



# Security & Passenger Safety Community Advisory Group Agenda

Click link to access the meeting:

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

Zoom Meeting ID

## Ways to Join



**Computer:** Click the link above. You will be prompted to run the Zoom browser or Zoom application. Once signed on to the meeting, you will have the option to join using your computer audio system or phone.

### Webinar Features:

 Raise Hand	▶	Use the <b>raise hand</b> feature every time you wish to make a public comment.
	▶	Participants can enable <b>closed captioning</b> by clicking the CC icon. You may also view the full transcript and change the font size by clicking 'subtitle settings'. These features are not available via phone.
	▶	This symbol shows you are <b>muted</b> , click this icon to unmute your microphone.
	▶	This symbol shows you are currently <b>unmuted</b> , click this button to mute your microphone.
	▶	The chat feature should be used by panelists and attendees solely for "housekeeping" matters as comments made through this feature will not be retained as part of the meeting record. See the <b>Live Verbal Public Comment</b> for instructions on how to make a public comment.



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### Phone:

1. If you are joining the meeting audio by phone and viewing the meeting on a device, dial the number provided in the 'join audio' phone call tab of the initial pop-up, and enter the Meeting ID (found in the link).
2. If you are joining by phone only, dial: **+1-669-900-9128** or **+1-253-215-8782** and type the meeting ID found in the link, press #. You will have access to the meeting audio, **but will NOT be able to view the PowerPoint presentations.**



**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.

### Public Comments Made Via Zoom

1. Click the link found at the top of this instruction page
2. Click the raise hand icon located in the bottom center of the platform
3. The Clerk will announce your name when it is your turn to speak
4. Unmute yourself to speak

### Public Comments Made by Phone Only

1. Dial **+1-669-900-9128**
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.

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**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.

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**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.

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**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.

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**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.

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



# Agenda del Grupo Asesor Comunitario de Protección y Seguridad del Pasajero

Haga clic en el enlace para acceder a la reunión:

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






ID de la reunión  
en Zoom

## 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.

### Funciones del Seminario En Línea:

 Levantar la mano	►	Use la herramienta de <b>levantar la mano</b> cada vez que desee hacer un comentario público.
	►	Los participantes pueden habilitar el <b>subtitulado</b> 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 <b>silencio</b> , haga clic en este ícono para quitar el silenciador de su micrófono.
	►	Este símbolo indica que su micrófono se encuentra <b>encendido</b> . 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 <b>Comentario público verbal</b> 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](mailto:Karen.Wisniewski@sdmts.com), por teléfono al (619) 595-4966 o por correo postal en **1255 Imperial Ave. Suite 1000, San Diego CA 92101.**



**Metropolitan  
Transit  
System**

## **Security & Passenger Safety Community Advisory Group**

### **Agenda**

April 25, 2023 at 11:00 a.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: 896 5529 0838  
<https://us02web.zoom.us/j/89655290838>

#### **Alternate Teleconference Location:**

La Mesa Police Department  
8085 University Avenue, PD Community Room  
La Mesa CA 91942

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	<b>Roll Call</b>	
2.	<b>Public Comments</b>	
3.	<b>Approval of Minutes</b> Action would approve the September 7, 2022 Security & Passenger Safety Community Advisory Group Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	<b>Appointment of CAG Chairperson and Vice Chairperson</b> Action would take nominations from the floor and elect the CAG Chairperson and Vice Chairperson for the 2023 calendar year.	Elect
5.	<b>Public Safety Focus Groups Report (Mark Olson)</b>	Informational
6.	<b>Shared Mobility Devices (Al Stiehler)</b>	Informational
OTHER ITEMS		
7.	<b>Committee Member Communications and Other Business</b>	
8.	<b>Next Meeting Date: July 18, 2023 at 1:00 p.m.</b>	
9.	<b>Adjournment</b>	

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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  
SECURITY & PASSENGER SAFETY COMMUNITY ADVISORY GROUP (CAG)

September 7, 2022

1. ROLL CALL

Chair Welsh called the Security & Passenger Safety Community Advisory Group (CAG) meeting to order at 11:10 am. A roll call sheet listing of CAG member attendance is attached.

2. APPROVAL OF MINUTES

Vice Chair Brady moved to approve the minutes of the June 15, 2022 San Diego Metropolitan Transit System (MTS) CAG meeting. Manu Agni seconded the motion, and the vote was 9 to 0 in favor, with Karen Howard, Matthew Wechter, Rocina Lizarraga, Rodrick Colvin, Todd Temple, V. Turner and Vinton Omaleki absent.

Sharon Cooney, Chief Executive Officer, thanked the committee for accommodating the in-person meeting and stated, in-person meeting requirements under the Brown Act is meant to make sure that public proceedings remain in the public realm. Ms. Cooney explained that MTS is allowed to suspend the requirements that members have to be in person but it has to be done every thirty days. Due to the Board of Directors not having a meeting in August, MTS inadvertently did not realize this meeting was scheduled before the next Board of Directors meeting. Ms. Cooney apologized and stated going forward MTS plans to bring a new resolution to the next Board of Directors meeting and will do so subsequently as long as the Public Health Order declaring an emergency continues. Ms. Cooney mentioned the suspension of the requirement to be in person is related to public health emergencies and also related to the deadline set for January 1, 2024. Ms. Cooney continued stating that eventually, unless legislative action is taken at the state level, this committee will always meet in person rather than through a hybrid format. Ms. Cooney commented that statutes could be changed at the state level prior to that time and that MTS will keep the committee updated.

Michelle Krug asked for more clarification regarding hybrid meetings and it being the members choice to come in person or not. Ms. Landers stated that under the Brown Act now, there is a state statute that allows board members to be on a hybrid basis as long as every 30 days there is a finding that the public health emergency is continuing. Ms. Landers clarified that once that legislation sunsets, which is set to expire on January 1, 2024, then the option would no longer be available.

