



Security & Passenger Safety Community Advisory Group 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. Two-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.



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 two 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 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 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 dos 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 dos 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.**



Security & Passenger Safety Community Advisory Group Agenda

October 17, 2023 at 12:00 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://us02web.zoom.us/j/89655290838>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	Roll Call	
2.	Public Comments	
3.	Approval of Minutes Action would approve the April 25, 2023 Security & Passenger Safety Community Advisory Group Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	Annual Security Report (January 1, 2022 through December 31, 2022) (Al Stiehler and Tim Curran)	Informational
OTHER ITEMS		
5.	Committee Member Communications and Other Business	
6.	Next Meeting Date: TBD	
7.	Adjournment	



DRAFT MINUTES

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

April 25, 2023

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased.
The full comment can be heard by reviewing the recording at the [MTS website](#).]

1. Roll Call

Chair Megan Welsh called the Security & Passenger Safety Community Advisory Group (CAG) meeting to order at 11:01 a.m. A roll call sheet listing CAG member attendance is attached.

2. Public Comments

There were no Public Comments.

3. Approval of Minutes

Vice Chair John Brady moved to approve the minutes of the September 7, 2022 CAG meeting. Roddrick Colvin seconded the motion, and the vote was 12 to 0 in favor with Bobby Ray Salas, Jennelle Chittock, Karen Howard and Matthew Wechter absent.

DISCUSSION ITEMS

4. Appoint of CAG Chairperson and Vice Chairperson

Chair Welsh opened the floor for nominations to elect the CAG Chairperson and Vice Chairperson for the 2023 calendar year. John Brady was nominated to be Chairperson of the CAG and Megan Welsh was nominated to be Vice Chairperson of the CAG. The official vote is listed below.

Action Taken – Appointment of Chairperson

John Brady was appointed as Chair of the CAG and the vote was 12 to 0 in favor with Bobby Ray Salas, Jennelle Chittock, Karen Howard and Matthew Wechter absent.

Action Taken – Appointment of Vice Chairperson

Megan Welsh was appointed as Vice Chair of the CAG and the vote was 12 to 0 in favor with Bobby Ray Salas, Jennelle Chittock, Karen Howard and Matthew Wechter absent.

5. Public Safety Focus Groups Report (Mark Olson)

Sharon Cooney, MTS Chief Executive Officer, commented that this was a follow up to the surveying to get customer opinions regarding the services at MTS and to get more in-depth into the concerns that were expressed regarding public safety and transit. She mentioned there was one focus group with individuals who identified as female and one focus group that identified as male.

Mark Olson, MTS Director of Marketing and Communications, and Judith McCourt, with the Redhill Group, presented the findings of the Public Safety Focus Groups that the Redhill Group did for MTS in February 2023. Mr. Olson commented that The Redhill Group did the initial customer satisfaction survey. Mr. Olson stated the main thing MTS

wants to find out is what MTS is doing well, what the riders like about MTS, but also look at opportunities for improvement. He stated that the overall satisfaction, from the customer satisfaction survey, was really good. He also mentioned a few challenges that came up including safety issues, cleanliness, behavior of other passengers, additional services and found areas to improve upon as an agency. Mr. Olson commented that one of the questions asked, at the end of the survey, was what would make the biggest difference in improving the transit experience. He stated that the one thing, overwhelming said by the riders, was more security. Mr. Olson commented that MTS wanted to understand what more security really meant to the riders and with that he turned the presentation over to Judith McCourt. Ms. McCourt presented on the project purpose, participant profiles, demographics, travel characteristics, and the breakdown of the key findings. Mr. Olson ended the presentation with the next steps which included presenting the findings to MTS Board of Directors, launching Respect the Ride Campaign, having a Board discussion on the Social Equity Listening Tour findings, improve access/education for Ride Assured security hotline, and MTS Security identifying ways to enhance the approach to security efforts. Ms. Cooney mentioned that any feedback or concerns the CAG may have will be shared with the Board of Directors.

Michelle Krug stated that she has concerns on how the focus groups were done. She thought there were not enough people in the groups to get a widespread perspective. Ms. Krug commented that the location of where the participants were traveling from was not mentioned and feels the participants were not from all areas (i.e. San Ysidro and East County). Ms. Krug commented that the participants were chosen from a previous online survey and that survey did not offer a call-in opportunity. Ms. Krug also mentioned there was no outreach to the blind community to participate and was not offered in Spanish. Mr. Olson agreed there were limitations to research studies and asked Ms. McCourt to speak regarding the research method and the recruitment efforts. Ms. McCourt stated that some of the persons who had taken the customer satisfaction survey provided an email address and/or phone number. Ms. McCourt stated invitations were sent out to a large number of persons and then they geographically isolated people in order to have participants from all areas, North County, South County, East County, but that does not mean they had participants from all of the areas. She stated focus groups are qualitative research and they do have limitations. Ms. McCourt stated that to get quantitative findings, a different type of methodology would have to be applied. She mentioned the participants were multiracial and free to say what their ethnicities and gender associations were.

