



## Agenda

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

November 4, 2021

2:00 pm

\*Meeting will be held via webinar\*

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#### ACTION RECOMMENDED

1. ROLL CALL

2. [APPROVAL OF MINUTES – September 23, 2021](#)

Approve

3. PUBLIC COMMENTS

#### COMMITTEE DISCUSSION ITEMS

4. [Director's Security Update \(Al Stiehler\)](#)

Informational

5. [Mid-Coast Deployment Update \(Isaiah Alexander\)](#)

Informational

#### OTHER ITEMS

6. COMMITTEE MEMBER COMMUNICATIONS AND OTHER BUSINESS



7.      NEXT MEETING DATE:  
The next meeting is to be determined based on the members' availability.
8.      ADJOURNMENT

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE  
1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101

September 23, 2021

1. ROLL CALL

Chair Montgomery Steppe called the meeting to order at 2:03 pm. A roll call sheet listing Public Security Committee members' attendance is attached.

2. APPROVAL OF MINUTES

Vice Chair Aguirre moved to approve the minutes of the June 11, 2021, Public Security Committee meeting. Mr. Elo-Rivera seconded the motion, and the vote was 5 to 0 in favor, with Mr. Hall absent.

3. PUBLIC COMMENTS

There were no public comments.

4. Director's Security Update (Al Stiehler)

Al Stiehler, Director of Transit Security & Passenger Safety, started his presentation with an update on officer de-escalation training including de-escalation training for dispatch. Mr. Stiehler discussed new training that became available from Texas A&M Engineering Extension Services (TEEX) which is an Enhanced All-Hazard Incident Management/Unified Command training. He mentioned that a couple MTS personnel have attended the TEEX training in Texas and next month a couple more will be attending. Mr. Stiehler's hope is to get federal funding to send a group of MTS personnel, local Law Enforcement and Public Safety Officers to receive training from TEEX specific to the MTS environment. He noted the Narcan project was implemented on July 1, 2021 and that currently all of the active Code Compliance Inspectors have been trained on the use of Narcan. Mr. Stiehler mentioned the Bus Enforcement Support Team (B.E.S.T.) initiative and is happy with its progress. Mr. Stiehler discussed employee well-being noting that when an employee feels well, is treated well, and has the support when needed, they will be able to go out into the field and do their jobs better. He mentioned mental health training for public safety personnel and the employee assistance program. Mr. Stiehler mentioned the start of a Peer Outreach Team lead by a Code Compliance Supervisor and a survey that is currently being developed to get a feel on how the officers are doing.

Mr. Stiehler provided an update on Inter-Con's transition phases. The first phase being preparation, second being implementation and third being execution. Mr. Stiehler discussed MTS's homeless outreach efforts including new partnership developments. He highlighted National Rail Safety Week stating five officers have been trained in Operation Lifesaver and they will be conducting their first presentation on September 24, 2021. Sharon Cooney, MTS Chief Executive Officer, wanted to acknowledge that Mr. Stiehler has been very proactive in reaching out to victims on the transit system trying to make sure they get the help they need not only in interacting with the police but to help them feel safe again coming back to transit. Mr. Stiehler mentioned October being breast cancer awareness month and that the inspectors are encouraged to wear pink patches to show their support. He discussed recent promotions,

employees of the month and service milestones. Mr. Stiehler mentioned a couple of team building 5K exercises that were meant to get employees together outside of the work environment and concluded his presentation discussing the Employee Recognition Day being held on September 29, 2021.

