

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

MTS
1255 Imperial Avenue, Suite 1000, San Diego, CA 92101

May 8, 2015

1. ROLL CALL

Mr. Cunningham called the meeting to order at 2:00 p.m. A roll call sheet listing Public Security Committee members' attendance is attached.

2. APPROVAL OF MINUTES

Mr. Cunningham moved to approve the minutes of the October 16, 2014 Public Security Committee meeting. Ms. Rios seconded the motion and the vote was 5 to 0.

3. PUBLIC COMMENTS

There were no public comments.

4. ELECTION OF CHAIRMAN

Mr. Minto moved the motion to appoint Mr. Cunningham to be re-elected as the chairman of this committee because he has done an excellent job. Ms. Rios agreed and seconded the motion; the vote was 5 to 0. Mr. Cunningham thanked all members for the decision made.

5. NEW COMMITTEE MEMBER

Mr. Cunningham and all members extended a warm welcome to Ms. Zapf who is a new member of this committee.

Ms. Zapf expressed her contentment to be part of the committee as she has never been a member of this committee before and pointed out some concerns (non-safety/security related issues) that she's heard are happening on trains; one example is bad behavior. Her daughter is planning to ride the trains but Ms. Zapf would not like her to be exposed to these types of incidents.

Mr. Cunningham mentioned that we are all exposed to these types of issues since we all ride the train but he highly recommended that Mr. Burke give her a tour throughout the MTS Security facilities in order to give her an ample perspective concerning the tools that are available in the Security Department for the entire MTS system.

Ms. Rios expressed the fact that being part of the MTS Board, and of this committee, contributes to having a broader perspective on what is happening at MTS regarding security.

6. MTS YEAR-END SECURITY REPORT (January through December 2014)

Mr. Burke apologized for the delay in presenting his report due to the new report system that MTS acquired (called eForce), he mentioned "it just takes a little longer to put the numbers together". He then proceeded with the presentation of the MTS Year-End Security Report from January through December 2014.

Mr. Burke pointed out the three different types of personnel (slide 2) serving under the direction of the MTS Chief of Police as follows:

- Code Compliance Inspectors, non-sworn and unarmed with powers of arrest (836.5 P.C.). They can make some misdemeanor arrests and can write citations.
- Contract Security Officers (armed and unarmed – 170 personnel) – they have private person arrest authority (837 P.C.).
- Contract Security Ambassadors (known as "red shirts") – Part Time – Seasonal/as needed.

Mr. Jablonski pointed out that the ambassadors are utilized for other types of activities in addition to crowd control/passenger information during special events (football/baseball games); they have a variety of "customer interface" assignments. For example, they help patrons buy their tickets from the ticket vending machines (TVMs) in many areas/stations (as needed), and/or when MTS introduces something new to the public (like when MTS went through the process of the new day-passes phase), ambassadors are assigned to the San Ysidro Station mostly to help patrons that were coming in from south of the border.

Questions were raised on how Code Compliance versus Transit Security Officers are recognized. Mr. Burke and Mr. Jablonski mentioned that they both wear uniforms and can be recognized by looking at their badges and/or by the patch they wear on their arm (or if they are carrying a firearm like the TSS officers) as opposed to the ambassadors that are called "red shirts".

Mr. Cunningham recommended that Mr. Burke add a slide with a picture of an ambassador to this presentation so board members could easily identify ambassadors.

Mr. Burke reviewed the various training topics that officers have to go through, e.g., 832 PC Peace Officer Standards and Training (for all officers), "Railroad Workers Protection" Training, CLETS (California Law Enforcement Telecommunication System), Fire and Life Safety Drills, Anti-Terrorist Intelligence Awareness, Security Awareness, TLO (Terrorism Liaison Officer). He pointed out that some of these officers are Terrorism Liaison Officers and work jointly with TSA agents in the field.

Mr. Burke mentioned that Part I Incidents – Rail are the serious crime incidents that happen in our system (slide 4). A comparison of Part I statistics (2011 through 2014 - per 100,000 passengers) was presented. These included the following categories: Homicide, Rape, Robbery, Aggravated Assault, Burglary, Theft, Motor Vehicle Theft and Arson.

Homicide and Rape statistics showed 0. Robberies are sporadic and happen all over the system; they mostly happen at nighttime. Aggravated Assaults are all over the system; 90% of these are gang related. Mr. Burke pointed out that, overall, our incidents are the lowest since 2012 (total 154 incidents - .39% which is 2nd lowest since 2011).

In the past, Mr. Burke always liked to present a comparison of Part I Incidents – Rail concerning other outside agencies (e.g., Utah, Denver, Sacramento, etc.) but these agencies would not share or make their statistics public, so he only presented the comparison between SDTI and Los Angeles Metro, per 100,000 passengers (e.g., SDTI 39,673,654 - .39% versus Los Angeles 112,614,715 – 1.04%) as shown in slide 5.