Emma Rodriguez asked when the maps were done regarding areas of increased safety concerns, and if the focus groups were asked about how popular certain routes were. Ms. McCourt commented that focus groups are qualitative not quantitative. Ms. McCourt stated the participants were asked about locations, but not specifically about routes and lines. She stated those specific applications are beyond this study and would have to be done on a quantitative level and a different type of venue. Mr. Olson commented that MTS will be doing another customer satisfaction survey next year that will have a much larger population and those specifications may be something that can be controlled for at that time. Ms. Cooney mentioned that SANDAG is doing an onboard survey on behalf of MTS which is a much larger effort, with many different questions. Ms. Cooney stated with this focus group MTS realized the Ride Assured Program was not being used and

that patrons do not understand what it was for. She stated another realization for MTS was in regards to the Ambassador Program, and that they do not actually make patrons feel safe as those employees are not looked at as an added layer of safety.

Emma Rodriguez stated she would like to see a sign that states what the average transit officer response time is regarding calling or texting the Ride Assured number. Mr. Stiehler mentioned that MTS does not have a mechanism to track response times but he stated that he uses Ride Assured frequently and almost immediately gets a response from dispatch. Mr. Stiehler mentioned that you can attach pictures to your message and stated it is important to know where you are and what car you are on.

Michelle Krug stated that the Ride Assured phone number should be verbally announced regularly as an alternative for the blind community.

Todd Temple wanted to give a different perspective than what has been said and stated he felt that the focus group was large and quite extensive in length and time. He stated the results of what people think a safe environment is, is consistent in what he has seen in his thirty years of law enforcement and in what he now does at the convention center. Mr. Temple stated that cleanliness, lighting and visibility of the security team are all important to safety. He personally feels that the survey is spot on and the direction MTS is heading is on the right track.

Rocina Lizarraga inquired about the age of the students that participated. Ms. McCourt stated that students had to be at least eighteen years of age to participate per focus group requirements. Ms. Rocina inquired why there were no mention from participants regarding restroom accessibility. Ms. McCourt mentioned that the questions surrounding restrooms were not asked because the specific focus of this group was concerns about safety issues.

Ariana Federico Mondragon mentioned that Mid-City CAN has a momentum team made up of different community members that get together at least once a month. She stated at one of the meetings there was a conversation regarding public transit and what people were experiencing. She mentioned they were also participating in the Social Equity Listening Tour sessions. Ms. Mondragon stated some of the topics talked about were cleanliness, bus frequency, lighting and shading. Ms. Mondragon inquired what the challenges are for MTS in regards to providing lighting and shading and how can community members help support these efforts. Ms. Cooney stated that the Social Equity Listening Tour is another effort MTS has done to reach out to the customers to learn where MTS could invest more and in which communities. Ms. Cooney mentioned the goal for MTS is to address concerns in the communities that MTS serves. Ms. Cooney emphasized that there are multiple layers in what MTS is learning and of what needs to be done to address what the customers' needs and requests are. Mr. Olson stated that MTS has added a capital improvement program for additional shelters to be included throughout the system and that the Planning Department is mapping out the best spots to put the shelters. He stated that MTS is looking to gradually expand the entire shelter program in the next five years.

Roddrick Colvin inquired about increased ridership and how that correlates with the perception of safety. Mr. Colvin also asked why tapping the PRONTO card is important and wondered if there has been any conversation in regards to adding additional tap machines more conveniently located in the stations or even onboard the trains. Ms.

McCourt stated the perception of people was that if there were more people onboard with the same intentions for riding then they felt safe, but if the intentions of the other people onboard were different or bad, then they did not feel safe. Mr. Olson stated that having the safety element could get more choice riders onboard. Mr. Stiehler added that the patrons mentioned that it is sometimes the area around the stations that feel unsafe to walk through to get to the transit facilities. Regarding the PRONTO tapping, Ms. Cooney stated that tapping pays for the patron's fare and if the patron does not tap, then MTS does not get the fare, which means the patron is essentially fare evading. Ms. Cooney stated that MTS recognizes that there are not enough validators and MTS will be installing more. She also added that the ticket vending machines will soon become usable validators. Ms. Cooney mentioned that the bus system does not have the lack of tapping issue and MTS hopes that adding the validator to the ticket vending machines will significantly reduce the fare evasion on the trolleys.

Victoria Turner asked for the next survey if the CAG could be included to suggest questions that are important to the CAG members. Ms. Turner commented that the survey showed there was increased discomfort with respect to safety in all of the transportation areas onboard and in stations. Ms. Turner inquired what the cost of the survey was. Mr. Olson commented that the focus group cost was around \$25,000 and commented that the CAG could offer some input for future surveys.