#### COMMITTEE COMMENTS

Mr. Elo-Rivera stated he was curious about the work the officers would need to do in respect to access and security to restrooms. Mr. Stiehler stated that restrooms bring another level of challenges including issues with loitering, drug interactions and cleanliness. Mr. Stiehler stated that if MTS chooses to have restrooms along the transit system, that it would take quite a lot of resources to make them safe environments for MTS customers. Mr. Elo-Rivera asked, with the PRONTO roll out, if there were any new trends specifically related to enforcement interactions between officers, youths and homeless individuals. Mr. Stiehler stated that September was a free ride month and the officers were acting as ambassadors to ensure riders had and were using their PRONTO cards, as well as explaining the process on tapping their cards and the benefits of the card. Mr. Stiehler noted that when PRONTO goes live in October, officers will continue with the education process and at that time will be able to pick up on some trends on how the process is going. Mr. Elo-Rivera asked for more understanding regarding the negative impact on security as cost has been removed as a barrier for some riders and the correlation between not charging a fare and increased security. Mr. Stiehler stated there has been an increase with assaults and vandalism, but is not able to directly attribute it to the new PRONTO system. Ms. Cooney commented that some of the challenges are when the weather gets hot, and as more people are outside, there tends to be an increase in crime, which makes it difficult to see if there is a specific trend forming.

Vice Chair Aguirre congratulated the officers on their promotions, milestones and their service. She questioned the training in regards to firearms and if it was going to change or increase with the transition to Inter-Con. Mr. Stiehler stated that Inter-Con is very strict on officers using the same weapon with one type of ammunition so that all training is consistent. Vice Chair Aguirre asked if the training hours were going to change or stay the same. Mr. Stiehler stated they were going to stay the same with incumbents starting off with training to get into the Inter-Con culture. Then, after the new hires come onboard and receive full training, the incumbents will go back and be retrained with the Inter-Con resources. Vice Chair Aguirre asked if there were any plans in regards to community outreach as MTS transitions to Inter-Con. Mr. Stiehler stated that having Inter-Con should not change anything and MTS is constantly looking for opportunities to go out into the community.

Mr. Whitburn asked if the hiring is on track to have the necessary staff in place on time. Mr. Stiehler stated that he felt they were ahead of schedule and is delighted on how it is going so far. Mr. Whitburn commented that he was pleased to hear about the de-escalation training and the employee recognition.

Ms. Galvez was pleased to see employee faces, hear about employee recognition, employee milestones and team building exercises. She hoped that all the hard work going towards retaining employees is paying off. Ms. Galvez asked if there was data showing this year versus previous years regarding employee retention rates. Mr. Stiehler stated he did not have that data, but Allied Universal has been very difficult this year with maintaining the level of personnel that MTS requires. He noted he is optimistic about Inter-Con and their ability to move MTS forward. Mr. Stiehler mentioned that the Code Compliance Department is down eight officers at the moment and that a few have left for law enforcement careers, but he feels there is not a problem

with retention.

Chair Montgomery Steppe appreciated the updates and the way the presentation was put together. She feels it is important to keep up with the changes being made on the MTS system and stated that to see how some of the issues have prompted more collaborations without sacrificing safety is very encouraging. Chair Montgomery Steppe asked about the Bus Enforcement Support Team's contact with the individuals that accepted outreach information and if there is any coordination with housing commission or other programs that are provided in our region to further connect these individuals to resources. Mr. Stiehler stated that he is working diligently with the partnerships in place now and the ones being added to the coalition in hopes to get to a point to be all inclusive with what MTS can offer to those in need. Chair Montgomery Steppe asked about the beat system that has been built out at MTS for each trolley line and how security will be provided going forward. Chair Montgomery Steppe felt the beat system produced more citations. Mr. Stiehler stated a pilot program was started a few months ago that instead of having a Code Compliance Officer and a Security Officer riding trains together, there are now two Code Compliance Officers riding trains together for more visibility and Security Officers are posted at the stations monitoring trains pulling in for security issues. He stated with this method, MTS can increase visibility throughout the system. Mr. Stiehler stated that moving along with the transition to Inter-Con and once MTS is fully staffed, MTS will be able to see what kind of impact this effort is having.

Ms. Cooney stated that MTS is constantly monitoring what is happening on the system. She mentioned the weekly security report and discussed the data received from a survey that was done regarding rail passengers. She commented that the survey was still being reviewed, but noticed security is still a concern for those riding transit. Ms. Cooney mentioned that bringing riders back and with free ride month, there has been a 17 percent increase in ridership and MTS wants to ensure they are doing everything to make all riders feel safe.

