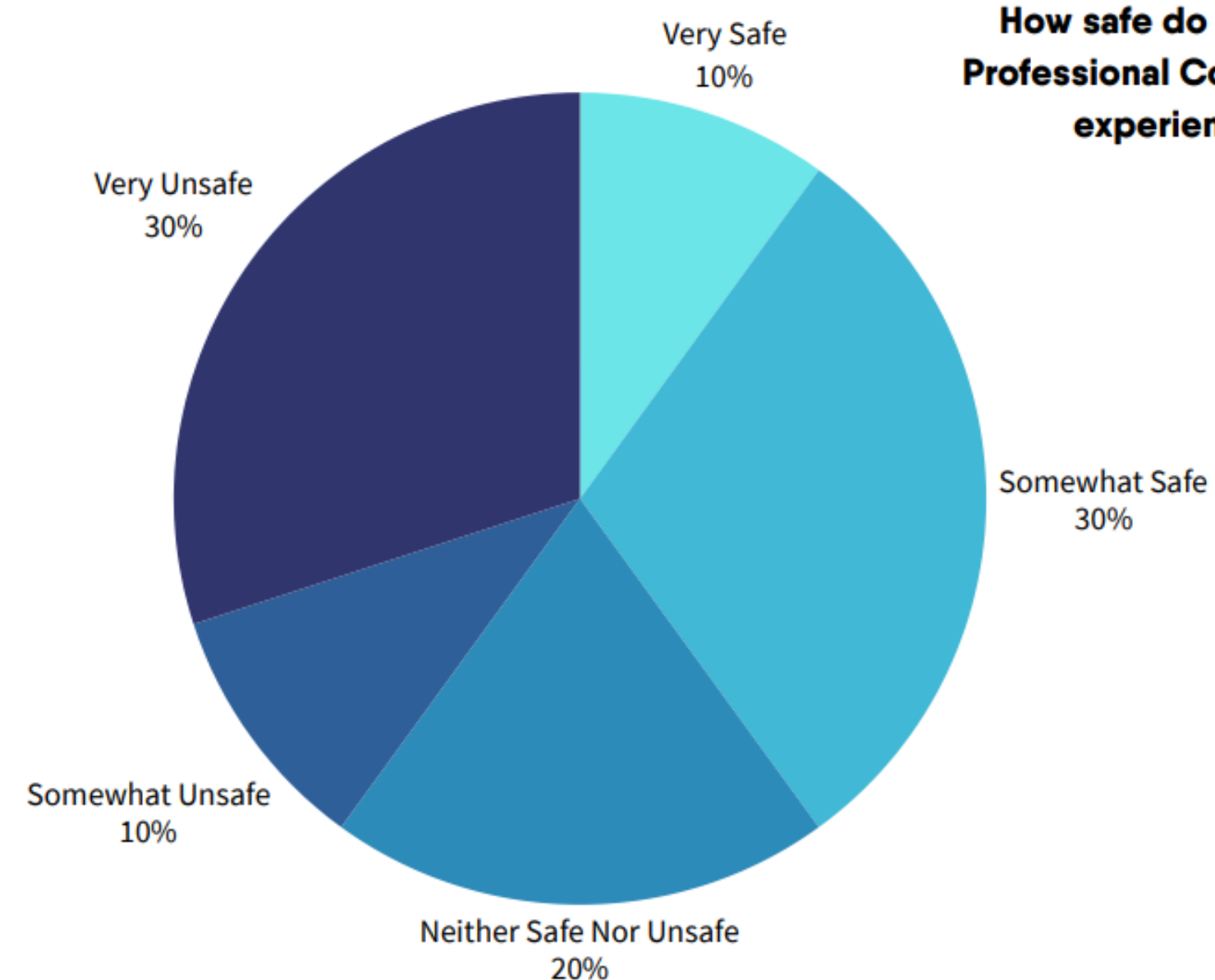
Employee Perception of Safety and Security – 160+ respondents

IndyGo has implemented various safety devices and or services such as (Driver Barriers, Safety Blitz campaigns, employee near-miss reporting, etc.).

These tools have been useful in promoting safety and positively impacted my perception of being safe.



How safe do you feel the Professional Coach Operator experience is?