Regarding Part II Arrests – Rail (slide 6), Mr. Burke mentioned that these are arrests that we make. He pointed out that we have more *incidents* of vandalism cases than we do *arrests* this year (2015). Other assaults, we had 94; Sex Offenses are of minor nature, DUIs are people who drive on our property. Drunkenness; for some reason every year our numbers seem to go down and this may be the result of having a more aggressive patrol presence on platforms performing checks for fares. We think by doing that, it has made a difference (we do the same with curfew, loitering and trespassing). Mr. Burke mentioned that in many cases trespassers get arrested at the Old Town Station.

In response to a question from Mr. Cunningham, Mr. Burke mentioned that there are several factors contributing to the decline of arrests as shown in the statistics. There are more eyes on the ground and we have our task force team working at nighttime. Mr. Burke pointed out that various arrests are also made by other outside agencies, e.g. SDPD, Sheriff's Office, etc.

Regarding Graffiti Tracker, Mr. Burke mentioned that the Graffiti Task Force diligently works with the District Attorney's Office in order to prosecute many cases. He pointed out that an arrest can lead to hundreds of cases. He explained how our officers immediately report the evidence to the Graffiti Task Force unit and, by doing so, it can lead to hundreds of graffiti arrests from other jurisdictions. He brought up one MTS felony vandalism case that will be discussed later.

Ms. Zapf asked various questions regarding misdemeanor arrests and citations. Mr. Minto mentioned that, per California Penal Code 853.6, defendants may be released on a misdemeanor citation. Mr. Burke confirmed when people are given a citation they are released under their signature (if they are unable to sign, a thumbprint is required). When a physical arrest needs to be made, we call the police.

In addition, Ms. Zapf expressed various concerns regarding disorderly conduct on trains. She introduced a member of her staff, Mr. Peter Kanelos, a frequent trolley rider who has seen patrons being loud carrying their music/boom boxes; they are very disorderly while riding the Orange Line trains.

Mr. Burke mentioned that on many occasions, if patrons are being loud and boisterous, our officers take them off the train but very special attention will be given to her concerns. He also advised that "If You See Something, Say Something" signs are posted on trains so patrons can report any type of situation. He will also make sure enough signs are accessible (at a glance) to riders.

Regarding Part I Incidents and Part II arrests – Bus (slides 7 and 8), Mr. Burke mentioned that overall statistics show it is pretty safe to ride our buses (not counting disturbances/loud music issues). He pointed out that the presence of a bus driver makes a difference since the operator immediately notifies dispatch if there is an issue on the bus; people get cited and taken off the bus if problems arise (125 incidents in 2014).

Regarding the cell phone and electronic device thefts (slide 9), Mr. Burke mentioned that the statistics show a 50% reduction; 2013 (40 thefts) and 2014 (16) that is due to the

aggressive campaign of the "Take One" brochure. This brochure was designed to make people aware/alert of this issue and it really made a notorious difference.

Regarding metal thefts (slide 10), Mr. Burke announced that so far in 2015 we have not had this type of theft. Statistics show 34 copper wire instances in 2014 (13 of those happened in a two-week period). They occurred in the early morning hours when train operators discovered malfunctioning signals.

Mr. Jablonski mentioned that part of the reason we have not had copper wire instances this year (2015) is because we have our metal task force involved; they are out there working very diligently with this issue. Our night patrols and plain clothes team have continued in an effort to deter this type of activity.

Mr. Burke presented a more detailed comparison (slides 11 & 12) of Part I Incident Rail/Bus statistics between MTS and Los Angeles Metro (January through December - per 100,000 passengers) in order to show members that, overall, it is safe to ride the MTS system with the family.

As previously mentioned, MTS acquired the new security software called "eForce" and it went live in November 2014. Mr. Burke mentioned that officers now use special devices to issue citations electronically which can be printed in the field (slide 13). These devices have electronic fingerprint and photography capability. In response to a question from Mr. Cunningham, Mr. Burke mentioned the fare inspection process is still done through the handheld units that were purchased from Great Britain.

An additional piece of equipment that all Code Compliance Inspectors use in the field is a body camera (picture shown on slide 14). The device has speaker and video/audio recording functions.

Officers are mandated to wear and record most interactions. The results from the use of the body cameras have been very successful, e.g. it has caused a significant reduction in Use of Force Incidents. The video storage strategy uses state of the art technology.

Mr. Burke mentioned that there has been a significant decrease in complaint investigation time as result of the body cameras usage. A short video clip of a juvenile contact was presented to the members in order to show an example. The mother of the juvenile, a Transdev bus operator, later filed a claim alleging that our officer had teased her son (it included stories and numerous complaints against the officer's behavior) and requested that the officer be terminated. She was later shown the video of the contact; it was evident that the officer could not have been more polite. The juvenile later admitted that he had lied. Mr. Burke mentioned that we took them to the Transit Store and helped them obtain his SDM pass.

Mr. Burke mentioned that 90% of the complaints received are these types of cases. Mr. Jablonski mentioned that fewer complaints have been received since the body cameras were acquired.

There were other discussions regarding the length of the video footage and how long the video is kept (90 days). If a complaint is received, the video gets downloaded to a DVD and is kept for evidence.

Mr. Burke pointed out that videos are reviewed daily regardless if there is a complaint and currently all Code Compliance Inspectors (35) are assigned a camera.

Approximately 10 TSS officers are wearing body cameras but, eventually, all officers (CCI/TSS) will have a camera assigned to them.