5. COMMITTEE MEMBER COMMUNICATIONS AND OTHER BUSINESS

No committee comments.

6. NEXT MEETING DATE

The next meeting date is scheduled for Thursday, November 4, 2021 at 2:00 p.m.

7. ADJOURNMENT

The meeting was adjourned at 2:40 p.m.

/S/ Monica Montgomery Steppe  
Chairperson

Attachment: A. Roll Call Sheet

CONFIRMED BY THE GENERAL COUNSEL:



## Agenda Item No. 4

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE (PSC)

November 4, 2021

**SUBJECT:**

DIRECTOR'S SECURITY UPDATE (AL STIEHLER)

**INFORMATIONAL ONLY**

Budget Impact

None with this action

**DISCUSSION:**

The Director of Transit Security and Passenger Safety will provide information and updates regarding initiatives that are currently underway and new projects to be implemented that will enhance the transportation environment for our customers and employees.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)





# Public Security Committee Director's Report

November 4, 2021



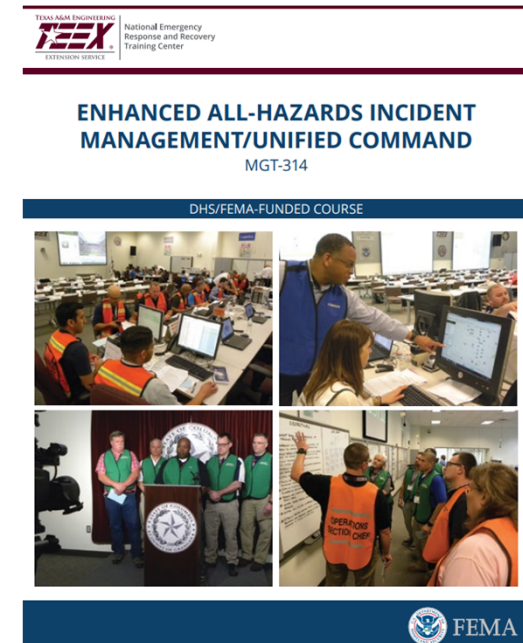
# Training

- De-escalation Training
  - Provided by the San Diego District Attorney's Office
    - Five Core Values of Truth
      - People feel the need to be respected
      - People would rather be asked than told
      - People have a desire to know why
      - People prefer to have options over threats
      - People want to have a second chance
  - Last class of 2021 is December 8th



# Training (cont.)

- Texas A&M Engineering Extension Service (TEEX)
  - Incident Command Training
    - Topics
      - Planning Process
      - Information Management
      - Resource Management
      - Working in an ICP in a unified command structure
      - Decision-making exercises
      - Case Study



# Naloxone (Narcan)

- Project Status
  - Implemented on July 1, 2021
  - All active Code Compliance Officers trained
  - 9 incidents of administered doses
  - 100% survival rate
- CDC data shows that the US reached a record high of more than 96,000 drug overdose deaths in a 12-month period.



# Bus Enforcement Support Team (B.E.S.T.)

- Team started operations March 7, 2021
  - 499 Calls for service
  - 1075 Buses met



# Bus Enforcement Support Team (B.E.S.T.)

- 1062 Bus stops inspected
  - 92 Individuals accepted outreach information



# Inter-Con Transition

- Three Phases
  - ~~Preparation (Through October 15<sup>th</sup>)~~
  - Implementation (Through November 12<sup>th</sup>)
  - Execution (January 1, 2022)
- Recruitment and Retention
  - 202 people in the recruitment process
    - 92 incumbent
    - 110 external
- Corporate Support and Infrastructure
  - Local office located at the Westgate Hotel
  - Added 4 Recruiters and 3 Coordinators





# Inter-Con Transition (cont.)

- Training Plan and Development
  - Pre-assignment Training
    - November 15<sup>th</sup> through December 5<sup>th</sup>
    - 8 hours on-line
    - 40 hours classroom
    - 16 Range
  - Field Training
    - 160 hours
- Security Program Reporting and Administration
  - Additional transition team members have been hired
- Information Technology and Logistics
  - Uniforms, weapons, and body armor selected



