

CLARK CAMPBELL
TRANSPORTATION CENTER

WSTA
Security
Update



Security Challenges

- Increase in Non-Transit Activities
 - Loitering/Long term stay
 - Use of illegal substances
 - Restroom facility abuse
 - Verbal and physical altercations
- Inadequate badge readers
- Unrestricted access during operating hours
 - Open for whomever to carry whatever into the building
 - Limited controls for illegal activity
- Reports and complaints of unsafe environment

Peer Review

- Greensboro
- PART
- High Point
- Chapel Hill
- Wilmington
- Raleigh

A recent pole of other public transit providers have found consistency in the demand to revise transportation center codes of conduct and provide enhanced security measures to reduce unsafe behavior and illegal activity that are creating safety hazards for staff, operators, and riders.

Proposed Enhancements

- Replace and Modernize Badge Readers
 - Employee entrances
 - Elevator
- Install Metal Detector at Public entrance
 - Open Gate style
 - No divesting of backpacks, purses or bags
 - Used at other public transportation facilities such as rail stations and airport terminals
- Increase Security Officer Presence
 - Additional contracted officers
 - Arrest Authority

Proposed Enhancements Cont'd

- Increase WSPD Presence
- K-9 Unit rotation
- Update and implement Transportation Center Code of Conduct
- Update and implement operational changes
 - Loitering Policy
 - Operating hours
- Review of Operating hours

Next Steps

- WSTA Board and City Council adoption of Code of Conduct (August)
- WSTA Board and City Council approval of operational changes (August)
 - Loitering Policy
 - Revision of Operating hours
- Procurement/Installation (Fall 2023)
 - Proposed FY24 budget includes funds for security enhancements
 - WSDOT/WSTA exploring grant opportunities to cover additional operating expenses (\$300k-\$350K annually)
 - Partner with PFM for implementation