



**Metropolitan
Transit
System**

Agenda

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM SECURITY & PASSENGER SAFETY COMMUNITY ADVISORY GROUP (CAG)

February 1, 2022

9:00 am

Meeting will be held via webinar

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<https://us02web.zoom.us/j/89655290838>

ACTION RECOMMENDED

1. ROLL CALL
2. CHIEF EXECUTIVE OFFICER REPORT
3. **PUBLIC COMMENTS**

COMMITTEE DISCUSSION ITEMS

- | | | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 4. | Appointment of CAG Chairperson and Vice Chairperson
Action would take nominations from the floor and elect the CAG Chairperson and Vice Chairperson for the 2022 calendar year. | Elect |
| 5. | Director's Security Update (Al Stiehler) | Informational |

OTHER ITEMS

6. COMMITTEE MEMBER COMMUNICATIONS AND OTHER BUSINESS
7. NEXT MEETING DATE: To be determined.
8. ADJOURNMENT



Karen Wisniewski

From: Norma Sandoval <normasandovalsn@gmail.com>
Sent: Monday, January 31, 2022 8:14 PM
To: Karen Wisniewski
Subject: Public Comment

Good evening, Ms. Wisniewski

I'd like to submit a public comment for tomorrow's meeting. Please let me know if and when I can address the Board with it.

Good morning, SECURITY & PASSENGER SAFETY COMMUNITY ADVISORY GROUP. I come to you today with a passenger safety concern on the bus stops near the Monte Vista Village Senior Living Center on the corner of Massachusetts Ave & Mt. Vernon in Lemon Grove. The stops currently do not have a bench for the elderly who access transportation.

Around 3:30pm on Saturday, there was an elderly man in his 80s balancing himself on his cane as he stood waiting for the bus. I realize benches are prioritized based on the number of passengers at a given stop, yet as a society, we need to consider the safety and access of transportation for our elders.

Looking into this further, I saw there is a Senior Grant to facilitate transportation access to our senior citizens. I implore you to please utilize these or other MTS funds to add covered benches on both the west and east side of Massachusetts Avenue to allow our elders a space where they can comfortably await the bus.

I realize this may entail a process, and am willing to meet with any of you or MTS staff on this undertaking. If you would please advise on the next step to move this forward, I'd be most appreciative.

Sincerely,

Norma Sandoval
Concerned community leader



Agenda Item No. 4

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM SECURITY & PASSENGER SAFETY COMMUNITY ADVISORY GROUP (CAG)

February 1, 2022

SUBJECT:

APPOINTMENT OF CAG CHAIRPERSON AND VICE CHAIRPERSON

RECOMMENDATION:

That the San Diego Metropolitan Transit System (MTS) Security & Passenger Safety CAG take nominations from the floor and elect the CAG Chairperson and Vice Chairperson for the 2022 calendar year.

Budget Impact

None.

DISCUSSION:

The CAG is led by an appointed Chairperson, or Vice Chairperson in the Chair's absence. The nomination procedures will take place as follows:

First, the appointment of CAG Chairperson:

1. MTS staff will open the agenda item.
2. MTS staff will request nominations from the floor for CAG Chairperson. Nominations do not require a second.
3. MTS staff will close the nominations.
4. MTS staff will invite the candidate(s) to address the CAG for up to three minutes.
5. MTS staff will call for the vote on each motion for each candidate.
6. The vote is taken on the nominations based upon the order in which they were received.
The vote continues until a candidate is elected by a majority of the CAG members present.



Second, the appointment of CAG Vice Chairperson:

1. CAG Chairperson will request nominations from the floor for CAG Vice Chairperson. Nominations do not require a second.
2. CAG Chairperson will close the nominations.
3. CAG Chairperson will invite the candidate(s) to address the CAG for up to three minutes.
4. CAG Chairperson will call for the vote on each motion for each candidate.
5. The vote is taken on the nominations based upon the order in which they were received. The vote continues until a candidate is elected by a majority of the CAG members present.

