



OC Streetcar Passenger Safety and Security

OC Streetcar Passenger Safety & Security Staffing

- Combination of security trained “Transit Ambassadors” and sworn law enforcement
- Ambassadors provide day-to-day customer service and unarmed crime deterrent presence, reinforcing OCTA rider codes of conduct and policies similar to coach operators
- Law enforcement provides routine patrol and visible presence on the system, as well as response to crimes and emergencies
- The OC Streetcar Passenger Safety and Security program must be responsive to the operating environment and community needs to ensure sustainable ridership

Flexible Coverage Model

Ambassadors

- Face-to-face presence with riders
- Visible deterrent to potential crimes
- Work in teams for safety
- First responders for emergencies on the system

TPS

- Responsive for issues / crimes
- Direct interaction with local law enforcement
- Utilizes departmental resources for intermodal security protection
- Builds on the well-established, successful model used on OC Bus

Proposed Ambassadors Staffing

Ambassadors

- Four teams of two
 - Two teams on days, two on nights
- Two supervisors
 - One on days, one on nights
- Ambassador program cost estimate
 - \$1.6 million

Desired Qualifications

- State Bureau of Security and Investigative Services certification
- First Aid / CPR / AED
- Conflict resolution / de-escalation skills
- Ability to remain calm under pressure
- Bilingual
- Strong customer service-oriented attitude

Desired Training (est. 80 hours)

- OC Streetcar operations overview and familiarization
- Rail equipment familiarization
- TPS interoperability
- Collision reporting
- Evacuations
- Railroad workplace safety
- Passenger train emergency preparedness
- OCTA mission, vision, values
- OCTA and SEP organizational structure and procedures
- OCTA communications procedures and protocols
- OCTA customer service policies and procedures
- Special events
- Others as needed

TPS OC Streetcar Team Cost Estimates

TPS

- One Sergeant
- Six Deputies
 - Three teams of two
- TPS cost estimate
 - \$2.5 million

Program Timing

- **Immediately**

- Begin RFP for private security contractor services
- Begin full development of OC Streetcar ambassador training program / requirements

- **Intermediate (three to eight months)**

- Develop ambassador program POST orders (how staff will perform their roles)
- Secure contract with prevailing firm in RFP process

- **Long Term (seven to 18 months)**

- Deploy personnel and commence operations
- Review activities, identify challenges, and make adjustments to program
- Continue to gather and report program data and statistics

RFP – Request for Proposals