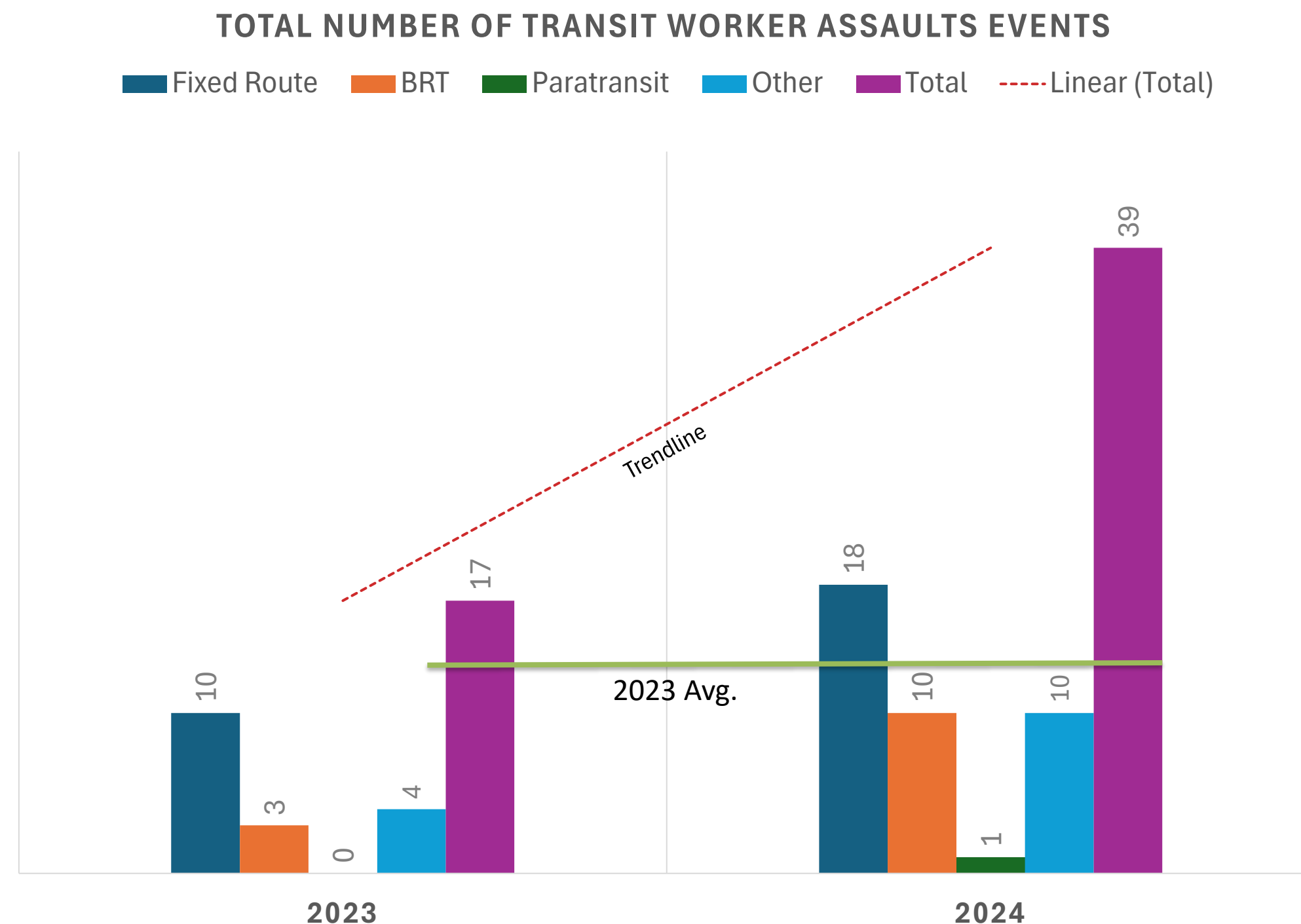


Why expand our efforts – Quantitative

Quantitative data for the why & measurements to define success

- FTA Definition on Transit Worker Assault:

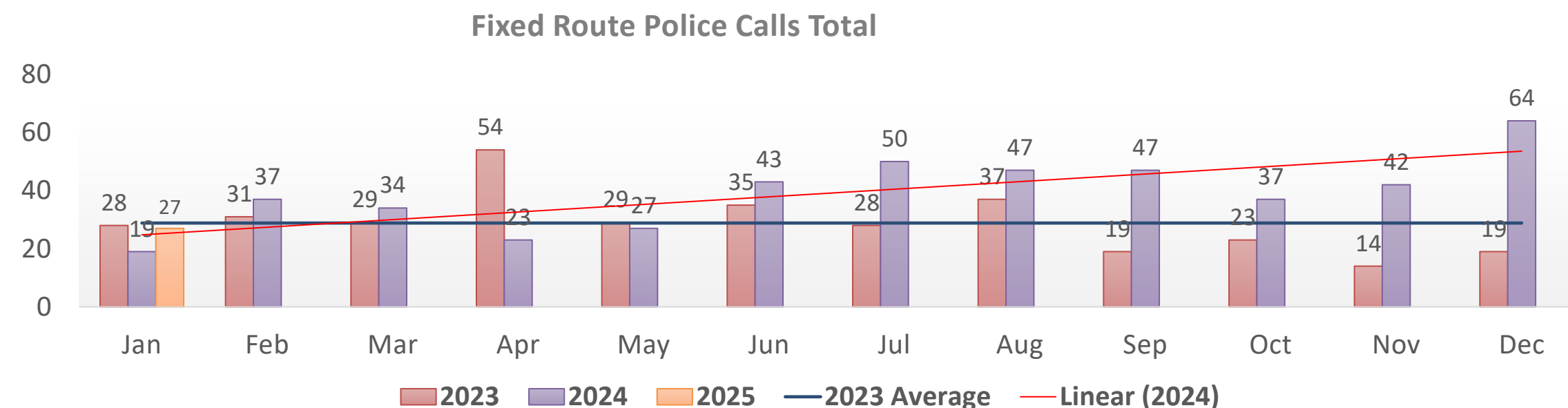
Assault on a transit worker means, as defined under 49 U.S.C. 5302, a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.



