



1255 Imperial Avenue, Suite 1000
 San Diego, CA 92101-7490
 619.231.1466, FAX 619.234.3407

Agenda

AD HOC PUBLIC SECURITY COMMITTEE MEETING

June 18, 2013 – 3:00 p.m.

James R. Mills Building
 Executive Committee Meeting Room, 10th Floor
 1255 Imperial Avenue, San Diego

Action Recommended

- | | | |
|----|--|------------|
| 1. | Roll Call | |
| 2. | Approval of Minutes (October 12, 2012) | Approve |
| 3. | <u>Public Comments</u> – Limited to five speakers with three minutes per speaker | |
| 4. | Deputy Director Introduction | Discussion |
| 5. | Security Contract | Discussion |
| | a) Operational Details / Scope of Work (PowerPoint presented by staff) | Discussion |
| | b) Funding / Contract Payments (presented by staff) | Discussion |
| 6. | Committee Member Comments | |
| 7. | Next meeting date – to be determined | |
| 8. | Adjournment | |

BB/rfb



SECURITY COMMITTEE
METROPOLITAN TRANSIT SYSTEM
ROLL CALL

MEETING OF: June 18, 2013

CALL TO ORDER: 3:00 p.m.

ADJOURN: 4:30 p.m.

COMMITTEE MEMBER	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
ALVAREZ <input type="checkbox"/>	ABSENT	ABSENT
CUNNINGHAM <input checked="" type="checkbox"/>	2:40 p.m.	4:35 p.m.
MATHIS <input checked="" type="checkbox"/>	3:00 p.m.	4:35 p.m.
MINTO <input type="checkbox"/>	ABSENT	ABSENT
RIOS <input checked="" type="checkbox"/>	2:47 p.m.	4:35 p.m.

SIGNED BY ROXANA F. BAEZA:

Roxana F. Baeza

CONFIRMED BY BILL BURKE:

Bill Burke

CONFIRMED BY OFFICE OF THE GENERAL COUNSEL:

W. W. W. W.

AD HOC PUBLIC SECURITY COMMITTEE MEETING FOR THE
METROPOLITAN TRANSIT SYSTEM (MTS),
SAN DIEGO TRANSIT CORPORATION (SDTC),
AND SAN DIEGO TROLLEY, INC. (SDTI)

October 12, 2012

MTS
1255 Imperial Avenue, Suite 1000, San Diego

1. ROLL CALL

Mr. Cunningham called the meeting to order at 2:05 p.m. A roll call sheet listing Ad Hoc Public Security Committee members' attendance is attached.

2. APPROVAL OF MINUTES

Mr. Cunningham moved to approve the minutes of the April 5, 2012 Ad Hoc Public Security Committee meeting. Mr. Mathis seconded the motion and the vote was 4 to 0.

3. PUBLIC COMMENTS

Mr. Cunningham asked if there are any public comments. There were no Public Comments.

4. MTS MID-YEAR SECURITY REPORT

Mr. Burke proceeded with the presentation of the MTS Mid-Year Security Report from January through June 2012. He pointed out that Semi-Annual and Annual reports are prepared by the calendar year (not fiscal year). A PowerPoint presentation was reviewed regarding the Bus/Rail – Part I incidents and Part II Arrests. Every member received a hard copy of the presentation.

a. Part I and Part II Incidents (Rail/Bus)

Mr. Burke showed the Part I statistics; Felonies, Homicides, Rapes, Robberies, Aggravated Assaults, Burglary, Thefts, Motor Vehicle Thefts, and Arson cases. Rapes compared to 2011 statistics, we did have 2 rapes that happened about 4 months apart at the following locations.

- 1) Euclid Station – There's one suspect; the victim had shown up at our station at about 3:30 a.m., when the station is basically closed and had chosen to wait there until the first train came by. The suspect came by, and spent a lot of time in the station talking to her so we've got a lot of video. He had her walk away to one of our stairwells for a different pretext and then he attacked her. We had a good mug shot because of the ability of us to zoom

in our cameras. We were looking for him the next day and the police got him the next day so he is in custody.

- 2) 25th & Commercial - It actually happened at 7:45 p.m. There's a lot of traffic on the street at that station, there were two offenders; an adult and a juvenile who got off the trolley and this young lady was sitting there right on the platform smoking a cigarette and watching. They had a long discussion they were probably talking to each other for maybe 15 or 20 minutes. According to her complaint they forced her into a couple of sex acts and at that point they ran away, again with the video, there were 4 witnesses; they were both placed in custody the next day.

Mr. Burke mentioned that in both situations, obviously you don't want these things to occur, but we did have the ability to help police make the arrests very quickly.

We are pleased to see that our robberies went down, from 20 to 8. Burglaries are people breaking in our facilities. Thefts slightly went up (from 35 to 39). Motor vehicle thefts are up to 7 (from 3 to 10), it's down on the south end of our line in the Chula Vista area where vehicles are stolen and taken across the border; we did have a short rash of that, but that's been tightened up. Our actual total Part I incidents is 1 less than the first 6 months of last year (2011). So our average per 100,000 riders decreased from .42 to .41, so our Part I or felony incidents have not gone up even though it's a tiny increase. There's actually decrease in ridership (15,940,468 – 2011 versus 15,866,245 - 2012) but everything stayed about the same.

Cunningham: What can you attribute the great reduction in Robberies, any particular change?

Burke: I think we did a lot of "Take Ones" on the trains; we emphasized, a lot of incidents that are going on the Orange Line and we had more coverage on the Orange Line.

Ewin: Cell phones and stuff like that?

Burke: Yeah, cell phones. Well, the majority will always be cell phones, and we just kept warning the public in doing the "Take Ones" and tell them to "hang on to that property" because the robberies are the snatch and grabs. The person is on the phone; they rip it out of their hands and run off with it. We obviously had a nice reduction on those.

Now, we go to the Part II arrests, these are for Part II arrests so there is one statistic that I kind of put a note next to. When you look at vandalism, the vandalism in regards to an incident occurring and arrest taking place, it dropped from 79 to 60, but if you see the asterisk what it doesn't include is one, well the second note there,

the Graffiti Tracker incidents are not included in there, so Graffiti Tracker has, which you'll see in one of the next slides, they're up over 1,000 reported for that 6-month period, but we don't report it in that stat because it's not an arrest in it, but it's a serious situation that is going on and, as we all know, it is not just here but throughout the country and what they are doing is they blight our system and so we have a plain-clothes team as manpower allows, we spend a lot of time out there catching people committing the vandalism. And, it's just curious, earlier this week our plain clothes team was on a trolley and they watched this guy about 20 years old take out a key and he started etching one of the windows, so when he got off, they grabbed him and when they went to check for his ID what he had in his pocket was the bond receipt that he had just gone to court that morning for graffiti, and that's commonplace. We have arrested quite a few people just immediately after they get arrested or after they to go to court from doing the same thing.

Mathis: So, that's just kind of compulsive?

Burke: Yeah, that's just compulsive; they want to get their mark out there or their moniker. They are not good artists but they get their mark out there. So when we go to these Part II arrests, you can see that, overall, we had caught some more people; 104 were drug paraphernalia, couple more drunks driving on our tracks; the arrests on public drunkenness are going down a little bit; disorderly conduct, again, we are seeing some of that on our platforms and on trains and we make the arrest there.

Mathis: So that's mostly because of the drinking?

Burke: Yeah; 95% of it is people coming from events and they had too much to drink and we arrest them. The trespassing again, at Old Town and couple of other locations, that we keep people from crossing the tracks; we have a zero tolerance on that. We catch people, we cite them and a lot of the regular riders understand that and that we can't allow it. Our curfew and loitering actually was about the same.

Jablonski: Vandalism and graffiti though are pretty high.

Burke: Yeah, they are!

Jablonski: We had a lot of problems with that on the vehicles, on the side of the vehicles, especially on the rail side for us.

Terry: The newer S-70 vehicles are more expensive for us to repair than the older cars, in terms of the quality and the newness of the paint.

Burke: In some cases, I mean, we are looking at almost \$500,000 in repairing the graffiti, but the benefit to that is, if you don't, then it gets worse because people

continually put their mark on top of the mark that is there. So you'll go in the cities and you'll look at trains and buses, you just see this massive amount of graffiti where they just keep putting their stuff on top of the next guys.

Terry: Our goal is to, any time we have a vehicle that receives graffiti, I'm sure it is similar on bus side, is that it comes off the line until it gets repaired. Sometimes we have a bit of a challenge keeping up with the window etchings that go into the film that we have on the windows; that's a constant struggle. Paint items, cut seats, and markers and that sort of thing, it will come off the line until it's repaired.