Mr. Cunningham mentioned he recently attended training regarding cameras through an academy which he found very interesting/amazing with the new technology and brought up some questions like, what happens when a Public Records Request is received for camera data.

Mr. Burke responded that there have been meetings with MTS security staff and the Legal Department to discuss what specifically we have to share when it comes to body cameras and there is not an answer to that yet. Mr. Guaderrama mentioned that the District Attorney's office is trying to develop a county wide protocol so we would all be operating under the same rules for releasing video.

A picture of the new K-9 Inspector Hector Herrera and K-9 partner "Iras", was presented (slide 16). Various highlights regarding K-9 activities were also presented. The K-9 program participates in many pre-event sweeps as well as in Community Relations events.

Mr. Burke also presented pictures of Comic-con 2014 (slide 17); he pointed out that the event was a complete success with no security issues.

Regarding the Rock 'n Roll Marathon 2014 (slide 18); this is a multi-agency drill, sponsored by the TSA and performed every year in Balboa Park. MTS received a \$100,000 Grant for this training, Mr. Burke pointed out that approximately 15 agencies contributed to the success of this high profile event and they all look forward to this annual event because it is a "real-time" exercise.

Statistics (January – December 2014) related to the Special Enforcement Unit (SEU) were also provided in detail (slide 19). They are pretty steady.

Mr. Burke presented a Felony Vandalism Case (slide 20) and Felony Vandalism Arrest (slide 21). Our onboard cameras captured a perpetrator committing vandalism to a train in July 2012. In 2014, our officers were able to identify him by his tagging and description. As a result, he was arrested and was found guilty of committing both vandalism cases. Mr. Burke mentioned that apparently perpetrators get paid for advertising their own tags on blogs on the internet. He was captured on video videotaping himself. The perpetrator will be in jail for at least a year.

Video camera equipment on trains (12 cameras on each car), buses (10 cameras on each bus) and stations was discussed. Station video is kept 15 days and train video is kept for 30 days. Ms. Zapf mentioned that is enough time.

Mr. Cunningham mentioned that MTS has the largest collection of videos and capacity than any law enforcement agency in the entire county.

Mr. Jablonski mentioned that there are 10 cameras installed on every bus and there are approximately 800 buses.

Mr. Burke pointed out that's why the police constantly request video from MTS for their investigations. If a crime happens near our station sometimes their suspects run into our stations, buses and/or trains and we can literally view/track them all the way through.

Mr. Jablonski mentioned that we are actively trying to pursue good enough Wi-Fi at our stations so we would be able to look at video real time through our control room; we would be able to look inside cameras on the trains (it's a matter of bandwidth capacity to do that).

The last two slides (22 and 23) regarding transient camps, Mr. Burke mentioned that a number of joint details were conducted with San Diego Police Department, San Diego County Sheriff's Department and the San Diego County Probation Department; these agencies have helped to clear the targeted areas (e.g. San Diego River, Mission Valley and Sweetwater Flats/Gunpowder in the South Bay area). On many occasions, officers have found fishing wire with razor blades and other tools that are very dangerous.

Thirty (30) transient camp details were conducted in the downtown area where there was significant increase in transient activity. Mr. Burke pointed out that the "San Diego Directory of Social Services" guides and provides assistance to those contacted.

The committee members discussed various issues to particular statements made by board members (that the public may have) concerning having potential crimes in the system.

He mentioned there is a difference between actual crimes going on as opposed to people who ride the system. For example, a couple years ago we noticed an increase in vandalism and gang activity (especially Blue and Orange lines) so we decided to assign officers to trains at nighttime (after 8 o'clock) in order to prevent this type of activity.

Mr. Jablonski mentioned that, to some extent, having an officer present onboard one train (1 officer per 3-car train), riders know that security is out there and they can get assistance if needed; comments are often received from patrons that they are very grateful to see officers' presence on trains. He mentioned that it would be helpful to assign an officer for every car but it would be very costly; we would be looking at 300 additional officers (90 cars running 20 hours per day).

Mr. Burke deferred to Mr. Guaderrama for an update to the members regarding the law enforcement Task Force operations that have been conducted by MTS security officers and other local law enforcement officers (e.g., San Diego Police, Sheriff's Dept., National City Police Dept., Chula Vista Police Dept., La Mesa Police Dept., etc.).

A group of five officers work Tuesday to Friday from 2:00 p.m. to 12:00 a.m. (the 5th officer is rotated amongst the agencies every two months). They started off with Chula Vista Police Department (they can't wait to come back). La Mesa Police Dept. and El Cajon Police Dept. will be next.

Mr. Guaderrama mentioned that operations have been very successful since many arrests (140) have been made and much quicker responses have been the result of working together with these agencies. He pointed out that suspects have been arrested for various reasons (e.g. warrants, drug related and other offenses) and many weapons have been confiscated as result of these operations.

Mr. Guaderrama contemplates there are no wire theft incidents recorded for this year (2015) and that is due to the diligent work done between these agencies and our night crew who are regularly checking our tracks at nighttime; intruders know that law enforcement is present on our tracks as well and this is reflected in the recent slow activity.