# Homeless Outreach Efforts



## Joint Outreach Pilot

- 12<sup>th</sup> and Imperial
- Mondays and Wednesdays
  - 7:30AM to 11AM
- Results
  - 283 people encountered
  - 30 accepted shelter
  - 7 utilized the Family Reunification Program





# Homeless Outreach Efforts (cont.)

## Objectives

- Conduct a robust outreach to homeless individuals inhabiting key locations on the MTS system.
- Provide a safe, secure, and orderly environment for our commuters, employees, and visitors to San Diego.
- Collaborate with partner agencies and regional stakeholders to link people to available social assistance.
- Improve MTS customer experience.



## Tools and Tactics

- Conduct daily “roll call” led by each team supervisor to ensure compliance with all initiative goals and protocols
- Provide transportation to shelters
- Maintain consistent engagement
- Weekly review of cases
- Outreach to additional stakeholders
- Change the paradigm with unconventional solutions to traditional problems
- **SAFETY!!!**



# Homeless Outreach Efforts (cont.)

## SDSU Unsheltered Resource Day

- November 17, 2021
- Provide resource information to individuals on and around the campus
- Participants
  - SDSU PD
  - SDPD Outreach Team
  - MTS

# APTA Peer Review Update

## 1. Effectiveness of CCIs and Security Contract Structure

- Crime Data Collection
  - I.T. is working to enhance our ability to collect and analyze data
- Sworn Law Enforcement Liaison
  - Weekly Security Report is provided to all Law Enforcement leadership that have jurisdiction
  - Director meets/talks regularly with Law Enforcement executive staff
- Dedicated Law Enforcement Component
  - Policy decision
- CCI/ Security Guard Interface
  - Security partners are included in all aspects of department functions
- Expanded Ambassador Program
  - Currently underway – budget determines potential increase

# APTA Peer Review Update (cont.)

## 1. Effectiveness of CCI and Security Contract Structure

- Rider Advisory Committee
  - Security Community Advisory Group is under development
- Security Staffing Flexibility
  - New security management allows for assignment flexibility
- Uniform Change/Management Titles
  - Completed
- Deployment Strategy Change
  - Strategy change has been implemented and is being evaluated

# APTA Peer Review Update (cont.)

## 2. Fare Inspection Practices

- Use of 100% Fare Inspection Strategy
  - Current practice (SEDs have been suspended)
- Enhancement of Fare Zone Markings
  - Under evaluation
- Engagement with Law Enforcement to Reduce Response Times
  - Ongoing meetings with local police departments
- Community Education Program for Fare Compliance
  - Pronto has been an ongoing education process for riders
  - Have discussed a formal campaign follow-up with Marketing
  - Operation RailSafe

# APTA Peer Review Update (cont.)

## 2. Fare Inspection Practices

- Fare Media Sales Program Partnership
  - Under evaluation
- Violation Warnings – Step off to Buy Ticket
  - Policy Decision

# APTA Peer Review Update (cont.)

## 3. Bus Fare Inspection Practices

- Designate Farebox Key for Fare Evasion
  - Farebox key exists

## 4. Diversion Program and Other Alternative Options

- The Diversion Program is under constant evaluation
- Exclusion Policy
  - Documentation of MTS's current exclusion process is currently underway

## 5. Technology Enhancements

- The panel recommended several technological enhancements to improve data collection and analysis. We are working with I.T. on these projects.



# APTA Peer Review Update (cont.)

## 6. Code Compliance Inspector Training

- CCIs and contract security should train together
  - We train together at every opportunity
- Suggested training topics
  - Recommended training is in our curriculum
    - Mental health first aid, de-escalation, unconscious bias, etc.
- Additional Training for Training Staff
  - Created full-time Training Coordinator position to ensure all opportunities are explored
- Cadre of Operation Lifesaver Instructors have been trained