Jablonski: One of the things we are going to have to talk about, and we are going to broach the subject today is, we are probably going to have to spend more money on security. We are seeing a lot more of these in vehicles, etchings and things like that, and we made a conscious decision a few of years ago to take a lot of our security and put them on platforms and stations because we were having a lot of problems there and I think, from where we were about 3 or 4 years ago, it's been a marked improvement so I think that was a good strategy, but that has left us (other than the other cover teams that do it and the relatively few Code Enforcement people that we have out there relative to the size of the system) it's pretty vulnerable and so, you know, in the evenings on the South Line, passenger altercations, gangs, related stuff, fights, etchings, those kind of things take place and I think we are going to have to start addressing those. We are going to talk about a lot of the increased security needs that we are seeing around the system for a variety of reasons, we'll go over that.

Mathis: Given the cost of what is going on, you know, I think we are compelled to do, but I wonder to what degree because you said there is an increase, is this related to recession and unemployment Bill?

Burke: The graffiti is something that is really kind of by itself. I mean, it is almost like an internal industry with these kids and the gangs.

Mathis: Yeah, I'm really talking about the random, the kind of vandalism that is not associated with an identity, the scratching, cutting, and doing various things that are just an example of the individual's personal frustrations with their particular situation.

Jablonski: Well, we get some of that in etchings; not everything is a moniker.

Mathis: I guess the increase is really what I'm trying to get at and if we are talking about an upward trend. What is creating the upward trend beyond what we've been seeing as a steady state?

Wayne: Well, I was going to say that we've had instances where we've had somebody go through with a knife and cut every seat in the entire car, cut them up, every seat!

Burke: What they do, is senseless.

Mathis: Vandalism is always senseless.

Burke: But, I mean some of this stuff they just have to cause damage to nice property, we see it, I don't know if there's any particular frustration from unemployment. I think a lot of them are young people between 16 and 20 or 21 years old and both of those groups we just see; and those are the ones we arrest.

So I think in regards to what we are doing, with the number of people that we have, we have been somewhat successful at it because, in some cases, we've brought people on our system with maybe 25 or 30 drawings, but they've got another two or three thousand in the city that they've also photographed so we are catching people on our line. It's part of what we are doing with Graffiti Tracker; we know that everybody is writing all over the county but they aren't all on our trains, so certain areas where they commit this graffiti and then they do it on our trains that's the connection. It really helps because everybody, and it's not just the City of San Diego, there is other communities that we've helped just as much; obviously, theirs is more because of the size of the community but we are doing a lot of work in that area and we need to do more.

Part I Incidents – SDTC Bus

With the Part I incidents for bus, what you see increased there is the thefts that are going on and that could be economy-related, that's phones and things that are left on seats or at the bus stop that people just walk away with it and so, it's not a robbery though a couple of those robberies there, the 5 in that same issue but normally, these kind of numbers are very low, but whenever we see uptake we try and see why and what we can do to help stop it with handouts, notices and things of that nature to tell the public, "hey, we are seeing, make sure you take care of your property" to keep these thefts low.

With the Part II arrests, when it comes to Transit (bus), you can see that disorderly conduct went up a little bit, drunkenness is down, vandalism and, again arrests went down even though we take pictures there too. The trespassing stayed the same, curfew and loitering. It works really well, obviously something we don't have on the trains is an operator on every bus so people get on and they see what's going on and they can view what is going on in the bus and help maintain some order and discipline. Where you have a three-car consist, it is just not the same situation which is where our cameras have really helped a lot.

Mathis: Bill, where do you draw the line between charging some for drunkenness and charging them for disorderly conduct, obviously it is 2 different charges here.

Burke: It's a sloppy conduct versus being disorderly to people, you know, causing a disturbance to people around them.

Mathis: So it is a disturbance issue.

Burke: Right. Disorderly people are disorderly to other people, a person could be not in control of themselves and be intoxicated but we are concerned about their safety and that's what a lot of police agencies do when they see somebody that is intoxicated from a ball game, or coming out of the race track, or whatever; they detain them and hold them overnight for their safety. They want to make certain that they are not letting people go until the next day but there is not even a charge against that person's record; they detain them. In our particular case, the drunkenness, a lot of times we take them over and get them involved in the staying overnight at some of the facilities that are made for that or the police help us out. But that's the big difference: is the drunk is drunk.

b. Operations Control Center (OCC) – Slide 6

Now, I want to point out that we got this done a few months ago. This is new monitoring in our Control Center. Our plan has always been, as we started putting this equipment in about 2004, to constantly upgrade and add to our camera system and, in this case now, all our stations have been set up, so we are not burning a lot of video thru the pipe and clogging things up, we can actually click on any of those monitors for a station and up comes locations of that station where all the cameras are at so that we can just click on that particular camera we want to see and we can get a full view. That particular view can be put up for the Controllers; they can see it on their screen if that is something important for them to watch. This room has become very valuable not just for us but to all levels of law enforcement. We've got the Border Patrol, we've got the Feds, different agencies, the Sheriffs, the local police, they are always coming here to take a look at video because, as you can see, we don't have high crime in our system but we do have people that take the train, the victims or the offenders, and we can track them. They can see what the suspect looks like when he boards, let's say here, and when he gets off at 47th Street so they got a clothing description of somebody and they can go look at someone as they move off into the neighborhood to do whatever they are going to do. We've been able to track people from here out to Grossmont and many locations of which has no impact on us, per se, but it allows the police to identify people that they are looking for in other situations, so that's something we are very proud of.

Jablonski: And this also feeds into a level of effort, because just a few years ago we had somebody in this here, so this was like a part-time job, now it almost requires two people to do this job not just to monitor but for all the stuff that happens out

there; to pull video, to find the incident that police jurisdictions want and other agencies, we are like 80 hours a week in searching for video and that, to copy and give to people.

Burke: Paul is right; we have had to increase people just to have someone checking video more often, due to increased police requests. The person there is quote the "dispatcher", he is taking the calls from our security people, he is checking the video when they come in, and then we have another person that is pulling the video and usually that's the supervisor because they have the most experience going in and looking at what we are looking for and it is a lot of video.

Terry: It's also been really beneficial in the operating side because, until Bill moved forward with this, the train controllers were having to do the dispatching, so it's been a much better situation.

Burke: Thank you. We've made a big change that way. What you don't see there is then we also have all the video on trolleys with that. That's checked at night we put a person on, they come in at 10 o'clock at night and they put in an 8-hour shift and we do that 5 days a week and they are just checking the video on the trains. What we do is, obviously it would be hard for one person to watch all that so we respond to the complaints or what the problem is, but what they do in a live situation is the person at night with the trains and the person during the day with all these cameras they do, quote, "health checks" on these cameras so we don't have, "Oh Geez, this camera is broken and we didn't know it for three months". We check this equipment every day to make sure that all the cameras are operating and then we get a report every morning "these are the issues that we have", and lately they have been very small, 4 or 5 cameras, and then we contact our company to come out and either replace the camera, some of them just have to be cleaned, and it is just easier to have them come up and clean that camera, so we spend a lot of time on it, but it's proved to be very valuable to us.

Cunningham: We do a lot of, when I was there, there were some detectives in there that were going through film and people come in and we do a lot of mutual aid. We turned in to be the "go to guy". I don't know how you would do this, I'll give you the example we have: Poway doesn't have their own dispatch, we have mutual aid dispatch but we pay for that, we pay a cost to be in the Central Dispatch for Fire, because we have only 3 stations there. Is there any notion of all the Public Safety agencies subscribing or licensing or us being able to recoup some of this overheaded cost, because they use it constantly?

Burke: What we try and do is, as the detectives come in and we get more familiar with them, we train them on how to retrieve it and then they go in the conference room or they go to an extra work station on the other side from where he is sitting just across the isle there and we encourage them to identify their own so we try to

get them involved in the process, but people that don't come to us that often, we can't. At this point, no, we haven't looked at any.

Cunningham: You know, it is kind of difficult; we have more cameras on the border than Homeland Security has, I would say.

Burke: I would say so, yeah.

Cunningham: And now we have taken over way beyond really what the City has in terms of camera coverage, and certainly the smaller cities all count on this, so it was just a thought not that we wouldn't give them the information if they didn't pay.

Burke: We have almost 300 cameras out on the line right now; not counting the train cameras, there's 12 cameras on every car.

Cunningham: I know we keep this 24/7, we provide a great service; maybe there is a cost recovery, I don't know.

Burke: That's something I can talk to Mr. Jablonski about and see how we can do that.

c. Special Enforcement Unit (SEU) – Slide 7

Burke: Then getting to fare inspection, which I talk about it at every meeting, is our Special Enforcement Unit. That's where we have on our common day whether it's on a Wednesday or we switch that day, and the number that we do is based on other obligations that we have, whether its football game or major events. Sometimes we have to switch their common day to cover overtime, let's say, for a football game because we have to have everybody there and we can't always do these, so in this 6-month period we did 21 of them at random stations; we literally pick the name of the station out of the hat, so it is random. We inspected above 85,000 patrons, we wrote 2,300 tickets, we wrote 44 written warnings and we had a 2.4 percent evasion rate. That 2.4 evasion rate is based on the fact that it is, we try to use an enclosed situation then people can't leave, there are people on the platform and people on the trains. We run it and we do one in the morning and then we do another one in the afternoon.

d. SWARM – Slide 8

What we have also added to this is our SWARM, that's a random time and location for quality of life and fare evasion inspection targeting a specific isolated issue, different times of the day other than just the rush hour, varying the amount of personnel. They may not cover the whole train but it's a spot check.