Manu Agni inquired if there were guidelines or internal recommendations regarding when a person should utilize the Ride Assured number versus calling the police versus pressing the emergency button onboard the trains. Mr. Stiehler stated that you should call 911 if it is an emergency and/or you are going to be harmed. If someone is feeling a little uncomfortable or sees a disturbance where no one is in any immediate danger, they can send a text message to Ride Assured and the button on the trolley will connect the person to the trolley operator if there is something that needs to be addressed right away. Mr. Agni commented that some of the stations have speakers for announcements and asked if the dispatch control center can make announcements or talk over the speakers located in the trolley stations. Mr. Stiehler stated that security dispatch cannot. Brian Riley, Chief Operating Officer (Rail), confirmed that there are PA (public address) systems in the Operations Control Center (OCC) and announcements can be made inside the stations.

Vice Chair Megan Welsh wanted to confirm/clarify that the question pertaining to restrooms was not addressed in this research topic. Ms. McCourt confirmed that it was not, but only eluded to in the open comment section in the larger customer satisfaction survey which is what the word cloud represents. Vice Chair Welsh stated that she would like to request restroom access be addressed as a topic at a future CAG meeting. Chair Brady stated that access to a restroom is important and recognized that this is an issue across the city, but pointed out that this may not be in the purview of this group. Vice Chair Welsh asked if once the Social Equity Listening Tour has concluded, if there will be an opportunity for any relevant information pertaining to Public Security be shared with the CAG. Ms. Cooney confirmed yes there will be. Vice Chair Welsh commented on the research findings pertaining to security personnel being perceived as courteous and respectful and stated that it did not appear to break down people's perceptions on whether the personnel were CCI, TSO or ambassadors and asked if it was all lumped together. Mr. Olson stated that based on their perceptions they knew the difference

between ambassadors and security. Vice Chair Welsh asked if the findings regarding the blue shirts versus the yellow shirts were notable and Ms. Cooney commented that the yellow shirts were noticed more. Ms. Cooney mentioned that one of MTS's challenges is the blue TSO shirts, although recognized as safety personnel, sometimes the officers wear a jacket that is not blue and look like they could be a security officer heading to work somewhere else. Vice Chair Welsh requested as other research happens at MTS, the CAG would appreciate being a resource.

Ms. Krug asked to clarify what colors are being worn and by which departments. Ms. Cooney broke down that the MTS Code Compliance Inspectors have the ability to cite people for code violations and they wear yellow shirts and dark pants. Ms. Cooney stated that MTS has a contracted security force with Intercon Security and they wear light blue shirts with a patch on the back that says transit security along with dark pants. MTS also has passenger support personnel deployed throughout the system to help the MTS customers and they wear red shirts with some black components.

Chair John Brady stated that a focus group done in Spanish is needed and one done specifically for the disabled community and senior citizens as those groups may have different opinions about security on the transit system. Chair Brady asked, since the PRONTO app tracks location, is there any ability to upgrade that app for customers to push concerns directly to that app. Mr. Stiehler stated MTS is working with IT and the new solutions for Ride Assured to try and tie that in, but they have to confirm whether or not the two programs are compatible.

Action Taken

Informational item only. No action taken.

6. Shared Mobility Devices (Al Stiehler)

Al Stiehler, Director of Transit Security and Passenger Safety, gave a presentation on Shared Mobility Devices (SMD). He stated that MTS was approached by the City of San Diego requesting assistance from the MTS Security Department to help the four main Shared Mobility Device companies in the area: Bird, Link, Lime and Spin and assist them with the well-coordinated and large-scale thefts that they are experiencing throughout the San Diego area. The SMD companies stated the devices are being tampered with and transported throughout San Diego then taken down into Mexico where they are refitted, repurposed and sold. Mr. Stiehler discussed the potential training requirements, enforcement procedures, consequences of enforcement as well as joint enforcement details. Mr. Stiehler ended his presentation asking for comments and concerns from the CAG.

Emma Rodriguez stated she has a lot of concerns with this as many international students at UCSD use these scooters as their last mile device. She is worried that the students may not understand the reasoning behind the change. Ms. Rodriguez requested that if MTS does decide to assist the shared mobility device companies that signage be posted in multiple languages.

Vice Chair Welsh commented that this feels like an unfunded mandate for Mr. Stiehler and the department to do more work. She stated the previous topic discussed how MTS already has limited resources and has very real safety and security concerns on the

MTS system. Vice Chair Welsh understands theft is bad and asked how is this becoming another problem that MTS is asked to solve without funding or support. She stated that it seems like a counter intuitive step to take to pass another ordinance to make this another enforcement activity for MTS. Vice Chair Welsh is concerned this is going to be a counterproductive effort with other goals that MTS is trying to achieve as well as a drain on the MTS security department's time and resources.

Roddrick Colvin commented that he is not convinced that MTS is part of the problem and asked to have the companies provide more data. His feeling is that the devices may be put in the back of pick-up trucks and driven over the border.

Michelle Krug asked for an explanation as to why scooters are being taken on the trolley if they are first mile, last mile for commuters. Ms. Rodriguez and Ms. Cooney gave a few examples of who and why the devices are taken on the trains.

Chair Brady agreed that unless there will be compensation for the security force doing work to recover mobility devices then he doesn't understand why MTS would get involved and feels it would impair legitimate usage.

