



Public Security Committee Agenda

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 Raise Hand	▶	Use the raise hand feature every time you wish to make a public comment.
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Live Verbal Public Comments: Use the 'Raise Hand' icon every time you wish to make a public comment on an item. Raise your hand once the agenda item you wish to comment on has been called. In person public comments will be taken first, virtual attendees will be taken in the order in which they raise their hand. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting. Three-minutes of time is allotted per speaker, unless otherwise directed by the Chair.

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1. Click the link found at the top of this instruction page
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4. Unmute yourself to speak

Public Comments Made by Phone Only

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2. Type in the zoom meeting ID found in the link and press #
3. Dial *9 to raise your hand via phone
4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial *6 to unmute yourself



Written Public Comments (before the meeting): Written public comments will be recorded in the public record and will be provided to MTS Board Members in advance of the meeting. Comments must be emailed or mailed to the Clerk of the Committee* by 4:00pm the day prior to the meeting.



Translation Services: Requests for translation services can be made by contacting the Clerk of the Committee* at least four working days in advance of the meeting.



In-Person Participation: In-person public comments will be heard first. Following in-person public comments, virtual attendees will be heard in the order in which they raise their hand via the Zoom platform. Speaking time will be limited to three minutes per person, unless specified by the Chairperson. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

Instructions for providing in-person public comments:

1. Fill out a speaker slip located at the entrance of the Board Room;
2. Submit speaker slip to MTS staff seated at the entrance of the Board Room;
3. When your name is announced, please approach the podium located on the right side of the dais to make your public comments.

Members of the public are permitted to make general public comment at the beginning of the agenda or specific comments referencing items on the agenda during the public comment period. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting.



Assistive Listening Devices (ALDs): ALDs are available from the Clerk of the Committee* prior to the meeting and are to be returned at the end of the meeting.



Reasonable Accommodations: As required by the Americans with Disabilities Act (ADA), requests for agenda information in an alternative format or to request reasonable accommodations to facilitate meeting participation, please contact the Clerk of the Committee* at least two working days prior to the meeting.



***Contact Information:** Contact the Clerk of the Committee via email at Karen.Wisniewski@sdmts.com, phone at (619) 595-4966 or by mail at 1255 Imperial Ave. Suite 1000, San Diego CA 92101.



Agenda del Comité de Seguridad Pública

Haga clic en el enlace para acceder a la reunión:

<https://us02web.zoom.us/j/98762800751>






Formas de Participar



Computadora: Haga clic en el enlace más arriba. Recibirá instrucciones para operar el navegador de Zoom o la aplicación de Zoom. Una vez que haya iniciado sesión en la reunión, tendrá la opción de participar usando el sistema de audio de su computadora o teléfono.

ID de la reunión
en Zoom

Funciones del Seminario En Línea:

 Levantar la mano	▶	Use la herramienta de levantar la mano cada vez que desee hacer un comentario público.
	▶	Los participantes pueden habilitar el subtitulado haciendo clic en el ícono CC. También puede ver la transcripción completa y cambiar el tamaño de letra haciendo clic en “configuración de subtítulos”. Estas herramientas no están disponibles por teléfono.
	▶	Este símbolo indica que usted se encuentra en silencio , haga clic en este ícono para quitar el silenciador de su micrófono.
	▶	Este símbolo indica que su micrófono se encuentra encendido . Haga clic en este símbolo para silenciar su micrófono.
	▶	La herramienta de chat deben usarla los panelistas y asistentes únicamente para asuntos “pertinentes a la reunión”, ya que comentarios realizados a través de esta herramienta no se conservarán como parte del registro de la reunión. Consulte el Comentario público verbal en vivo para obtener instrucciones sobre cómo hacer un comentario público.



Teléfono Inteligente o Tableta: Descargue la aplicación de Zoom y participe en la reunión haciendo clic en el enlace o usando el ID del seminario web (que se encuentra en el enlace).



Teléfono:

1. Si está participando en la reunión mediante audio de su teléfono y viendo la reunión en un dispositivo, marque el número indicado en la pestaña de llamada telefónica “unirse por audio” en la ventana emergente inicial e ingrese el ID de la reunión (que se encuentra en el enlace).
2. Si está participando solo por teléfono, marque: **+1-669-900-9128** o **+1-253-215-8782** e ingrese el ID de la reunión que se encuentra en el enlace, pulse #. Tendrá acceso al audio de la reunión, **pero NO podrá ver las presentaciones en PowerPoint.**



Comentarios Públicos Verbales en Vivo: Use la herramienta “levantar la mano” cada vez que desee hacer un comentario público sobre alguno de los artículos. Levante la mano una vez que el artículo de la agenda sobre el que desea comentar haya sido convocado. Los comentarios públicos en persona se escucharán primero, se escuchará a los asistentes virtuales en el orden en el que levanten la mano. No se aceptarán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción. Comentarios públicos generales, únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión. Se otorga tres minutos de tiempo por persona que desee hablar, a menos de que el presidente instruya de otra forma. *(Consulte la página 2 para obtener instrucciones sobre cómo hacer un comentario público.)*

Comentarios Públicos a Través de Zoom

1. Haga clic en el enlace que se encuentra en la parte superior de esta página de instrucciones
2. Haga clic en el ícono de levantar la mano en el centro inferior de la plataforma
3. El secretario anunciará su nombre cuando sea su turno de hablar
4. Desactive el silenciador para que pueda hablar

Comentarios Públicos Realizados Únicamente por Teléfono

1. Marque el **+1-669-900-9128**
2. Ingrese el ID de la reunión en Zoom que se encuentra en el enlace y pulse #
3. Marque *9 para levantar la mano por teléfono
4. El secretario indicará los últimos 4 dígitos de su número de teléfono para anunciar que usted será el siguiente en hablar
5. Marque *6 para desactivar el silenciador



Comentarios Públicos por Escrito (Antes de la Reunión): Los comentarios públicos por escrito se registrarán en el registro público y se entregarán a los miembros de la Junta de MTS antes de la reunión. Los comentarios deben enviarse por correo electrónico o postal al secretario del Comité* antes de las 4:00 p.m. el día anterior a la reunión.



Servicios de Traducción: Pueden solicitarse servicios de traducción comunicándose con el secretario del Comité* por lo menos cuatro días hábiles antes de la reunión.



Participación en Persona: Los comentarios públicos en persona se escucharán primero. Después de los comentarios públicos en persona, se escuchará a los asistentes virtuales en el orden en el que levanten la mano a través de la plataforma de Zoom. El tiempo para hablar se limitará a tres minutos por persona, a menos de que el presidente especifique de otra forma. No se recibirán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción.

Instrucciones para brindar comentarios públicos en persona:

1. Llene la boleta para personas que desean hablar que se encuentran en la entrada de la Sala de la Junta.
2. Entregue la boleta para personas que desean hablar al personal de MTS que se encuentra sentado en la entrada de la Sala de la Junta.
3. Cuando anuncien su nombre, por favor, acérquese al podio ubicado en el lado derecho de la tarima para hacer sus comentarios públicos.

Los miembros del público pueden hacer comentarios públicos generales al inicio de la agenda o comentarios específicos que hagan referencia a los puntos de la agenda durante el periodo de comentarios públicos. Los comentarios públicos generales únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión.



Dispositivos de Asistencia Auditiva (ALD, por sus siglas en inglés): Los ALD están disponibles con el secretario del Comité* antes de la reunión y estos deberán ser devueltos al final de la reunión.



Facilidades Razonables: Según lo requerido por la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), para presentar solicitudes de información de la agenda en un formato alternativo o solicitar facilidades razonables para facilitar su participación en la reunión, por favor, comuníquese con el secretario del Comité* por lo menos dos días hábiles antes de la reunión.



***Información de Contacto:** Comuníquese con el secretario del Comité por correo electrónico en Karen.Wisniewski@sdmts.com, por teléfono al **(619) 595-4966** o por correo postal en **1255 Imperial Ave. Suite 1000, San Diego CA 92101.**



Public Security Committee

Agenda

April 13, 2023 at 2:00 p.m.

In-Person Participation: James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

Teleconference Participation: (669) 444-9171; Webinar ID: https: 987 6280 0751, <https://zoom.us/j/98762800751>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	Roll Call	
2.	Public Comments	
3.	Approval of Minutes Action would approve the November 17, 2022 Public Security Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	Public Safety Focus Groups Report (Mark Olson, MTS; and Judith McCourt, Redhill Group) Action would receive a report on the Public Safety Focus Groups and provide direction to staff.	Possible Action
5.	Director's Department Overview (Al Stiehler)	Informational
6.	Partnership Efforts to Assist Persons Experiencing Homelessness (Al Stiehler)	Informational
7.	Shared Mobility Devices (Al Stiehler) Action would receive a report on Shared Mobility Devices and provide direction to staff.	Possible Action
OTHER ITEMS		
8.	Committee Member Communications and Other Business	
9.	Next Meeting Date: June 29, 2023 at 9:00am	
10.	Adjournment	

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San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.



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

November 17, 2022

1. ROLL CALL

Chair Montgomery Steppe called the Public Security Committee (PSC) meeting to order at 2:00 p.m. A roll call sheet listing PSC member attendance is attached.

2. APPROVAL OF MINUTES

Mr. Hall moved to approve the minutes of the June 23, 2022 San Diego Metropolitan Transit System (MTS) PSC meeting. Chair Montgomery Steppe seconded the motion, and the vote was 4 to 0 in favor, with Vice Chair Aguirre, Mr. Whitburn, and Mr. Goble absent.

3. PUBLIC COMMENTS

There were no public comments.