This fact is something positive that we can share with the Transit Security Grant Program. We can demonstrate that we are target hardening our area (for future/additional grant funding applications).

Many other benefits have been seen as result of these operations; we a lot of tools that we normally would not have access to. For example, the facial recognition device which is as fast as making a phone call (used by San Diego Police Department) and the thumb print device (used by the Sheriff's Dept.).

In addition, we have been able to identify/document gang members through gang member investigator/experts (e.g., Sgt. Chris Sarot who was formerly part of the Sheriff's Gang Suppression Team). An example of an arrest of a drug cartel individual was brought up; he was heading to Mexico (arrested at City College Station) and proper notifications were made as result of this contact.

Mr. Guaderrama mentioned our Operations Manager, Ed Musgrove, is a retired Captain from the Sheriff's Department and his experience has also helped smooth away the Task Force operations with the Sherriff's Department. MTS has a Memorandum of Understanding (MOU) for each city/agency that is involved. A lot of times agencies bring extra officers at no charge. Mr. Burke mentioned that by charging us straight time we are lengthening the process and we are not spending the overtime money, so it's worked out very well as the grant does not allow overtime pay for straight time hours worked.

Mr. Guaderrama mentioned that, Sgt. Chris Sarot (gang investigator) met with the TSGP group for transit and shared his experience of working with MTS officers; he could not believe what our security officers have to go through when they encounter confrontations.

In response to a question from Ms. Zapf, Mr. Burke mentioned that all potential terrorism crimes that happen on the MTS system are immediately reported to the Law Enforcement Coordination Center (LECC).

Mr. Minto explained in detail how the LECC (a non-government/grant funded agency) was created and how the network is staffed (by different agents from San Diego Police Dept., Sheriff's Dept., F.B.I., etc.). He pointed out that the information is received from all law enforcement agencies and it is monitored on a daily basis. The system is designed to search for certain criteria and/or specific information; it gets flagged and eventually it is submitted to the high level analysts.

Mr. Guaderrama mentioned that the networking cooperation between all agencies is incredible; especially the information that is shared/received by San Diego Police Department.

7. MTDB ORDINANCES AND OTHER VIOLATIONS

A booklet of all MTS ordinances was distributed to the committee members as requested at the previous committee meeting. Mr. Burke mentioned that these ordinances can also be accessed via MTS website (look for About MTS - Reports/Records).

8. COMMITTEE MEMBER COMMENTS

Ms. Zapf made a comment that she noticed a couple of weeks ago when she rode the train from the Central Library to City Hall. A lady boarded the train but walked off as soon as she saw the officer onboard the train. Ms. Zapf felt a little more comfortable to see security presence onboard the trains; she reiterated that everyone immediately takes notice when

officers are present. Mr. Burke pointed out that sometimes when our plain clothes team board the trains, they pull out and show their badges. Just as the train starts to leave, patrons rush to push the button to get off the train; it's too late (doors closed), and that's when officers catch them onboard the train without a fare.

Committee members discussed various issues regarding no fare policies onboard trains/buses and in stations. For example, if patrons state that they don't have a fare but would like to leave the station, Mr. Burke mentioned, we are not interested in writing them a citation. But if they don't want to show their identification and start giving us a hard time, then a citation gets issued in order to avoid confrontations.

In response to a question from Ms. Rios, Mr. Spraul explained that no fare situations onboard the buses are similar to train contacts (patrons can pay full fare on buses). In chronic situations patrons are not allowed to ride the bus again; if that is the case, a bus supervisor and security officers are dispatched.

Zero tolerance policies (especially with SDM cards) were also discussed. Mr. Cunningham expressed that it is indeed a difficult job for the officers. He emphasized that they really do a great job in being tactful.

Mr. Burke mentioned that sometimes when patrons do not have the proper back up documentation (referring to SDM compass cards) officers confiscate their cards and hold them for 72 hours; they are issued a warning. Patrons later present proper identification and their compass card is returned; by this process they don't have to go to court. Mr. Burke introduced Sgt. Adams to the members and notified them that he is in charge of this task as needed.

Ms. Zapf raised a question regarding e-Cigarettes (the city is treating them as real cigarettes) and she asked if there is an MTS ordinance in place. Mr. Burke mentioned that there is none right now, but Ms. Landers is currently working on this issue.

Mr. Mathis reiterated there are certain technicalities that need to be worked out regarding this issue and it is in progress (there is a non-smoking ordinance for onboard trains/stations in place).

Mr. Minto mentioned that he had contacted MTS in order to notify us of an issue regarding a transient who was practically making the bus stop his home for two consecutive weeks. He was thankful because this issue was taken care of by the security officers.

Mr. Burke mentioned that he will make sure there is enough security presence in outlying areas as with inner city.

Mr. Mathis mentioned that the city depends heavily on public reporting and it is very beneficial to us when issues/problems get reported by our patrons; we can immediately resolve/take care of them.

Committee members brought up an idea of placing "If You See Something, Say Something" stickers at bus stop areas so patrons can also immediately report any issues that may arise while waiting at the bus stop.

9. NEXT MEETING DATE

Next meeting is to be determined based on the members' availability.