3. PUBLIC COMMENTS

*No Public Comments.*

4. Security & Passenger Safety Community Advisory Group (CAG) Ride-A-Longs (Chair Megan Welsh)

Al Stiehler, Director of Transit Security & Passenger Safety stated that MTS scheduled ride-a-longs in August with a few CAG members that started with a half hour briefing followed with a three-hour ride-a-long and a quick debrief afterwards. Chair Welsh then called upon the CAG participants to share their experiences.

Emma Rodriguez commented that she rode on the green line and the blue line mostly in downtown San Diego. She noted that the officers were checking tickets and that some riders, that didn't pay, were asked to step off. Ms. Rodriguez stated that she was not aware of the difference between a public officer and a peace officer and that MTS officers are public officers which means they cannot arrest you but also means a lot of what they do is discretionary which lends to being non-confrontational. Ms. Rodriguez feels it would be very helpful to continue raising awareness among the public of who the officers are, what they do, what they are allowed to do and what they are not allowed to do. Ms. Rodriguez asked why her ride-a-long was kept mostly to the downtown area if the green line went all the way to Santee. Mr. Stiehler stated that the team Ms. Rodriguez was assigned to was the Metro team and their area to patrol is the downtown area. He commented that the goal is to have a train team on every line, on every shift and stated the Metro area tends to be the busiest. Mr. Stiehler mentioned the challenges with the Park and Market station and the 5<sup>th</sup> Avenue station which sometimes requires more presence. Ms. Rodriguez commented that she did see an interaction with an agitated patron and she gives praise to the officers working under uncomfortable situations. She stated that the officers do a really good job at making sure things are deescalated and that people feel safe. Ms. Rodriguez ended stating she was very impressed with the mannerisms and training of the officers.

Chair Welsh stated that she saw just how challenging a code compliance inspector's (CCI) job is and how quickly it changes. She observed the education given to passengers regarding the Pronto app, fare checks and the issuance of citations. Chair Welsh commented that it became clearer, in a new way, the challenges that MTS has with fare evasion, the diversion program and with communication and education. Chair Welsh stated she would like to have more conversations on those issues and on the distinct job roles that the CCI and transit security officers (TSO) have.

Vice Chair Brady stated he is looking forward to scheduling his ride-a-long and mentioned that he recently spoke with SDPD Captain Takeuchi who mentioned they are seeing significant increases in erratic behavior that could be coming from financial pressure not just in transit riders or any specific subpopulation. Vice Chair Brady asked if MTS is seeing the same thing. Mr. Stiehler stated yes and that during a rail conference in June, a researcher from the Mineta Institute said there is a rise across the country in anti-social behaviors that is not just affecting transportation agencies but every municipality.

Michelle Krug mentioned that she would like to be contacted via a phone call to schedule a ride-a-long and then asked who the bargaining unit is for the CCI officers. Mr. Stiehler stated it is the Transit Enforcement Officers Association (TEOA).

Ms. Cooney wanted to elaborate on training and youths on the system especially around school bell times. She commented that at the end of the day MTS is experiencing a great deal of challenges including rocks being thrown at buses, pushing, shoving each other and inappropriate touching onboard buses. Ms. Cooney stated that MTS realizes the need to have specific training dealing with youths on the system and that Mr. Stiehler is looking into such training. Ms. Cooney stated now that the youth have free access to MTS, MTS wants to make sure they travel safely and that they keep each safe and out of trouble. She commented that MTS is seeing an escalation of violence in some of the interactions and the police departments are getting involved.

Michelle Krug suggested finding a way to present a short video to the youths talking about keeping themselves safe, who the safe people are to reach out to if needed, talk about acceptable behavior and what isn't acceptable behavior including consequences for unacceptable behavior. Mr. Stiehler stated he recently appeared with Mid-City Can and gave a presentation in regards to safety on MTS systems including some rules and regulations. He also mentioned that a few CCI's are state trained and certified with Operation Lifesaver. Mr. Stiehler commented that Operation Lifesaver is about safety in and around railroads, railroad tracks, railroad stations, and added to it MTS rules and regulations and about behavior expectations. Mr. Stiehler stated MTS will soon be doing a presentation at the schools. Emma Rodriguez added that being a youth representative, the school presentations could be very helpful and having a short video sent out through the schools is a great idea.

Ariana Federico Mondragon commented that she is looking forward to hearing about training and how to work with youth riding transit. Ms. Mondragon would like to collaborate and support MTS with plans to provide safety protocols and highlighting youth programs via social media. Mr. Stiehler stated that one of the department goals is to work with marketing to have social media presence.

Hoan-Vu Do asked if there are statistics showing what type of incidents happen throughout the day and the most common period when high level incidents occur. Mr. Stiehler stated that once MTS rolls out their beta version app, then MTS will have a better understanding where things are happening and at what time.

Chair Welsh remembered a conversation pertaining to the possibility of a youth ambassador program and asked if other transit systems in the United States use opportunity passes and if we could learn from them. Mr. Stiehler stated he is not aware of any but he could reach out to the Peer Advisory Group to see if there is anything similar out there.

#### PUBLIC COMMENT

*Rocina Lizarraga* – Ms. Lizarraga asked questions regarding the public using transit northbound to southbound to visit the border businesses and asked if there is any data as to why people from Carlsbad, Del Mar and Escondido are not using public transportation to travel to border businesses. Chair Welsh asked if there was another venue where this feedback would be relevant and actionable. Ms. Cooney stated there is a Board of Directors meeting next week.



Action Taken

Informational only.

5. Customer Survey Results (Mark Olson, MTS; and Judith McCourt, Redhill Group)

Mark Olsen, MTS Director of Marketing and Communications, started his presentation stating that MTS has been doing customer satisfaction surveys since 2011 and has been doing them about every two years but this is the first one since the pandemic began. Mr. Olsen stated that there were some things MTS was doing well but the environment has changed. He mentioned the introduction of a new fare collection system, the launch of the Mid Coast extension to UTC and the different emphasis on security and passenger safety. Mr. Olsen introduced Judith McCourt with the Redhill Group then turned the presentation over to her to present the results of this survey.