COMMITTEE DISCUSSION ITEMS

4. Director's Security Update (Al Stiehler)

Al Stiehler, Director of Transit Security & Passenger Safety, provided a presentation with updates on the rider experience details, which were designed in response to customer complaints and recurring issues. He mentioned the success of the bike patrol team and pointed out the quicker response times in congested settings. Mr. Stiehler stated that MTS is continuing to work on the transit worker assault program and gave an update on the new database created to help recognize how big this problem is and to help identify trends and patterns. He mentioned the continued success of the Narcan Project and the Bus Enforcement Support Team (B.E.S.T.). Mr. Stiehler was pleased to report that the Downtown San Diego Partnership has committed to working with MTS staff four days per week which has been very helpful in being able to do more outreach in and around MTS stations and the metro area. He stated that two of the biggest obstacles are not having enough beds and not having a mental health component within the outreach team.

Mr. Stiehler mentioned the meetings with the Security & Passenger Safety Community Advisory Group and what topics were discussed. He gave an update on the Inter-Con transition including a headcount report, the hiring progress, staffing percentages, resignations, terminations and discussed the health report feature on the app used by the Inter-Con employees at the end of their shifts. Mr. Stiehler introduced Shaun Donelson, MTS's new Professional Standards Unit and congratulated Jeremiah Johnson for his promotion to the Crime and Data Analyst Unit. He discussed the TSA EXIS workshop and the purpose which was to see how MTS would react and respond to multiple incidents occurring on the system all at the same time. Mr. Stiehler also mentioned that Francisco Bautista, Canine Sergeant, received the Patriotic Employer Award. He discussed Rail Safety Week, Operation Lifesaver, Employee Recognition Day, special events and charity events. Mr. Stiehler concluded his presentation

mentioning a couple of appointments that he has been selected to be a voting member of.

Sharon Cooney, Chief Executive Officer, added that she attended the California Transit Association Conference and mentioned that MTS's peer agencies are all experiencing the same struggles and challenges, but they are also seeing some benefits from the reforms they have been making.

COMMITTEE COMMENTS

Chair Montgomery Steppe congratulated Mr. Stiehler on his appointments, then asked what system is being used to track the assaults and what is MTS looking at improving. Mr. Stiehler stated that MTS is tracking the number of assaults, but with the new database MTS will be able to track more data and once MTS can identify trends, MTS can focus on reducing the assaults. Chair Montgomery Steppe commented that she is concerned about there not being enough beds and that there is no available mental health expertise to help. She mentioned that she is very appreciative for the partnerships MTS is engaged in now and knows the ongoing issues everyone is working on. Chair Montgomery Steppe asked if MTS has any interactions with the Regional Task Force on Homelessness. Mr. Stiehler stated that he attends the regular symposiums and plans on attending the upcoming conference. Ms. Cooney mentioned that she attends different events posted with the Lucky Duck Foundation and the Task Force on Homelessness. Ms. Cooney stated as everyone is struggling to see how to better interconnect what is being done, that MTS is ultimately looking at the cities and counties to focus a lot of the effort through the Regional Task Force.

Ms. Galvez thanked Mr. Stiehler for his leadership and positive attitude. She mentioned the need for MTS to have the ability to remove people from MTS property especially as data is being collected regarding assaults. Ms. Galvez feels MTS should consider precluding individuals from using MTS including being able to revoke a person's pass, particularly if said person was involved in an assault on a transit worker. Ms. Galvez asked if there are any consequences besides going to court or if there is anything else that can be done to prevent some of these incidents from happening. Ms. Landers stated that MTS does have the ability to exclude riders and uses it sparingly making sure to follow principles of due process by documenting the specifics especially when the situation where someone has presented an ongoing safety threat to MTS passengers or personnel in which case the person is given a letter revoking their riding privileges and gives them the right to appeal. Ms. Landers mentioned that MTS also works with the prosecution office when possible. Mr. Stiehler commented that the research panel he sits on is specifically looking at this topic, looking to do a quick synthesis and provide best practices for transit agencies and stated that MTS will be able to enhance their program going forward. Ms. Galvez mentioned that she would be in favor of a one and done process where if a person assaults an MTS employee just once that they would no longer be allowed to use any MTS transit services.

Action Taken

No action taken. Informational item only.

5. Fare Evasion Diversion Program (Karen Landers)

Karen Landers, General Counsel, gave an update in regards to the proposal to make the Fare Evasion Diversion Program permanent. Ms. Landers stated that per the last meeting on June 23, 2022, MTS made a recommendation to this committee to make the Diversion Program permanent with some recommended changes. Ms. Landers noted one of the changes was to remove the option to immediately purchase a fare at a ticket vending machine or on cell phone. She stated that, as it is related to the Diversion Program, the person would receive an MTS citation but would have the option to pay a \$15 fine (reduced from \$25) and another change was to do one hour of community service instead of three. Ms. Landers stated no other changes were recommended at that time. Ms. Landers mentioned the committee was supportive of all the changes except the one to remove the option to immediately purchase fare at ticket vending machine or on cell phone and directed MTS staff to do additional research. The committee wanted MTS to provide additional data that would support removing the option to immediately purchase a fare and another recommended suggestion was to review the feasibility of increasing the dollar amount if someone chooses to immediately buy a fare. Ms. Landers stated that although the Diversion Program Pilot expired August 31, 2022, MTS will continue to implement the Diversion Program Pilot without any changes while MTS completes its research. Ms. Landers continued stating the participation in the Diversion Program has been limited and proceeded to break down the participation numbers. Ms. Landers stated that what MTS is focusing on now, by not allowing a person to be able to immediately purchase a fare, is to address the calculated risk that many passengers are making and she provided additional data from May 2022 to October 2022 from the PRONTO inspection app. Ms. Landers ended her presentation discussing the research in regards to creating a penalty fare for an on-the-spot pay option stating that it would be technically feasible.

PUBLIC COMMENTS

Jack Shu, La Mesa City Councilmember and MTS Board Member – Mr. Shu commented that he would like to see it as more of a reward for tapping/paying rather than as a punishment for not tapping/paying. He feels that eventually MTS will need to raise fares and he thinks a considerable raise in fare prices could then be used to lower the price as an award for those who tap or pay their fare and if you are found to have not tapped more than once then it goes to the \$15 Diversion Program. Ms. Cooney commented that there is an incentive for patrons to tap/pay their fare with the PRONTO fare capping. Mr. Shu added that MTS needs more people to use the transit system and feels there is a need to find other ways to fund MTS. Mr. Shu commended the MTS staff and all the efforts in trying to even out the budget.

COMMITTEE COMMENTS

Ms. Galvez appreciates the idea to allow a patron to pay a fine right away. She also appreciates fare collection enforcement as it ensures that fellow passengers are law abiding and getting to their destination without messing around or taking advantage of the system. Ms. Galvez stated that MTS is a paid service and is highly subsidized by tax payers and she does not know how much further MTS can go or how many more accommodations can be done for those patrons who just refuse to pay a fare. Ms. Galvez mentioned that MTS now offers youth opportunity passes and the PRONTO fare capping that surmounts the obstacles that riders would have to try to calculate every month. Ms. Galvez feels MTS has done a lot to make fare collection easy and accessible stating it is an open system and not a turn style system making it easier for people to scam.

Chair Montgomery Steppe requested this as an extra item in order to break it out from the update. Chair Montgomery Steppe stated she never feels comfortable leaving programs hanging in the balance as they could be shut down and procedurally wants to make sure MTS is keeping up with it. Chair Montgomery Steppe commented that if it is necessary to create another pilot until all the research can be done, then that is what should be done. Chair Montgomery Steppe feels further discussion is needed in regards to the additional fee that is known now to be technically feasible. Chair Montgomery Steppe wants to make sure MTS is giving the patrons enough time to understand the PRONTO system as it requires tapping more than once and wants to make sure the data set that is being looked at accounts for the system still being new. Ms. Landers stated that MTS has had over 12 months of implementation and added that most of the education has already happened. Ms. Landers stated the fare data being collected shows that more people are choosing to risk riding without tapping/paying knowing they have stored value available and only tap/pay their one-way fare if they get contacted by an officer. Ms. Landers stated that MTS has not seen that the education has not yet taken hold, but instead said it seems like the remaining patrons that are still doing this are doing it intentionally.

Chair Montgomery Steppe asked for clarification regarding monthly pass holders and if they are required to tap. Ms. Landers stated that monthly pass holders should still tap, but if they do not, it would not be a fare violation and that this is something the officers are able to check upon their inspection. Chair Montgomery Steppe asked what happens to the patron who refuses to pay the fare. Mr. Stiehler stated that at the moment when someone refuses to pay the fare or refuses to step off, then the officer will issue a citation. He stated that if the patron is willing to get off at the next stop, but refuses to pay a fare and chooses to walk away, the officer lets them walk away. Chair Montgomery Steppe stated that she understands people are now willing to risk it and commented that maybe finding the balance is the penalty fee. Ms. Cooney highlighted that MTS has made many efforts to educate everyone and that she has seen officers asking patrons to tap and the patron just keeps on walking without tapping. Chair Montgomery Steppe would like a comparison of loss from before the Diversion Program and Ms. Cooney stated that it is not so much the Diversion Program, but more the actual add that allows a patron to step off and pay their fare rather than having them participate in the Diversion Program.

Mr. Elo-Rivera would like to know the difference between correlation and cause and wants to make sure that the change being proposed is the cause of the losses and that MTS was not incurring them before. Ms. Landers stated that one distinction to understand is right around the time MTS adopted the Diversion Program Pilot was around the same time MTS implemented PRONTO. She explained that with PRONTO a patron can pay as they go working up to the cost of a monthly pass whereas under the Compass Card System, in order to get the volume discount, a patron would have to right away buy a day pass or at the beginning of each month buy a monthly pass. Ms. Landers commented that MTS had a lot of patrons who would buy the monthly pass under the Compass Card System and MTS would get that money upfront. Ms. Landers stated the way it is structured now, patrons found a loop hole to get away with only paying when contacted. Ms. Cooney stated that the data shows the patrons being lost are those patrons who previously would buy a day pass more so than the monthly pass. Mr. Elo-Rivera suggested that maybe officers could hand out resource information to those in need.