10. ADJOURNMENT

At 3:15 p.m. the meeting was adjourned.



Chairman – Mr. Jim Cunningham

FUTURE AGENDA ITEM LIST

1. Approval of Minutes

Attachment: A. Roll Call Sheet
B. Agenda Item No. 6

PUBLIC SECURITY COMMITTEE
SAN DIEGO METROPOLITAN TRANSIT SYSTEM
ROLL CALL

MEETING OF: May 8, 2015

CALL TO ORDER: 2:00 p.m.

ADJOURN: 3:15 p.m.

COMMITTEE MEMBER	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
CUNNINGHAM ☒	2:00 p.m.	3:15 p.m.
MATHIS ☒	2:00 p.m.	3:15 p.m.
MINTO ☒	2:00 p.m.	3:15 p.m.
RIOS ☒	2:00 p.m.	3:15 p.m.
ZAPF ☒	2:00 p.m.	3:15 p.m.

SIGNED BY ROXANA F. BAEZA:

Roxana F. Baeza

CONFIRMED BY BILL BURKE:

[Signature]

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Agenda Item No. 6

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

May 8, 2015

SUBJECT:

ANNUAL SECURITY REPORT (JANUARY 1, 2014 THROUGH DECEMBER 31, 2014)
(BILL BURKE)

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Statistics related to security incidents concerning the transit system are compiled by staff based on reports generated by security personnel and Code Compliance Inspectors. This information is augmented by reports from local police authorities and is then compiled, summarized, and submitted to the Board of Directors on a midyear and year-end basis. The year-end report covers the period from January 1, 2014, through December 31, 2014.

Federal Grants

In May 2014, MTS Security applied for a \$1,000,000 grant from the FY 2014 Transportation Security Grant Program (TSGP) to fund the costs for local law enforcement agencies to conduct enforcement operations within and along the trolley system. The agencies would work in conjunction with MTS personnel. MTS Security applied for the grant in Fiscal Years 2012 and 2013, but we did not receive the award. This year, Chief Burke sought support from San Diego County Sheriff Bill Gore, and San Diego Police Chief Shelley Zimmerman. Both the Chief and the Sheriff wrote letters of support and, for the first time, MTS was awarded the \$1,000,000. The grant reimburses law enforcement agencies the actual costs for their respective employees involved in MTS enforcement operations.

Utilizing the grant funding, a joint agency task force was formed and a Memorandum of Agreement was developed, and agreed upon, between the following agencies: MTS



Transit Enforcement, San Diego Police Department, San Diego County Sheriff's Department, El Cajon Police Department, Chula Vista Police Department and the La Mesa Police Department. The task force, known as the Joint Agency Task Force (JATF), became operational on February 17, 2015.

Transportation Security Administration (TSA)

MTS is a member of the "Regional Transportation Security Working Group," which focuses on ground transportation terrorism threats and homeland security issues. The group is comprised of both private-sector transportation security organizations and local, federal, and state law enforcement agencies. Meetings are conducted quarterly and consist of regional intelligence briefings and presentations containing information relating to area activity in technology advances and other terrorism prevention and mitigation strategies. MTS Security made a presentation at the May quarterly meeting to share information regarding copper wire thefts along the rail right-of-way and the potential hazards it may create during train operations.

MTS also worked with the TSA in conducting Visual Intermodal Prevention and Response (VIPR) operations. The mission of a VIPR is to observe high-density public transit centers that may be attractive targets for terrorist activity. Their role is to observe and report any suspicious activity to MTS's enforcement personnel. The VIPR team relocated to Los Angeles in October 2014 and as a result, places an even greater value in the role of the JATF.

Canine Teams and Counter Terrorism Activities

MTS continued the Transportation Security Administration (TSA) funded canine program, which has been in place since 2006. Primary duties include ongoing training in explosive detection, patrol of trains, buses and facilities, fare enforcement, and responding to check suspicious packages. The Canine Unit responded to 16 reports of suspicious packages and four bomb threat calls during the past year.

In May 2014, MTS canine teams joined forces with the Military, Harbor Police Department, San Diego Police Department, Coronado Police Department, Federal Police and other government agencies in securing the course for the Bay Bridge Run, which was attended by approximately 10,000 participants. MTS was also the lead explosive detection canine agency in securing the Rock 'n' Roll Marathon for the second consecutive year. During all home Chargers games in 2014, MTS canine teams conducted pre-game sweeps of all platforms and mezzanine areas at Qualcomm Stadium.

From January 2014 through December 2014, the canine teams participated in 237 training scenarios as part of their regular training. In April 2014, Canine Handler Armando Izzarelli attended an explosive training course in New Mexico. In January 2014, Canine Handler Izzarelli and Sergeant Parham participated in a multi-agency explosive detection training course at the Del Mar Race Track. In March 2014, Canine Sergeant Parham and Canine Handler Parker also participated in a multi-agency training day at Qualcomm Stadium.

On July 5, 2014, Canine Handler Parker retired after 17 years of service, the last seven years as an Explosive Detection Canine Handler. In August 2014, Auxiliary Sergeant Hector Herrera was selected to be a Canine Handler and graduated from the 10 week TSA Explosive Detection Canine Handler Course in December 2014. Also in December

2014, Code Compliance Inspector Armando Izzarelli received a new canine after his former canine partner retired at the age of nine.

