



## Agenda

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

June 23, 2022

2:00 pm

\*Meeting will be held via webinar\*

To request an agenda in an alternative format or to request accommodations to facilitate meeting participation, please email the Clerk, [Karen.Wisniewski@sdmts.com](mailto:Karen.Wisniewski@sdmts.com) at least two working days prior to the meeting. Meeting webinar/teleconference instructions can be accessed under '[Additional Materials](#).' Click the following link to access the meeting: <https://zoom.us/j/98762800751>

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#### ACTION RECOMMENDED

- |    |   |         |
|----|---|---------|
| 1. | ROLL CALL   |         |
| 2. | <a href="#">APPROVAL OF MINUTES - February 17, 2022</a> | Approve |
| 3. | PUBLIC COMMENTS   |         |

#### COMMITTEE DISCUSSION ITEMS

- |    |   |               |
|----|---|---------------|
| 4. | <a href="#">Fare Enforcement Diversion Program (Karen Landers)</a><br>Action would make recommendations to the Board of Directors regarding a permanent Fare Enforcement Diversion Program. | Approve       |
| 5. | <a href="#">Director's Update (Al Stiehler)</a>   | Informational |
| 6. | <a href="#">Report from Security &amp; Passenger Safety Community Advisory Group (Al Stiehler, Megan Welsh and John Brady)</a>  | Informational |



OTHER ITEMS

7. COMMITTEE MEMBER COMMUNICATIONS AND OTHER BUSINESS
8. NEXT MEETING DATE: September 22, 2022 at 2:00 pm
9. ADJOURNMENT

# DRAFT MINUTES

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

February 17, 2022

1. ROLL CALL

Chair Montgomery-Steppe called the Public Security Committee (PSC) meeting to order at 2:01 pm. A roll call sheet listing PSC member attendance is attached.

2. APPROVAL OF MINUTES

Mr. Elo-Rivera moved to approve the minutes of the November 4, 2021 San Diego Metropolitan Transit System (MTS) PSC meeting. Mr. Whitburn seconded the motion, and the vote was 5 to 0 in favor, with Vice Chair Aguirre and Mr. Goble absent.

3. PUBLIC COMMENTS

There were no public comments.

4. Security and Passenger Safety Community Advisory Group Meeting (Sharon Cooney)

Sharon Cooney, MTS Chief Executive Officer, lead the discussion with an update on the first CAG meeting. Ms. Cooney stated that it was more of a business meeting in regards to getting it set up, explaining what their rolls would be and to pick their Chair and Vice Chair. Ms. Cooney mentioned that all sixteen members attended the first meeting and she was pleased to see the youth advocates were very much engaged. Ms. Cooney stated she wanted to give CAG an idea of how they would feed into the Public Security Committee and recommended having CAG meetings before every Public Security Committee meeting. Ms. Cooney wanted to engage the Public Security Committee for ideas to give the CAG to start working on. Ms. Cooney mentioned having the CAG do a deep dive into the data being collected for the Pilot Diversion Program and have them share suggestions on how to potentially adjust the program. Ms. Cooney stated another issue is complaints in regards to unbridled sexual harassment occurrences and mentioned that the CAG could offer some ideas on ways to lessen or deter such actions.

### COMMITTEE COMMENTS

Mr. Whitburn appreciated the opportunity to provide suggestions. He asked to what extent do riders know what to do when in uncomfortable or unsafe situations. He asked if the information out there mentions what to do, where to turn or who to talk to and is it in the appropriate languages to be accessible to all. Ms. Cooney mentioned talking to a rider who has felt threatened on their commute and quizzed them to see if they knew who MTS personnel were and what they look like. The response was that the rider did not know and thought the officers they saw were police officers. Ms. Cooney suggested asking the CAG to ride the system to look and see what MTS could do better in regards to displays explaining to riders who to look for and approach for assistance. She

mentioned there is also the See Something Say Something texting program and call in number and asked if that could be displayed better onboard the vehicles.

Mr. Elo-Rivera appreciated MTS engaging the community on public safety issues. He suggested that in future CAG meetings they could recommend ways for the security staff to effectively and age appropriately discuss enforcement with youth riders in a way that maintains safety for everyone while making everyone feel welcome.