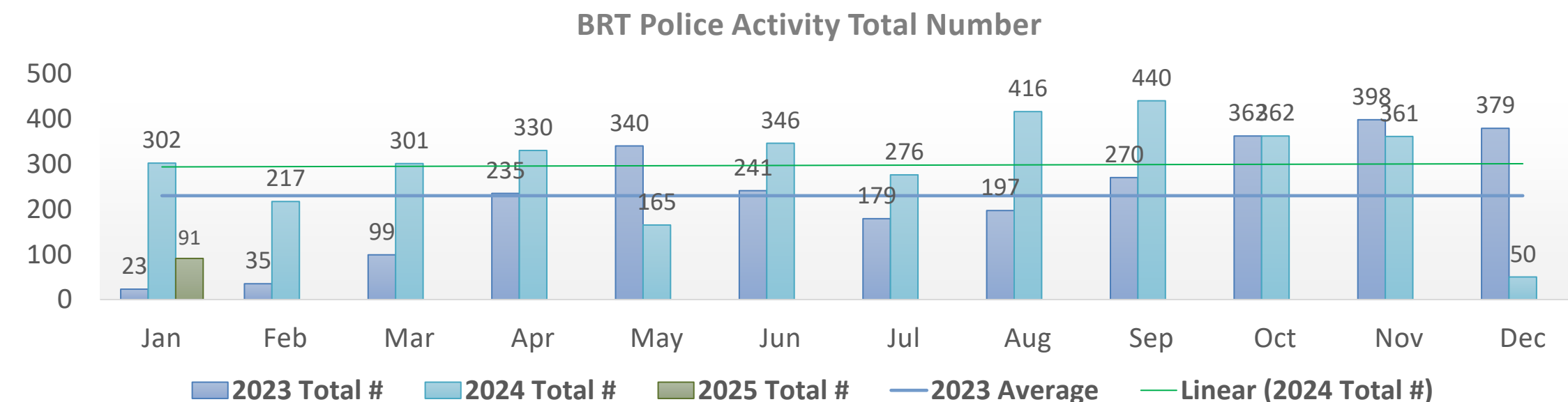
Why expand our efforts

Quantitative data for the why & measurements to define success

- Contracted Law Enforcement Contacts on Fixed Route Services for 2023-2024

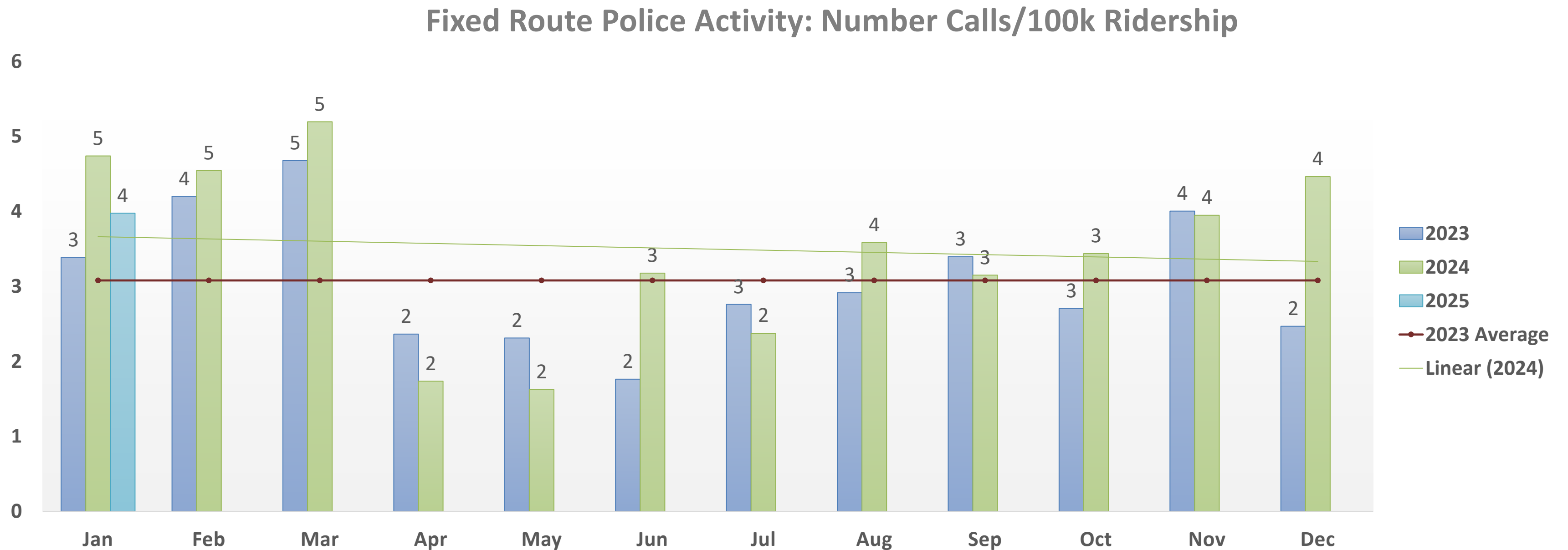


- Contracted Law Enforcement Contacts on BRT Route for 2023-2024



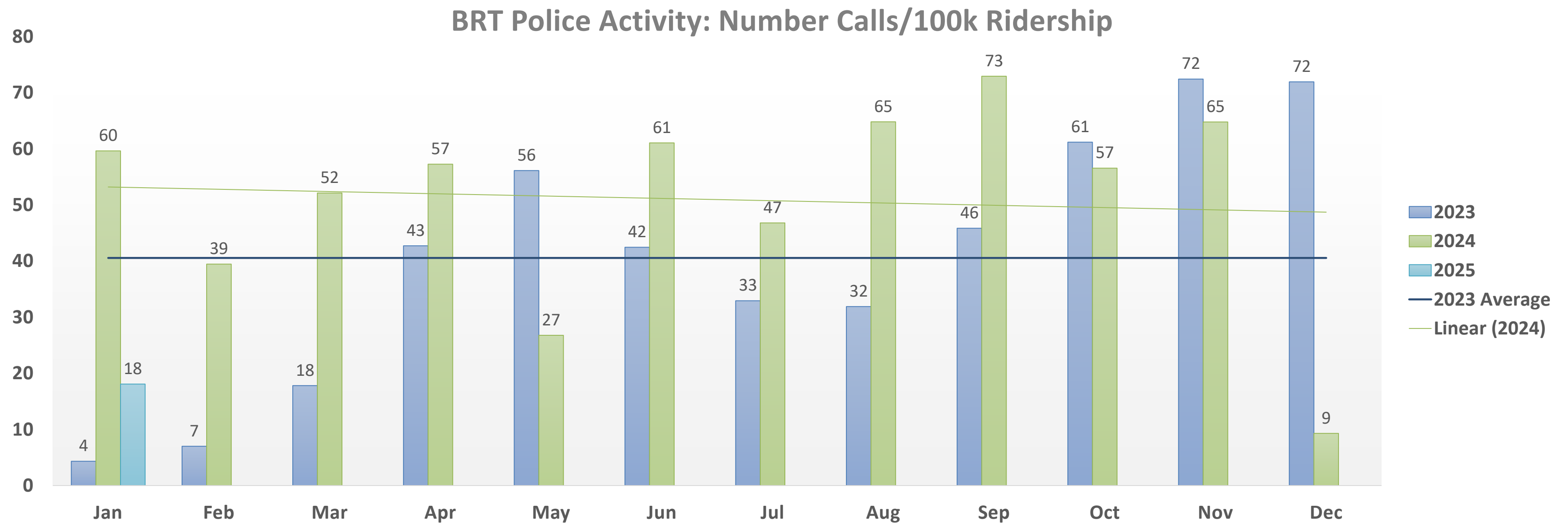
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Why expand our efforts