We may take the area downtown and just show up at Park & Market and then we go to America Plaza; just surprise people while boarding the trains, they don't have

one particular station and say "stay away from that station" because they are doing fare checks today. We use uniformed and plain clothes personnel, we do this onboard the buses and trains and in stations and at the bus stops, and that 6-month period we inspected 18,700 patrons, we wrote 314 cites for fare related violations, and 20 cites for discounted pass violations, a lot of that is senior citizens type of deal, the SDM cards or Quality of Life, you know, people being drunk or what have you. So to give you an idea of what this means, there is one of our CCIs (showed video) in his Charger jersey, I had them all in plain clothes that day, and they just board the train. And people all of a sudden look up at this officer who just pulls out his badge from under his shirt and says "I'm a Code Compliance Inspector with MTS, can I see your fare?", and he's got his handheld unit there to inspect the Compass Cards and we really shock these people, because they don't know that we are there.

There is a uniformed officer conducting inspections and there's three plain clothes officers boarding that train just coming on and just surprising everybody because we have a "trapped audience". They get on just as the train is ready to leave, so between that station and the next, people can't jump off the trains.

Then, here is one we did at Park & Market, we do this a lot. You can see the way they are dressed. We get them dressed as wayside or construction employees, we got the fellow in his Charger jersey, we have a girl, an officer, wearing this gray jogging outfit and so we catch them with no fares. They are sometimes smoking and they just don't realize we are there until we produce our identification and we get them on the platforms and on the trains.

e. Onboard CCTV - Slide 12

This is one down at San Ysidro in uniform (on the left). The officers are waiting for the doors to activate and then, as the people are getting off, (the doors on the other side don't open) we always make certain that everybody has to exit on the side where we are so, that way, we can check them as they are getting off the train. This, I thought I'd give you a chance also to see, here's a Security Officer on the other end of the car you can barely see him, there is a Code Compliance Inspector, but also it's again another way to demonstrate the quality of these digital cameras we have inside of the cars now. So here he comes, you can see there is his handheld unit right there and see how fast these checks are? (showing video)

And these digital cameras we could go all the way to the ponytail in the middle there and we can zoom in and we can get his face so that's what is nice about this particular equipment. There are analog cameras on the outside of the train and in the cabin but in the passenger area itself it is all digital.

Mathis: It's pretty amazing picture, really, remembering what we were dealing with early on.

Burke: Yeah, really, this is great quality.

Jablonski: These handheld units that we've got are 100 times better.

Mathis: Oh, my gosh, what an improvement!

Jablonski: They are under \$300 apiece.

Burke: They really made a difference; they are durable and are one solid case.

Mathis: You can just put that thing in his shirt pocket.

Jablonski: Yeah, it only weighs a couple of ounces too.

Burke: Yeah, very light.

Onboard CCTV – Benefits to the Risk Department - Slide 14

Now this gentleman here, he had a brand new pick up truck and he says he was looking at his radio trying to change the channel as he was going across, with the gate already down, you can see here is the gate bending from him striking it and this picture is taken from the train that is going to hit him. He got hit in the left rear and this is what the Train Operator saw (showing video).

Mathis: Unbelievable!!

Burke: And we don't have one of the outside out board cameras. The truck spun around went up on two wheels but, luckily for him, it came down on the four wheels.

Burke: Wayne do you want to state what happened with Tupta?

Jablonski: He slowed down as he was hitting the crossing arm; he realizes the train is coming at the same time.

Terry: Yeah, we got a call later that afternoon in the Control Center and Tom Tupta, Superintendent of Transportation, answered it and there was a lady on the phone who claimed to have been a witness to the accident and it was 100% our fault; he thanked her and said that we have full video coverage on our trains and we'd review it. As soon as he said that, she hung up.

Burke: She probably went, "oh, never mind".

Cunningham: Did he have any injuries?

Terry: No injuries. We just got the numbers in the accident about \$90,000 damage to our vehicle in the accident because he damaged the coupler.

Jablonski: When you hit the coupler, it's big money.

Mathis: How long did it take us to get the train back in service?

Terry: Oh, I think it was back in service probably in a week. It had pretty significant front end damage and the coupler swung over, hit the body of the car and so it had some pretty significant damage there, but that ruined the coupler and those are very expensive. So it was about \$90,000 damage.

Mathis: Is the Insurance Company paying for it?

Terry: It's fully covered.

Jablonski: Yeah, that's the first question we ask, "Do you have insurance?"

Onboard CCTV – Benefits to Graffiti Tracker – Slide 15

Burke: This is graffiti, and this particular guy we've identified; he is probably a blogger, he came here during Comic-Con, so he probably doesn't live here, but he used the fire extinguisher in that Coca-Cola box to spray "ETV" on the side of our car, and you can see just how long it took him here, that's the side board camera. He just walks up right in the middle of the day and starts just spraying the car.

Jablonski: And then, what is interesting that you'll be able to see here is that he video taped himself doing it!

Burke: Yeah, because when you look at the back rear camera of the car, watch, there he is doing it, see, if you look right here, there's the camera on a briefcase recording everything he did.

Cunningham: The trolley stopped at the station, he jumps out and does this, and then the trolley keeps going and we picked it up. When did we realize it, when he came back to the station?

Burke: Well, as soon as he got to the next station.

Terry: The problem there is that he did it to the track side so the train operator's looking at his rear mirror on the platform side, so his attention wouldn't be.

Burke: I mean this guy, he knew what he was doing and we looked, this "ETV" there's a couple of apparel clothing places in New York and when you look at their website you can see some of them encourage that they have graffiti that are painted on fences and walls and all kinds of things. Our guess is that's what he did; he did this so he could end up on their site.

Cunningham: Did we not catch the suspect?

Burke: No, but we had the pictures out that afternoon.

Jablonski: We are still monitoring the websites for this "ETV", you know, what point and time this video gets posted whether he gets any compensation for it or anything like that and then we can go after him.

Burke: Because it will end up there, we just don't know when.

Mathis: So we couldn't get identification from the picture although you can see the picture of the guy pretty clearly?

Burke: Oh, yes, we have a great picture of the guy. It's just the fact that it's not someone that we've seen before.

Mathis: It looks like someone in his twenties.

Burke: Yeah, and you can see the people just shocked looking at this guy standing and spraying the side of the train. Fortunately though, Wayne, it wasn't that hard to clean off, right?

Cunningham: It's water-based.

Burke: Yeah, it is probably water-based.

Wayne: Yeah, it was about \$1,600.00.

Burke: But, I mean, it didn't have to be repainted.

Wayne: No.

Mathis: It's pretty outrageous to have done this. Actually, anybody thought about putting it in the newspaper?

Burke: No, we didn't.

Mathis: I guess it would probably cause him to leave town.

Burke: And we don't want it to be something that is going to encourage other people to do that. If they see how he did it. It is interesting to watch but I don't want to give any ideas.

Mathis: Yeah, you're right.

f. Graffiti Tracker – Slide 18

Burke: We've been talking about the Graffiti Tracker and that's a company that we use. The whole county and all the law enforcement agencies are tied in the Graffiti Tracker. There are 8 states right now, 297 reporting police agencies, as well as Canada. These are the national totals here, but there's a lot of information that is going in, over 3 million photos, 3,300 arrests and they've collected over 6 million dollars now. In our case, just to emphasize, the Graffiti Tracker is GPS-enabled digital cameras used to photograph the incidents of the graffiti. We go in and take a picture of it, we have a board I think I showed you last time, it shows the incident date and time, and the board is 4 X 4, so it gives you perspective of how big the graffiti is, then we upload that within 24 hours in the system. Those analysts read it and catalog it and then they identify whether the graffiti is gang related or alert law enforcement that there's threats concerning that. At this point the company Graffiti Tracker has analyzed about 3 million images. So, in this case where I showed the statistic of 60 vandalism arrests it doesn't take into consideration the 1,169 images that we had to send in to Graffiti Tracker over the 6-month period, which was what Paul is relating to in regards to our need to get that number down. In some cases, it goes down because school gets out, because a lot of them do it on the way to school, and as quick as it took that guy with the fire extinguisher in the paint can, that's what it takes all these people to do it on the side of the train. It's just bam, bam and in ten seconds and they cause all kinds of damage or they sit and etch the window and those situations there that we are reporting and hopefully we'll be successful in making more arrests.