Chair Montgomery Steppe agreed that Ms. Landers made a good point that the PRONTO system is a different system and that maybe the penalty will deter some of the behavior, but would like MTS to go back to do a little more research and bring again their findings to this committee or to the Board.

Action Taken

No action taken. Informational item only.

6. Committee Member Communications and Other Business

There was no Committee Member Communications and Other Business discussion.

7. Next Meeting Date

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

8. Adjournment

Chair Montgomery Steppe adjourned the meeting at 3:05 pm.



Chairperson
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
PUBLIC SECURITY COMMITTEE MEETING

ROLL CALL

MEETING OF (DATE): 11/17/2022 CALL TO ORDER (TIME): 2:00 pm

ADJOURN: 3:05 pm

COMMITTEE MEMBER	(Alternate)	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
AGUIRRE <input type="checkbox"/>	(no alternate)		
ELO-RIVERA <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	3:05 pm
GALVEZ <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	3:05 pm
GLORIA <input type="checkbox"/>	(Whitburn) <input type="checkbox"/>		
GOBLE <input type="checkbox"/>	(no alternate)		
HALL <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	3:05 pm
MONTGOMERY STEPPE <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	3:05 pm

COMMITTEE CLERK:

Karen Wisniewski



Agenda Item No. 4

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

April 13, 2023

SUBJECT:

Public Safety Focus Groups Report (Mark Olson, MTS; and Judith McCourt, Redhill Group)

RECOMMENDATION:

That the San Diego Metropolitan Transit System (MTS) Public Security Committee receive a report on the Public Safety Focus Groups and provide direction to staff.

Budget Impact

None.

DISCUSSION:

Since 2011, MTS has conducted Customer Satisfaction surveys approximately every other year onboard Bus routes and Trolley lines. The purpose of the surveys is to identify customer satisfaction in every facet of operations, including overall satisfaction, transit information tools, service spans and frequencies, fare pricing, safety and more.

In September 2022, MTS staff presented the results of the 2022 Customer Satisfaction Survey to the Board of Directors. The survey revealed that overall satisfaction of MTS services was 91%. PRONTO satisfaction was also high, at 92%. Passengers like the option to use stored value, and the reintroduction of free transfers. Satisfaction with the PRONTO fare system jumped dramatically since the last survey when MTS was still using the previous fare system (from 73% to 89%).

While there were strong areas for MTS, there were also areas identified for additional review and an improved customer experience including safety, cleanliness, the behavior of other passengers, and additional late and weekend service.

Additionally, the final survey question asked passengers what changes would make the biggest difference in improving the transit experience. The overwhelming top response was more security.



To better understand and define what “more security” means, MTS initiated two focus group sessions with passengers to get a better understanding of perceptions of personal safety while using transit.

The focus groups were conducted in February 2023 by the Redhill Group, the same research firm that conducted the 2022 Customer Satisfaction survey. The results of the focus groups will be presented to the MTS Public Security Committee for discussion and potential next steps.

/S/ Sharon Cooney
Sharon Cooney
Chief Executive Officer

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

Perceptions of Personal Safety While Using Transit

AI No. 4, 04/13/2023



01 Project Purpose

What changes would make the biggest difference in improving your transit experience?



- The specific purpose of the focus groups is to gain additional insight into the quantitative findings of the 2022 customer satisfaction survey on the customer's perceptions on:
 - Safety – on board and at stops.
 - Behavior of other passengers.
 - Perceptions surrounding equity of fare checking on the trolley and potential biases.
- Focus groups were suggested to better understand customer sentiment on safety and security.

01 Project Purpose

- MTS convened two focus groups in February 2023 with persons who represent a variety of rider profiles.
- Topics explored included:
 - Trip patterns
 - Overall importance of safety
 - Safety perceptions while waiting for the Trolley/bus
 - Safety perceptions while riding the Trolley/bus
 - Visible Security
 - Perceptions of the behavior of other passengers
 - Fare Checking
- 16 individuals participated.
- The discussion groups were segmented by stated gender preference to facilitate open and candid discussion.

02 Participant Profiles



Participant Demographic

Demographics	Group 1	Group 2	Total
Gender			
Male	0	7	7
Female	9	0	9
Age			
18-24	1	2	3
25-34	3	1	4
35-44	2	2	4
45-54	0	2	2
55-64	1	0	1
65+	2	0	2
Student status			
Yes	2	0	2
No	7	7	14
Ethnicity			
African American/Black	3	1	4
Asian/Asian American	1	1	2
Caucasian/White	4	0	4
Latinx/Hispanic	0	3	3
Multiracial/Other	0	2	2
Prefer not to answer	1	0	1
Total	9	7	16

Participant Travel Characteristics

Demographic Category	Group 1	Group 2	Total
When did you start riding MTS?			
Less than 1 year	0	0	0
1-2 Years ago	1	2	3
3 or more years	8	5	13
How often do you use any type of public transit?			
Frequently (4 or more days/week)	4	2	6
Often (1-3 days/week)	1	3	4
Occasionally (1-3 times/month)	4	2	6
Trip purposes*			
Work	9	6	15
Leisure/Recreational	7	4	11
School	6	3	9
Other errands	4	3	7
Grocery Shopping	3	1	4
Medical/ Healthcare	2	0	2
Bus/Trolley*			
Blue	7	7	14
Green	3	4	7
Orange	2	2	4
Bus	9	7	16
Total	9	7	16

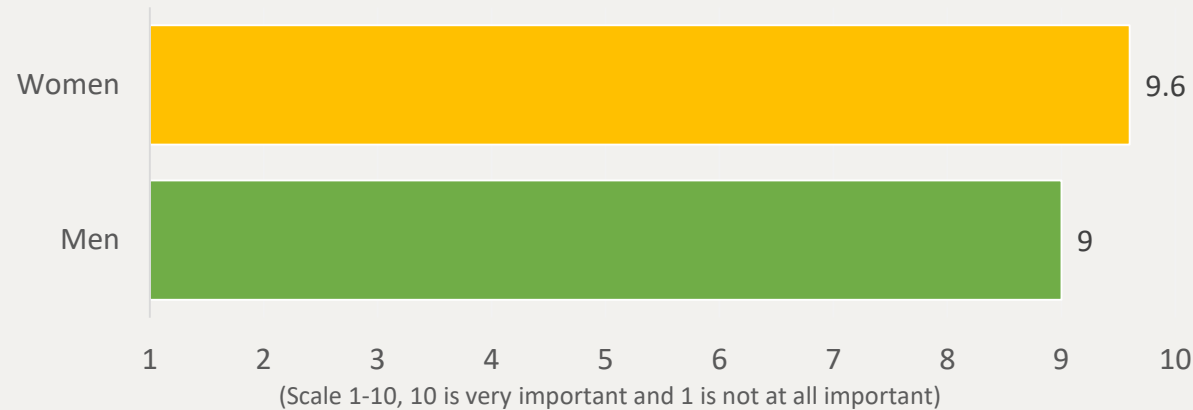
*Multiple response

03 Key Findings



Feeling Personally Safe is Important

How important is safety to you when considering taking a trip on transit?



- Personal safety is of high importance.
- Both men and women scored the attribute at 9 or higher.
- Time of day travel and locations are key factors that contribute to the perception of an environment that is safe for travel by transit.

Experiencing or Observing Incidents is Common

- Everyone could recall at least one incident where they were concerned about personal safety.
- For women these range from being concerned about their surroundings to experiencing verbal sexual harassment, unwanted touching and advances, and being followed.
- Men more often describe observing a situation that concerns them.



Deferred Trip Making because of Safety Concerns is More Likely Among Women than Men

Most men do not avoid trip making because of concerns regarding personal safety.

I never decide not to take the public transportation. I always feel safety enough to use MTS