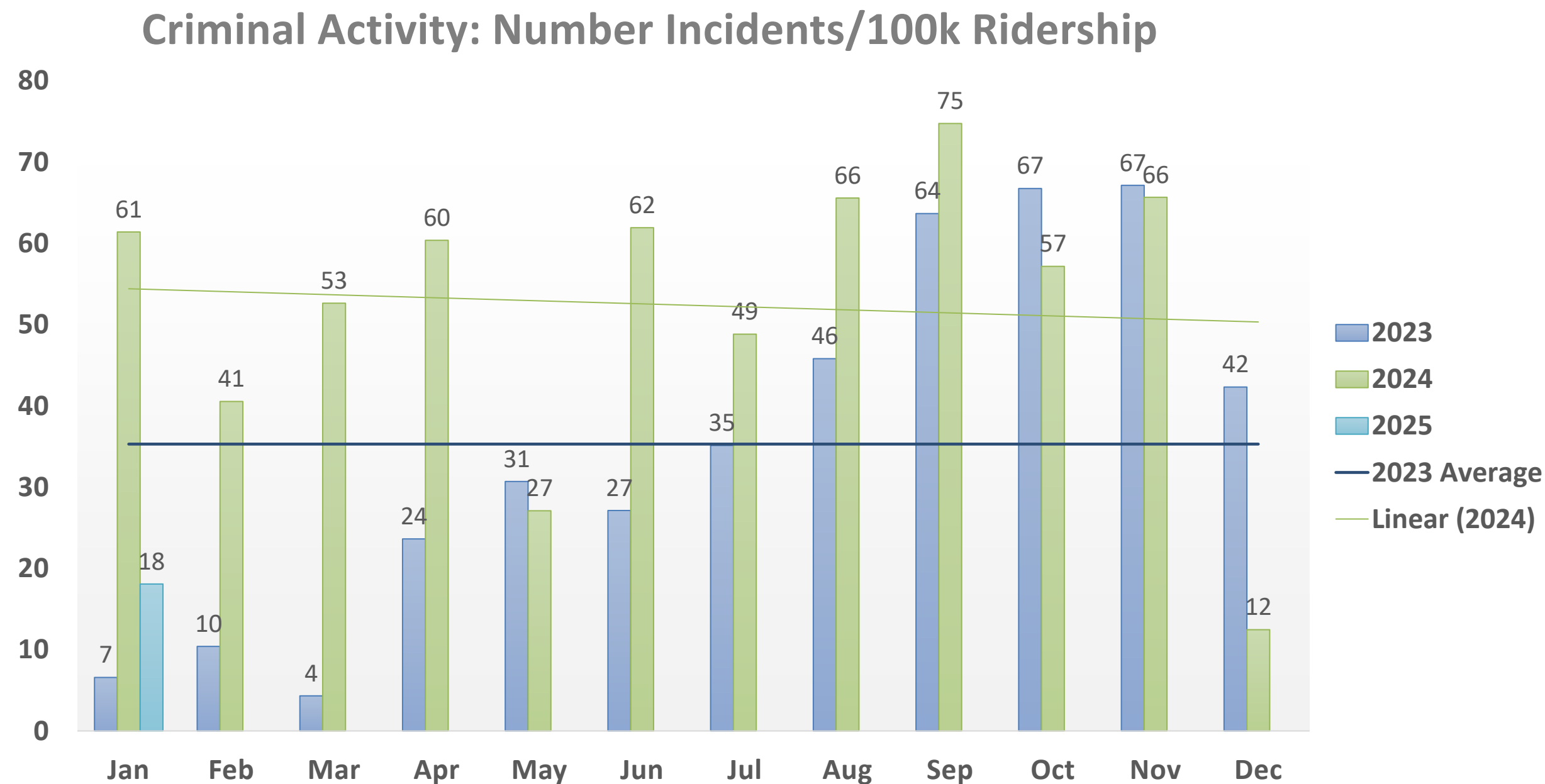
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Why expand our efforts

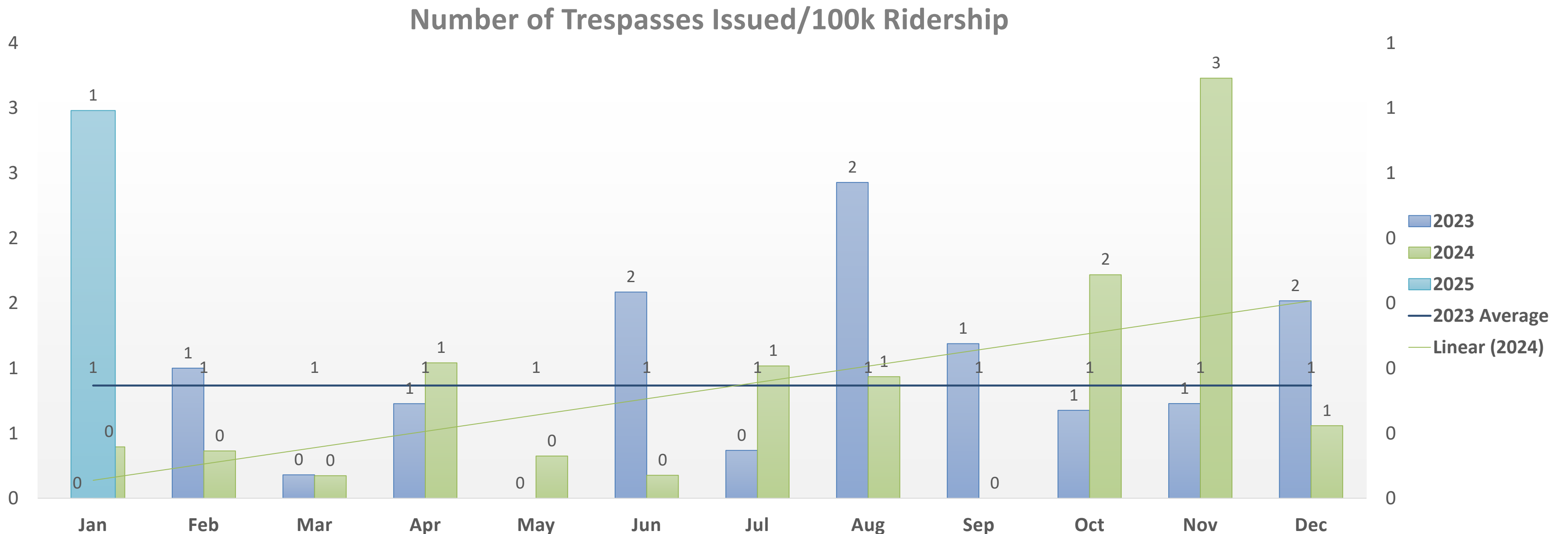
Quantitative data for the why & measurements to define success

- Criminal Activity Includes
 - Loitering, Panhandling, Alcohol Related Incidents, Trespassing, Narcotics Related and Disturbances
 - Loitering has the highest volume at 3,318 for 2024.