Our story ended up in Progressive Railroading (slide 19) about our efforts and that our undercover security officers arrested five juveniles in the past two weeks who are alleged to be responsible for 277 individual graffiti tags covering 3,580 square feet and causing damage estimated at more than \$25,000.

Gloria: What is Progressive Railroading?

Jablonski: It's a train magazine.

Gloria: Big readership?

Mathis: It's an industry.

Burke: It's an industry publication. It is a way to let other systems know what we are doing.

Jablonski: Would you like a subscription?

Gloria: Let's get some money from Graffiti Tracker for the plug.

Jablonski: Progressive Railroading is one of those industry periodicals that for years just worry about free and now they are starting to recognize that we are all in the railroad business too so they are trying to get more into the public side and transit systems and stuff like that so we are getting more coverage.

Burke: People don't realize we have zero tolerance with famous people, look what he did (slide 20) he wrote his name on the side of the train, Ryan Mathews did.

Cunningham: Did you arrest him, or cite him?

Burke: We gave him a warning.

Mathis: Is that Ryan Mathews, standing there?

Burke: Yeah, he's autographed the side of the train, the one that was decorated with the Charger advertising.

Kellerman: He promised not to fumble any more.

Cunningham: Yeah, no fumbling.

g. Downtown Sleepers – Slide 21

Burke: And again, a not too pretty site, these are things that we have to do every night, again our transient camps, the downtown sleepers where, again, whether we take them to Detox or whether they get locked up, we have to go through there. In so many cases it is tragic; the other late evening I was going through one of our stations and there's somebody you can tell, really down on their luck, and there's about an 8-year old kid with them and when you see the children with them it is just not good.

Mathis: Getting back to that first picture, it looks like we've set it up for at least someone who can curl up to sleep on the benches instead of having handrails in places so they can't lay down. And I noticed that in some photographs that we had.

Jablonski: It is Santa Fe depot, that's why.

Burke: And it's not ours.

Mathis: OK, but I think it seemed to me on some of the recent pictures that I saw that Wayne had in his presentation of the briefing indicated that some of our benches are similar that there is separation between them.

Jablonski: Well, the benches that they ordered, were ordered continuous, OK, and became an issue, but then they had a retrofit, that put in the 8-foot long, they put two; these are two or three arm rests in between them with vandal proof bolts.

Mathis: The image I had was, one long bench, but it only had one in the middle which looked like it left room for people to curl up.

Jablonski: Now they are all set up so that you can't sleep on them. It is a big deal on price because when they manufacture them so they are more continuous, they can stack them on each other and then ship them that way, as opposed to the ones that have the bars in between. Manufactured that way they have to crate them individually. The shipping cost is tremendously higher; these happened to be manufactured some place on the East Coast. So that's why they came up with this old time arm rest which, after living with, it is fine.

Mathis: I don't see a problem with that at all, it just looked like that particular bench, in that scene was that...

Jablonski: Well, we did have them like that in the beginning that got shipped that way and then we installed them and later installed them with the arms.

Transient/Camp Details - Slide 22

Burke: These are the transient camps that are along our right-of-way. During the time we went into the Mission Valley area, sometimes these tents are literally, if you look at the next slide here, they are basically built where there's just this tunnel to get into it so we don't see it. If we don't look down from above we don't have a view, actually what you just see then is, the view of the color of the tent surrounded by the brush. But they hide in there; they steal bicycles, they'll put parts together and then sell them and try to make money for themselves that way. These are ex-cons that are really bad people and when we go through, we find trip wire with razor blades on them, we find drugs in the facility, we'll find in those tents, they will go up into the apartment complex and find some way to hook a 200-foot extension cord in and bring it into their tent so they have electricity. They are just nasty and the police work with us a lot on this whenever we go in and do one of these encampments; at least 70% of the time police are going in with us. We've had to go to a different uniform; it is more a camouflage-looking uniform for our own officers because when they wear our regular uniform they are just too visible. They are too much of a target, so this particular detail we've authorized them for something more military/tactical in the sense that they are not seen.

Mathis: You go in with side arms, don't you?

Burke: Yes.

Jablonski: I've had conversations with Probation in that department because when they had these releases with these prisoners they release them with a bus pass, I mean, a Transit Pass and they always certify them as disabled so it's only \$18.00. You know this whole program that we've instituted to check these things and we

found out that this was going on. So, we had a big meeting with them and they didn't like that very much because the thought of having to issue a \$72.00 pass rather than an \$18.00 pass is obviously a financial issue to them, but that's what they do.

Mathis: And all they wanted basically was us to allow them, you know we have a policy where a licensed physician has to sign off on meeting requirements, and they wanted us to extend that privilege to the Probation Officers and they were basing it on the fact that a lot of these people come out with problems that require them to seek medical treatment and therefore, they should be considered as meeting the criteria for handicap or something like that, so our position is, the federal guidelines don't recognize that and we are basically following federal guidelines. It gets quickly out of hand when you start backing away from the policy that is necessary to keep this under control.

Jablonski: The vast majority of the releases end up in our system.

Burke: It's not the fact that my contacts with them isn't sufficient, although we have a lot of information from our own officers checking these people, we see the influx that is coming out in the system and there's a lot of the officers talking to us about it, "hey, what you are seeing out there?", because we are seeing that, as Paul mentioned, more and more of these passes and people view the passengers as homeless people with no pass, and we are telling them, "no, these people have it" so our officers tell us.

Cunningham: Realignment is going to result in 20,000 State prisoners being brought in to local control and then being released on the Early Release Program and they are going to be monitored by Probation Officers as opposed to Parole Officers and that's why the Sheriff's is gearing up 2,000 more people here in the next 3 years. Both Corrections Deputies, and then Probation is hiring new people, so they are all gearing up so it's good timing because it's going to be a major expense.

Burke: Absolutely, and we are aware of that, with additional Sheriff's personnel.

Cunningham: Yeah.

Burke: I mean, yes, we know about it, it is not a routine thing, but we know on a routine basis anyway because of the right-of-way.

Cunningham: It may segue into your extra security issue as well.

Burke: We are in ARJIS now, in a matter of few weeks we are going to have that crime data coming straight in to our office, we have it indirectly right now, but we'll

have it. No, I'm included in the mailings; I'm included in the local law enforcement, so it's working well.

Mathis: Just a quick question, before you go on and that is: you talked about going down to these encampments and issuing citations but the real issue is the encampment itself, so citing somebody is not going to solve the problem of having these people congregate in these areas in the first place. Is local law enforcement helping you in cleaning these places out or they are just turning the other way?

Burke: No, no. They are helping us. The real problem is we clean it out, we cite them; we move them out and a week later it is different people in there.

Cunningham: Yeah, I know, it is a continuing process, but you have to keep the pressure on them.

Burke: Yes, we do and we do that and they do help us. I mean, we'll contact them, whether it's the Sherriff's office or the City of San Diego, we've had La Mesa assist us in some of the encampments that are there, but they come in and help us. They have been pretty good; they give us the support that we need. The problem is, you are right Harry, it is an on-going thing because the people just change, it is the same type of people but it is we kick them out and they don't want to come back so in comes the next.

Ewin: There isn't a sign posted that says: "these encampments will be cleared out without notice"?

Burke: No

Ewin: They just know that is going to happen?

Burke: Right, they just know that they are going to be kicked out. We have no trespassing, then we cite them for that; vagrancy, you know, loitering, we throw everything at them.

Jablonski: And you collect them.

Ewin: A lot of debts?

Burke: Oh, a lot of debts.

Ewin: That's the tragedy.

Mathis: You're right.

h. Compass Card Detail – Current Extra Details – Slide 24

Burke: What we are alluding to in regards to staffing, these are current extra details that were not necessarily planned because events cause these things to happen; we've just had to move along, and move people in. Our Compass Card detail; we've had to go to assigning people with Rob Schupp and all the people dealing with the fare media to get the word out and get Compass Cards out to the people taking the bus so I have a detail with 2 people that is going to end the end of this month, but we've had to ride with them because of the fact there is a safety consideration.

Jablonski: This is a transition of the Day Pass on the Compass Card.

Burke: Which is going to save us money by going to the Day Pass Compass Card, so it is a benefit, but the thing is sometimes what we look at it is, we need a Security Officer for Oktoberfest, we need a Security Officer here. A lot of things that happen every year we plan for them when we know it but when things come up "short notice", then there's a certain point where we start running out of well-trained people to do it. The San Ysidro pedestrian crossing; they pulled a switch on us, again, well the Feds did, where they closed everything except this brand new eastern pathway up into the border so I started 2 weeks ago with 12 people down there, split, day and night. Basically, we used some Ambassadors, our Red Shirts, as you see them, to save money but between them and Security to keep everybody moving in, going up to where they are supposed to be, I've been able to reduce 6 people from that detail so it's now down to 6. Now people have learned the path, they know how to get over there, but we had to put signage up along the new walkway because at this point while they can still get their hands on paper day passes they try to sell them behind the McDonalds, they try to sell them going up the ramp and we have to post all that so we can cite them so that's something that was supposed to happen in the middle of November and it started about October 3rd. We went to a meeting (Bill Kellerman was at the meeting) with the GSA and they just didn't tell us ahead of time; they didn't tell the police department ahead of time, they just did it. And that caused quite a burden on all of us because everybody wants to try to park in our bus turn around. Our concern was, when they pull across the tracks and go behind the McDonalds to drop people off, we were going to get people backed up and blocking our tracks. The planning was, right now, "hey, let's get out and make sure", I mean, we were already working on it, but didn't expect it to be done a month ahead of time.