man

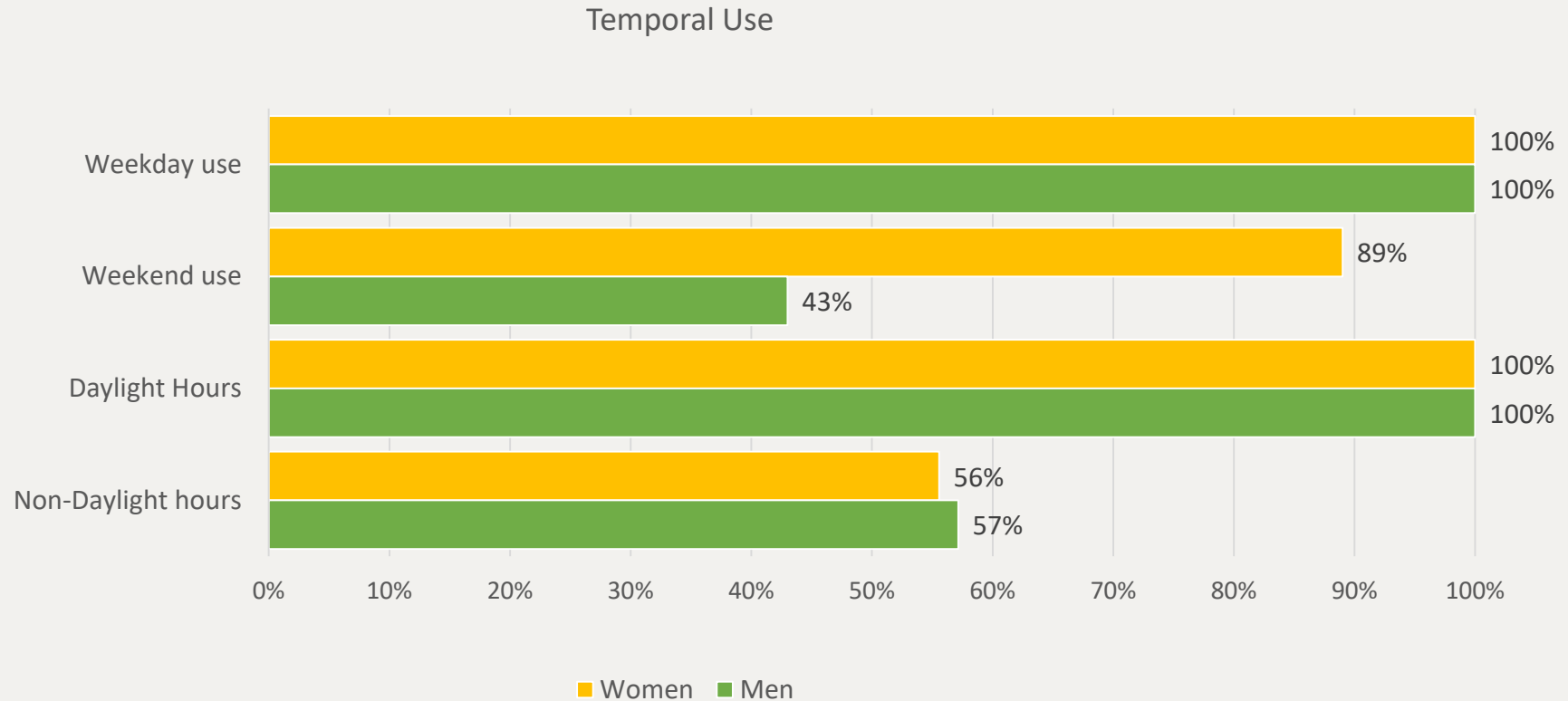
I have to deal with a lot of the homeless and mental health issues on my street and at my stations. I have a baby and I won't bring him on public transit because it's too dangerous.

woman

Women more often consider:

- Time of day
- Perceived danger associated with a location
- The presence of people with mental health issues or persons who were unhoused.
- Traveling with children

Traveling after Dark



- Traveling in non-daylight hours was less prevalent for both men and women.
- Traveling in non-daylight hours is often a necessity and regardless of gender.

Men Traveling After Dark

- Safety concerns generally do not deter men from making trips on transit at night.
- Men are more confident in their ability to address a personal security threat should it arise.
- Traveling with children increases their concern.
- Men perceive an enhanced presence of security compared to a few years ago.

I think things are a lot more secure. I feel like I can protect myself. I can run if I have to, but I have two toddlers. I think it's kind of risky for them. man

Women Traveling After Dark

I try to get home at least by six o'clock at night and I use public transportation, but that's not always possible.

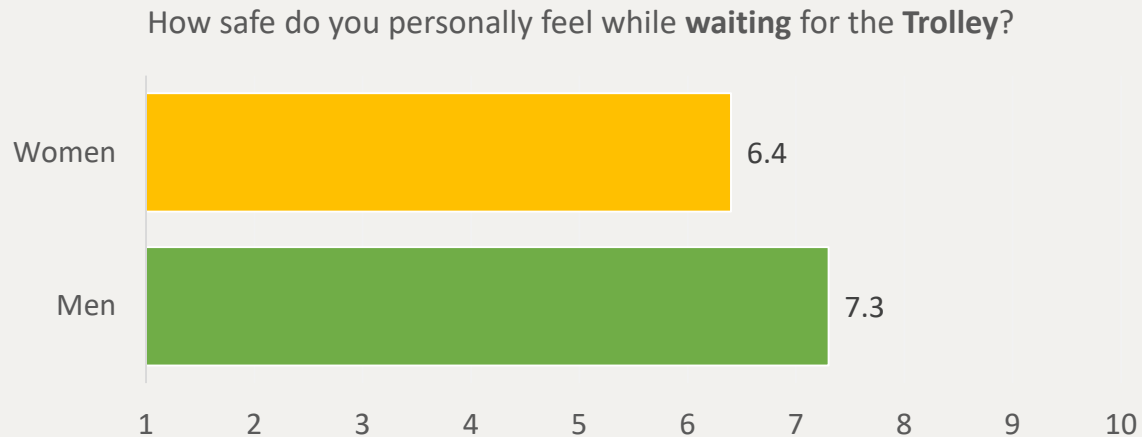
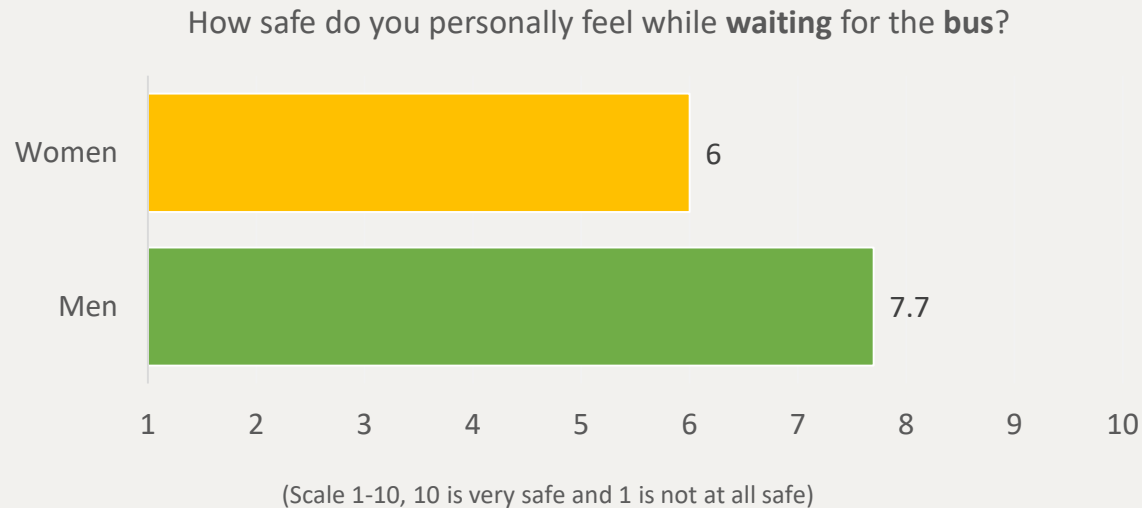
woman

I get held up at the hospital and work late and then have to do the dreaded ride in the dark and get to the parking garage. I'm looking for people who are following me, people who are standing around watching and not doing anything.

woman

- Women feel less safe traveling after dark
- Some women must make trips on transit when it's dark because other options are not economically feasible.
- Women sometimes opt to take a taxi or Uber/Lyft if they perceive the danger of making the trip is greater than the economic burden of the transit alternative.
- Women would like to use transit after dark so they can take part in more personal and community events.

Perceived Safety While Waiting for Transit



There is a guy that is on the corner of where the bus stop is. A few times he's tried to swing at me or hit me. I have been thinking about walking up a little, or maybe Uber to the Trolley station. Coming home, I usually get off the stop before his stop and then take the longer way down.

woman

- Stop/station location is important.
- Women try to avoid locations that they perceive as not safe.
- Alternative access/egress routes to stops/stations are considered even if it means more walking.

Good Lighting and Security Make People Feel Safe

The elements of a safe environment while waiting for transit include:

- Good lighting.
- Presence of security cameras.
- Unobstructed visibility.
- The presence of other people.
- Locations that are free of persons who are loitering.
- Presence of security.
- If seating is available semi-protected with unobstructed view.



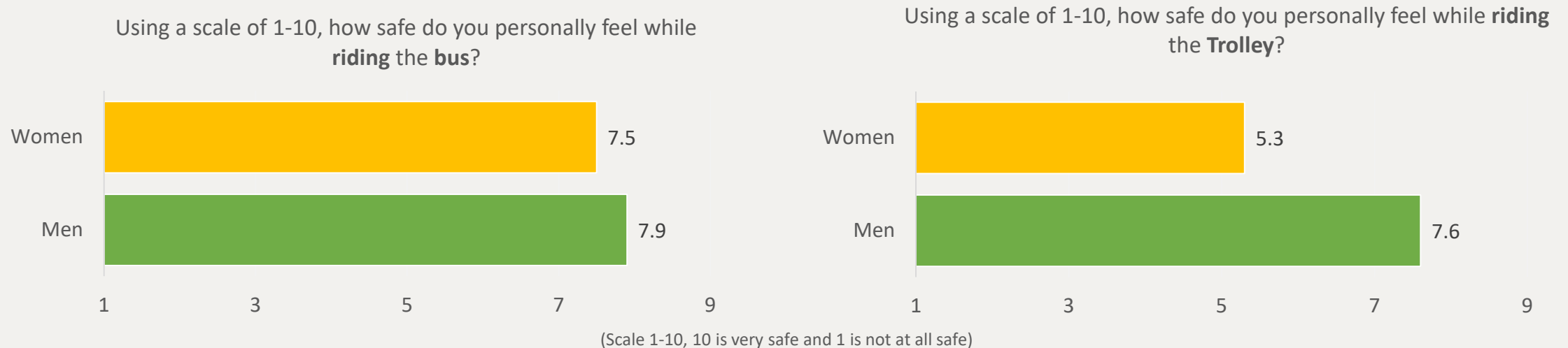
Where You Travel Matters

- Participants expressed that some areas feel less safe when they travel than others.
- Downtown San Diego, extending from Old Town south to H Street were mentioned as an areas of higher concern and
- The Euclid Trolley Station.



Women Perceive Riding the Trolley and Bus Less Safe than Men

- Men give similar ratings on perceived safety while traveling on the bus and Trolley.
- Women, however, feel safer riding the bus than the Trolley.
- The presence of a coach operator enhances the feeling of security for all.
- Trip time is a factor so people say they will choose the Trolley because it take less time.