Vice Chair Welsh asked what the next steps will be and if it would help for the CAG to take a vote in opposition to support MTS. Ms. Cooney stated that the Public Security Committee heard this presentation and directed MTS staff to draft some language as they were not fully onboard with the proposal. Ms. Cooney mentioned that this item is informational only but if the CAG wanted to do an advisory vote to show the groups sentiment, then MTS can convey that at the next Public Security Committee meeting. Chair Brady asked for a motion to take a vote for the CAG to advise MTS to not enforce mobility device possession on the MTS system. Vice Chair Welsh made a motion to do an advisory vote and Emma Rodriguez seconded the motion.

Action Taken

Vice Chair Welsh made a motion to advise MTS to not enforce mobility device possession on the MTS system. Emma Rodriguez seconded the motion. The vote was 10 to 2 in favor with Todd Temple and Manu Agni voting no, and Bobby Ray Salas, Jennelle Chittock, Karen Howard and Matthew Wechter absent.

7. Committee Member Communications and Other Business

Ms. Cooney mentioned to the CAG that PRONTO cards were placed at each of their seats and that each card was loaded with 3 day passes for them to use to get to and from the meetings.

8. Next Meeting Date

The next Security & Passenger Safety CAG meeting is scheduled for July 18, 2023, at 1:00 p.m.

9. Adjournment

Chair Brady adjourned the meeting at 1:10 p.m.

Chairperson
San Diego Metropolitan Transit System

For Committee Clerk
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

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

MEETING OF (DATE):

April 25, 2023

CALL TO ORDER
(TIME):

11:01 a.m.

ADJOURN:

1:10 p.m.

COMMITTEE MEMBER		REPRESENTING	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Ariana Federico Mondragon	<input checked="" type="checkbox"/>	Community Advocacy Group Member	11:01 a.m.	1:10 p.m.
Bobby Ray Salas	<input type="checkbox"/>	Public Safety Professional/Consultant	ABSENT	ABSENT
Emma Rodriguez	<input checked="" type="checkbox"/>	Youth/Young Adult	11:01 a.m.	1:10 p.m.
Jennelle Chittock	<input type="checkbox"/>	City of San Diego Resident Transit Rider	ABSENT	ABSENT
John Brady	<input checked="" type="checkbox"/>	Community Advocacy Group Member	11:01 a.m.	1:10 p.m.
Karen Howard	<input type="checkbox"/>	City of San Diego Resident Transit Rider	ABSENT	ABSENT
Kathryn Durant	<input checked="" type="checkbox"/>	Regional Task Force on Homelessness Member	11:01 a.m.	1:10 p.m.
Manu Agni	<input checked="" type="checkbox"/>	Youth/Young Adult	11:01 a.m.	1:10 p.m.
Matthew Wechter	<input type="checkbox"/>	Social Service Agency Professional/Public Defender/Other Court Personnel	ABSENT	ABSENT
Megan Welsh	<input checked="" type="checkbox"/>	Educator with a Primary Study Focus in Public Safety	11:01 a.m.	1:10 p.m.
Michelle Carlson	<input checked="" type="checkbox"/>	East County Resident Transit Rider	11:01 a.m.	1:10 p.m.
Michelle Krug	<input checked="" type="checkbox"/>	Disabled Community Advocate	11:01 a.m.	1:10 p.m.
Rocina Lizarraga	<input checked="" type="checkbox"/>	South Bay Resident Transit Rider	11:06 a.m.	1:10 p.m.
Roddick Colvin	<input checked="" type="checkbox"/>	Educator with a Primary Study Focus in Public Safety	11:01 a.m.	1:10 p.m.
Todd Temple	<input checked="" type="checkbox"/>	Business/Tourism Professional	11:01 a.m.	1:10 p.m.
V Turner	<input checked="" type="checkbox"/>	Senior Community Advocate	11:01 a.m.	1:10 p.m.

CLERK OF THE CAG: Karen Wisniewski



**Metropolitan
Transit
System**

Agenda Item No. 4

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

October 17, 2023

SUBJECT:

Annual Security Report (January 1, 2022 through December 31, 2022) (Al Stiehler and Tim Curran)

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

This annual security report covers the period from January 1, 2022 through December 31, 2022. Topics to be discussed will be the crime statistics for the calendar year and information regarding security and enforcement.

/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 2022 Annual Report



Security and Passenger Safety
Community Advisory Group (CAG)