Jablonski: We're probably going to have to add 2 full-time people to San Ysidro because of this. There is going to be extra traffic because there is no place to go because they cut Camiones Way where there was a lot of drop offs now they are all dropping off now to try and get in our bus circle so we need somebody there all the time to not let everyone do that. We've got a huge amount of people coming up around the back where the charter buses are because there's a cul-de-sac there

and that's at the foot of the entrance of the new crossing so all the pedestrians are getting dropped off there. We've got a lot of issues with San Ysidro, we are going to talk more about that actually at the Board meeting coming up. We are going to propose an Agreement with Greyhound.

Ewin: Are we in a position to ask the GSA for some support? Does it elevate itself at this point to contacting the Congressman or Congresswoman?

Jablonski: No, we've been dealing with the issue with the border crossing, with GSA, Mexico, Caltrans; the forum is always at SANDAG, with media there all the time, sharing this also and "we get nothing from them" because they just don't have to.

Mathis: It is inconceivable to me that they would be so disdainful of the issues associated for us that they wouldn't even bother to tell us they were implementing it. I mean, what is their thinking over there?

Jablonski: Now they are thinking of re-opening a new area in Virginia Avenue which is one street over from Camiones Way, to the west, closer to the border and it is just a street, so we've been talking with SANDAG about opening up or building a Transit Center there but it is just a street that we could probably get vacated and probably lease from the City. But, it is not big enough and it's private land to the west, GSA land to the south, with a big parking lot, so we have been trying to put the pressure on them with all this thing saying, "maybe you need to give us part of your parking lot so we can create this Transit Center" and split all the pressure off of San Ysidro Blvd., where the trolley stop is, over here and we can re-institute Camiones Way. We've been working like that, I mean, we have been effective with the GSA just in the new crossing that opened to get two way by our trolley stop which was a real boon to us because before people came cross the Border that came north they were right there to get on the train. But, if they wanted to go south, they had to come in on the trolley they had to get up on the walk way, walk way over, and then down, or get on the bus and go over to Camiones Way so the double crossing is actually, I think, good for us until they opened up the other one and I think it will be very far away. So, something is very dynamic out there with the GSA with all their construction, I mean, they close out things they open them up and are building walk ways, that's just very dynamic.

Burke: And it is hard to say how much they communicate with each other while what we are seeing is they are not saying a lot to even all the different agencies that are coming and going.

Jablonski: And those guys all come to the circle and just walk.

Burke: But that's why we have a person now assigned as part of this change is, I have a Security Officer parked/standing right in front of that circle so he is keeping

people out of it but if the law enforcement person needs 15 or 20 minutes we'll let him come in and go.

Burke: Next, with the trolley service changes, we noted obviously a whole lot more pedestrian traffic at Santa Fe, America Plaza and down here on the Bayside, so now after our discussions, Paul authorized us, we've got 20-hour coverage at Santa Fe, which is partial coverage of the America Plaza, so we don't have 6 extra people but we do have a Red Shirt during the day and a uniformed Security person at night at Santa Fe and then, down here, we have 20 hours of a Security person which we had to add as well.

Jablonski: And then we added full-time people at Park & Market.

Burke: Yes, we added also full-time people at Park & Market during this last period.

Jablonski: That was meetings with the Downtown Partnership and the community, now that the law school is there. Now it became a bigger issue so we put full-time security down there, 2 security officers pretty much like 20-hour days. And that's been positive, we've had a lot of positive reaction from the community, from the businesses there, from the school and everybody else; it's been positive but for example that probably costs us \$70,000 per year to do that.

i. Proposed Additional Coverage

Burke: Now, one of the proposals concerning the graffiti, our fare inspections, generally this would be a Crime Suppression Task Force, we'd want to put a team together that will address fare evaders, look at the graffiti because of the financial burden and the blight that it causes in our community, that we'd want to add 6 additional Security Officers. With the Code Compliance Officers who would be working those days, we would take 2 existing Code Compliance Officers, "nameless", who'd volunteer to work on overtime so those working Sunday to Wednesday or Thursday to Saturday, they could be part of this detail which encourages them to participate. And the other days, Sunday to Wednesday, do the same thing, and in doing so, we are going to be completely predictably "unpredictable". We want these shifts to be five 8-hour week days. We want flexibility within the schedule and with assigning the line, the time of the day, could be early in the morning and late night, it could be just all the Blue Line for certain days of the week and so that way we want this task force to focus on the Blue Line gang and graffiti issues which is a major area of this graffiti. Early morning and late night fare evasion including pitching in on some of the SWARMS because they are going to be mostly soft clothes in this detail.

The school situation at San Diego High is serious; many of the kids that attend are from different neighborhoods; I mean there are gang issues. We are at City

College conducting crowd control with all these high school kids that basically flood the station.

Ewin: Chief, is this San Diego Community College or San Diego High School?

Burke: High School.

Ewin: OK, you kept using San Diego Community College?

Jablonski: That's the stop.

Burke: We call it, that's the name of the stop, but it is the high school at that stop.

Terry: City College Station.

Jablonski: We call it the Smart Corner.

Ewin: I want to make sure I understood where the problem is, the problem is the college?

Burke: No, it's the high school at that station. So in blending overtime for the Code Compliance Inspectors and adding the 6 additional Security Officers, who would work varied schedules, we've figured it would cost about \$320,000 on an annual basis to create that task force.

Ewin: One comment. I think the emphasis needs to be on the "safety", and obviously we have other things addressed that helps address the "safety", but the issue has to be on the "safety", because if there is one concern I get expressed all the time is "they don't feel safe when they get on the trolleys because of the people who are on", which we know of and often times...

Burke: Yeah, and we are getting more of those people.

Jablonski: Well, I've had a couple of customers who have been on the platforms talking to people and people tell me that on the Blue Line, once it gets dark out there, they don't feel safe, so when we transition to the longer headways in the evening, I would almost like to start a pilot where we put an officer on every train.

Ewin: I think an SED, which is really what this is, the Special Enforcement Deal, by doing that, we have a Suppression Task Force but these are details where they don't have, they are not tied, they go and they are not predictable.

Burke: Exactly, and that's the reason why we have this for the CCI as an overtime situation because we can't take away from the basic deployment, we need those people on the trains and at the platforms. But in some cases, here, one scenario,

we could take a couple of stations and put a couple of uniformed CCIs here, but board the train with plain clothes people and watch what's going on and then take them off or have the CCI board the train so the ridership can see what we are doing, in other words everything isn't "undercover" to the point and say, I'm sorry, you don't see it, but we are doing this undercover work and it's working, I want them to see us, but I want that person on the train to be able to catch that person because they are going to be in that Charger jersey or whatever, but when they get to that station, we've got part of this task force just waiting to board the train to take the person off so the public has a high level of visibility of what we are trying to do.

Ewin: That's my thought; just to put a little more safety.

Burke: Sure; certainly.

Cunningham: Reducing the \$500,000 a year in graffiti. It would pay for it.

Burke: Plus the fact, as we catch these people with the graffiti, I mean, the fines, the Courts, I have to say that the DA's office has been very supportive of what we are doing and there are huge bonds on these people that when they get arrested, it's not the level of the graffiti that they did but the judges are setting really high bonds on these cases.

Mathis: So, the judges themselves are helping us.

Burke: Yes, because they have been given the heads up just with the level of problem that we are having and the cost and the blight that it is doing to this community and they are right with us.

Jablonski: We are going to the Budget Development Committee probably within the next month. We've got a number of issues to talk to them about, this is going to be one of them that I'm going to ask for budget adjustments so probably we'll start doing this now not at the end of the year.

Ewin: Let's track so we've got some metrics we can work with.

Burke: Sure, I'll do that.

Ewin: Any grants for us right now?

Burke: No, not right, now. As we see them, and again that's the advantage of the police department status, we'll be able to apply for that because they will be coming out of the law enforcement side.

Proposed Additional Coverage – BRT – Slide 28

Another thing, which doesn't cost us money, but something we are going to be forced to do is starting to do enforcement on the BRT lines. If you take Interstate 15 now with the different stages and the new parking garage that is going in, now we are getting calls to respond to things like this (showing slide #27 illegal parking) and actually we just painted that curb a couple of weeks ago but this is in Rancho Bernardo.

