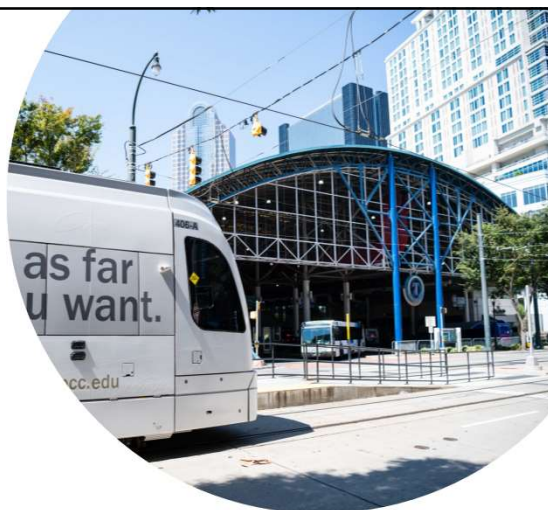




## AGENDA

- CATS System Overview
- Security Program Overview
- CATS Security Strategy
- Key Takeaways



## RECENT ENHANCEMENTS BUILDING ON PRIOR WORK

Addition of new Executive Position: Chief Safety and Security Officer

Security contract consolidation to one provider: Professional Security Services (PSS)

Camera and Access Control System Upgrades

Transit Center Upgrades/Refresh

De-escalation training for CATS staff

FTA Audits

Transportation Security Administration - Threat Vulnerability Assessment



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## CATS BY THE NUMBERS

Service Area Size: 675 square miles

FY 20204 System Ridership: 14.9 million

### 3,021 Bus Stops

- ▷ 268 with a Shelter
- ▷ 367 with a Bench

### Park and Rides

- ▷ 17 Express Bus
- ▷ 11 Light Rail - 6,468 parking spaces

### 43 Rail Stations

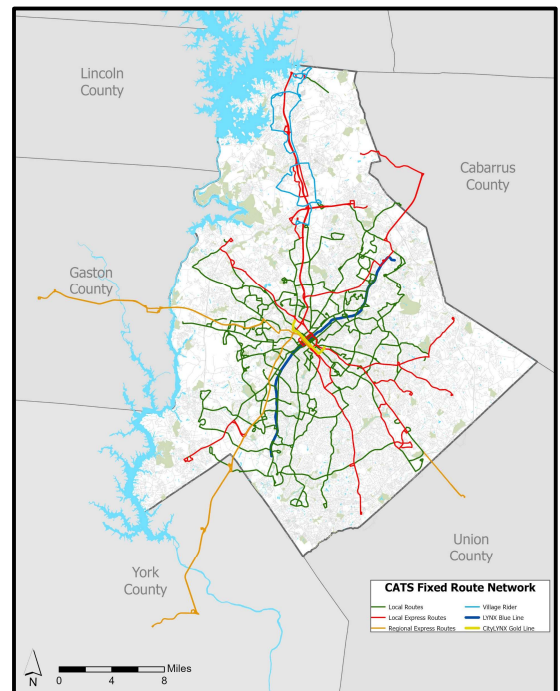
### 4 Transit Centers

235 Fixed Route Buses – 67 Bus Routes

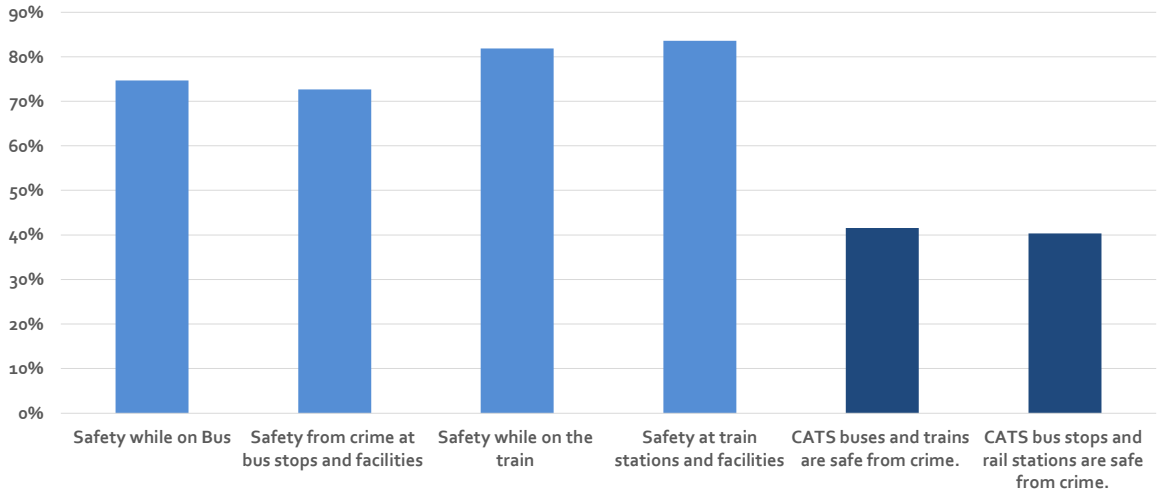
48 Train Cars – 2 Rail Services

85 Paratransit Buses – 5,104 clients

4 Operating Facilities