Judith McCourt, President of the Redhill Group, mentioned that during the presentation she will briefly cover the survey methodology, current rider demographics, rider satisfaction across a series of service attributes, perceptions on safety and perceptions on PRONTO. Ms. McCourt noted the survey was conducted in April 2022 and there were approximately 1,800 riders that participated. She stated riders were surveyed in accordance with the sampling plan that was jointly developed by MTS and the Redhill Group and explained the ridership numbers used were from February 2022. Ms. McCourt noted the different options that were available for riders to participate, stated the survey was given in multiple languages and shared a map reflecting participation per zip code zones. Ms. McCourt stated the 2022 survey was redesigned and included additional comments on safety and security, fare checking and satisfaction with the new PRONTO system. Ms. McCourt went through her presentation sharing charts and percentages from the survey findings then concluded with a word cloud that showed what customers said would help to make their transit experience better.

Manu Agne asked for clarification on the methodology and if the only two data collection methods for riders were to be surveyed in person by an employee with a tablet or to do survey via text. Ms. McCourt confirmed those were the two data collection methods used and the employees were independent Redhill employees and not MTS employees. Mr. Agne asked about the distribution of the employees throughout the day, night and weekends. Ms. McCourt stated surveys were done from five in the morning until eight in the evening and were not done on weekends.

Michelle Krug inquired what the dates were when the surveys were done. Ms. McCourt stated the survey was done during the month of April, from the beginning of April to April thirtieth. Ms. Krug asked if the surveys were done on just the trolley lines or were they also done on the bus lines. Ms. McCourt stated the goal was 800 surveys for trolley and 800 surveys for bus and ended up getting 900 surveys on both.

Kathryn Durant asked if the disability percentage increased or decreased since the previous survey and what was the actual question asked. Ms. McCourt stated there were 12 percent of persons who considered themselves disabled or to have a disability. Ms. McCourt stated the question asked was which of the following would you consider

apply to you. It was a self-assessment question with three options/selections: veteran, concerning disability and student and they could check one or all of them.

Emma Rodriguez asked if it were possible to breakdown by route the perception of safety in vulnerable populations, or populations who feel less safe. Ms. McCourt stated that it can be done by trolley but because there are so many bus lines that the data would be unreliable. Sharon Cooney clarified that while MTS has a beat system patrol schedule on the trolley, the bus team is assigned to deal with problems along the bus system and is not assigned to any specific area. Chair Welsh then asked if MTS could act on the data already collected for the trolley lines regarding what the perception of safety and security are. Mr. Olsen commented that MTS wants to look closer at that possibly with another survey or with some focus groups. Ms. Cooney stated the word cloud speaks volumes and Chair Welsh asked to clarify if the word cloud was unprompted responses. Ms. McCourt noted the statement was: Briefly tell us what changes would make the biggest difference in improving your transit experience. Ms. McCourt stated that with approximately 900 participants, 196 people said they wanted more security.

Ariana Federico Mondragon asked what happens to the responses that are not priority and wanted to know if there could be a pathway to having what the issues are, lined up with what MTS is doing. Mr. Olson stated MTS is sharing the results of this survey internally, with the board and with this group to get feedback and from there MTS can assess a plan of action.

Vice Chair Brady asked if the security video monitoring on the trolleys were real time. Mr. Stiehler stated MTS does not have the ability right now to view them all live and stated some vehicles have advanced technologies but not all of them. He stated that it also depends on where the vehicle is and if it's getting a strong enough Wi-Fi signal that can broadcast back to MTS control center.

Chair Welsh asked if there will be a written report of the findings from the survey. Mr. Olson stated that after the Board of Directors meeting, the plan is to release the findings and develop a web page for it as well as the PowerPoint presentation given here today. Chair Welsh asked if there was any more detailed information surrounding the word cloud that could be shared with the CAG committee. Mr. Olson stated MTS can share information as they can to provide specific information. Chair Welsh commented that this is a conversation she feels the committee should continue to have and asked to keep it on the agenda for the next CAG meeting.

Bobby Ray Salas stated that he would like to have the security issues broken down more. Ms. McCourt stated this survey was a quantitative snapshot and that some of the questions needing answered are qualitative and will come from the next steps. Ms. McCourt stated the CAG is having the very first look at all of the data collected and that the next steps will be incredibly helpful to get some qualitative feedback. Ms. Cooney stated the word cloud could be put into an excel spreadsheet with all of the information collected on each issue.

Action Taken

Ms. Cooney will report to the MTS Board of Directors that the CAG has discussed the survey and would like to continue conversations around the data at the next meeting.

6. Employee Assault Reduction Task Force (Al Stiehler)

Sharon Cooney, Chief Executive Officer, commented that all throughout the United States, transit agencies are grappling with their concerns about transit worker assaults especially on frontline workers. Ms. Cooney stated that it is not just bus operators but also security officers, janitorial staff and ambassadors at all levels. Ms. Cooney mentioned that this is a high concern for MTS Board of Directors and felt this committee might be able to offer some insights or advice. Al Stiehler, Director of Transit Security and Passenger Safety, started his presentation stating that an increase in antisocial behavior has led to an increase in assaults on MTS frontline employees. He mentioned the increase of assaults on all MTS employees between 2020 and 2021. Mr. Stiehler stated that MTS put together a task force and initiated a transit worker assault prevention program stating it is an agency wide initiative. Mr. Stiehler discussed the objectives to identify patterns, enhance training, increase advocacy and heighten awareness. Mr. Stiehler stated that MTS wants to reduce the assaults and wants the employees to be safe in doing their jobs to help everyone use the transit system as safely as possible.

