



Metro[®]

Emergency Security Operations Center (ESOC)

Client:

Los Angeles County Metropolitan Transportation Authority

Role:

Public Outreach Consultant

Approach:

- MBI will conduct outreach during the design process to obtain input from the community
- Additionally, site-specific artwork will be integrated into the project
- Outreach approach will be broken down into a three-step process
 - These steps will guide the outreach efforts to guarantee key stakeholders are targeted, effective messaging is delivered, and communication tools are informative and engaging
- This will be followed by evaluating key metrics to ensure the approach was successful

Situation:

- Metro is designing a new Emergency Security Operations Center (ESOC) in the Downtown Los Angeles Arts District, on property already owned by Metro
- This will be a secured facility for authorized personnel only
- Metro is planning to integrate Rail and Bus Operations Centers into the facility to have a consolidated operations center for more effective management of Metro's expanding rail and bus networks



Challenge:

- Site is in a non-residential area in the northeast corner of the Arts District surrounded by a few shops and eateries
- Smaller streets and limited means of getting around for construction
- Leasers/owners of nearby lofts are environmentally conscious
 - Concerns for dust pollution



Metro Emergency Security Operations Center