Regional Training – Rock ‘n Roll Marathon

On June 1st, 2014, the annual San Diego Rock ‘n’ Roll Marathon took place in the City of San Diego, drawing an estimated 100,000 spectators and participants to the downtown area. Many of the spectators and participants used public transportation to and from the event. Due to the Boston bombing incident in 2013, we continue to operate at a heightened level of security.

Previously noted as Rock-n Roll

In order to enhance public safety at this high profile event, the R&R marathon was designated as a Live Training Exercise to perfect our skills and procedures while working in conjunction with other agencies. The exercise was funded by the TSGP Homeland Security Training Grant. MTS was the lead agency for the explosive detection portion of the exercise as well as the lead transportation agency and canine agency. We partnered with the North County Transit District, the Orange County Sheriff's Department, the Los Angeles County Sheriff's Department, the San Diego Police Department, San Diego Fire and Rescue, the Department of Homeland Security, the Federal Air Marshals (VIPR), the Amtrak Police Department, and the Department of Alcohol, Tobacco, Firearms and Explosives. We put together a comprehensive plan, over a three-month period, to ensure the safe transportation for our trolley and bus patrons, as well as for those attending the event. Twenty-two canine teams, from various agencies, conducted bomb sweeps at Petco Park, the Petco Parking Lot, 12th and Imperial Avenues, the Imperial Avenue Depot (IAD) Bus Yard, vendor stalls, the MTS parking structure and 20 United Postal Service (UPS trucks).

In June, staff attended the Federal Emergency Management Agency (FEMA) American's with Disabilities Act (ADA) Training at the Orange County Transportation Authority in Santa Ana, California. Numerous law enforcement professionals were in attendance including police, sheriffs, and district attorneys.

“If You See Something, Say Something” Text Messages

The See Something Say Something program continues to be an invaluable communication tool for MTS and its customers. Since the launch of the See Something Say Something program, security dispatch has received text messages from passengers regarding disturbances, medical aid, criminal or suspicious activity and unattended packages/items. Upon receiving a message, a security officer is dispatched to evaluate the report and to take appropriate action. The dispatch center receives approximately six to eight See Something Say Something messages per week.

Closed-Circuit Television (CCTV)

We have completed the full installation of onboard CCTV systems on all of the 2000, 3000, and 4000 Series LRV's as well as the two Historic LRV's. The CCTV enhances our ability to document incidents and provide evidentiary matter to law enforcement. Our Operations Control Center (OCC) workstations are now equipped with state of the art hardware upgrades as well as the latest Computer Aided Dispatch (CAD) software, to further improve and simplify field communications.

With the newly integrated CAD, management as well as supervisors can remotely log into the CAD system and access real time information, including incidents currently in progress. The CAD software has become a very important tool which has expanded our

department's access to critical up to date information, and the ability to access prior events at the click of a button.

The OCC has been timely in providing requested video footage to both internal and outside entities. Local law enforcement agencies have praised our OCC staff for providing them with important video evidence in a timely manner, along with their professionalism and elevated commitment to duty. This has strengthened our bond and working relationship with agencies throughout the county.

Because of the addition of higher resolution cameras in several Orange Line stations, the increased video file size caused storage concerns on several of our current Network Video Recorders (NVR's). This was problematic because we were unable to meet our 15 day video retention requirement. As of November 2014, the video retention upgrades for the Orange Line have been successfully completed. A total of six stations that did not meet or exceed our Departmental video retention guidelines are now in compliance and equipped with the latest NVR equipment and software. The NVR upgrades give us the ability to supply video footage to our security department, legal counsel, and requesting agencies, up to 15 days after the event.

We have installed high-definition Avigilon cameras to two of our recently opened transit stations. The cameras provide coverage to all key station areas, and serve as a visible crime deterrent. In June of 2014, the Miramar College Transit Station had 12 Cameras in operation, and by November the Sabre Springs Transit/Penasquitos Transit Station Center had 46 new cameras.

Technology Projects

During the reporting period, the Code Compliance Department tested both the Taser Axon and the Wolfcom 3rd Eye body cameras. Body cameras are designed to be worn on the outside of an officers' uniform, and to record daily contacts in the field. Subsequently, we purchased 50 (BCR's) Wolfcom 3rd Body cameras, as well as a 10 terabyte server to meet a required 60 day video storage period.

The major deciding factor for choosing the Wolfcom 3rd Eye body cameras was the integrated LCD video display. The built in display allows immediate playback of all recorded content. This added function gives us an on-the-spot ability to provide video evidence as well as suspect identification to the responding partner law enforcement agencies.

We began an intermediate field testing period at the beginning of July which included using the body cameras, configuring a storage server, and implementing related software. In September of 2014, all Code Compliance Inspectors were mandated to wear a body camera while on duty, and to activate the device during all enforcement contacts. Since the implementation of the body cameras, we have seen a significant decrease in both use of force incidents and sustained complaints. On a number of occasions the body cameras have been instrumental in providing critical video evidence, and allowing us to prove or disprove allegations expeditiously.