Why expand our efforts

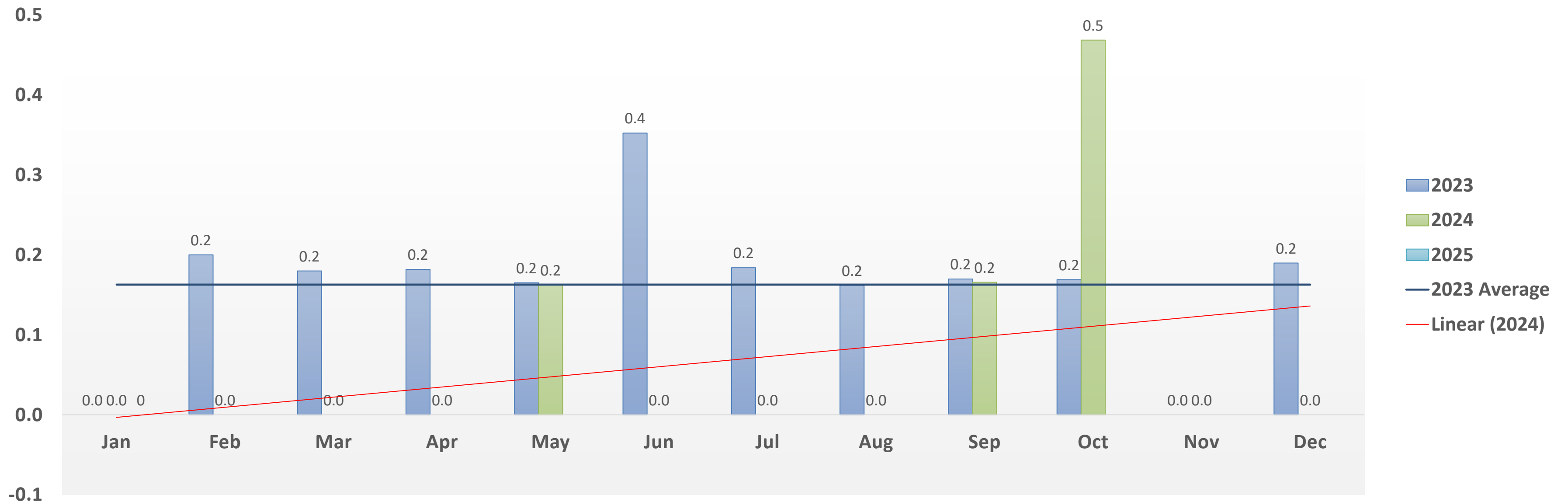
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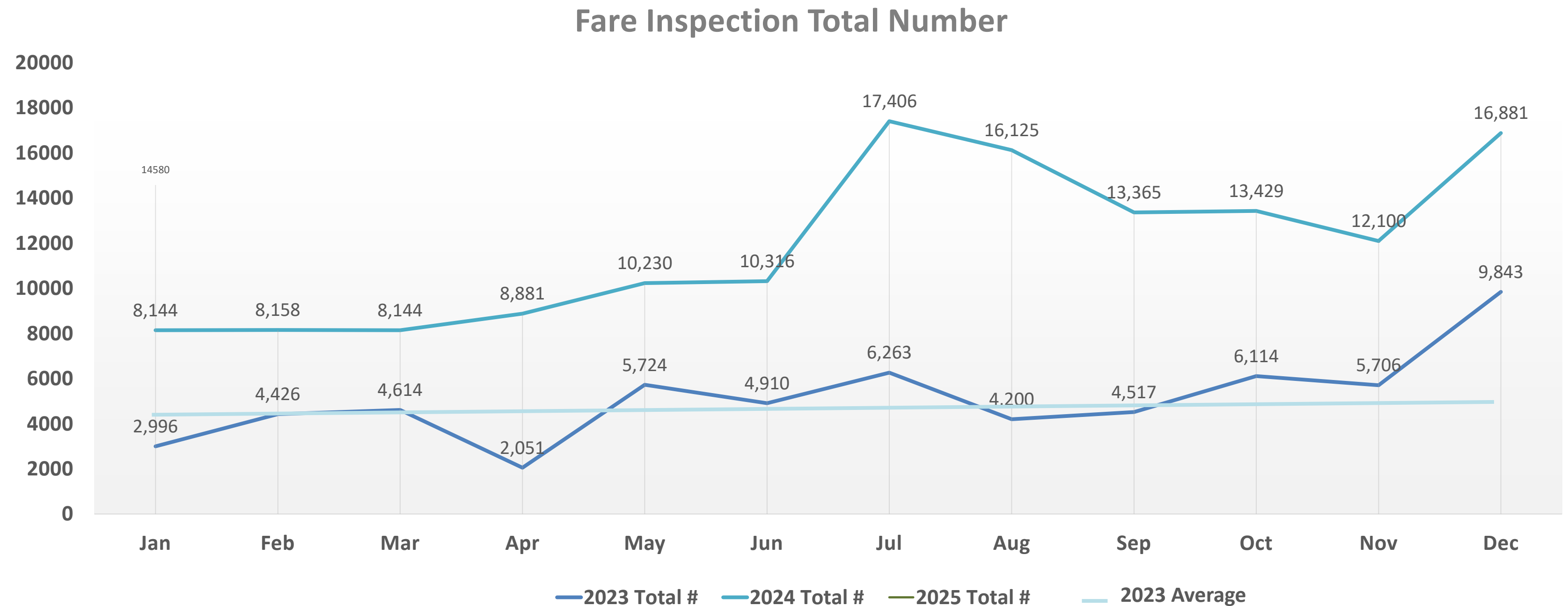
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Number of Arrests/100k Ridership