Creating a Safe Trolley Environment Involves Multiple Elements

A Trolley riding environment that enhances the feeling of personal safety includes:

- The presence of visible transit security.
- The presence of other riders.
- Seats and an environment that is clean and free of debris and bodily fluids.
- Avoiding locations with disruptive riders, persons who are intoxicated, under the influence of drugs, mentally ill or unstable.
- Remaining constantly alert.
- Having a planned escape route.



Other Strategies Used to Enhance Personal Safety

- Staying alert is paramount
 - A common theme among groups was that situational awareness and having “your head on a swivel” is a requirement to feel personally safe.
- Avoiding attracting attention is a safety consideration
 - Women consider what they wear when riding transit and make purposeful choices about shoes, jewelry, backpacks/purses, avoiding anything that they think might draw unwanted attention.
 - Men were less likely to consider to limit attire choices although “dressing down” was mentioned.

Sometimes you worry that maybe this person is dangerous. So that's been my strategy, is just dress down and try to blend in and just basically wear your worst. So you can't take public transportation to go anywhere nice.

Identification of Security Personnel is Easy

- It is easy to identify security primarily distinguish security personal by their uniforms and the presence of other gear such as radios aid with identification.
- Transit ambassadors were identified as persons who assisted with non-security matters.
- There is not always clarity as to the respective roles of the CCIs and the Transit Security.
- However, the presence of both officers promotes a feeling of personal safety.
- The yellow shirts on the CCI make the staff highly visible conveying greater authority even in the absence of a weapon.



Security Personnel are Perceived as Courteous and Respectful

It's always been a pleasant experience. I've never had issues with [Security]. Watching them with other people, they're very lenient.

- The majority of participants have a positive impression of security.
- Personnel are seen as courteous and respectful.
- Courtesy and respect are described as being present and interactive.
 - Personal interaction includes recognition and showing concern for a person's welfare, beyond just conducting a fare check

Overall Perceptions of Security

- Participants like seeing a security presence.
- Participants associate security with ticket checking.
- Knowing that security is present makes them feel safer.
- Participants perceive that security doesn't always address situations and enforce policies the way they would.

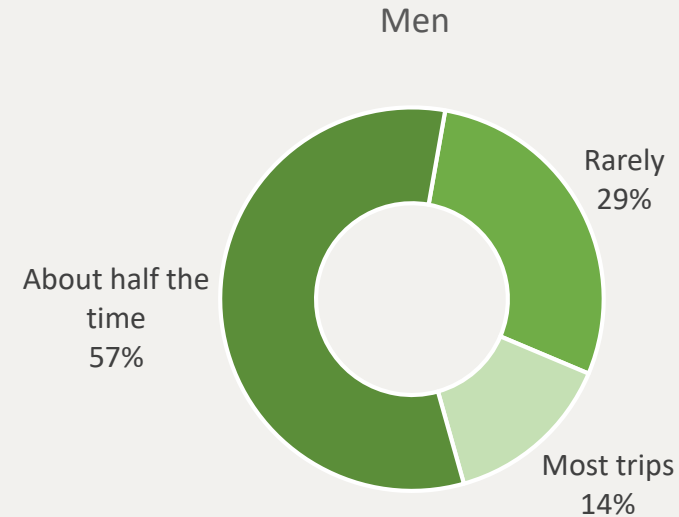
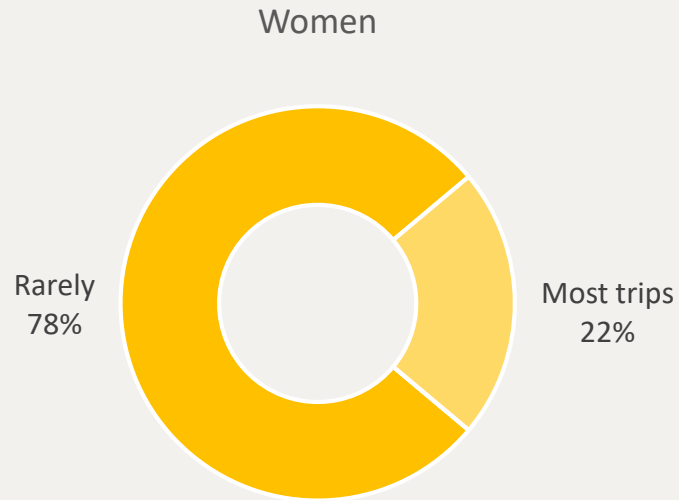
The most [interaction] I have had [with Security] was when I didn't pay for my ticket. They're really understanding and they're really lenient and I've never seen anything escalate past, "Okay, just [pay] next time."

man

I feel a lot safer just having security there, I think people are less likely to do something sketchy, even if the police don't even intervene because sometimes that does happen.

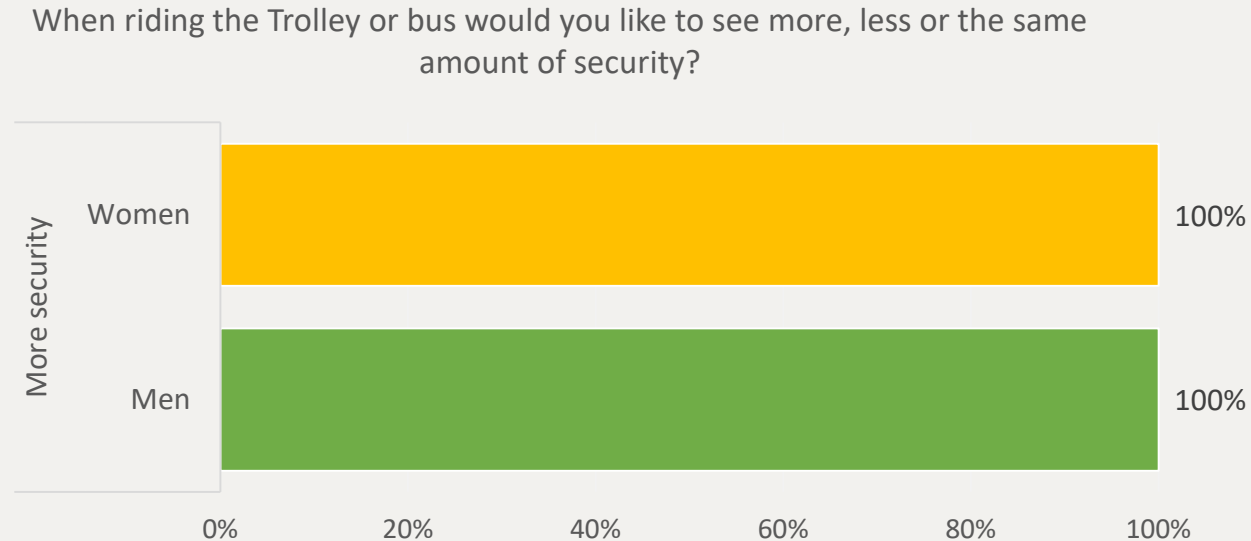
woman

Perceptions of Visible Security



- Women are less likely to recall seeing security than men.
 - Men perceive they observe security on almost three-quarter of their trips.
 - Women perceive they observe security on about a quarter of their trips.

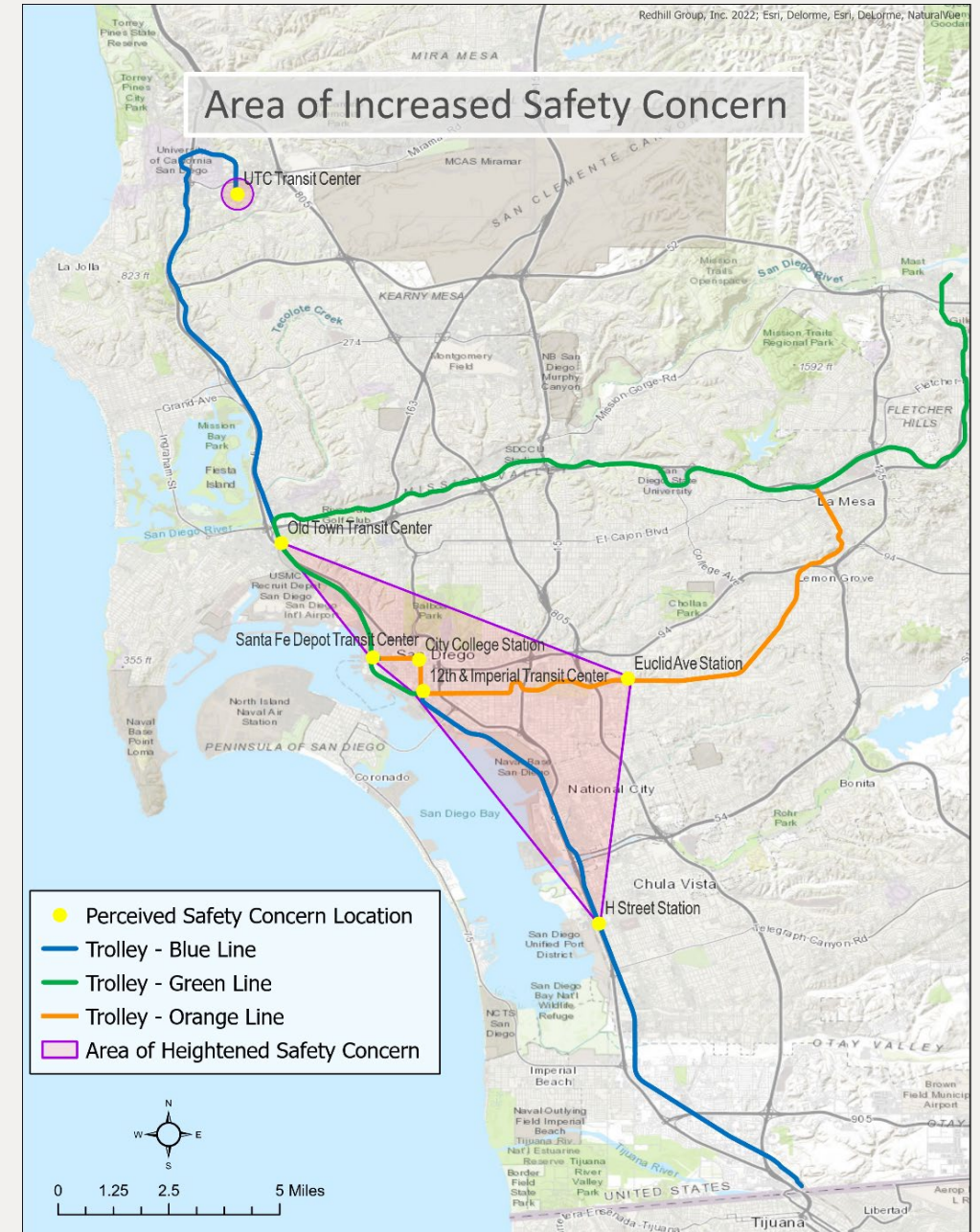
Visible Security Enhances the Feeling of Personal Safety