## SAFETY PERCEPTIONS – VERY SATISFIED OR SATISFIED

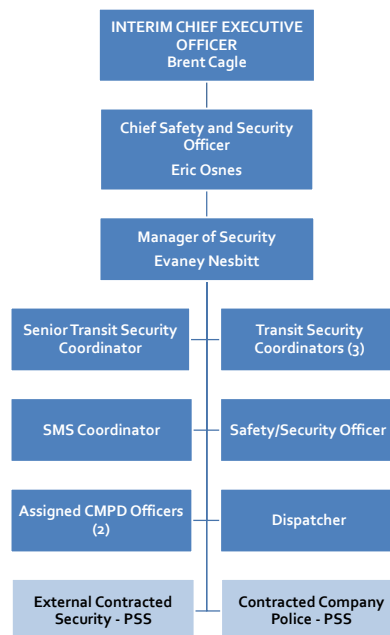


Customer Satisfaction Survey

Community Survey

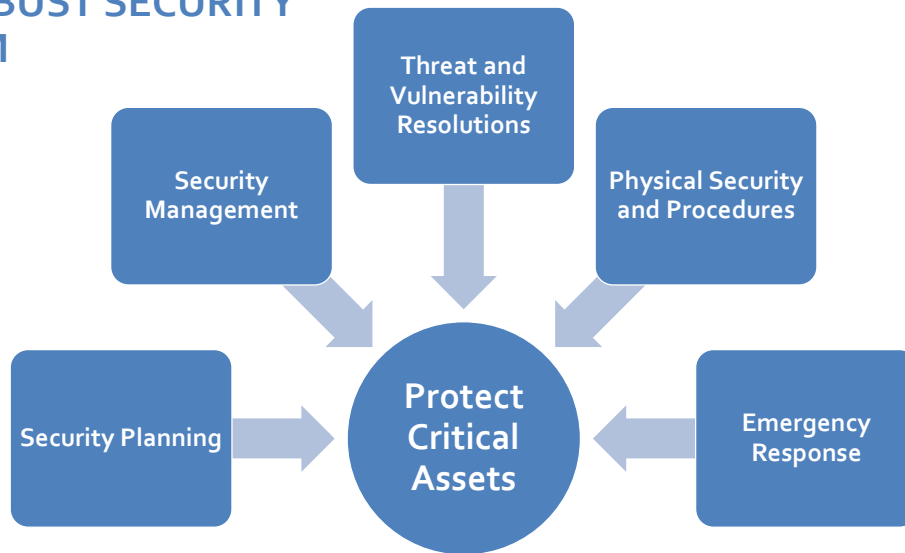
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## CATS SECURITY ORGANIZATIONAL STRUCTURE



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## ELEMENTS OF PROTECTION FOR A ROBUST SECURITY PROGRAM



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## CATS SECURITY INFRASTRUCTURE

### Internal Electronic Security

Contracted Police and Security Officers  
Cameras on every revenue vehicle and at all stations and facilities  
Security Dispatch Center  
Access Control

### Customer Reporting Systems

CATS Pass app – Report a Problem feature  
Passenger Call Buttons on train  
Blue Light Emergency Phones  
CATS Connect - Connecting unhoused and persons in crisis to available resources from community partners  
Bus Ambassador Program



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## KEY TAKEAWAYS

### **New approach to security with PSS – transit policing model**

- ▷ Emphasis on achieving full staffing
- ▷ Continue to evaluate security staffing needs