Burke: So people are calling us and saying, "Hey, this parking is going in now". Granted part of that problem is the fact that they are working on the bus area, the parking lot, so that lot is closed so the parking lot to the west of where the buses turn around has now been closed so it's this lot here, or you have to go down the street, you have walk a good 2 or 3 miles; a mile, I'd say to get to the bus stop.

Jablonski: Actually, this can be recovered, through SANDAG. The BRT are transit so just like we operate the bus we buy the supervision, security and all that.

Burke: So when I go out there and check, that goes right into my time sheet I charge it to SANDAG, so we are handling that. So we got it signed; they know they will be billed but now we are getting activity there and we have to respond. The police departments are not going to come out there for parking issues and things like that; they don't have the time. Also, we don't have to go thru all these pictures, but this is just an example that when we look at South Bay, for example, we've been working with SANDAG; these stations are going to be down on a highway level and so they are going to be built so that at street level it's going to be an entrance like coming on to one of our Trolley stations, so they will be closed during night time, you'll have to have a paid fare to be on the platform, there will be TVMs there, but what will also be there is 20 hours a day of security but we are going to have to do it because it's the same thing especially those stations/locations where we see pose of criminal situation.

Mathis: What about CCTV at those stations?

Burke: They are going in. We've already given them designs of where we want the cameras located. We've given them a layout of where they should be in the parking garages. The type of cameras we are using now, the Avigilon cameras, we can use less cameras to get more coverage, but we are still looking at probably a 3 or 4-level garage and we'll have about 25 to 30 cameras in them.

Jablonski: It's not going to be long before we are going to have to build a new facility there. The location that we have in the Control Center is very small.

Mathis: I was thinking about the monitoring problem.

Jablonski: Yeah, we can moderate cameras on one of those big TVs now, but after we put the trains in we are going to have close to 500 cameras.

Burke: And that number is just going up.

Mathis: And it's worth it.

j. National Odor Recognition Training (NORT) – Slide 29

Burke: And then on an informational note, we have a very good K-9 team. We get good reports from the Feds, they like when they come out and test our people and the dogs to see how well they respond to testing with different odors of suspicious chemicals and things of that nature. This is just an example at the Sports Arena where they had a National Odor Recognition Training (NORT), so they actually see how they pick up and they train them on smells of things that are not as common as they were originally trained to do.

k. Operation Lifesaver – Slide 30

Burke: We use our K-9 officers to give Operation Lifesaver lectures. Officer Izzarelli goes to schools and senior citizen's groups; he goes around and gives a presentation on Lifesaver, grade crossing and areas to pay attention to crossing.

5. COMMITTEE MEMBER COMMENTS

Testing of Interactive Monitors Onboard Trains

We just had a meeting last week, we had a private firm in here, TSE, it's former Federal security people, a retired Army General, etc., that developed some products, we are actually going to do a technology test here, primarily focused on rail cars. We will report on the details and results of the test at future meetings.

Juvenile Diversion Program

Burke: We launched in April the Juvenile Diversion Program and basically, it's citations that we wrote to juveniles that required a mandatory Court Appearance. What happened is the courts have been deluged by this; it takes a lot of their time so it provides with juveniles and parent's option to pay a \$25.00 fine, rather than appear in court. Participation (payment) rate has been approximately 35% of those offered participation in the Program. Juvenile Court contacted MTS in late September to discuss expanding the Program due to court closures and budget constraints and subsequent staffing cuts.

Other than things like graffiti and more serious crime, we are going to be writing more cites to be included in the Juvenile Diversion Program. It doesn't include drugs, alcohol, vandalism or things of that nature, which benefits us because our

officer writes the citation, they give an extra sheet that shows how to participate in the program and they send us a check and we don't split the check with the court. Right now it is not profitable in the sense that we are making a lot of money, but that will increase as well because we write about 1,800 cites a year and probably 80% for fare evasion which is part of the Diversion Program.

Ewin: How many payments will you allow in this program, in other words, let's say, you got one juvenile who is getting a citation every week.

Burke: Once we see repeat offenders, we don't make this available to them. I mean, that's flat out and that's adults or kids. We catch you once and you don't pay and then we will allow you to this program. Once we see somebody 2 or 3 times, that won't happen, because we'll go to Court.

Jablonski: If they don't get caught, but once a month it's cheaper to get fined than buy a pass.

Burke: But the court is happy with this and I think the good news is we'll get some of our time back for what we are doing with these kids with these violations. That's all I have right now.

La Mesa/Spring Street Station Update

Burke: One more thing, an update with La Mesa Spring/Street Station, Chief Aceves went to a public meeting and some of the people around the station were specifically complaining about problems happening in the south end of our parking lot with juveniles collecting, hanging out there, fights, spilling over into the apartment building complex which is right next door, and the people who live in individual homes right next to there who actually look up into the parking lot, they have taken pictures of these kids backing in there and so I went out there and, as a matter of fact, I talked to the Neighborhood Watch Captain and she explained everything to me. Then we went up into the parking lot and our south end of the lot, a good quarter of it is never used, it will be something that will be good for football games or when you need that type of temporary parking so what I recommended, and Paul has approved, is we are going to close that end of the lot off and we are going to sign it so that it doesn't allow vehicle/pedestrian traffic. If you walk into that part of the lot you'll be cited for trespassing. Right now we have a very temporary situation with cones and caution tape going across not allowing people to enter. Prior to that, we actually had a mobile unit taking all their calls out of there so the car stayed there, watching what's going on, but we are going to have a fence built. Probably we are going to use the same company that is doing the renovation over there from what I understand. It will have gates so that we can open, in an overcrowd situation, we can allow it to be open. The officer at the platform will be able to see what is going on over there and we'll have patrols to check it out, but we'll be very clear about the fact that you just don't belong in there,

and that's going to eliminate a lot of issues because that's going to push them all up closer to the platform and really stop this stuff from going on.

Ewin: So you are designing it so that it can be expanded during those ball games, closed off at other times?

Burke: Yes, put a gate on it and let them in during that time of the day. What is convenient right now is, now that we've closed it off and all the construction vehicles that are working on the platform are now parking over there and don't have to worry about their stuff being taken or vandalized because now they are there by themselves.

Ewin: I appreciate that.

Burke: I'm happy to do it.

Heritage Security Issues

Gloria: My office was contacted by one of the Union Representatives for security guards.

Jablonski: Oh yes, we should give you an update on that.

Burke: The strike, Universal Protection Services, back in the spring, bought Heritage Security, and when they bought it, they bought TSS, the subsidiary company that is our security company. A year ago when the Union was voted in they came here, the Union membership and the leader, came to a Board meeting; you may recall, while you were there, as matter of fact someone from North County was there too, a Security Officer, saying how unsafe it is, and their security problems and that they need more money and things of that nature and when they left, they staged the walk out and that was the Monday night football. Well we had gotten wind of it, just a little hint, not the walk off, but potentially that this could happen so Heritage was prepared and so as soon as these guys walked off and went into their Union T-shirts. Not all of them walked off but it was a good 65% of them didn't, that Monday night football game we still had the officers that were assigned that didn't walk off. The TSA has their VIPR Team usually at all these football games, they jumped right in, they were there in uniform and they are on the platform and then we got our people there. What happened basically was the press came out there to show the lack of security and they saw that there wasn't any, and everywhere they went, Old Town, or down here, we had it covered, they had the people to do it, so that night the owner of the Union, the main fellow in Chicago, called Ken Moller, and said, "I didn't know that guy was going to stage this walk out, we need those people back, I didn't want them to walk out". So Moller agreed to let them back the next day.

Jablonski: Now that Universal Protection Services has actually bought out Heritage they actually have much more capability in replacing people and they have assured us that if in fact they do vacate that they are prepared to replace everything so we won't skip a heart beat for Monday night football. But, what transpires after that, we'll see, there could be, depending on who walks out, there may be a lock out from them, so they've had a real hard time with these guys over the last couple of years.

Code Compliance Officers – Private License Plates Issue

Gloria: And there was a related issue about getting them somehow classified with the DVM for some sort of confidential status?

Jablonski: That was request from our Code Enforcement guys.. That's the contract that we negotiate. They basically wanted to be identified as people that have license plates on their private cars, that if the DVM runs them, or somebody runs the plates, they are "restricted".

Burke: They are confidential plates so they can't read the plate.

Kellerman: So they wouldn't get their address.

Cunningham: It'll say "contact the agency".

Burke: So they've asked for this, but they've asked me for 4 years, and I've worked with them. As a matter of fact, Jeff and I were at the negotiating table talking about this, they signed their contract a few months ago.

Jablonski: DMV turned us down.

Bill: CCI's don't qualify.

Cunningham: Yes, they are unarmed, they are writing citations; they are dealing with the bad folks. Do they take their personal vehicles?