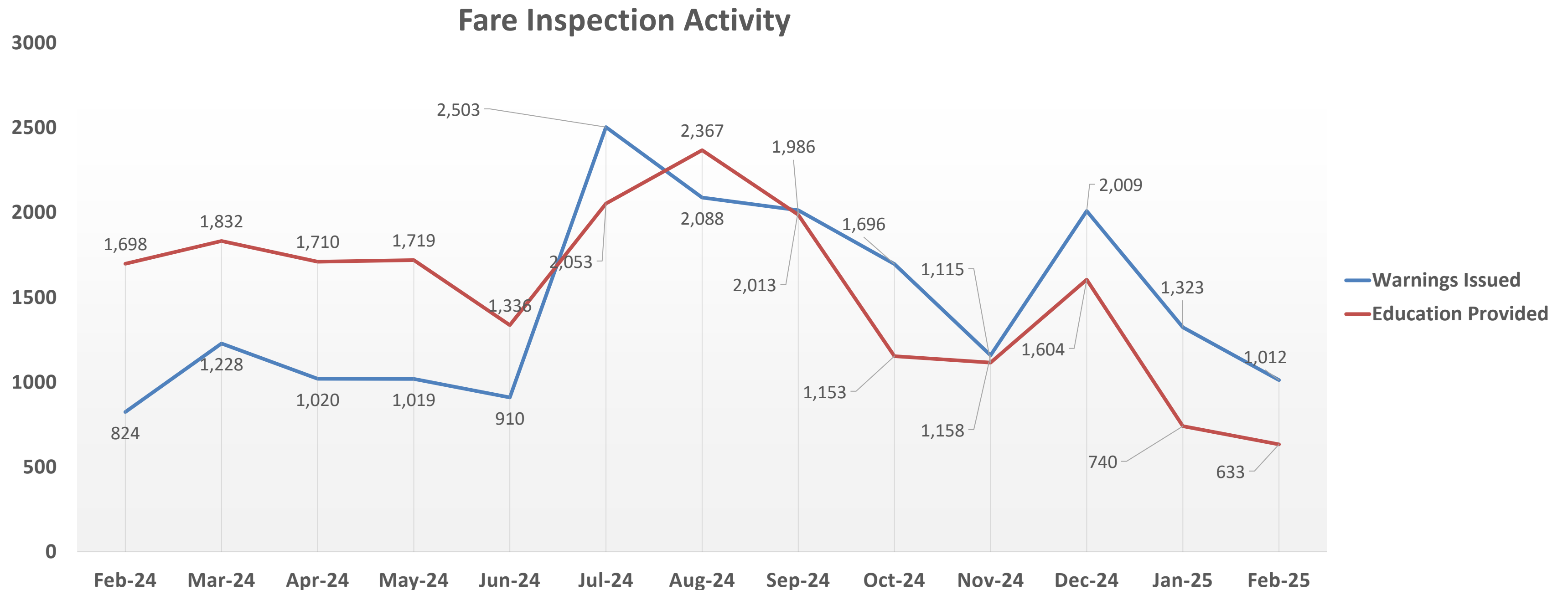
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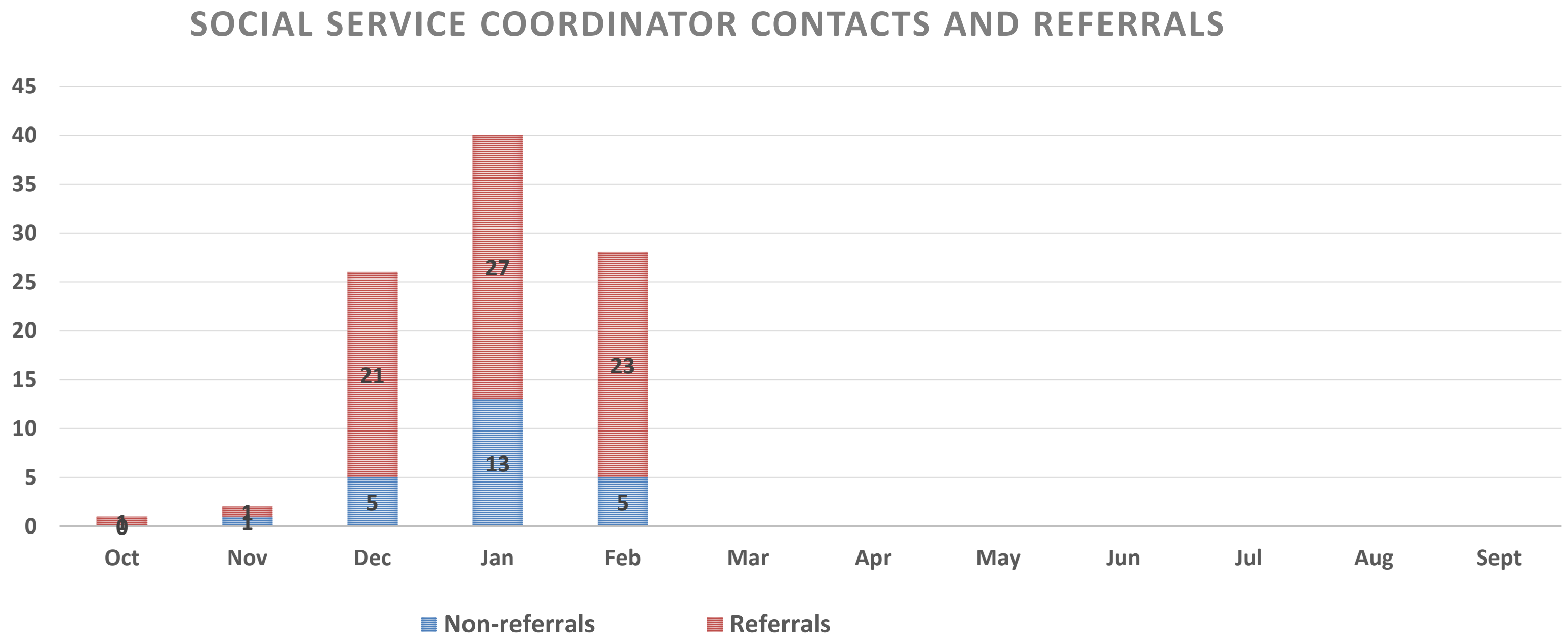
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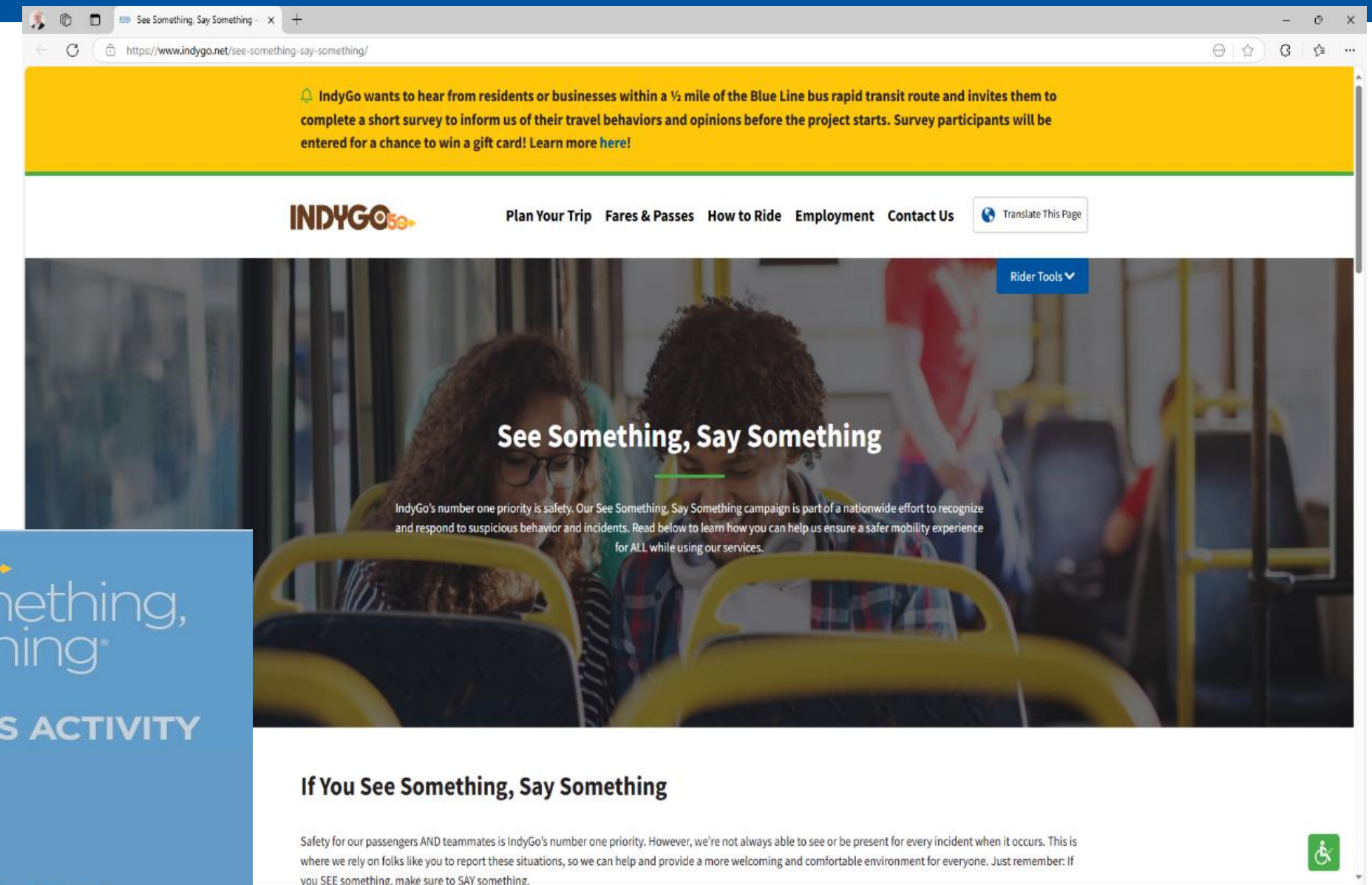
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See Something, Say Something