INTRODUCTION

TRANSIT SECURITY & PASSENGER SAFETY

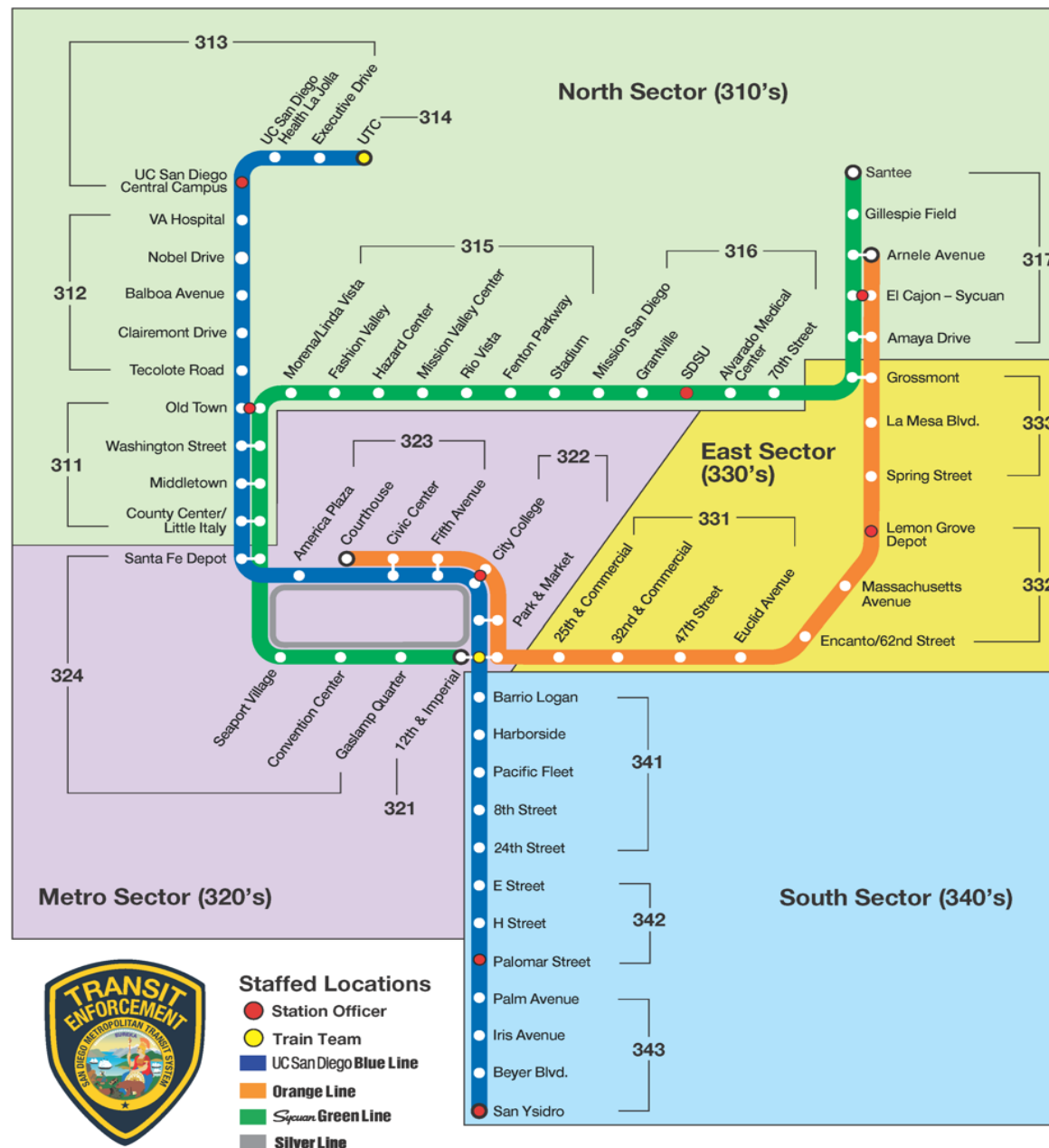
Code Compliance Inspectors

- Public Officers with Powers of Arrest – 836.5 PC
- Highly visible uniform presence
- 62 Inspectors
- 15 Supervisors

Contract Security Officers – Inter-Con

- Private Person's arrest – 837 PC
- Highly visible uniform presence
- 206 Personnel
- 96 Armed





PART I CRIMES: TROLLEY

Part I Crimes

Homicide
Rape
Robbery
Aggravated Assault
Burglary
Larceny/Theft
Motor Vehicle Theft
Arson

Total:

Calendar Year 2021 Total Crimes	Calendar Year 2022 Total Crimes
1	3
0	0
27	40
48	82
1	4
102	144
31	39
30	50
240	362

Calendar Year 2021 Onboard	Calendar Year 2022 Onboard
0	0
0	0
8	10
10	26
0	0
17	30
0	0
5	3
40	69

Calendar Year 2021 Arrests	Calendar Year 2022 Arrests
1	0
0	0
3	4
22	27
1	1
4	6
1	1
4	5
36	44

PART II CRIMES: TROLLEY

Part II Incidents

Drunkenness

Drug Abuse Violations

Misd. Assaults

Vandalism

Sex Offenses

Total:

Calendar Year 2021 Total Crimes	Calendar Year 2022 Total Crimes
16	10
6	7
215	428
564	1,183
30	81
831	1,709

Calendar Year 2021 Onboard	Calendar Year 2022 Onboard
4	1
2	2
99	153
233	369
27	59
365	584

Calendar Year 2021 Arrests	Calendar Year 2022 Arrests
16	10
6	7
54	76
34	28
5	8
115	129

PART I CRIMES: BUS

Part I Crimes

Homicide
Rape
Robbery
Aggravated Assault
Burglary
Larceny/Theft
Motor Vehicle Theft
Arson