/S/ Sharon Cooney
Sharon Cooney
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, Julia.Tuer@sdmts.com

IN - MEETING PUBLIC COMMENT

Norma Sandoval with City of Lemon Grove, provided a live public comment for agenda item #4. Sandoval's statement will be reflected in the minutes.



Agenda Item No. 5

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
SECURITY & PASSENGER SAFETY COMMUNITY ADVISORY GROUP (CAG)

February 1, 2022

SUBJECT:

DIRECTOR'S SECURITY UPDATE (AL STIEHLER)

INFORMATIONAL ONLY

Budget Impact

None.

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





Security & Passenger Safety Community Advisory Group

Director's Report

February 1, 2022

Team Introductions

Al Stiehler

Director

Tim Curran

Deputy Director

Scott Ybarrondo

Operations Manager

Isaiah Alexander

Assistant Operations Manager



Team Composition

77 Code Compliance Personnel

Authority granted by the Board of Directors

Power to enforce ordinances under 836.5 PC

183 Transit Security Officers

Contracted through Inter-Con Security

Current Status

90 armed

60 unarmed

Inter-Con Transition

- Three Phases
 - Preparation (Through October 15th)
 - Implementation (Through November 12th)
 - Execution (January 1, 2022)
- Recruitment and Retention
- Corporate Support and Infrastructure
 - Local office located at the Westgate Hotel



Three Priorities

- Mission
 - Ensure that we are providing a safe and secure environment for our passengers and fellow employees while engaging with our community and providing the best customer service possible
- Policy
 - Ensure that we have the proper tools to do our job fairly, effectively, and equitably
- Training
 - Ensure that we know HOW to properly use the tools at our disposal

Mission

Mission Statement

Our mission, in partnership with the communities we serve, is to provide a safe and pleasant public transportation experience.

Organizational Vision

We endeavor to earn the trust and confidence of the public we gladly serve as public transportation security professionals. Always striving for excellence, we constantly seek more innovative, effective, efficient, and equitable ways to better serve our communities.

Core Values

Trust, Honesty, Integrity, Loyalty, Respect, Diversity

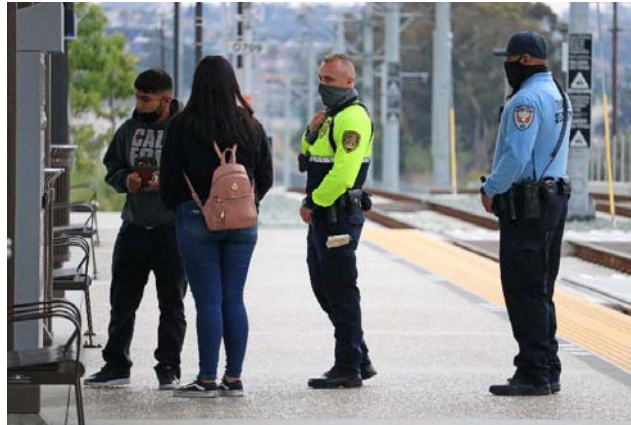


Policy Changes

- Ban of carotid restraints, choke holds and knee pressure on the neck, throat or head
- Requirement for use of force to be proportional to the seriousness of the subject's offense;
- Duty to intervene if witnessing excessive force by another employee
- Use of de-escalation tactics when feasible
- Warning prior to the use of force

Uniforms

- CCIIs began wearing new uniforms March 22nd
 - More visibility
 - Easily identifiable
 - Approachable
 - Customer Service oriented style



Fare Diversion Program

Began September 2020

If found without valid fare:

- 1) Offered the chance to purchase fare at ticket vending machine or on cell phone.
- 2) If decline to purchase fare, cited by CCI and may complete Diversion Program Options in order to avoid court.
 - Pay \$25 fine within 120 days;
 - 3 hours of community service within 120 days; or
 - Appeal within 15 days

Training

- Full-time Training Sergeant
 - Sergeant Michael Rini
 - Oversee New CCI classroom and field training
 - Coordinate training with TSS officers
 - Explore and obtain new training opportunities
 - Update and maintain training records

Training (cont.)