Improve Passengers/Customers the ability to report Security Concerns

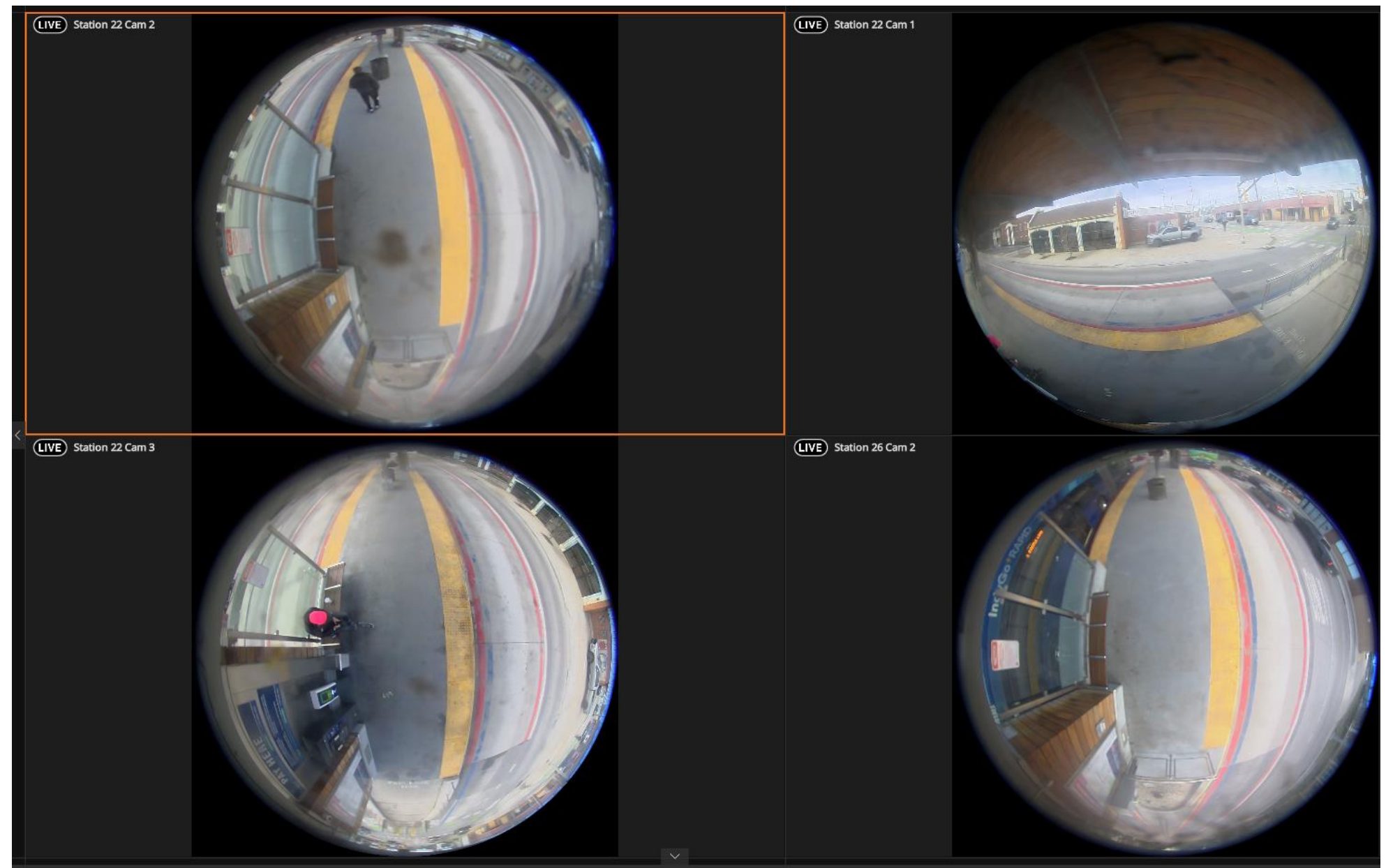
- Developed an IndyGo webpage for reporting Security Concerns has been soft-launched on the IndyGo website
- Launch a marketing campaign: Web, social media, car cards, etc.
- 24/7 monitoring