Total:

Calendar Year 2021 Total Crimes	Calendar Year 2022 Total Crimes
1	1
0	0
4	8
13	5
0	0
11	17
0	0
4	7
33	38

Calendar Year 2021 Onboard	Calendar Year 2022 Onboard
0	1
0	0
2	1
5	2
0	0
2	7
0	0
0	0
9	11

Calendar Year 2021 Arrests	Calendar Year 2022 Arrests
0	1
0	0
1	1
5	2
0	0
0	0
0	0
0	2
6	6

PART II CRIMES: BUS

Part II Incidents

Drunkenness

Drug Abuse Violations

Misd. Assaults

Vandalism

Sex Offenses

Total:

Calendar Year 2021 Total Crimes	Calendar Year 2022 Total Crimes
1	2
0	2
45	76
72	131
2	14
120	225

Calendar Year 2021 Onboard	Calendar Year 2022 Onboard
0	0
0	1
21	27
30	46
0	8
51	82

Calendar Year 2021 Arrests	Calendar Year 2022 Arrests
1	2
0	2
15	11
7	9
0	2
23	26

ASSAULTS

In 2022, MTS responded to 591 assaults (321 in 2021), both Part I and Part II crimes, on both trolley and bus.

- 162 of those assaults were on MTS employees (Security Officers, Code Compliance Inspectors, and Bus and Trolley Personnel).

NON-COMPLIANT ARRESTS

- There was a 56.82% increase in non-compliant arrests in 2022.

	CCI	TSS	Both CCI and TSS	Total
2021	60	107	97	264
2022	149	137	128	414

FARE INSPECTIONS & CITATIONS

	2021	2022	
Fare Inspections	1,751,327	1,986,973	Up 13.46%
Notice to Appear Citations	6,288	5,075	Down 19.29%

The top three citation violation charges are for Fare Evasion, Failure to Comply and Smoking.

	2021	2022	
Fare Evasion	5,339	3,992	Down 25.23%
Failure to Comply	164	322	Up 96.34%
Smoking	114	229	Up 100.88%

NALOXONE (NARCAN)

Project Status

- Implemented on July 1, 2021
- All active Code Compliance Inspectors trained
- 15 incidents of administered doses in 2021
- 40 incidents of administered doses in 2022
- 73 incidents of administered doses in 2023

US overdose deaths hit record 107,000 last year, CDC says

More than 107,000 Americans died of drug overdoses last year, setting another tragic U.S. record

By Mike Stobbe Ap Medical Writer
May 11, 2022, 1:06 PM

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NEW YORK -- More than 107,000 Americans died of drug overdoses last year, setting another tragic record in the nation's escalating overdose epidemic, the Centers for Disease Control and Prevention estimated Wednesday.

The provisional 2021 total translates to roughly one U.S. overdose death every 5 minutes. It marked a 15% increase from the previous record, set the year before. The CDC reviews death certificates and then makes an estimate to account for delayed and incomplete reporting.

Dr. Nora Volkow, director of the National Institute on Drug Abuse, called the latest numbers "truly staggering."

The White House issued a statement calling the accelerating pace of overdose deaths "unacceptable" and promoting its recently announced national drug control strategy. It calls for measures like connecting more people to treatment, disrupting drug trafficking and expanding access to the overdose-reversing medication naloxone.

U.S. overdose deaths have risen most years for more than two decades. The increase began in the 1990s with overdoses involving opioid painkillers, followed by waves of deaths led by other opioids like heroin and — most recently — illicit fentanyl.

Last year, overdoses involving fentanyl and other synthetic opioids surpassed 71,000, up 23% from

ENCAMPMENT DETAILS

- Regular encampment and trespassing details were conducted to address illegal lodging and other nuisance/ sanitation concerns on MTS properties.
- 189 camp details
- 27 camp clean-ups
- 1,540 people contacted for outreach services
- 51,370 lbs. of trash and hard debris removed



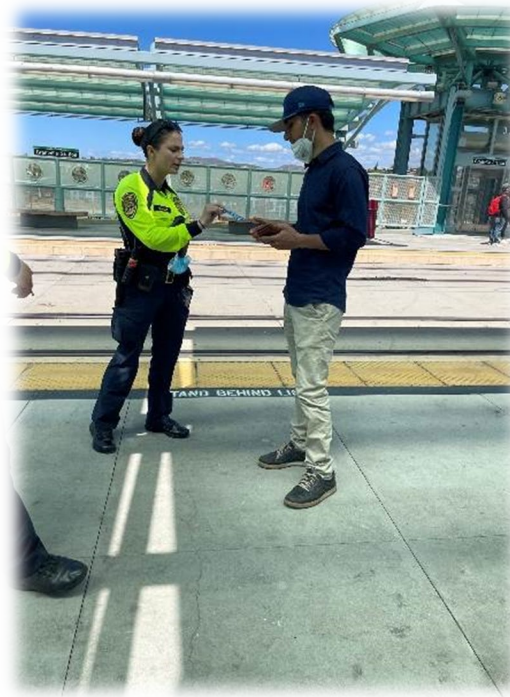
RIDERSHIP EXPERIENCE DETAILS

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



RIDERSHIP EXPERIENCE DETAILS (cont.)