Vice Chair Brady appreciated the report and stated the committee should focus on the assault issues. Mr. Brady asked if it would be possible to view footage for some of these interactions. Karen Landers, General Counsel, stated that videos are considered public records and MTS could put together a future presentation with some cases that have already been resolved, didn't get prosecuted or incidents where a police report wasn't filed. Mr. Brady asked if the presentation could also include some data where MTS feels the best efforts and de-escalation were applied and where there were opportunities for improvement.

Mr. Salas asked for clarification on the penal code for assault on transit workers versus an assault on a regular person and are they the same level. Mr. Stiehler stated assaults on transit workers is the same level as assaults on transit passengers but that code is different than an assault on a person on the city streets. Mr. Stiehler commented that MTS would like to get laws passed to have stiffer penalties for assaults on employees.

Manu Agni inquired about the bus operator shields installed on the buses and are they effective. Ms. Cooney mentioned the shields are effective and MTS has seen multiple incidents where the shield saved the operator's from being injured.

Hoan-Vu Do asked if MTS is going to do an annual survey for bus and trolley operators on how they feel related to safety. Mr. Stiehler stated that it can be made part of the objectives when looking at training.

Action Taken

Informational only.

OTHER ITEMS

7. COMMITTEE MEMBER COMMUNICATIONS AND OTHER BUSINESS

Vice Chair Brady inquired about having hybrid meetings and asked if that could be an option for this committee and if yes what would the next step be to make that happen. Ms. Landers confirmed that it could be and Ms. Cooney stated the way this is done is the clerk of the committee reaches out to the committee members before the next meeting to find out who will be attending in person and who will be attending virtually.

8. NEXT MEETING DATE

The next meeting date is scheduled for Wednesday, November 2, 2022 at 11:00 a.m.

9. ADJOURNMENT

Chair Welsh adjourned the meeting at 1:23 p.m.

/S/ Megan Welsh

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Chairperson  
San Diego Metropolitan Transit System

/S/ Karen Wisniewski

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Clerk of the Security & Passenger  
Safety Community Advisory Group

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
SECURITY AND PASSENGER SAFETY COMMUNITY ADVISORY GROUP (CAG) MEETING

ROLL CALL

MEETING OF (DATE): September 7, 2022 CALL TO ORDER (TIME): 11:10 am  
ADJOURN: 1:23 pm

COMMITTEE MEMBER		REPRESENTING	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Ariana Federico Mondragon	<input checked="" type="checkbox"/>	Community Advocacy Group Member	11:10 am	1:23 pm
Bobby Ray Salas	<input checked="" type="checkbox"/>	Public Safety Professional/Consultant	11:10 am	1:23 pm
Emma Rodriguez	<input checked="" type="checkbox"/>	Youth/Young Adult	11:10 am	1:23 pm
Hoan-Vu Do	<input checked="" type="checkbox"/>	City of San Diego Resident Transit Rider	11:10 am	1:23 pm
John Brady	<input checked="" type="checkbox"/>	Community Advocacy Group Member	11:10 am	1:23 pm
Karen Howard	<input type="checkbox"/>	City of San Diego Resident Transit Rider		
Kathryn Durant	<input checked="" type="checkbox"/>	Regional Task Force on Homelessness Member	11:10 am	1:23 pm
Manu Agni	<input checked="" type="checkbox"/>	Youth/Young Adult	11:10 am	1:23 pm
Matthew Wechter	<input type="checkbox"/>	Social Service Agency Professional/Public Defender/Other Court Personnel		
Megan Welsh	<input checked="" type="checkbox"/>	Educator with a Primary Study Focus in Public Safety	11:10 am	1:23 pm
Michelle Krug	<input checked="" type="checkbox"/>	Disabled Community Advocate	11:10 am	1:23 pm
Rocina Lizarraga	<input type="checkbox"/>	South Bay Resident Transit Rider		
Roddrick Colvin	<input type="checkbox"/>	Educator with a Primary Study Focus in Public Safety		
Todd Temple	<input type="checkbox"/>	Business/Tourism Professional		
V Turner	<input type="checkbox"/>	Senior Community Advocate		
Vinton Omaleki	<input type="checkbox"/>	East County Resident Transit Rider		

CLERK OF THE CAG: Karen Wisniewski



## Agenda Item No. 4

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

April 25, 2023

#### SUBJECT:

Election 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 2023 calendar year.

#### Budget Impact

None.

#### DISCUSSION:

The process to elect the Chairperson and Vice Chairperson of the CAG are included within the CAG Guidelines.

CAG Guidelines, Section III: The Chair shall be elected for a one-year term by the members of the CAG at the first meeting of the calendar year and each year thereafter. There will be no limits to how many times a Chair may be reelected. The Chair shall be elected by a simple majority vote of the CAG members, a quorum being present.

CAG Guidelines, Section IV: The Vice Chair shall be elected for a one-year term by the members of the CAG at the first meeting of the calendar year and each year thereafter. There will be no limits to how many times a Vice Chair may be reelected. The Vice Chair shall be elected by a simple majority vote of the CAG members, a quorum being present. The Vice Chair shall preside in the absence of the Chair.

The Chairperson and Vice Chairperson for 2022 were Megan Welsh and John Brady, respectively. The nomination procedures to elect a new Chairperson and Vice Chairperson 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](mailto:Julia.Tuer@sdmts.com)



## Agenda Item No. 5

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

April 25, 2023

#### SUBJECT:

Public Safety Focus Groups Report (Mark Olson)

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Since 2011, the San Diego Metropolitan Transit System (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. Mark Olson, MTS Director of Marketing and Communications, will present the results of the focus groups to the CAG.

