



ITEM ID: 2024-236-0

TRANSMITTAL DATE: September 6, 2024

MEETING DATE: September 13, 2024

TO: Board of Directors

FROM: Tim Morehead, Interim Chief Safety, Security and Compliance Officer

SUBJECT: System Safety, Security, and Compliance (SSSC) Department Activities - Update Q4 FY24

Issue

Staff is providing a summary of the Authority's safety, security, and compliance activities for Q4 for Fiscal Year (FY) 2024.

Recommendation

Receive and file.

Strategic Commitment

This report aligns with the Strategic Business Plan commitment of:

- **Safety is Foundational:** We will stay on the leading edge by deploying new technologies and processes to enhance the safety and security of our riders, our fellow employees, and the communities we serve. Law enforcement services provide safety and security to the Metrolink commuter rail system and its passengers.

Background

The Authority's mission is to provide safe, efficient, dependable, and on-time transportation service for the southern California region. The SSSC department works to optimize the agency's safety and promote a positive safety culture in the workplace through education, engineering, and enforcement, as well as auditing and inspecting for safety and regulatory

compliance. Using a data-informed approach, the department utilizes leading and lagging data indicators coupled with management experience, research, and professional expertise to understand current trends and make decisions about the use of Agency resources in areas of focus.

Additionally, SSSC tracks and evaluates inspections conducted by the Federal Railroad Administration (FRA) and other regulatory agencies. These inspections apply the general and permanent rules published in the Code of Federal Regulations (CFR), Transportation (Title 49 CFR Part 200-299) to oversee agency compliance and assess penalties for violations against freight and commuter railroad agencies. The FRA conducts inspections and audits agencies' records to monitor and enforce railroad safety regulations specified in Title 49 CFR. The Authority places paramount importance on safety and regulation compliance.

The primary mission of the Authority's law enforcement services is to ensure public safety onboard the trains, to coordinate enforcement with the cities along the Authority's right-of-way (ROW), and to assist with the Authority's fare enforcement and physical security program.

Discussion

Strikes Incidents

In Q4 of FY24, there were a total of 32 strikes (2 pedestrians, 21 trespassers, and 9 vehicles) compared to a total of 22 strikes in Q4 FY23 (3 pedestrians, 16 trespassers, and 3 vehicles), an increase of 45%. In our continued effort to mitigate system-wide strikes, staff, and our Los Angeles County Sheriff's Metrolink Bureau are working to implement the following mitigating measures:

- Request local police agencies to increase patrols in the high strike areas,
- Deploy mobile close-circuit television to detect and respond to trespassers,
- Deploy anti-trespassing equipment in high strike areas,
- Increase grade-crossing enforcements in high strike areas,
- Continued to conduct risk assessment following a strike to determine possible root-cause
- Continued to encourage the reporting of trespassers to Metrolink Security Operations to identify high risk areas,
- Continued to conduct community outreach, and
- Homeless encampment cleanups.

The SSSC Department outreach continues to address strikes on our system that fall under the category of suicides and deliberate acts. Staff has developed and deployed suicide prevention training for frontline employees, contractors, and law enforcement to learn how to spot the warning signs of a person who may be in crisis and contemplating ending their life.

Public Safety outreach has coordinated assessment efforts with various governmental and non-governmental groups in proximity to SCRRA tracks to aid in raising awareness of increased service. Public Safety outreach also continues to engage with groups in Orange

County and Los Angeles County to reduce trespasser strikes and promote community awareness.

Vandalism Incidents

System-wide, we continued to have vandalism related to wire thefts. Staff and our Los Angeles County Sheriff's (LASD) Metrolink Bureau are working to implement the following mitigating measures:

- Install close-circuit televisions at high vandalism locations
- Conducted undercover operations at high vandalism locations
- Conducted risk assessments at vandalized locations
- Partnered with local police agencies for additional resources and patrols
- Partnered with LASD's Major Crime Unit to provide additional resources (assist with case analysis, filings, operations support, and detective work)
- Use of mobile closed-circuit television and security observation towers to detect and deter vandals

Increased Law Enforcement Presence on the Platforms, Trains, Grade-Crossings, and Right-of-Way

The safety of our customers and employees is our priority. In January 2023, the Department began meeting bi-weekly with our law enforcement and Amtrak partners to discuss security concerns and review statistical data. The purpose of these meetings is to direct enforcements where it is most needed. As a result, we have increased our law enforcement presence on the platforms with fare enforcements, riding trains, grade-crossing details, and right-of-way details (Table 1).