- 40 Details conducted between 2022 and 2023 (to date)
 - Total warnings 542
 - Fare citations 409
 - Other violations 122
 - Pronto validations 1,786
 - Patron assists 1,265
 - Train step-ons 1,675



BUS ENFORCEMENT SUPPORT TEAM (B.E.S.T.)

2023 YEAR TO DATE

- 380 Calls for service
- 1,408 Buses met
- 1,181 bus stops inspected
- 74 individuals accepted outreach information
- 143 refused assistance



OUTREACH EFFORTS

2023 YEAR TO DATE

- 1,785 people encountered
- 37 accepted shelter
- 72 approved – no beds available
- 8 utilized the Family Reunification Program
- 46 assisted with HHSA benefit information



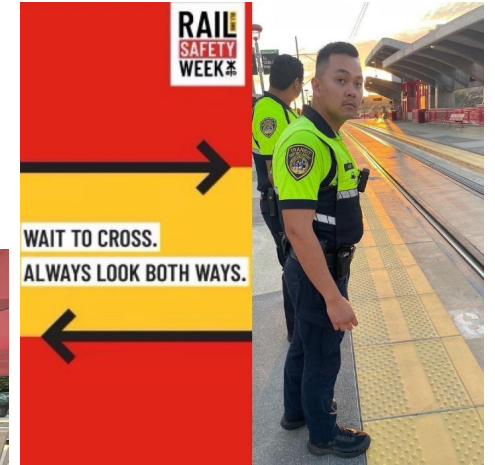
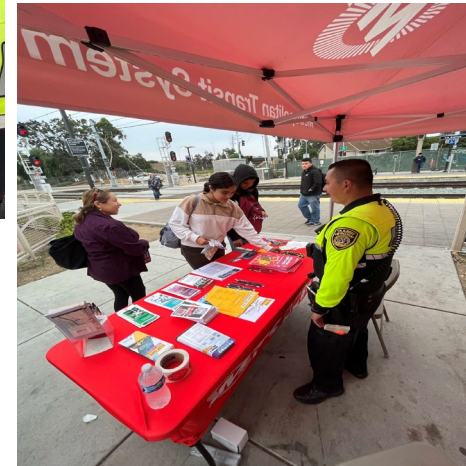
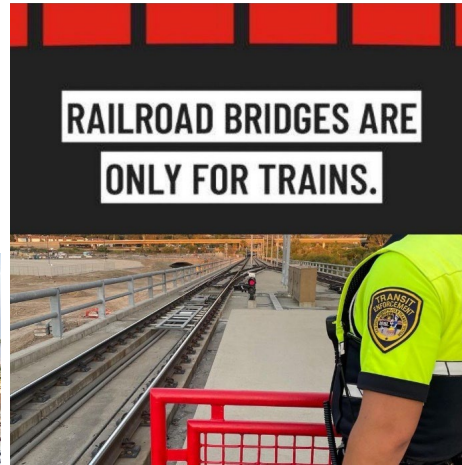
2023 UPDATE

- Department Expansion (2023-2024)
 - 34 Code Compliance Inspectors
 - 6 Code Compliance Supervisors
 - 5 Code Compliance Dispatchers
- 4 new satellite offices (Imperial, San Ysidro, El Cajon, and Palomar) to increase visibility and decrease response times

RAIL SAFETY WEEK

September 18 – 22, 2023

RAIL OLL.ORG
SAFETY
WEEK ✂



SPECIAL ENFORCEMENT & OUTREACH DETAILS

- Pre COVID details were conducted weekly throughout the system
- Educated riders on fare system (purchase, validation, inspection)
- Provided information on evasion rates
- Details were suspended in 2020 due to COVID restrictions
- First special enforcement detail since 2020 was conducted on September 20, 2023 at the request of Board Members of East County jurisdictions

SPECIAL ENFORCEMENT & OUTREACH DETAILS

- Detail was conducted at the El Cajon Transit Center, in partnership with the El Cajon Police Department and Outreach services
- 16 trolleys were stopped & inspected
- 933 patrons were contacted
- 354 patrons were in violation
 - 55 no fare and refused to purchase
 - 123 purchased fares after contact
 - 176 did not validate their PRONTO card
- 58 citations were issued
- Evasion rate was 34.7%
- 2 unattended juveniles were located and reunited with their mom
- 3 patrons were arrested by El Cajon Police Department
- 6 patrons were connected with outreach and drug rehabilitation services

SPECIAL ENFORCEMENT & OUTREACH DETAILS

- Detail was conducted at the Amaya Trolley Station, in partnership with the La Mesa Police Department and Outreach services
- 37 trolleys were stopped & inspected
- 1,098 patrons were contacted
- 375 patrons were in violation
 - 62 no fare and refused to purchase
 - 113 purchased fares after contact
 - 200 did not validate their PRONTO card
- 69 citations were issued
- Evasion rate was 34.1%
- 2 arrests were made by local law enforcement agencies.