- Both groups unanimously agree that the presence of visible security increases their feeling of personal safety.
- Both groups wanted to see more visible security.

Security is Less Visible in Some Areas

When it comes to certain areas, [Security] is not there. From 12th and Imperial to maybe down going on the Blue Line towards the border, maybe down towards Logan and stuff like that. Going that further down, you don't really see them too much.



Security Goes Beyond Personnel

- There is awareness of cameras at stations and on the buses.
- Next Bus/Trolley arrival signs are seen as security enhancers.
- Awareness of the Ride Assured Number is low.
- Other strategies mentioned included:
 - Increased service frequency
 - Increased cleanliness
 - Emergency call buttons throughout the system



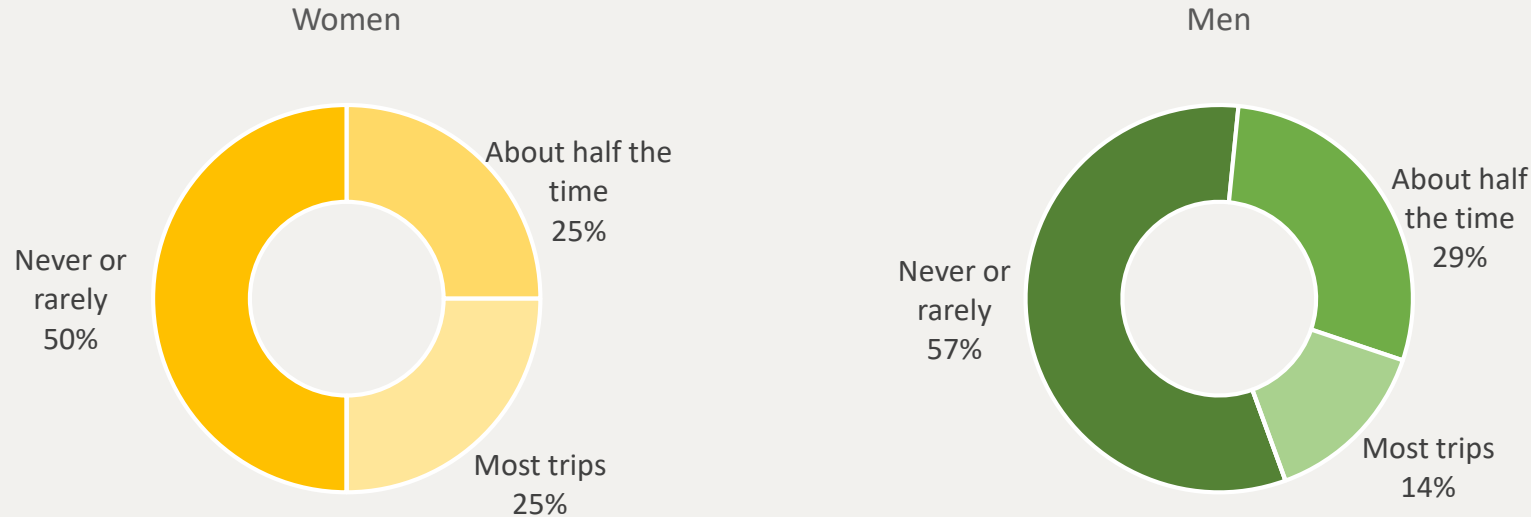
Frequency of PRONTO Card Tapping Varies

- Most people say that they tap their card most of the time, but not necessarily on all legs of their trip.
- The most frequently cited reasons for not tapping are:
 - Tight transit connections and inconvenient validator locations.
 - Concern about location tracking.
 - Not understanding why tapping is required.
 - Enforcement will be a friendly warning without consequences.

*My commute starts with a bus and I tap it for that bus ride, I do not tap it on the Trolley. And then I top it on the last bus. I definitely don't on the Trolley because I don't like the way that **PRONTO** actually tracks where you tapped.*

Most Riders Experience Fare Checks

How often would you say you get your fare checked?



- People say their fare is checked at least some of the time.
- The frequency of perceived fare checking varies with location and time of day are factors.
- People think they are treated with respect and courtesy during the check.
- When a fare check occurs, everyone in the area is checked.

Encouraging More Riders to Tap

- To encourage people to tap the PRONTO cards participants suggested
 - More convenient validator locations.
 - More outlets to purchase PRONTO cards at stations and on the platform.
 - Consequences beyond a warning
 - Explaining the importance of tapping
 - Dispelling fears about location tracking.
 - Expanding community outreach.
 - Simplifying the App.



Behavior of Other Passengers is a Concern

- There is an elevated level of concern about the inappropriate behavior of other passengers.
- Incidents occur in daylight and after dark and occur often.
- People are generally empathetic and compassionate and think the problems are societal and complicated.
- The responsibility to resolve the problem belongs to many.
- However, when riders encounter issues on transit they can create fear and discomfort for the rider.

It's a shared responsibility, which of course complicates it. The City's the State, everybody. And of course, their families, although families can't always help. It takes everyone to solve such a huge problem. And maybe there is no answer.

Behavior of Other Passengers is a Concern

- The issues that generate the most concern are:
 - Cleanliness
 - Personal hygiene of others
 - Disruptive behavior
 - Open drug use
 - Fare evasion

MTS is not responsible for the problem, but they can do more to kind of keep their own house in order. Let's keep it clean. Let's keep it orderly, and then from there, the environment may change but right now it just seems like nobody thinks twice about not paying the fare or not loitering around the stops.

It's a tough question to be answered. I don't think anyone's looked for MTS to solve any homelessness issues, but they can control their own environment. I know it's not a simple solution, but increased frequency of fares checking, just making sure everybody who walks on there is using the transit system and not just loitering.

Consistent Application of Existing Policies

- People perceive MTS has policies to address some of the issues
 - Fare evasion.
 - Inappropriate behavior.
 - Loitering.
- Participants want more consistent application of MTS policies to address some of these issues would make them feel safer when using MTS services.
- More visible security is seen as a key driver in the solution.

I don't think MTS will be able to solve [the issues] on their own. But I think having security personnel when you are at the station and on the transit [would help]. I want to feel safe if I'm using the service because I'm paying for it.

Next Steps

- Public Security Committee Discussion – April 13
- MTS Board of Directors presentation – April 20
- Launch Respect the Ride campaign – May
- Social Equity Listening Tour findings – Board Discussion May 18
- Improve access/education for Ride Assured security hotline
Summer/Fall
- MTS Security identifying ways to enhance approach to security efforts

Questions?



Thank you!



Agenda Item No. 5

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

April 13, 2023

SUBJECT:

Director's Department Overview (Al Stiehler)

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

The Director of Transit Security and Passenger Safety will provide an informational overview of the department regarding initiatives that are currently underway that are intended to 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





Transit Security and Passenger Safety Department Overview

Public Security Committee
April 13, 2023

Organization

- Director - Al Stiehler
- Deputy Director - Tim Curran
- Operations Manager - Scott Ybarrondo
- Asst. Operations Manager - Isaiah Alexander
- Manager of Professional Standards – Shaun Donelson
- Crime and Data Analyst – Jeremiah Johnson
- Code Compliance Sergeants
- Code Compliance Inspectors
- Transit Security Officers

Mission, Vision, Values

Mission Statement

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

Organizational Vision

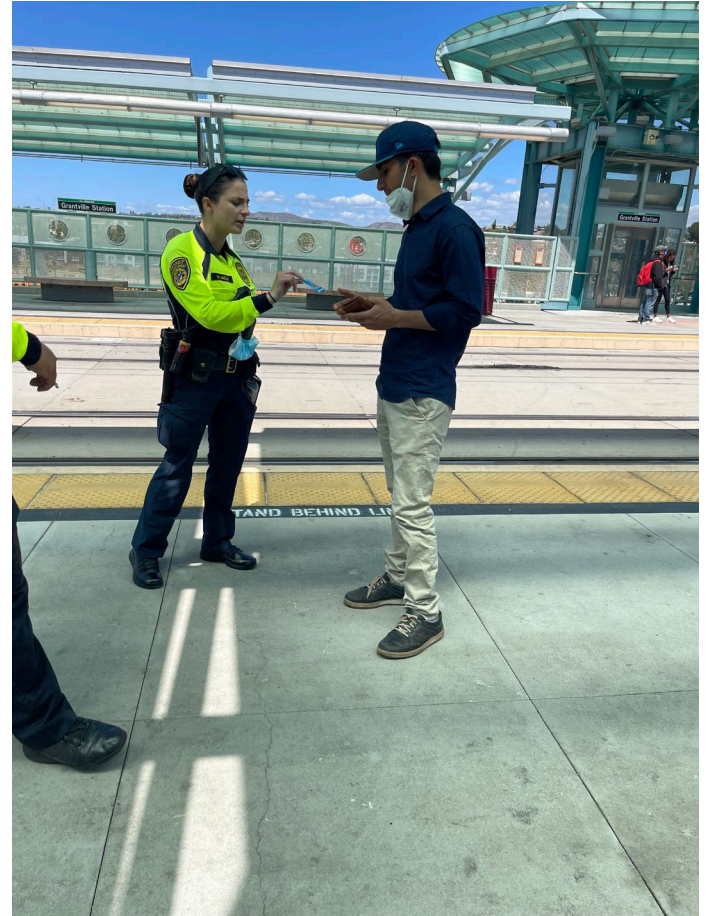
We endeavor to earn the trust and confidence of the public we gladly serve as public transportation security professionals. Always striving for excellence, we constantly seek more innovative, effective, efficient, and equitable ways to better serve our communities.