/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)

# Perceptions of Personal Safety While Using Transit

AI No. 5, 04/25/2023



# 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
<b>Gender</b>			
Male	0	7	7
Female	9	0	9
<b>Age</b>			
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
<b>Student status</b>			
Yes	2	0	2
No	7	7	14
<b>Ethnicity</b>			
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
<b>Total</b>	<b>9</b>	<b>7</b>	<b>16</b>

# Participant Travel Characteristics

Demographic Category	Group 1	Group 2	Total
<b>When did you start riding MTS?</b>			
Less than 1 year	0	0	0
1-2 Years ago	1	2	3
3 or more years	8	5	13
<b>How often do you use any type of public transit?</b>			
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
<b>Trip purposes*</b>			
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
<b>Bus/Trolley*</b>			
Blue	7	7	14
Green	3	4	7
Orange	2	2	4
Bus	9	7	16
<b>Total</b>	<b>9</b>	<b>7</b>	<b>16</b>

\*Multiple response



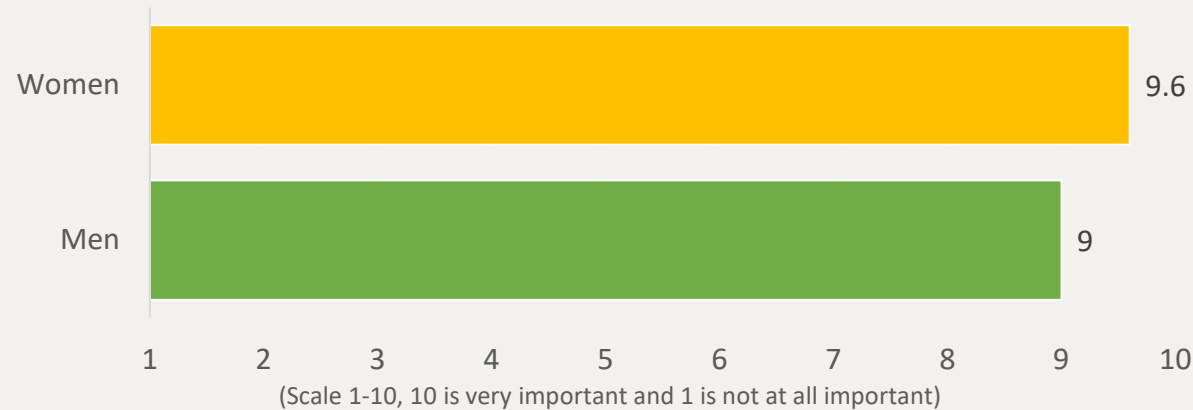
# 03 Key Findings





# 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*

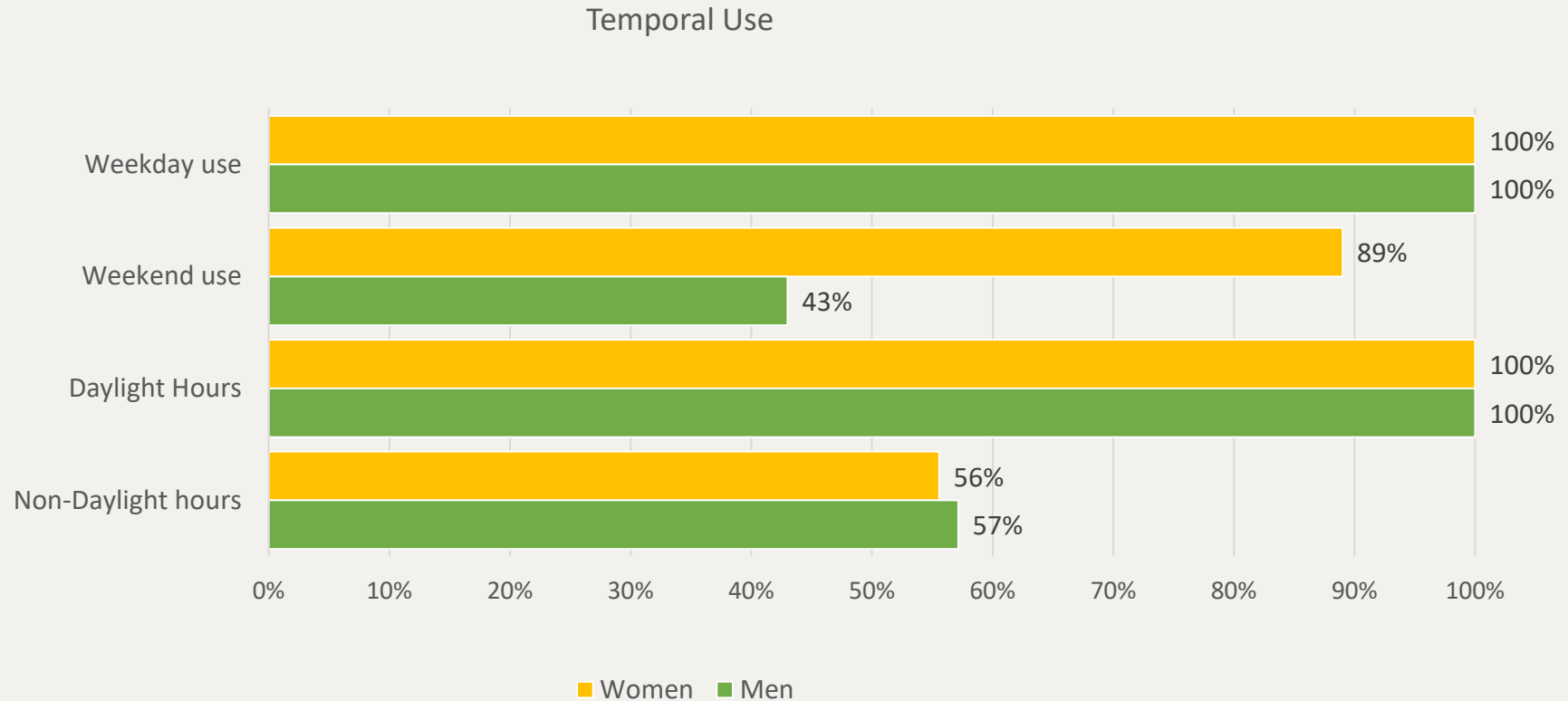
*I have to deal with a lot of the homeless and mental health issues on my street and at my stations. I have a baby and I won't bring him on public transit because it's too dangerous.*