Since the deployment of the body cameras by the Code Compliance Department, the Transit Systems Security Contractor has adopted the idea and has been field testing cameras since August 2014. Because of the positive results rendered during their continued testing period, TSS is currently negotiating the purchase and implementation of 100 body cameras. Their goal will be to have every security officer wearing a body camera by the latter part of 2015.

As of March 2014 we have integrated a new automated method of passenger counts. The new method gives us a true and accurate count, as opposed to the former self-reporting method, which was determined to be less reliable. From January to March 2014, our inspection rate average was only 8.1%. Since the implementation of the automated method, our inspection rates have shown a significant increase. From January to June 2014 our inspection rate average increased to 11.8%. From July to January 2014 the inspection average rose to 19.8%. The average of inspection rates for the 2014 calendar year was 15.7%. The department has recently acquired 25 more Compass card inspection devices. The additional devices have enabled us to significantly increase the number of patron inspections, by utilizing our security personnel for fare checks.

Emergency Operations Center

During the first half of the year, plans were finalized for the design and implementation of an Emergency Operations Center (EOC). The EOC will provide a centralized location for MTS management and key personnel from outside agencies to assemble for the purpose of gathering information, providing logistical support and interoperable communications during emergency operations.

During the second half of the year, development of the EOC began and is in the final stages of completion. Currently, there is a specially designed planning desk consisting of 8 workstations with individual computer terminals. These computers have the capability of pushing video signals to a large monitor. There is also a two-way radio with all Trolley frequencies that has been installed as a base station, with an external rooftop antenna to ensure clear and consistent communications with our repeaters. The EOC (as well as the entire Transit Enforcement building) has been connected to an external emergency backup generator so that in the event of a power failure, the EOC will continue to be operational during an emergency or critical incident.

Eagle Team

The Eagle Team is a specialized unit that was put in service on December 10, 2012. This unit was developed as a result of numerous complaints from late night riders on the Blue and Orange Line trains. The complaints ranged from thefts, assaults and robberies to quality of life issues such as the drinking of alcoholic beverages, fighting, unruly conduct and fare evasion. Eight TSS officers and two CCIs are currently assigned to the Eagle Team details. Four TSS officers and one CCI are assigned to the Blue Line and four TSS officers and one CCI are assigned to the Orange Line. The Eagle Team's operations have been highly successful in deterring criminal activity and improving the quality of life on board the late night Blue and Orange Line trains. Their presence on board has also reduced the number of vandalism incidents on board the late night Blue and Orange Line trains.

Currently, the officers assigned to the Eagle Team are scheduled from 7:00 pm. to 5:00 am. After the last Blue and Orange Line train goes out of service (which is approximately 1:30 am), the Eagle Team officers are paired up as two man units and are assigned to patrol sections of the right-of-ways on the Blue, Orange and Green line to deter the theft of copper wire. The number of copper wire thefts and the amount of wire stolen have been significantly lowered since this additional task has been added to the Eagle Team's patrol responsibility.

Special Enforcement Unit (SEU)

From January 1, 2014 to December 31, 2014, 26 SEU's were conducted at various trolley stations on the three respective trolley lines. The purpose of an SEU is to check all patrons (those already on board, boarding or de-boarding the trains), for proper fare. Local law enforcement agencies (San Diego Sheriff's Office, San Diego Police Department, San Diego County Probation Department and the La Mesa Police Department) took part in nine of the SEU details. The following are the results of those details:

- Patrons inspected 86,979
- Citations Issued 2927
- Written Warnings 37
- Fare evasion Rate 3.3%

Transient Encampment and Homeless Outreach Details

From January 1, 2014 to December 31, 2014, thirty (30) transient camp details took place on MTS properties. During this reporting period, there was a significant increase in transient activity in the downtown area, particularly at the Santa Fe Depot, America Plaza, County Center/Little Italy and the bus stops along Broadway. During the details, we noticed that a number of the individuals that were camping in the stations at night were from out of town and moved to San Diego to get away from the harsh winter conditions in the rest of the country. We also noticed an increase in persons that were mentally disabled. All persons contacted during these details were given a San Diego Directory of Social Services Guide to assist them in finding the appropriate help for food, medical services and shelter.

The MTS properties in the San Diego River and the Green Line continue to be very active. The majority of persons contacted for camping in these areas are methamphetamine and heroin users. These individuals are involved in thefts, robberies, and prostitution in order to support their drug habits. During this reporting period we worked a number of details in the San Diego River and on the Green Line with the San Diego Police Department, San Diego County Sheriff's Department and the San Diego County Probation Department. This assisted us in getting the chronic offenders out of the area.

In the South Bay, Sweetwater Flats and Gunpowder Point have shown a significant reduction in transient camp activity. This is mainly due to the Eagle Team patrolling Sweetwater Flats every night and the increased patrols from the U.S. Fish and Wildlife at Gunpowder Point. The Eagle team's late night patrols have also helped to lower the incidents of copper wire theft.

During the transient camp details, 682 citations were issued for the following violations:

Trespassing – 272
Loitering – 124
Fare Violations – 189
Quality of Life – 95*

*Includes: Smoking, Alcoholic Beverages and Disorderly Conduct.

