

Security Operations Center Staffing

Rider Experience & Operations Committee

6/5/2025



Why we are here

- Provide an overview of Sound Transit's Security Operations Center (SOC)
- Identify risks and challenges of current contracted service model
- Outline the advantage of transitioning SOC functions to an in-house team

Request a recommendation for Board approval to convert the SOC from a contracted service to full-time Sound Transit staff.

- *No budgetary impact*

How the SOC supports passenger safety

Operates out of Union Station and Tacoma OMF

- Staffed 24/7 to provide constant systemwide security services for passengers and workers
- 7 supervisors oversee training, coordination and performance of 34 contracted dispatchers
- Serves as single point of contact for agency-wide security services.
- Manages real-time incident response and public safety coordination
- Handles security calls, public inquiries, and text alerts (206-398-5268)



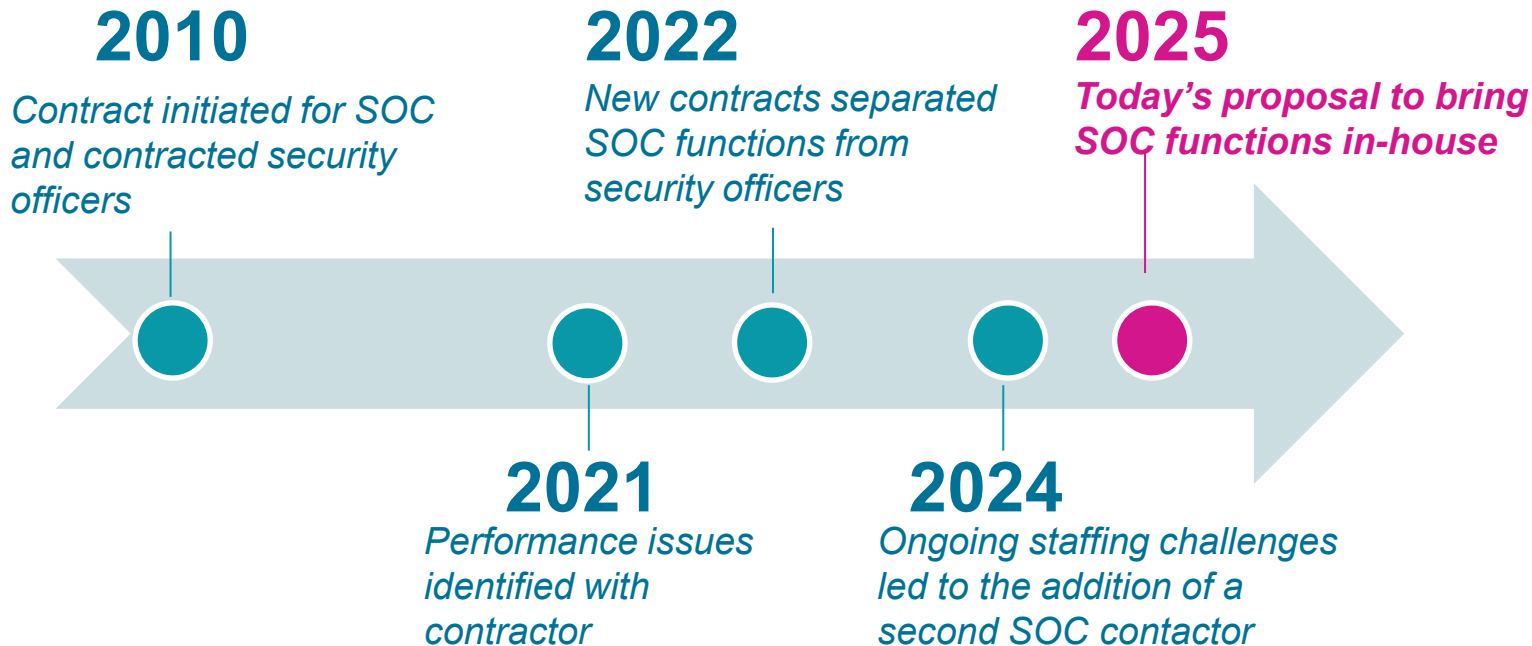
SOC daily deliverables

Supports safety and security of 138,000 daily riders

- Monitors 3,000+ cameras, alarms and dispatch channels across the system
- Responds to station and onboard emergencies
- Coordination with Link Control Center, law enforcement, and field staff
- Communication of maintenance and facilities issues
- Provides continuous customer support, including lost and found



History of SOC operating model



Challenges of current operating model

Safety, security complaints are high-importance in all rider surveys

Staffing challenges impact performance

- Turnover rate: 101% turnover rate in 2024 exceeds 32% industry standard.
- Supervisors focus on onboarding rather than incident response or system monitoring.
- Can lead to inconsistencies and delayed response times.

Event and Incident Management challenges

- All critical incidents must be routed through a contracted account manager.
- Slows down coordination and reduces operational flexibility.

In-house SOC supports passengers, front-line workers

No impact to existing budget and financial plan

- **Workforce stability:** Enhanced retention provides consistency for passengers.
- **Reliable coordination:** Security, first responders, and SOC dispatchers work closely to support riders and frontline employees.
- **Training and preparedness:** Enhances readiness for emerging threats, improves inter-agency coordination for a safer transit system.
- **Event readiness:** Boosts preparation for major events and surges in ridership including World Cup.

Today's recommendation

Action Requested

Recommendation for Board approval to transition the Security Operations Center from contracted services to full-time Sound Transit employees within the existing budget.

Next Steps

June 26: Board approval

July: advertise positions

- On-board and train new employees
- Phased-in hiring to ensure continuity of operations
- We anticipate up to 75% Sound Transit FTEs hired by 2026 FIFA World Cup

Ongoing: Continue to evaluate security functions for additional improvements and Board actions.

Thank you.



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