### **Fare collection**

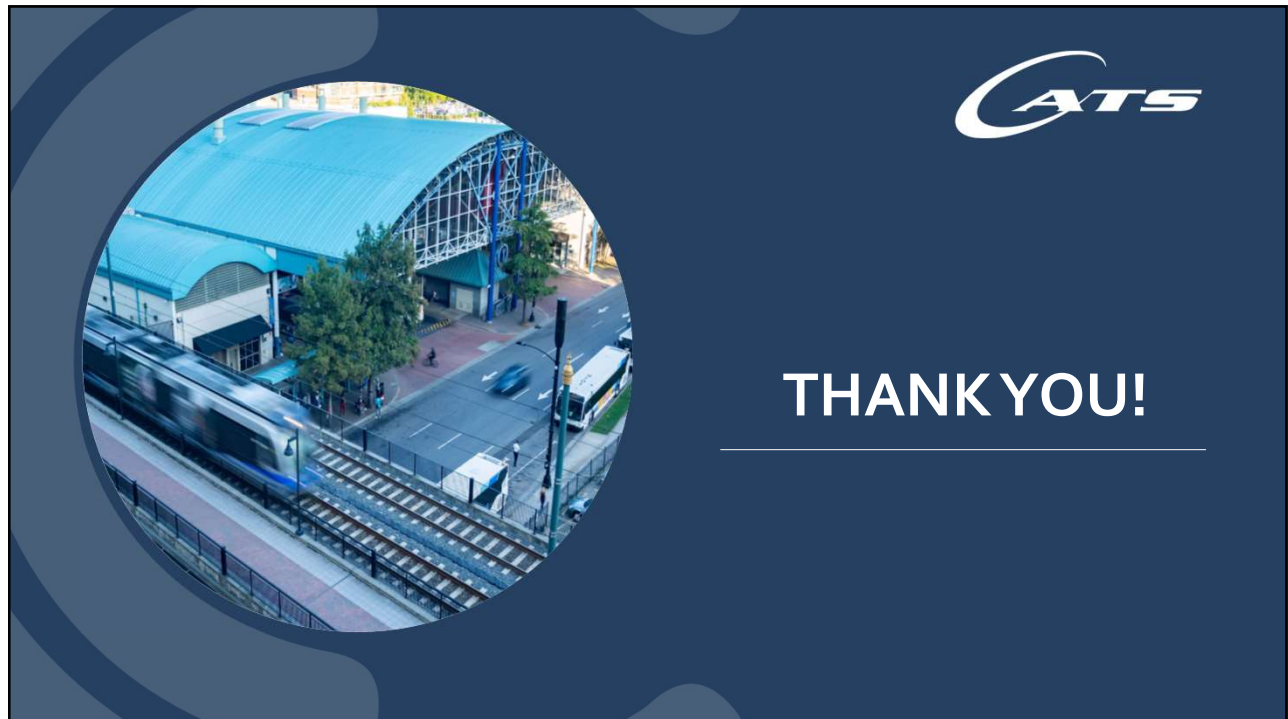
- ▷ Fare Policy
- ▷ Fare Technology – including ticket validation
- ▷ Fare Enforcement

### **Investing in infrastructure**

**External issues outside of control of CATS will continue to present challenges**



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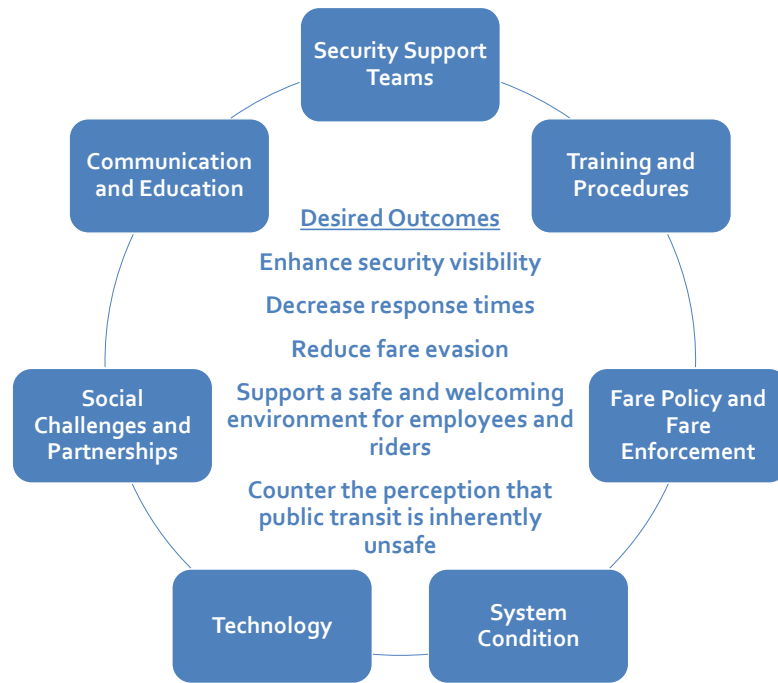
## APPENDIX