Core Values

Trust, Honesty, Integrity, Loyalty, Respect, Diversity

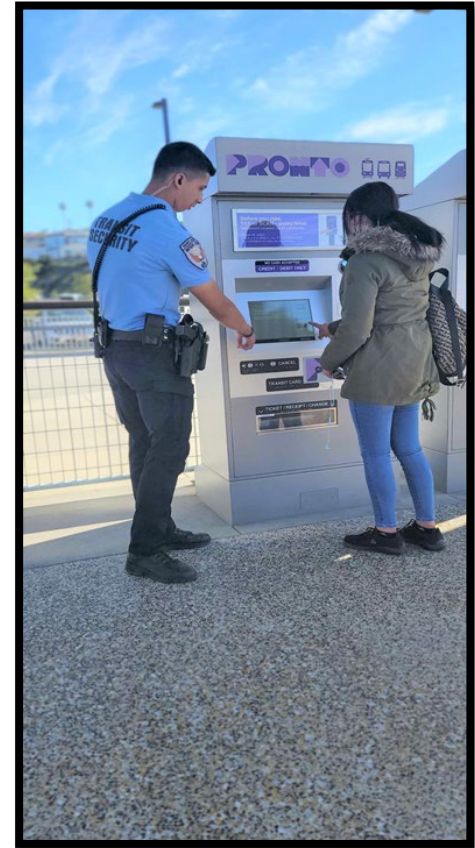
Code Compliance Inspectors (CCI)

- MTS Employees
- Have more authority than a security officer but are not peace officers
- Public Officer for the State
- Vested with the duty to enforce MTS ordinances and misdemeanors
 - California Code, Penal Code - PEN § 836.5
- Ride trolleys and respond to radio calls
- Can issue citations
- CCIs are unarmed



Transit Security Officer (TSO)

- Contract employees
- Provides security at trolley stations and fixed posts
- Mobile units respond to radio calls
- Armed and unarmed officers
- Limited authority
 - A private person may arrest another for a public offense committed or attempted in his presence (infractions/misdemeanors)



Training

- De-escalation Training
- Anti-biased Policing
- Psychiatric Emergency Response Team (PERT) Training
- Customer Service
- Naloxone (Narcan)

Bus Enforcement Support Team

- Two teams (1 CCI and 1 armed TSO) and a supervisor dedicated to bus lines.
- Patrols in a vehicle 7 days a week
- Checks bus stops, responds to bus radio calls, patrols problematic areas
- Direct communication with “Radio” / Bus dispatch
- Offers outreach resources



Bike Team

- Patrols on bike
- Special Events
- Patrols downtown area
- Responds to bus and trolley calls in the area
- Conducts station checks



K-9 Team

- Two teams and a supervisor dedicated to patrol MTS trains, buses and transit stations/ facilities
- Assist with outside events such as marathons, Comic-Con, etc.
- Search for explosive materials and checking suspicious items found on transit property.
- Available 7 days a week



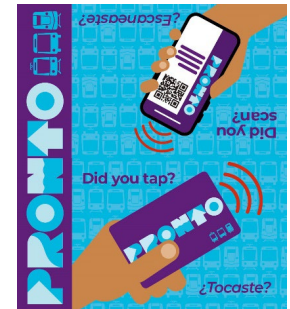
Outreach Services

- Outreach in the Downtown San Diego area
- Provide shelter and resources
- Work along side Downtown Partnership, Family Health Centers of San Diego-Community Harm Reduction Team (C-HRT), and NAMI San Diego-Connection 2 Community Clubhouse



Rider Experience Details/ Passenger Safety Team

- Designed in response to customer complaints and recurring issues
 - Lewdness, smoking, drug activity, etc.
- Education
 - Ride Assured
 - Pronto
- Enables team to act on “victimless” crimes
 - Victim declines to make a report
 - Incident does not occur in our presence



Operation Life Saver

- Certified with California Operation Life Saver
- Provide safety tips for those who are around any train tracks
- Conduct safety presentations to schools or events



Trolley System

- 62 stations
- 67 miles of track
- 585 trips each weekday
- 429 trips on Saturday
- 407 trips on Sunday
- Nearly 3,000,000 riders per month



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

Re-imaging Security

- Increase Code Compliance Inspector Staffing
- Increase contract security supplement
- Modify personnel mix between armed and unarmed
- Include law enforcement component
 - Contract
 - In-house

QUESTIONS?



Agenda Item No. 6

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

April 13, 2023

SUBJECT:

Partnership Efforts to Assist Persons Experiencing Homelessness (Al Stiehler)

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Effects of homelessness have an increasing impact on MTS services, rider perception of safety, and the overall customer experience. In an effort to continue to improve the delivery of services to our patrons and the overall agency, the MTS Transit Security and Passenger Safety Department continues to explore new ways to partner to assist in addressing this issue in San Diego County. Staff will provide a report on the impacts of persons experiencing homelessness on the MTS system, current strategies and data, and potential next steps.

/S/ Sharon Cooney

Sharon Cooney
Chief Executive Officer

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





Transit Security and Passenger Safety Outreach Efforts

Public Security Committee

April 13, 2023

Outreach Personnel Overview

- One Homeless Outreach Team
 - Monday – Thursday (Day Shift)
- Two Bus Teams
 - 7 days per week (Day Shift)
- One Camp Team
 - Tuesday – Friday (Day Shift)



Homeless Outreach Team

Our Homeless Outreach Team consists of:

- 1 – Code Compliance Inspector

- 1 - Contract Security Officer

- 1- Outreach worker

*(Provided by Downtown San Diego Partnership
Unhoused Care Team)*



Downtown San Diego Partnership

- Provide Unhoused Care Team members to partner with our team
- Assist in clearing areas that create safety hazards for MTS employees and customers
- Permitted access to the Rapid Response Team



Homeless Outreach Team Productivity

2022

Patron Contacts- **218**

Family Reunification- **02**

Approved Shelter (no beds) - **20**

Placed in shelter-**16**

HHSA Benefits-**22**

2023

Patron Contacts- **1023**

Family Reunification- **02**

Approved Shelter (no beds) - **16**

Placed in shelter-**17**

HHSA Benefits-**25**

Homeless Outreach Team Challenges

- Do not have coverage 7 days per week
- Do not have night coverage
- Only one outreach worker
- No mental health crisis component
 - Unable to provide case management



Homeless Outreach Team - Future

- Additional Outreach Team (s)
- Dedicated outreach workers who are only responsible for transit
- Dedicated shelter bed space
- Assigned mental health clinician
- Outreach partnership that are not limited to one geographical area
 - Most outreach teams are siloed and not able to cross jurisdictional boundaries

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

Our B.E.S.T. Team consists of:

- 1 Code Compliance Inspector
- 1 Transit Security Officer
- Two teams – 7 Days Per Week Coverage



Bus Enforcement Support Team (B.E.S.T.) 2022

- Patron Contacts - **573**
- Operator Contacts - **1121**
- Calls for Service - **265**
- Resources offered - **73**
- Resources Declined- **105**



Bus Enforcement Support Team Challenges

- Do not have night coverage
- No dedicated outreach workers



Bus Enforcement Support Team - Future

- Add two additional teams to cover night shift 7 days per week



Camp Team

Our Camp Team consists of:

- 1 Code Compliance Inspector
- 1 Transit Security Officer
- 4 Days Per Week Coverage



Camp Team Partners

- SDPD HOT Team
- SDPD Neighborhood Policing Unit
- La Mesa HOME Team
- Chula Vista PD HOT Team
- San Diego Fire River Rescue
- San Diego Lifeguards
- Caltrans
- Urban Corps



Camp Team - 2022

- Contacts - **1,540 (97% declined Services)**
- Calls for Service - **50**
- Encampment Details - **189**
- River Details - **119**
- Citations - **18**
- Systemwide Cleanups - **51,370 lbs.** of trash removed



Camp Team Challenges

- Do not have coverage 7 days per week
- No dedicated outreach workers



Camp Team - Future

- Add one additional team for 7-day per week coverage
- Add Outreach Worker



Additional Outreach Efforts

- Updated resource literature to include all areas of the county (1 pamphlet)
- Bi-Monthly management meetings with outreach team
- National Work Group (attended conference in Denver)
- Regional Task Force on Homelessness Conference
- UCSD Transit and Homelessness in San Diego symposium
- Roundtable Meeting - Safety in the East Village Education Corridor
- Participated in San Diego State's Homeless Resource Day (SDSUPD, SD Live Well, Think Dignity, MTS HOT Team and MTS Camps Team)

Questions?