Copper Wire Theft Detail

During 2014, copper wire thefts continued to be a challenge for MTS. The thefts occurred in the early morning hours when the trains were not in operation. The thefts were generally discovered when trains begin morning operations when signals were discovered to be malfunctioning. In addition to the financial loss, the thefts created significant hazards and, in several cases, the cut wires created electric arcing, which caused damage to several tracks.

In response to the copper wire thefts during the first half of the year, our security teams conducted overnight undercover details for a one month period, and we increased uniformed patrols in the targeted areas. As a permanent response to the thefts, the Eagle Team now patrols the last trains and then checks the right-of-ways for copper wire theft as part of their regular patrols. This has resulted in a significant reduction of copper wire thefts. In addition, MTS is now a part of the countywide Metal Theft Task Force, a group of Law Enforcement personnel from agencies throughout the county that focuses/shares information regarding metal thefts.

Downtown Partnership

The Downtown Partnership consists of more than 325 members representing a variety of businesses and residents in the downtown area. Along with downtown business and resident representatives, participating agencies in the Downtown Partnership include the San Diego Police Department, San Diego Code Enforcement, San Diego County Sheriff's Department, San Diego County Probation, MTS Transit Enforcement, San Diego Parks and Recreation, Clean and Safe, Neighborhood Partnership and San Diego Padres Baseball. MTS has a representative attend the Partnership's bi-monthly meetings.

The meeting agendas include topics affecting the quality of life in the downtown area such as illegal lodging, drug sales, prostitution, illegal cigarette sales, loitering, thefts and robberies. Cleanup of areas that are affected by illegal lodging and chronic loitering are also discussed in these meetings. After each meeting, participating agencies can individually address these problems or combine their resources and work as a team to resolve ongoing issues. Bus and Trolley issues are addressed after each session with a follow-up after action report presented at the next meeting.

From January 1, 2014 to December 31, 2014, MTS Transit Enforcement performed 25 special details in the downtown area, including eight Special Enforcement Unit Details. Several of the details were joint operations with the San Diego Police Department.

Border Transportation Council

The (BTC) Border Transportation Council consist of members from the MTS Transit Enforcement Department, along with other MTS officials, Caltrans, Department of Homeland Security, San Diego Police Department, SANDAG, Customs/Border Protection, California Highway Patrol, U.S. Border Patrol, San Ysidro Chamber of Commerce, Public Utilities Commission and several privately owned transportation companies. From January 1, 2014 to December 31, 2014, this group attended monthly meetings regarding the United States & Mexican border transportation services.

During this reporting period, the meeting topics included border related construction projects, wildcatting (unlicensed/unauthorized transportation operators), illegal vending, and other quality of life issues.

The illegal activity in the MTS parking lot behind McDonald's on Rail Court (San Ysidro) continues to be on the decline particularly cigarette/food sales and wildcatting. This is mainly due to a Transit Systems Security officer being permanently assigned to that location and the policy changes made by BriceHouse Management.

Construction at the San Ysidro Parking Solution terminal (behind McDonald's on Rail Court) continues to progress. The ADA ramp is now open for use and the service behind the McDonald's building has returned to normal for the buses, vans and ridership. The doors behind the McDonald's building have recently been removed and are a cause of concern when it comes to safety and criminal activity.

Bus Rapid Transit (BRT)

(Delete up one line)On June 8, 2014, the Bus Rapid Transit (BRT) began service along the Interstate 15 corridor from downtown to North County. Twenty hours of security coverage was added per day to the City College Station to cover the BRT bus stop. During the construction of Saber Springs/Penasquitos Transit Center, Transit Systems Security (TSS) was called upon to provide periodic security at the facility. This included a four day period from March 3, 2014 to March 7, 2014 when there was 24 hour coverage and a period from March 10, 2014 to April 4, 2014 when there was 20 hour a day (excluding weekends). This coverage was reduced once the facility gates became operational.

In October 2014, the Miramar College BRT location went in service. This location has 12 CCTV cameras and is randomly patrolled by security and code compliance officers.

Buses and Bus Stops

During this reporting period, MTS Code Compliance Inspectors and Transit System Security Officers patrolled and conducted enforcement at bus stops and at bus facilities throughout the system. This included periodic bike and foot patrols along the downtown Broadway and C Street corridors. Over 73900 patrons were contacted and 177 citations were issued during the one year period. In addition, 22 special details were conducted to address crime problems such as homeless related issues and nuisance type crimes. Many of those details were conducted by our plain clothes teams and were generally focused on customer concerns. Some of the concerns included homeless people sleeping at bus stops, juveniles throwing objects from buses, smoking and drinking at bus stops, and tour buses parking at bus stops during special events.

Improvements to the outer perimeter of the Imperial Avenue Division were completed with anti-graffiti paint and new signs posted to deter loitering and drinking violations. The communications room was remodeled with new equipment and software.

Veolia has changed its name to Transdev. The new Transdev Administrative offices were completed at the South Bay Division in August with 15 new maintenance bays and 66 perimeter CCTV cameras and ten-foot perimeter fences.

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