# CATS SECURITY STRATEGY



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## CATS SECURITY STRATEGY



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## SECURITY SUPPORT TEAMS

### **Current or In Progress:**

Contracted Police and Transit Security Officers (219 authorized positions)

- ▷ Bike Patrols
- ▷ Special Operations Unit

Foster additional regional partnerships Law Enforcement agencies

Deployment Focus: Concentrated presence at Charlotte Transportation Center, end-of-line stations, and high-volume routes.

Ongoing Assessment: Data-driven adjustments to align officer coverage with ridership peaks and incident hot spots.

### **Future State:**

Transit Service Agents – Serve as fare inspectors and additional support for customers, contributing to a safer and more pleasant transit experience.

In-House Transit Police Department



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## SOCIAL CHALLENGES AND PARTNERSHIPS

### **Current or In Progress:**

CATS Connect Program

### **Future State:**

Expand CATS Connect Program

Enhance and expand partnerships with Mecklenburg County Health and Human Services

Enhance and expand partnerships with Homeless Outreach Partners



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## TRAINING AND PROCUDURES

### Current or In Progress:

**Unarmed Guards:** 16-hour NC Board-certified training covering legal issues, emergency response, patrols, and communication.

**Armed Guards:** Additional 20-hour firearms training with range qualification (80% accuracy required).

**Police Officers:** BLET (868 hours) plus annual continuing education and mental health training.

**CATS-Specific Training:** RWP, ADA, Terrorist Awareness, De-escalation, Crisis Intervention, Narcan, Human Trafficking, Fare Enforcement, RMS reporting.

### Future State:

Increase use of tabletop and emergency response drills to further enhance CATS response and regional response activities



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## FARE AND FARE ENFORCEMENT

### Current or In Progress:

Clearly delineate paid fare zones at Blue Line Stations and CTC

Clearly state and consistently enforce policies

Update fare policy to reduce complexity and facilitate easier fare payment options

Determine appropriate technology upgrades to ensure all fare media can be validated

### Future State:

Establish fare inspection strategy

Deploy Transit Service Agents group to focus on customer fare checks



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## SYSTEM CONDITION AND SAFE PLACES

### **Current or In Progress:**

Improve state of cleanliness on revenue vehicles and at passenger facilities

Improve responsiveness to vandalism, graffiti, biohazard cleanup

Implement appropriate CPTED principles at all stations, facilities and parking lots to address security issues

Bus Operator barriers installed on all fixed route buses – continuing to evaluate new options in the marketplace

### **Future State:**

Increase shelter and bench installations

Upgrade elevators to ensure reliability and accessibility

Improved lighting at stations and bus stops to ensure visibility and safety



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## TECHNOLOGY

### **Current or In Progress:**

Replacing outdated cameras and add new cameras to improve coverage

Evaluate existing Passenger Assistance and Emergency Telephones capabilities

New data systems for better reporting

### **Future State:**

Integrated operations control center for bus, rail, and police monitoring

Research AI and advanced video analytics for threat surveillance and to enhance responsiveness

Systemwide wi-fi

Body cameras



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## COMMUNICATIONS AND EDUCATION

### **Current or In Progress:**

Public Awareness Campaign and targeted outreach for security issues

Systemwide signage and wayfinding study to ensure clear and communication and directional information at facilitates

Review and update security related education materials for employees and customers

Update and communicate CATS Code of Conduct and clearly communicate to encourage positive behavior

### **Future State:**

Systemwide signage and wayfinding study to ensure clear and communication and directional information at facilitates

Increase use of digital signage across the system for customers and employees



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## REGULATION and LEGAL CONSIDERATIONS

### **Current or In Progress:**

Mutual Aid agreement with CMPD

### **Future State:**

Jurisdictional restrictions with contracted police/security

State law regarding penalties transit worker assaults

Mutual Aid agreements with other Law Enforcement agencies



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