*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.*

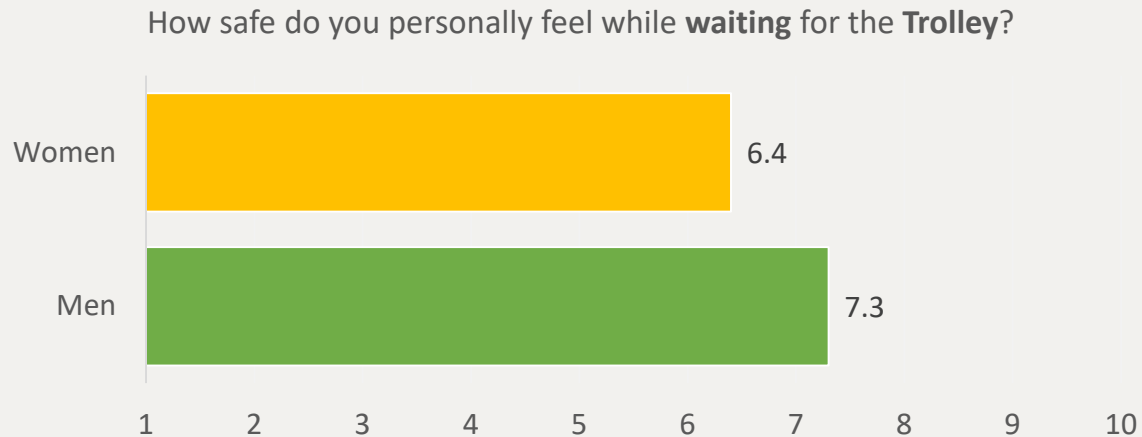
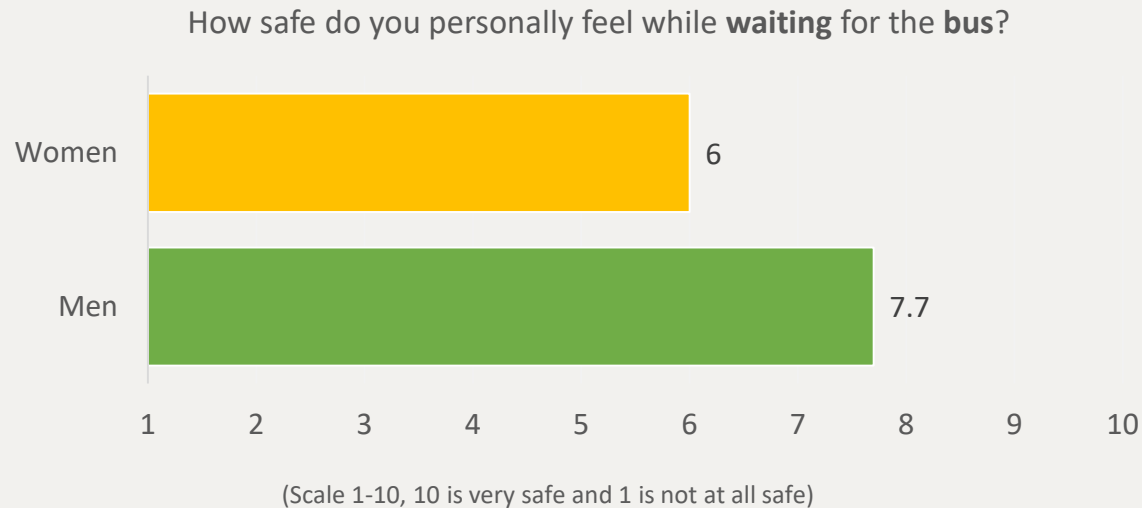
woman

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.
- 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.





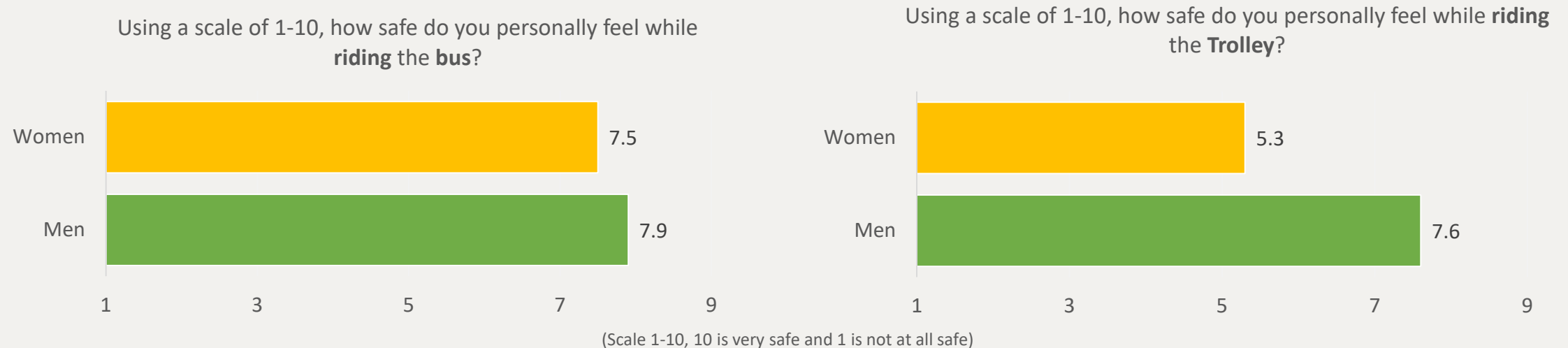
# Where You Travel Matters

- 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.