Proactive Surveillance

Focus on Prevention

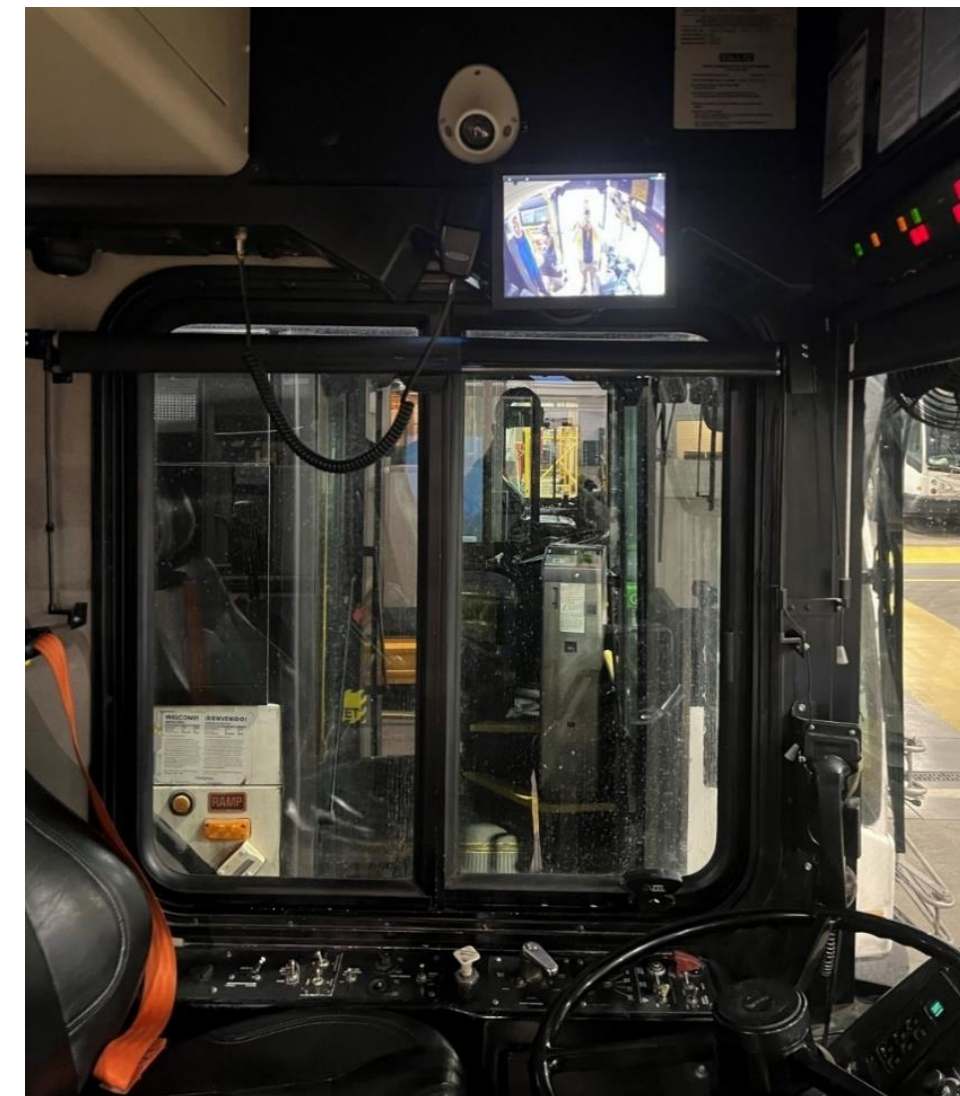
- Proactively monitor multiple systemwide camera feeds for potential Criminal Activity
 - Dispatch center position staffed
 - Work with the dispatchers to be more proactive instead of reactive to issues on the platforms



Zero Tolerance

Rider Guidelines Compliance

- Expanded de-escalation training to 130+ staff
- 0 to 200+ assault notices installed
- 1 to 15 camera display monitors installed
- 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.

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



New Law Enforcement Position

Leadership With Visible Presence and Partnerships

- Sr. Director of Security and Enforcement recruitment underway
- Continued collaboration with community partners
- Re-brand Fare Inspectors to Ambassadors or Transit Security
- SURVEY results

For next discussion

Leadership With Visible Presence and Partnerships

- Defining the future of BRT Fare Inspectors Survey
 - To help prevent fare evasion, ensure fare collection, while improving safety
- Survey Questions: Bus vs. station inspections, inspection team sizes, name convention and uniform look and feel

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THANK
YOU

QUESTIONS?