Burke: No.

Cunningham: Where are their personal vehicles being parked, here?

Burke: They are just parked here and they come in to the facility and then they ride the train.

Cunningham: So they are not required to take their personal vehicles?

Burke: No, never.

Cunningham: OK.

Burke: They don't drive their vehicles anywhere except to and from work.

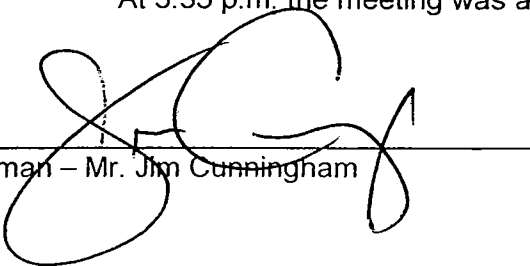
6. NEXT MEETING DATE

Cunningham: OK, so you guys will set the next meeting when we are ready to go?

Burke: Sure.

7. ADJOURNMENT

At 3:35 p.m. the meeting was adjourned.


Chairman – Mr. Jim Cunningham

FUTURE AGENDA ITEM LIST

1. Approval of Minutes

Attachment: A. Roll Call Sheet

SECURITY COMMITTEE
METROPOLITAN TRANSIT SYSTEM
ROLL CALL

MEETING OF: October 12, 2012

CALL TO ORDER: 2:05 p.m.

ADJOURN: 3:35 p.m.

COMMITTEE MEMBER	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
CASTAÑEDA <input type="checkbox"/>	2:00 p.m.	Absent
CUNNINGHAM <input checked="" type="checkbox"/>	2:01 p.m.	3:35 p.m.
EWIN <input checked="" type="checkbox"/>	2:24 p.m.	3:33 p.m.
GLORIA <input checked="" type="checkbox"/>	1:59 p.m.	3:35 p.m.
MATHIS <input checked="" type="checkbox"/>	1:55 p.m.	3:37 p.m.

SIGNED BY ROXANA F. BAEZA:

Roxana F. Baeza

CONFIRMED BY BILL BURKE:

[Signature]

CONFIRMED BY OFFICE OF THE GENERAL COUNSEL:

[Signature]

Transit Systems Security

Department Details and Provided Services

June 18, 2013

1

Introduction

Code Compliance and Contract Security

Serve under the direction of the MTS Chief of Police



Code Compliance Inspector (Non-sworn and Unarmed)

- 35 Personnel
- Public Officers with Powers of Arrest – 836.5 P.C.



Contract Security (Armed and Unarmed)

- 170 Personnel
- Private person arrests authorized – 837 P.C.

Contract Security

- Ambassadors – Part Time – Seasonal/as needed
 - Crowd control and general passenger information

2

Background

- San Diego MTS Code Compliance personnel are staffed internally
- San Diego MTS has contracted Transit Systems Security (TSS), through Heritage Security Services, since July 1981 – over 30 years
- Universal Protection Service (UPS) acquired Heritage Security Services on May 1, 2012

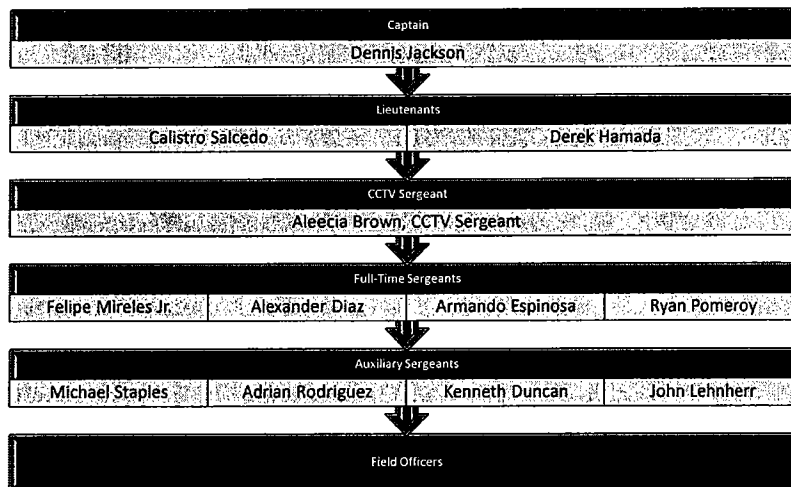
3

Staffing Details

- 95 Armed Officers
- 75 Unarmed Officers
- Ambassador services are sub-contracted by UPS to Pirate Staffing, Inc.
- 16 Transit Centers are staffed with security daily
- Five train teams and five mobile units per shift for line patrol
- Providing 7/24/365 coverage
- OCC has one Sergeant and five Officers

4

TSS Organizational Chart



5

UPS Administrative Support

- One ARJIS report officer
- One clerical officer
- Two payroll & billing officers
- Two Lieutenants and one Captain assigned for a variety of tasks and goals
- Additional support provided by Universal Protection Service as needed

6

Personnel Requirements

- Officers must pass pre-employment, post-incident/accident and random drug screen, at the expense of Universal Protection Service
- Officers must pass pre-employment background checks at the expense of Universal Protection Service
- Universal Protection Service provides security personnel and an organizational structure capable of meeting all security requirements, as requested by MTS, to ensure adequate security protection for designated areas
- Officers assigned to this contract must comply with MTS/SDTI/SDTC's Drug and Alcohol Policies and Smoking Policy
- Officers assigned to this contract will comply with all existing and future Standard Operating Procedures, Rules, Directives and Instructions for MTS, SDTI and SDTC

7

Training Transit Systems Security Officers

Universal Protection Service provides training to all its officers including, but not limited to: all required State of California training, certificates, guard cards and weapons certifications; defensive tactics, laws of arrest, public relations, conflict resolution, report writing, patrol procedures and any other pertinent training courses applicable to performing security duties at MTS.

170 Hour Basic Training Program - Phase Training

- Over 20 areas of focus explained, demonstrated and performed
- Currently completed in 17 different blocks
- Phase completion may be done at different times or as needed by assignment and deployment needs - to remain flexible to the needs of MTS

8

Training		
Transit Systems Security Officers		
<u># of UPS Officers</u>	<u>Hours of Phase Training They Have Completed</u>	
0	10	
1	20	
0	30	
2	40	
0	50	
1	60	
0	70	
3	80	
1	90	
3	100	
3	110	
16	120	
7	130	
9	140	
34	150	
6	160	
66	170	
9	9	} 144 officers have over 100 hours of Basic Phase Training
9	9	

Equipment and Patrol Vehicles

- Universal Protection Service shall provide all necessary equipment, designated and approved by MTS, to each security officer assigned to this contract including, but not limited to: Uniforms, Badges, Leather Gear, Ballistic Vests, Batons and a smart phone equipped with GPS tracking, capable of log and report entry software
- Patrol vehicles are obtained by MTS and are utilized by Transit Systems Security exclusively for MTS security patrol activities. All officers assigned to this contract must possess a valid California Driver License
- All costs associated with the purchase/lease, operation, and maintenance of the security vehicles is the responsibility of MTS. Universal Protection Service is responsible for all costs associated with damage caused by misuse or accident repair determined to be the fault of a contract employee
- Expenses for loss of MTS issued equipment, such as gas cards/gate keys, radios, etc., will be reimbursed by Universal Protection Service
- Universal Protection Service is responsible for vehicle insurance, policy limits and coverage specified in the Standard Services Agreement

10

Areas to be Patrolled

- Passenger Stations, Trains and Right-of-Way: Transit Systems Security provides security at the passenger stations, on board trains, and along the San Diego Trolley right-of-way
- Dispatch and Closed Circuit Television (CCTV) Monitoring: Transit Systems Security provides adequate staffing to dispatch Security/Code Compliance personnel and monitor the Closed Circuit Television System on a 7/24/365 schedule
- Revenue Collection: Transit Systems Security provides armed security officers for the protection of system-wide revenue collection and processing
- Other MTS-Owned Facilities: Transit Systems Security provide security for other designated MTS owned facilities including, but not limited to, San Diego Transit Corporation (SDTC) Maintenance/Administrative Facilities, including vehicle storage yards located at 16th and Imperial (IAD), the Kearny Mesa Division (KMD), The Transit Store and BRT stations

11

Basic Details of Patrol

- Patrol restricted areas on foot and/or by vehicle or bike observing and maintaining the security of fences, public and private areas in the assigned section
- Patrol the public areas of the system
- Operate mobile radio equipment, cellular telephones, intercommunication devices, Hand Held Inspection Units (HHUs) and patrol vehicles when necessary or when requested
- Respond to and assist agency personnel during accidents involving light rail or non-revenue vehicles
- Routinely interface with the riding public, providing general information relative to the use of the system and other necessary information
- Routinely conduct fare inspection and passenger counts, onboard and in fare paid zones, and report accordingly

12

Basic Details of Patrol

- Patrol and provide security protection for other MTS-owned and/or operated facilities, including bus stops and the Transit Store
- Provide security protection and crowd control at MTS facilities during major stadium events, including the development of relevant information with regard to pre- and post-event analysis and deployment of personnel
- Participate in Special Enforcement Unit (SEU) activities to include fare inspection sweeps
- Apprehend persons who commit criminal acts, and/or violations of MTS Ordinances and MTS authorized California Penal, Health & Safety, Vehicle and Public Utility Codes
- Testify in court, or other proceedings, when subpoenaed or requested and prepare written declarations
- Provide security protection for MTS personnel engaged in collection of revenue at stations, and transporting of revenue to a central processing location, or other designated locations

13

Contract Oversight

- **MTS Manager of Field Operations**
 - Meets with UPS Captain daily
 - Planning and Approval of Deployments
 - Equipment Inventory
 - SOPs and Directives
 - Billing
 - All UPS invoices are reviewed by Operations Manager and UPS Captain online before being submitted to MTS
 - » UPS submits invoicing every two weeks, by MTS designated cost centers, that includes a summary, as well as a detailed breakdown, of all hours worked, by officer name, by assignment, location, special events and billing costs associated with those hours.