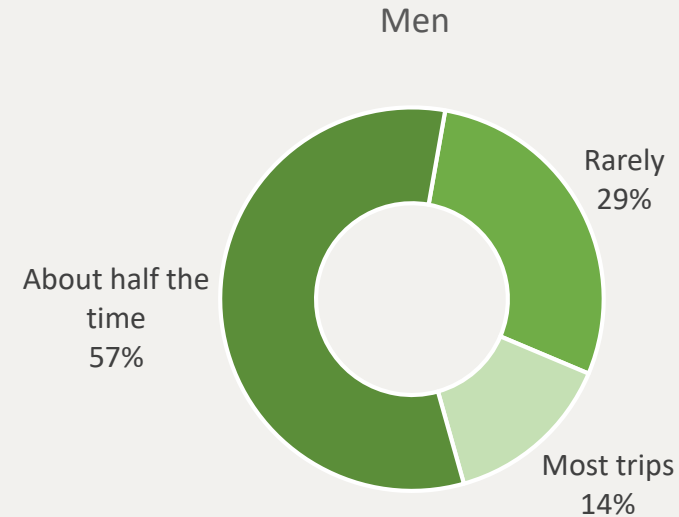
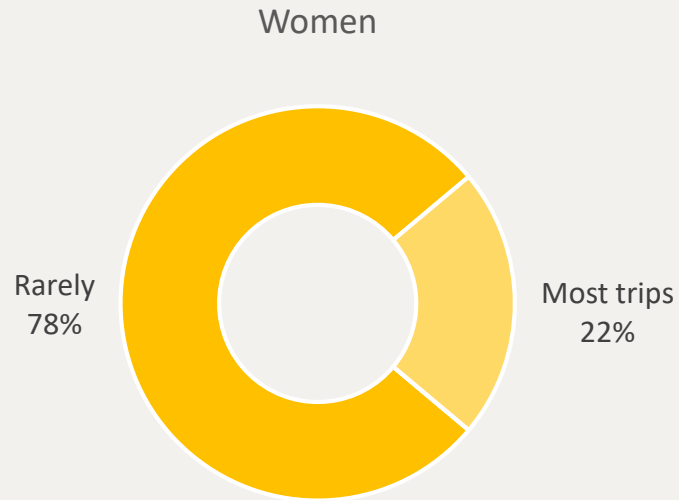
*The most [interaction] I have had [with Security] was when I didn't pay for my ticket. They're really understanding and they're really lenient and I've never seen anything escalate past, "Okay, just [pay] next time."*

*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*

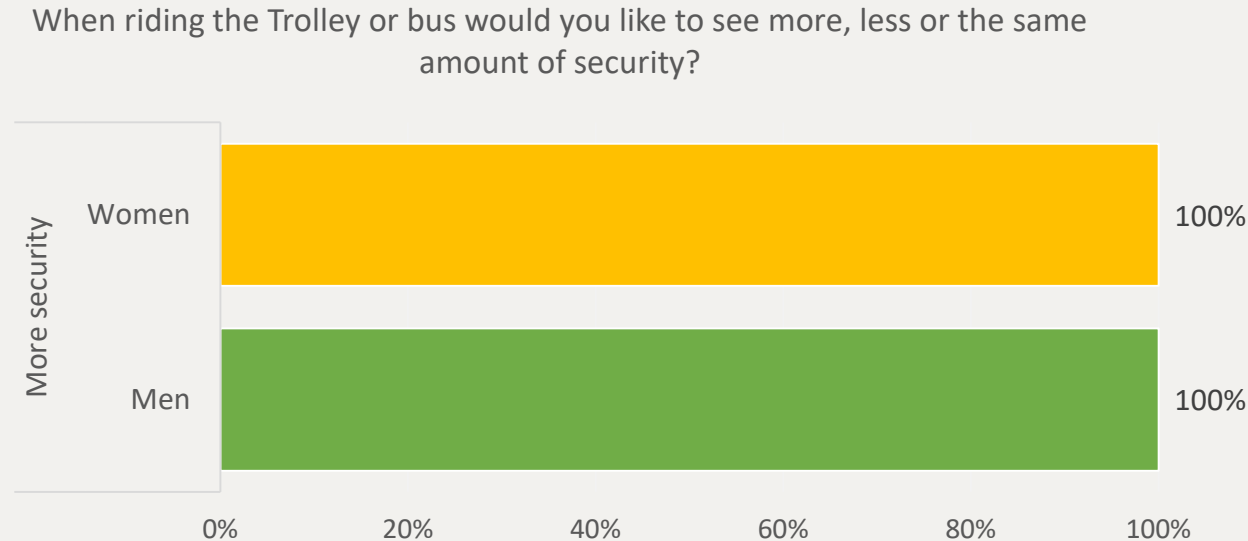
# Perceptions of Visible Security



- 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.