# APTA Peer Review Update (cont.)

## 7. Organizational Climate

- Mission Statement, Vision Statement and Core Values have been created
- Awareness Survey
  - Completed and will be administered by HR
- Open Door Policy
  - Meet regularly with staff in formal and informal settings
  - Bi-weekly meetings with TEOA officials
- Developing an Officer Wellness Program

# APTA Peer Review Update (cont.)

## 8. Standard Operating Procedures

- All SOPs are being re-evaluated and rewritten to reflect department changes

## 9. Video Retention Policy

- Documentation of current process related to video retention of MTS's CCTV systems completed (Public Security Committee Meeting on 3/11/2021)
- Created public records request webpage (<https://www.sdmts.com/mts-public-records-act-requests>), with information on how to contact MTS with questions ([mtsrecordsrequest@sdmts.com](mailto:mtsrecordsrequest@sdmts.com); 619-557-4522) and an online submission request form
- Currently developing a Board Policy. Will bring to a future MTS Board of Directors Meeting for approval.

# APTA Peer Review Update (cont.)

## 10. Homeless Outreach

- We have assigned an officer to outreach duties and are working closely to identify partners and coordinate efforts.

# Employee of the Month

## September



John Dowell

# Super Bowl

February 13, 2022

SoFi Stadium, Inglewood,  
California

K-9 Supervisor Francisco Bautista  
& K-9 Aska

- Other local agencies:

US Coast Guard

San Diego Harbor Police



# Employee Engagement Wellness Council

- **Peer Support**

- Anonymous Survey given to CCIIs to figure out what needs they would like the program to focus on
- Receive “Peer Support” training (critical incidents/*companion* officer)
- Know how to use EAP and which ones are better than other for specific topics
- Passing out new information in Line-ups on a regular basis
- Create Critical Incident debrief procedure

- **Wellness Programs/Training**

- In service wellness trainings and classes (ex. HR/EAP)
- Educational materials (articles, ‘YouTube’ videos, books) posted on “Wellness” board
- Information that MTS offers for discounts and reimbursement programs



# Employee Engagement (cont.)

## Wellness Council

- **Physical Wellness**

- Post workout programs and routines
- List different exercise activities for everyone
- Have monthly squad competitions that are wellness related (daily step count, gym check-ins) with small incentives (squad lunch day)

- **Comradery Events**

- Once or Twice a month on different days of the week
- Padres / Gulls nights out -*adults*
- Recreational sporting (softball/OTL, 5k walks/runs)-*Organized events*
- Family specific events (beach days, jumper parties)-*family oriented*

# Employee Recognition Day

September 29<sup>th</sup>





# Community Engagement

## K-9 Demonstration

- St. Pius X Red Ribbon Day and Blue Mass



# Questions?



## Agenda Item No. 5

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE (PSC)

November 4, 2021

**SUBJECT:**

Mid-Coast Deployment Update (Isaiah Alexander)

**INFORMATIONAL ONLY**

Budget Impact

None with this action

**DISCUSSION:**

The Assistant Manager of Field Operations will provide information regarding the deployment of security personnel to the Mid-Coast Extension.

/S/ Sharon Cooney  
Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)



# Mid-Coast Deployment Update

Public Security Committee  
November 4, 2021

# Mid-Coast Extension

- The Mid-Coast Extension has added 11 miles of track and 9 additional trolley stations.
- This extension will provide key transportation for:
  - UCSD students heading to campus
  - United States Veterans going to the VA medical campus
  - Allow tourists visiting San Diego to see the UTC area.
  - Provide commuters a way to work without having to sit in traffic.

# Mid-Coast Security Deployment



- 3 staffed stations (Nobel Drive, UCSD Central Campus, UTC-armed)
- 2 Code Compliance train teams (Tecolote-Balboa Avenue, and Nobel Drive-UTC)
- 1 Mobile unit (24/7)

# Additional Personnel Hired

- 13 Code Compliance Inspectors
- 4 Code Compliance Supervisors
- 18 Security officers
- 4 Security Sergeants

# Outside Agencies Outreach

- MTS has established working relationships with the following First Responding Agencies
  - VA Police
  - UCSD Police
  - SDPD Northern Division
  - San Diego Fire Department



# Questions?