- Mental Health First Aid Training
- De-escalation/Tactical Communication
- CPR
- Positional Asphyxia – Sudden Death Prevention
- Anti-bias Policing

Training (cont.)

- Psychiatric Emergency Response Team (PERT) Training
- Enhanced Incident Command Training – Texas A&M
- California P.O.S.T. Supervisors School
- Fentanyl and Opioid overdose awareness
- Naloxone (Narcan)

Naloxone (Narcan)

- Project Status
 - Implemented on July 1, 2021
 - All active Code Compliance Officers trained
 - 17 incidents of administered doses
- 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
 - 627 Calls for service
 - 1372 Buses met



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

- 1340 Bus stops inspected
 - 111 Individuals accepted outreach information
 - 178 refused assistance



Community Engagement

Partnership Development

- Community Advocates for Just and Moral Governance (MoGo)
- Urban Collaborative Project
- San Diego Re-entry Roundtable
- Lemon Grove Veteran's Group



COMMUNITY ADVOCATES FOR
JUST AND **MORAL** **GOVERNANCE**



San Diego
Reentry
Roundtable

Partnership Development (cont.)

RailSafe

- National Program
- Partnership of public safety officers from federal, state, and local agencies
- Deployment at passenger rail and transit stations, and along the right-of-way, to exercise counterterrorism and incident response capabilities.
- This coordinated effort involves activities such as heightened station and right-of-way patrols, increased visibility onboard trains, and explosives detection canine sweeps.

Partnership Development (cont.)

National Work Group

- Transportation agencies from:
 - RTD Denver, DART, BART, OCTA, TriMet, Capital Metro, Marta, Houston Metro
- Discussions regarding homelessness SPECIFIC to transportation agencies
 - Outreach efforts
 - Training
 - Campsites
 - Property encroachment
 - Health and safety



Homeless Outreach Efforts

Joint Outreach Pilot

- 12th and Imperial
- Mondays and Wednesdays
 - 7:30AM to 11AM
- Results
 - 452 people encountered
 - 41 accepted shelter
 - 13 Approved – No beds available
 - 10 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

Operation Lifesaver

- 5 CCIIs trained
 - August 25, 2021
- National Rail Safety Week
 - September 20 – 26, 2021
- First Presentation
 - September 24, 2021
 - El Cajon Valley High School
 - Adult Transition Special Education Program





Community Engagement

San Diego Safe Kids Safety Fair

- National Injury Prevention Day



Community Engagement (cont.)

K-9 Demonstration

- St. Pius X Red Ribbon Day and Blue Mass



Community Engagement (cont.)



Employee Engagement

Employee Survey

Results (43 respondents)

- 100 percent said that they have a thorough understanding of the mission statement and core values
- 32 of 43 felt employees in the department work as a team at least “very well”
- 32 of 37 feel comfortable voicing concerns to a supervisor
- 33 of 37 feel management treats all employees fairly

Employee Survey (cont.)

Issues Identified

- CCIs feel that they need more feed back from supervisors
- CCIs feel that other internal departments need to know more about their role and responsibilities
- CCIs would like to explore more self-defense options

Employee Recognition Day

September 29th



Team Building

- San Diego Half-marathon 5K
- America's Finest City 5K



What's Next?

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



Wellness Council

Peer Support

Wellness Programs/Training

Physical Wellness

Comradery Events

Professional Standards Unit

- Identify misconduct that discredits the organization and decreases legitimacy within the diverse communities we serve.
- Complete thorough and timely investigations in order to ensure that our employees consistently treat all community members fairly, with dignity and respect.
- Enhance public trust and ensure the quality of service to our valued riders.

Challenges

- Enhancing outreach efforts
 - Establishing new partners
 - Identifying additional resources
- Crime reduction
 - Provide a safer environment for riders
 - Reducing assaults on personnel
- Fare Collection
 - Enhancing revenue

Questions?