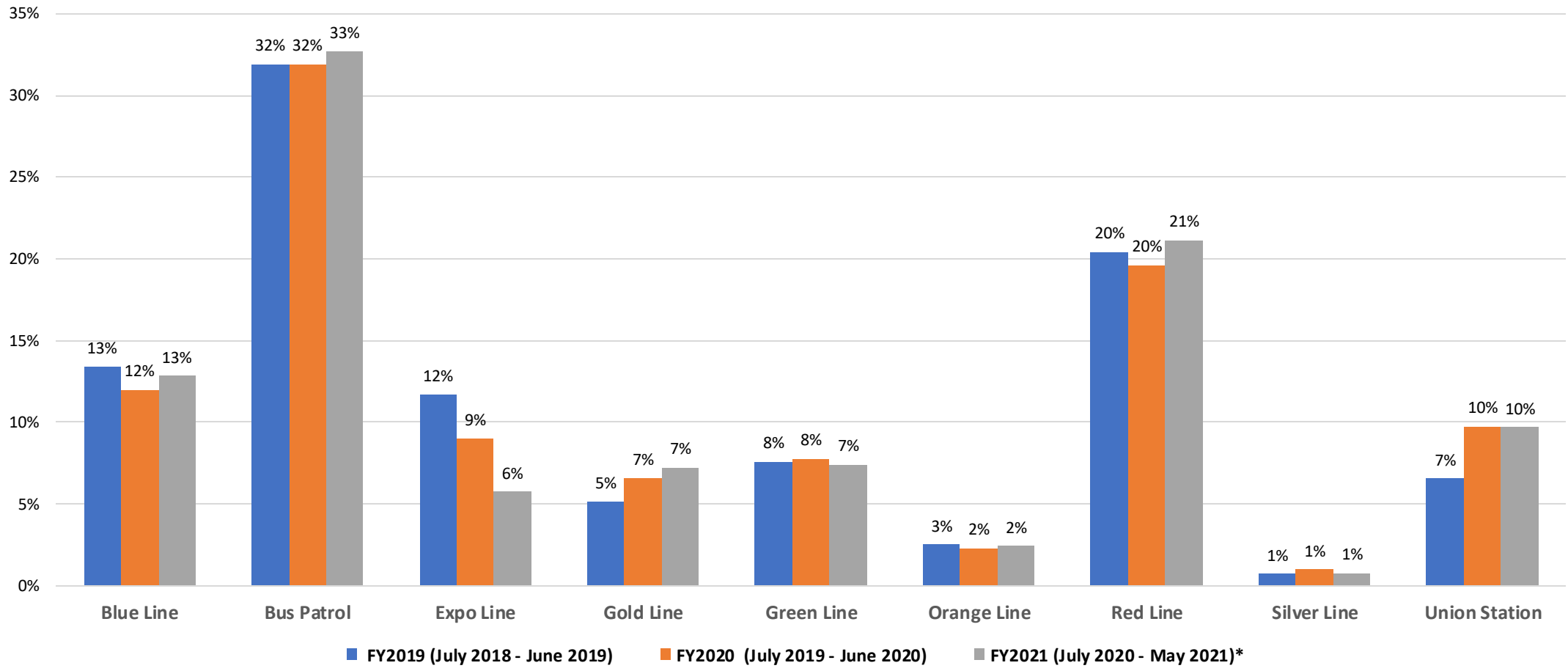


Monthly Update on Transit Safety & Security Performance

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

JULY 15, 2021

Total Crimes Per Line



* June 2021 data is not available as of July 9, 2021

Quality Service Audit

- Metro Transit Security (MTS) implemented a Quality Service Audit (QSA) program that will be assessing how the department is meeting the goal of delivering an outstanding experience for patrons and superior customer service for our ridership.
- The QSAs will be conducted at random by MTS supervisors who will contact internal and external business partners and stakeholders who interact with MTS personnel.
- Supervisors will meet with their employees to provide feedback and training in any areas of opportunity to improve service.
- Data will be used to evaluate progress towards achieving our department's Strategic Plan and allow for supervisors to provide timely responses to issues.
- The QSAs are also designed to be a monthly report to measure and enhance customer perception of safety, security, customer service, and public sentiment towards MTS.
- All MTS personnel will be audited once during each calendar year.