

Allied Universal Security Services' Systematic Transition Brings Benefits to Las Vegas Public Transit System

Situation: The Regional Transportation Commission (RTC) is the transit authority,

Location:

Las Vegas, NV

Statistics:

- > Pre-Assignment Training
- > Flexible Security Deployment
- > Fare Enforcement

An advertising campaign by the RTC to alert and encourage passengers to pay their fares was extremely effective. Allied Universal management is convinced that it, along with the presence of uniformed security officers, contributed to minimizing incidents. The visible presence of uniformed Allied Universal security officers on public transportation vehicles also gives passengers a sense of security and safety. While every vehicle obviously cannot have its own dedicated security officers, the latest technological programs in data collection and evaluation provided the important criteria needed for effective and efficient daily deployment.

Results: Allied Universal has established an excellent partnership with the RTC. Communication between the two entities is constant and clear. Allied Universal is an important contributor to all security meetings.

“They have a good, responsive team,” Keating said of Allied Universal’s operations for the RTC. “I look at their employees as a very important extension of our workforce.”

The public service advertising campaign by the RTC and the data-directed deployment system by Allied Universal have reduced monthly incidents of fare violations. As Keating explains, “It makes more sense to pay a \$2 fare, than a \$70 fare enforcement citation.”

Incidents of loitering at transit terminals have also been reduced. Security officers are tactful with chronic violators. The depth of training the security officers receive from Allied Universal, including conflict resolution and verbal de-escalation techniques, has proved critical to the company’s success.

The detailed transition plan, and its thorough implementation and pre-assignment training, allowed the security team to be fully operational and highly effective in very short order. This meant results were quickly noticed by RTC and the transit riding public.