**Metropolitan
Transit
System**

PUBLIC COMMENT
AI 6, 4/13/2023
No. in Queue:1

CALL – IN PUBLIC COMMENT

Zeke Sandoval provided a public comment for agenda item #6. A paraphrased version of Sandoval's statement will be reflected in the minutes.

PUBLIC SPEAKER DISCLAIMER

INSTRUCTIONS

This meeting is offered both in an in-person and virtual format. In-person speaker requests will be taken first. Speaking time will be limited to three minutes per person, unless specified by the Chairperson. Members of the public are permitted to make general public comments at the beginning of the agenda or make specific comments on any item in the agenda at the time the Board/Committee is considering the item during the meeting. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

BOARD OF DIRECTORS MEETING

General Public Comment at the beginning of the agenda will be limited to five speakers with the standard three-minute limit, unless otherwise directed by the Chair. Additional speakers with general public comments will be heard at the end of the meeting.

MEETING RECORD

A paraphrased version of this comment will be included in the minutes. The full comment can be heard by reviewing the recording posted on the respective meeting website: <https://www.sdmts.com/about/meetings-and-agendas>.





**Metropolitan
Transit
System**

Agenda Item No. 7

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

April 13, 2023

SUBJECT:

Shared Mobility Devices (Al Stiehler)

RECOMMENDATION:

That the San Diego Metropolitan Transit System (MTS) Public Security Committee receive a report on Shared Mobility Devices and provide direction to staff.

Budget Impact

None.

DISCUSSION:

On March 15, 2023, Mayor Gloria and Councilmember Whitburn submitted a letter (Attachment A) to MTS expressing concerns regarding thefts of Shared Mobility Devices (SMD), specifically electric scooters. The letter requested “bringing forward a discussion at the next Public Security Committee to evaluate updating necessary MTS policies.” Staff will provide information regarding SMDs and the potential actions required to authorize Code Compliance Inspectors to deny Trolley access to patrons attempting to board with an SMD and enforce violations for failure to comply with an established ordinance.

/S/ Sharon Cooney

Sharon Cooney
Chief Executive Officer

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

Attachment: A. Letter from Mayor Gloria and Councilmember Whitburn – March 15, 2023





THE CITY OF SAN DIEGO

TODD GLORIA

MAYOR

March 15, 2023

Sharon Cooney
Chief Executive Officer
San Diego Metropolitan Transit System
1255 Imperial Avenue
San Diego, CA 92101

Dear Ms. Cooney,

As elected leaders of the City of San Diego and members of the MTS Board of Directors, we are writing to express our concerns related to the ongoing theft of the City's Shared Mobility Devices (SMD)- primarily electric scooters- and ask your assistance in addressing this significant operational issue.

As you likely know, the City of San Diego contracts with a select number of authorized companies to offer shared mobility devices for rent in the City, and we work closely with these operators to ensure safe, accessible, and reliable mobility options. Unfortunately, in recent months our operators have made us aware of well-coordinated and large-scale theft of SMDs throughout San Diego. For example, Bird, one of the city's operators, has seen 65% of their new fleet of scooters lost to theft, which represents about \$2.4 million in stolen devices. The theft of these devices has become so prevalent that a continued loss of scooters now poses a threat to the viable operations of our SMD program.

Based on information collected from our SMD companies, we understand that MTS trolleys are often used to move scooters from their original, intended locations to areas where they can be tampered with to hamper tracking ability or where they can be more easily transported across the border into Mexico, rendering them useless or lost to service for San Diegans.

Since learning of this issue, we have engaged SDPD, regional law enforcement and our partners in Mexico in an effort to identify solutions and work together to stem the flow of stolen scooters across the border. We are

now asking that MTS join this effort and take necessary steps to prohibit SMDs from being allowed on MTS vehicles. These steps include bringing forward a discussion at the next Public Security committee to evaluate updating necessary MTS policies, taking a proactive enforcement approach for clear examples of theft, and producing signage and information to inform MTS riders of this policy while still encouraging private scooter use as a last mile option.

As we know that policy changes like this are not taken lightly and may have impacts to MTS personnel and security operations, we welcome a discussion of this issue at the MTS Board of Directors and appropriate committee(s) to ensure the full impact to MTS is understood and addressed. The City of San Diego stands ready to join the discussion to identify ways that we can support this change to MTS policy.

The City of San Diego's SMD program is a vital component of our ambitious Climate Action Plan, solving first- and last-mile transit challenges, and creating a safe, more sustainable community for pedestrians and transit riders. We know MTS shares these goals and we look forward to quickly working with you to implement these changes to limit SMD theft in San Diego.

Sincerely,



TODD GLORIA
Mayor
City of San Diego



STEPHEN WHITBURN
Councilmember, Third District
City of San Diego



Shared Mobility Devices

Public Security Committee

April 13, 2023

Shared Mobility Device (SMD) ban on SDMTS Vehicles - Information

- City of San Diego contracts with 4 Shared Mobility Devices (SMD) companies – (Bird, Link, Lime, Spin)
- Well-coordinated and large scale thefts of SMD's through San Diego
- SMD's are being transported throughout San Diego County and Mexico where their GPS trackers are tampered or removed.
- City of San Diego is requesting assistance from MTS Transit Security and Passenger Safety to prohibit rented SMD's from being allowed on MTS vehicles.

SMD ban on SDMTS Vehicles – **Potential** Training Requirements

- SMD Companies will need to provide up to date images on all rented SMD's that are in current operation and will update as new rented SMD's are being used.
- SMD Companies will need to provide training on how to identify the serial number on the SMD and other identifying marks to determine that the SMD is a rental.
- SMD Companies will need to provide a database of stolen/missing SMD's monthly.

SMD ban on SDMTS Vehicles – **Potential** Enforcement Procedures

- MTS will need to create an ordinance banning rented SMD's on all vehicles (busses and trolleys).
- MTS will need to post signage in stations (bus/trolley) and on all vehicles (busses and trolleys) regarding the ordinance violation.
- MTS will have to make announcements on trolleys advising patrons regarding the ban of rented SMD's on Light Rail Vehicles.

SMD ban on SDMTS Vehicles – **Potential** Enforcement Procedures

- CCI's and TSO's will need to verify that the SMD is a rental, once confirmed patron's will be advised of Ordinance and asked to deboard.
- If patron complies they will be allowed to deboard, leave the rented SMD at station, and board same train or next train due to time constraints.
- If patron refuses to deboard, CCI will then issue a citation for the Ordinance violation (which will include serial number of SMD or identifying marks on citation and citation notes). The rented SMD will remain at the station until retrieved by the company or rented by another consumer.

SMD ban on SDMTS Vehicles – Potential Enforcement Procedures



Shared Mobility Device (SMD) ban on SDMTS Vehicles – Consequences of Enforcement

- CCI's and TSO's may encounter non-compliant patrons, which may result in increased Use of Forces.
- Possibility that SMD's are privately owned or not distinguishable, resulting in increased complaints against MTS.
- Enforcement discrimination on SMD's versus bicycles which could also be stolen.
- SMD companies may not have up to date database of stolen SMD's that have been recovered.
- Who will be the listed victim and will local law enforcement agency come out for report?

Shared Mobility Device (SMD) ban on SDMTS Vehicles – Joint Enforcement Details

- Will law enforcement agencies (Customs and Border Protection, SDPD, CVPD, LMPD, ECPD, NCPD, SDSO) assist with details?
- Will SMD companies assist or be allowed to be at the details?
- Do other cities/county within our jurisdiction have similar agreements with SMD companies?
- Will SMD companies assist with locating/picking up SMD's at trolley stations / bus stops?
- How will details be funded?

Shared Mobility Device (SMD) ban on SDMTS Vehicles - Bird

- 866-205-2442
- Bird.co



Shared Mobility Device (SMD) ban on SDMTS Vehicles - Link

- 844-701-8163
- Link.city



Shared Mobility Device (SMD) ban on SDMTS Vehicles - Lime

- 855-546-3345
- Li.me



Shared Mobility Device (SMD) ban on SDMTS Vehicles - Spin

- 855-262-5189
- Spin.pm



Questions?



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MTS STAFF USE ONLY
Public Comment
AI #: 17 Date: 4/13/23
No. in queue: 1

IN – PERSON PUBLIC COMMENT

SPEAKER INFORMATION (please print)

Agenda Item No.: 7
Name: Derek Stehlin Telephone: (978) 270-8162
Email: derek.stehlin@spin.pm
City of Residence: SAN DIEGO
Remark Subject: SHARED MOBILITY DEVICES
Affiliated
Organization: SPIN

PLEASE SUBMIT THIS COMPLETED FORM BACK TO THE CLERK

INSTRUCTIONS

This meeting is offered both in an in-person and virtual format. In-person speaker requests will be taken first. Speaking time will be limited to three minutes per person, unless specified by the Chairperson. Please make your comment at the podium located on the right side of the dais. Members of the public are permitted to make general public comments at the beginning of the agenda or make specific comments on any item in the agenda at the time the Board/Committee is considering the item during the meeting. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

BOARD OF DIRECTORS MEETING

General Public Comment at the beginning of the agenda will be limited to five speakers with the standard three-minute limit, unless otherwise directed by the Chair. Additional speakers with general public comments will be heard at the end of the meeting.

MEETING RECORD

A paraphrased version of this comment will be included in the minutes. The full comment can be heard by reviewing the recording posted on the respective meeting website:

<https://www.sdmts.com/about/meetings-and-agendas>. This form will be included in the Meeting Materials posted on the respective MTS meeting site.

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San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lomom Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.





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PUBLIC COMMENT
AI 7, 4/13/2023
No. in Queue:2

CALL – IN PUBLIC COMMENT

Kylee Floodman with Bird, provided a public comment for agenda item #7. A paraphrased version of Floodman's statement will be reflected in the minutes.

PUBLIC SPEAKER DISCLAIMER

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