14

Detailed Invoicing

- “C” Code Overtime is not at MTS expense
 - » “C” Code includes officers paid for overtime due to inability of UPS to provide enough officers
- An additional summary page of each classification will be provided by Universal Protection Service. Example: Supervisors will be listed with total amount of hours per Supervisor per billing for each supervisor, with a total Supervisor Hours line at the bottom
- Purchases of desks, chairs, computers and color printers, fax machines, cell phones (and associated fees), laptops, digital cameras, supplies and other equipment is the responsibility of Universal Protection Service

15

Daily Shift Briefings

MTS CCI Watch Commanders Oversee Daily Briefings that include, but are not limited to:

- Assigning officers to respective locations
- Interactive discussion of incidents from the previous shift(s)
- Interactive discussion of beat issues, such as gang activity, transient issues and other security/safety awareness issues
- Alerting officers about missing or wanted persons
- Training issues such as MTS Ordinances and Code sections, report writing procedures and officer safety information
- Uniform, permits and equipment inspections
- Issuance of equipment such as Blackberries, two-way radios and Compass Card Inspection readers

16

Turnover of Security Staff

- Heritage Security and UPS have both stated that the industry turnover for security officers is 200%
- The Heritage/UPS turnover rate is approximately 50%
- Even though the 50% is high, it is much lower than the industry standard
- Security officers discover that working on the MTS security contract is much more challenging than most security positions
- The officers that come to work on this contract are mainly on the entry path to other law enforcement positions. They leave because they have been hired by a local, county, state or federal law enforcement agency. Most of the CCIs at MTS are former security officers who tell us how they have looked forward to working for MTS on a full time basis, even though they must give up their weapon
- Law enforcement agencies in San Diego County have shown a respect for our security officers. That is not the norm for most police/security officer interactions
- The code compliance department is happy with the overall performance of the security officers working on our security contract

17

End

Security Services Contract

MTS Doc. No. G1299.0-10
(term and pricing details)

*Report to Ad-Hoc Public Security Committee
June 18, 2013*



SECURITY SERVICES CONTRACT

- Awarded to Heritage Security Services after competitive procurement (RFP)
 - 6 proposals received
 - Scored based on Price (50%), Qualifications (20%), Staffing Plan (15%), and Work Plan (15%)
 - Heritage received 94 out of 100 points
 - BAFO Pricing was \$0.55/hr less than FY 10 contract
- Contract Award Approved by Board on 6/24/2010



SECURITY SERVICES CONTRACT

- Universal Protection Services (UPS) purchased Heritage Security Services
- Assignment of contract (pursuant to that sale) approved by CEO in May 2012.



CONTRACT TERM

- 4-year base period with two 1-year options.
 - Base: July 1, 2010 to June 30, 2014
 - Option Yr 1: July 1, 2014 to June 30, 2015
 - Option Yr 2: July 1, 2015 to June 30, 2016



PRICING STRUCTURE

- Officer Positions - Probationary Period plus Steps A-to L - hourly pay rate x 141%
 - No wage increases each year of contract; wage increases achieved by Step Increases
- Supervisor Positions - Salaried and hourly pay rate x 100% (no overhead charge)
- Fixed Costs (auto insurance, technology services, administrative costs)



BENEFITS OFFERED TO HERITAGE/UPS EMPLOYEES:

- After 6 months:
 - Upto 18 months - 5 days vacation
 - 18 months to 4 years - 10 days vacation
 - 4 yrs to 10 yrs - 15 days vacation
 - 10 yrs to 20 yrs - 20 vacation days
- Health Insurance coverage offered



LIVING WAGE POLICIES

- No living or responsible wage requirement in RFP for Security Services
- Of cities in MTS's jurisdiction, only City of San Diego has a Living Wage policy
- MTS has a "Responsible Wage" Policy for bus operations contracts (Board Policy 31)
 - Applies only to vehicle drivers
 - Does not apply if a contractor's drivers are subject to a collective bargaining agreement (current MTS contracts are exempt pursuant to this provision)



CITY OF SAN DIEGO LIVING WAGE ORDINANCE REQUIRES:

- FY 13 living wage of at least \$11.47/hr;
FY 14 - \$11.65/hr
- Minimum of 10 paid days off per year
- Health Benefits
 - Minimum health benefits of \$2.30/hr required (\$399/mo) (if lesser amount applied toward health plan, difference must be added to hourly wage as cash payment)



UPS CONTRACT - EMPLOYEE PAY RATES

- Armed Security Officer
 - Probationary (\$10.50/hr) to Step L (\$13.15/hr)
- Unarmed Security Officer
 - Probationary (\$9.00/hr) to Step L (\$11.04/hr)
- Part-Time Event Ambassador
 - \$9.00/hr
- Unarmed Dispatch/CCTV Officer
 - Probationary (\$9.00/hr) to Step L (\$11.04/hr)



UPS CONTRACT - EMPLOYEE PAY RATES

- Armed Courier Service
 - \$10.89/hr
- Guard
 - Step A (\$9.62/hr) to Step K (\$10.90/hr)
- Armed Supervisor
 - Step A (\$13.76/hr) to Step L (\$16.72/hr)
- Armed Lieutenant & Armed Captain
 - Salaried



UPS EMPLOYEE STEP PROGRESSION

- Probationary - 3 months
- Step A - 3 months

6 MONTHS BETWEEN ALL OTHER STEPS:

- Step B - (12 month total)
- Step C - (18 month total)
- Step D - (24 month total)
- Step E - (30 month total)
- Step F - (36 month total)
- Step G - (42 month total)
- Step H - (48 month total)
- Step I - (54 month total)
- Step J - (60 month total)
- Step K - (66 month total)
- Step L - (72 month total)



COST TO CONVERT TO LIVING WAGE

- Scenario 1: Raise all wages up to “living wage” specified in City of SD policy
- Scenario 2: Maintain difference in payment structure/steps for different duties (armed vs. unarmed) while also raising lowest wage in any schedule to at least the “living wage” specified in the City of SD policy



COST TO CONVERT TO LIVING WAGE

- FY 13 Living Wage Rate of \$11.47/hr

	Total Hours	Total Cost	Avg Per Hour	Increase	Annualized Increase
Current	302,271	\$ 4,680,672	\$ 15.49		
Scenario 1	302,271	\$ 5,188,524	\$ 17.17	\$ 507,851	\$ 609,421
Scenario 2	302,271	\$ 5,503,718	\$ 18.21	\$ 823,046	\$ 987,655

- FY 14 Living Wage Rate of \$11.65/hr

	Total Hours	Total Cost	Avg Per Hour	Increase	Annualized Increase
Current	302,271	\$ 4,680,672	\$ 15.49		
Scenario 1	302,271	\$ 5,252,452	\$ 17.38	\$ 571,780	\$ 686,136
Scenario 2	302,271	\$ 5,582,121	\$ 18.47	\$ 901,449	\$ 1,081,739

“Total Cost” and “Total Hours” based on July ‘12 to April ‘13 - TSS employee charges only



COST TO CONVERT TO LIVING WAGE

- Additional Cost to Add:
 - Paid Leave - 10 days - \$240K
 - Health Benefits - equivalent of \$2.30/hr (FY 13) or \$2.34/hr (FY 14) - \$835K

Approximately \$1.1 million

- Potentially less based on credit for vacation days and health benefits already provided to UPS employees



COST TO CONVERT TO LIVING WAGE

- Total Cost: Approximately \$2.0 to \$2.2 million per year
- Current Contract budget:
 - FY 13 - \$6.6 Million
 - FY 14 - \$6.8 Million
- Living Wage Alternatives
 - Provide \$2 million in additional funding - 29% increase
 - Decrease services (fewer patrols/employee hours) by 29% to stay within budget