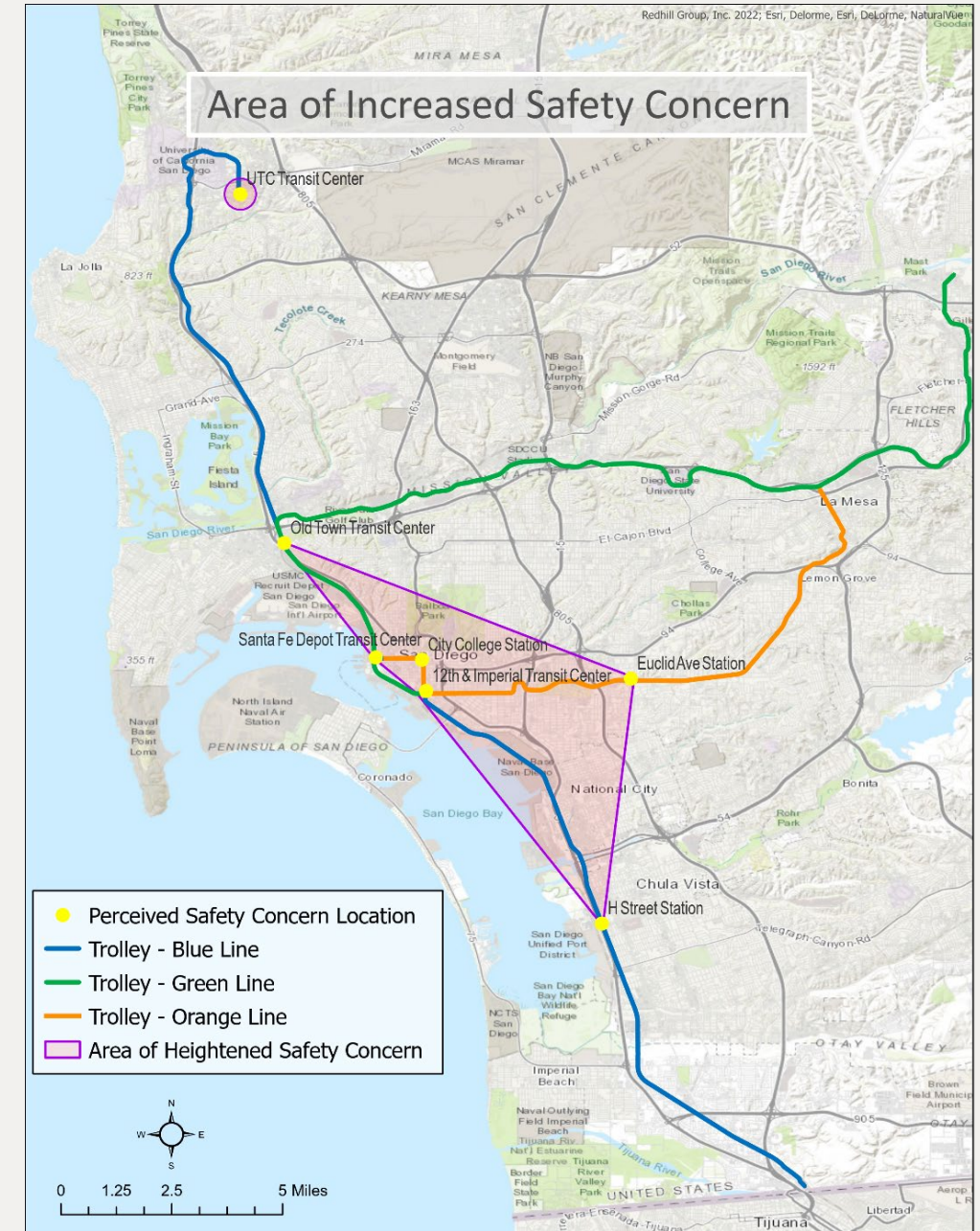
# Visible Security Enhances the Feeling of Personal Safety



- 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



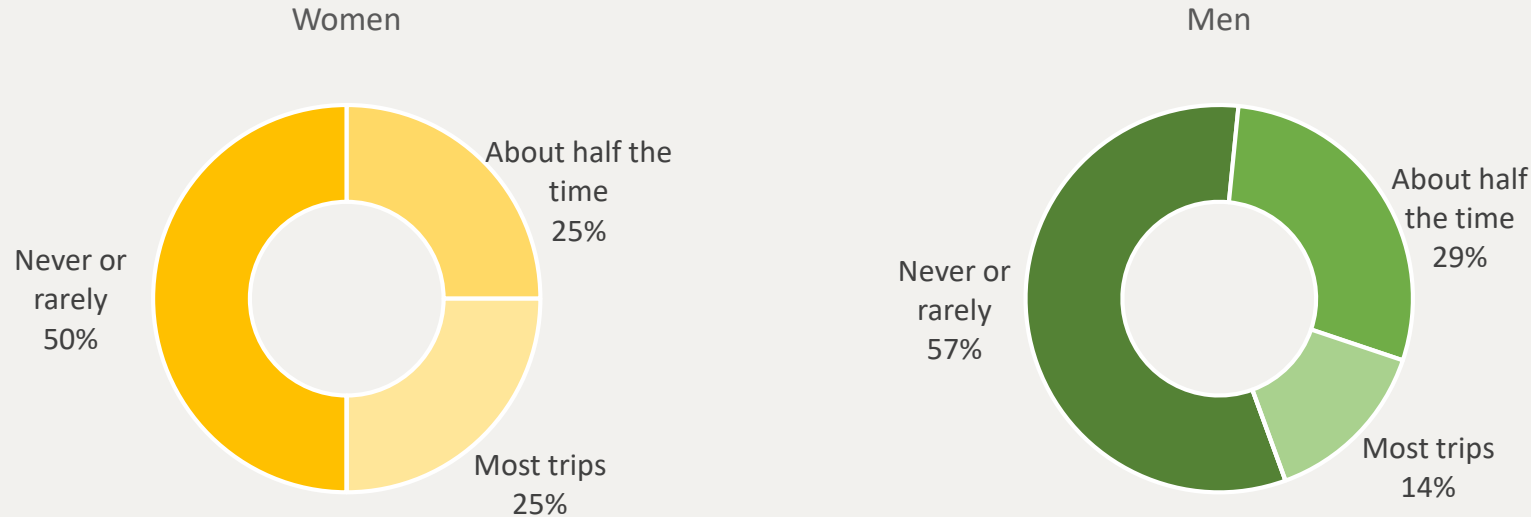
# Frequency of PRONTO Card Tapping Varies

- 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

- MTS Board of Directors presentation – May 18
- 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!





**Metropolitan  
Transit  
System**

## **Agenda Item No. 6**

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

**April 25, 2023**

**SUBJECT:**

Shared Mobility Devices (Al Stiehler)

**INFORMATIONAL ONLY**

**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.” On April 13, 2023, staff provided a presentation to the Public Security Committee on this topic. Today’s presentation 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](mailto: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

Security and Passenger Safety Community Advisory Group

April 25, 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](https://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?