The increased law enforcement presence at Metrolink stations includes, among others, Los Angeles Union Station, San Bernardino Downtown Station, El Monte Station, Riverside Downtown Station, Downtown Pomona Station, Lancaster Station, and Burbank Station.

Table 1: Train Riding and Grade-Crossing Details

Law Enforcement Activities	Q4 FY2023	Q4 FY2024
Train Rides	609	619
Platform Fare Enforcements	1,682	1,933
Grade Crossing Details	738	774
Right-of-Way Details	2,653	2,858

Rule Violations and Reportable Injuries

In Q4 of FY24, there were nine rule violations compared to the eight in Q4 of FY23, an increase of 13%. Of the nine rule violations, three occurred at a work location on the system, two at the Dispatch Operation Center, two on other than main track, one at Union Station, and one at a station platform. The Safety, Security, and Compliance Department has taken a conservative approach to rules violations and oversight of SCRRRA contractors. The root cause committee continued to conduct investigations and make recommendations to mitigate future

incidents across various contractors. Q4 Root Cause Analysis investigations found the following violation primary contributing factors:

- Radio issues
- Complacency
- Uncertain of expectations
- Failure to confirm the position
- Lack of understanding related to equipment
- Lack of understanding related to On-Track Safety

During Q4 of FY24, there were two FRA reportable employee injuries, which is a 71% decrease compared to the seven reportable Injuries in Q4 of FY23. Both of the reportable injuries for Q4 of FY24 were Amtrak employees. While none of the reportable injuries have been catastrophic, management remains committed to working closely with our contractors and contract managers to mitigate future occurrences.

The investigation of suspected rule violations and reportable employee injuries is a critical part of our operations in our proactive efforts to prevent future incidents. As such, a comprehensive Root Cause Analysis is conducted with the railroad departments responsible for contractor oversight and the contractor/employee involved. Throughout this process, SSSC collaborates with management to identify any contributing factors that may have led to such incidents and work together to recommend measures aimed at preventing and mitigating future occurrences. Once the investigation is complete, corrective actions are promptly implemented with a requirement of written confirmation from the contractor of adherence to the Authority within 30 days. This practice not only promotes a safe work environment but also helps to ensure that our agency is in compliance with established regulatory and rulebook guidelines.

Compliance staff contribute to the effort to reduce injuries and rule violations by conducting systemwide safety inspections, investigating and conducting root cause meetings, attending contractor safety committee meetings, reviewing incident trends, follow-up on corrective actions taken by SCRRA Staff and contractors, and conducting audits for regulatory compliance on SCRRA departments and Operations contractors. The compliance team held six root cause analysis meetings and assisted System Safety with six Code of Federal Regulations (CFR) 270 audits for regulatory compliance.

In an effort to keep rule violations down, in Q4 the Compliance staff in collaboration with Operations staff continued to review videos to include all contractors who move equipment. Contractors who move equipment include Alstom, Amtrak, and TASI. Additionally, Compliance staff has increased their focus observations on maintenance and layover facilities.

The SSSC department proactively addresses workplace injuries and rule violations by conducting a quarterly Workplace Safety Campaign week aimed at enhancing employees' safety awareness and reinforcing the importance of maintaining a secure work environment.

The Q4 campaign took place from May 6 - May 10, 2024, and featured the following key safety messages:

- The Big Picture
- Taking Action to Work Safely

- Embracing Every Voice
- Take Heat Stress Seriously When Working in Heat
- Vehicle Safety

Throughout the week, 2589 contacts were made through 170 face-to-face and virtual meetings with employees and contractors.

Training

The System Safety, Security, and Compliance (SSSC) Department continued its commitment to promoting a culture of safety awareness throughout our organization and beyond by providing training for employees, contractors, and external stakeholders, including law enforcement and fire agencies. In Q4 of FY24, department staff conducted multiple training courses aimed to raise awareness of potential workplace and emergency response hazards and provide participants with the necessary tools to avoid them.

Of note, in April, SSSC staff with the help of the Operations and Customer Experience departments, coordinated an annual 239 Emergency Simulation Drill at the Perris layover facility, where EMT and Fire Department personnel responded. In Q4 there were also several practical exercises with law enforcement where they engaged in simulated Active Shooter Drills aboard a DMU train staged at AMF.

Overall, the department recorded 59 classes in Q4, during which 522 participants were trained. This number represents the combined attendance of employees, contractors, and external stakeholders who took part in the department's training courses.

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Attachment(s)

[Presentation - SSSC Q4 Update 2024](#)