SPECIAL ENFORCEMENT & OUTREACH DETAILS



Social Worker offering services to patron



CCI giving directions to patrons



CCI assisting patron purchase fare

BLUE ENVELOPE PROGRAM

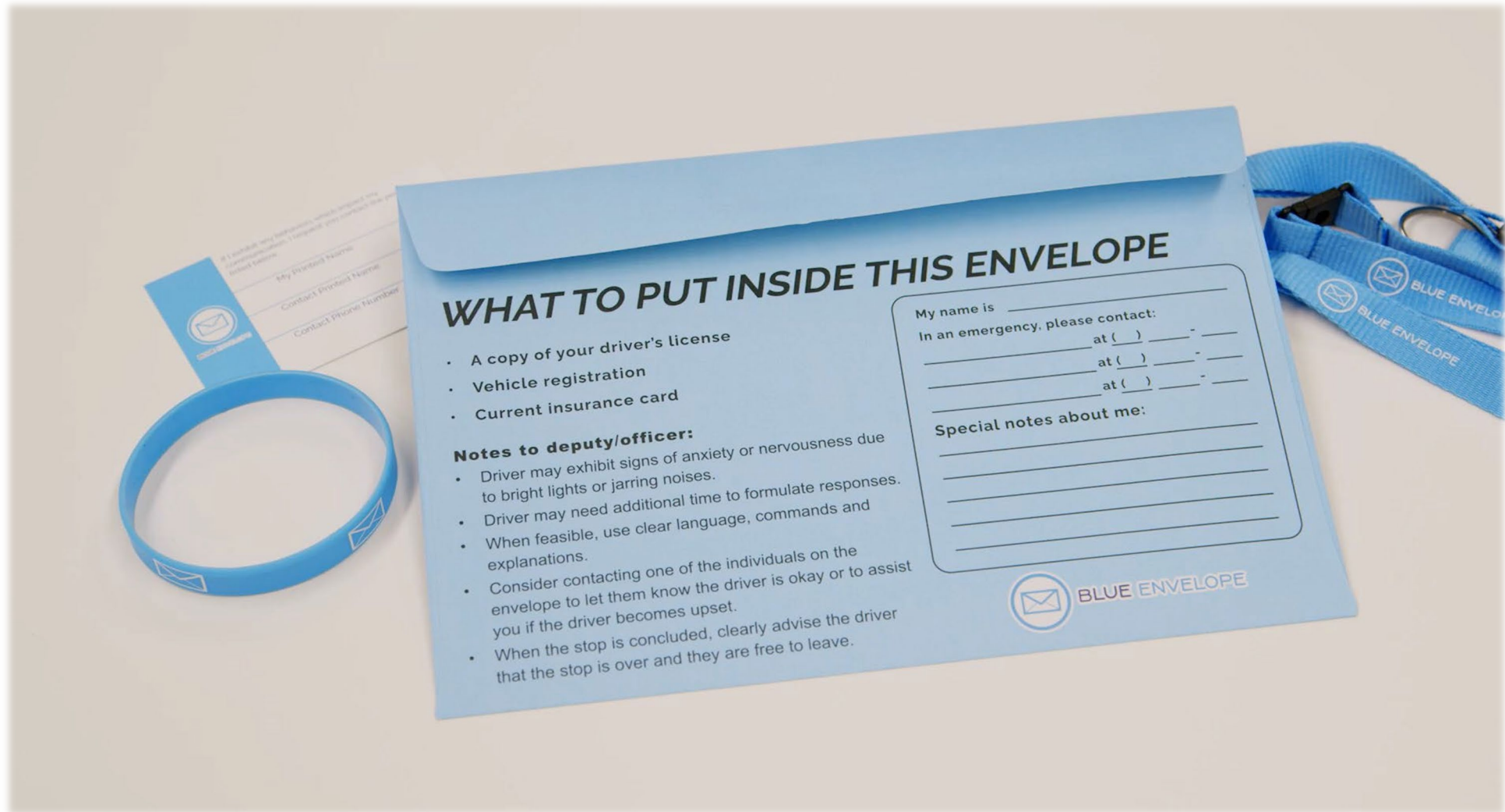
Intended to serve a broader segment of the community with a ***condition or disability*** which:

- ***may impact communication*** or
- ***may require additional accommodations*** or
- ***the participant requests awareness during an interaction.***



Goal of the Program

The Blue Envelope Program is designed to serve as a communication tool which helps elevate awareness during an interaction and promotes effective communication.



BLUE ENVELOPE COMMUNITY PARTNERS

- Alzheimer's San Diego
- American Diabetes Association
- ARC San Diego
- Autism Society of San Diego
- Braille Institute San Diego
- Deaf Community Services of San Diego
- Gigi's Playhouse
- Metropolitan Transit District
- San Diego Center for the Blind
- San Diego Brain Injury Foundation
- San Diego Regional Center



Questions/Comments