Ms. Galvez commented on the issue of sexual harassment and would like to send a clear message that misconduct and sexual harassment will not be tolerated on or around MTS properties. Ms. Galvez mentioned the idea of proactive advertising on buses, on trolleys and in MTS stations.

Chair Montgomery-Steppe was pleased to see the different backgrounds of the CAG and the different sectors of the community that they represent. She mentioned the importance in setting up parameters between the MTS Board, the Public Security Committee and the CAG as to what the relationship is going to be including the process for moving information forward. Chair Montgomery-Steppe commented on how people view public safety and that she would like to see a more concerted effort to connect MTS systems with numbers already known such as the 211 or 911 numbers.

#### Action Taken

No action.

#### 5. Director's Security Update (Al Stiehler)

Al Stiehler, Director of Transit Security & Passenger Safety, previewed that his presentation would discuss updates on projects, sharing information on new items, plans for 2022, challenges being faced moving forward, and utilizing the CAG to help with challenges. He started the presentation with Inter-Con's transition phases mentioning how they started early to fill empty posts not being filled by Allied Security. Mr. Stiehler stated that Inter-Con is always professional and energetic during the transition meetings. Mr. Stiehler commented that the Naloxone project has been very successful, that it is done being a pilot project and stated MTS has received approval from the County to continue utilizing Naloxone. Mr. Stiehler mentioned MTS will make sure MTS officers are trained and equipped with this life saving medication. Mr. Stiehler commented that the Bus Enforcement Support Team (B.E.S.T.) has been successful and is getting lots of praise from bus operations, bus drivers, dispatchers and managers.

Mr. Stiehler commented on the homeless outreach efforts and mentioned some of the issues including limited bed availability and beds not being available due to ambulatory problems. Mr. Stiehler mentioned the projects MTS is working on to increase productivity in their outreach efforts. He mentioned that he is working with the Psychiatric Emergency Response Team known as PERT to try and get a PERT clinician imbedded with MTS similar to what local police agencies have. Mr. Stiehler stated that he has a meeting with the Mobile County Response Team to see how they can fit into our joint outreach program. Mr. Stiehler shared some pictures and a video of community

engagements the MTS staff has been involved in. He reviewed the employee survey given to the code compliance staff and the results from that survey. Mr. Stiehler discussed what's next for 2022 including a new deployment strategy and the development of a Wellness Council spearheaded by a code compliance supervisor. He also noted they are looking into creating a Professional Standards Unit to identify any misconduct that would discredit the security department or MTS and would investigate internal and external complaints and misconduct. Mr. Stiehler concluded his presentation mentioning a few of the challenges moving forward which included outreach effort enhancements, crime reduction to provide the safest environment for MTS riders, and fare collection enforcement.

#### COMMITTEE COMMENTS

Mr. Whitburn commented that he appreciates MTS's partnerships on addressing the challenges surrounding homelessness. He acknowledged the bed availability issue, mentioned having more capacity now and hopes this helps improve the situation. Mr. Whitburn stated he likes that MTS is doing more increased visibility for security.

Mr. Elo-Rivera shared his thoughts on the bed availability issue and stated the quicker the City Council or the City of San Diego knows about issues the quicker it can be addressed to lessen barriers and to make sure measures are being taken to make them as rare as possible. Mr. Elo-Rivera inquired about the Professional Standards Unit position. Mr. Stiehler mentioned he would like the position to be filled with someone outside the company who does not have a relationship with the officers and has experience in handling internal and external investigations. Mr. Stiehler stated MTS just purchased new tracking software that will monitor complaints, monitor uses of force and can keep track of officer behaviors.

Chair Montgomery-Steppe mentioned how important it is to have beds available and asked that MTS continue to reach out when issues arise. Chair Montgomery-Steppe inquired about the Naloxone locations and where it tends to be needed the most. Mr. Stiehler stated most calls are for the downtown metro area especially around the 12<sup>th</sup> and Imperial station. Chair Montgomery-Steppe asked if MTS has designated fare zones and Ms. Cooney stated MTS does have markings showing where fare paid zones begin.

#### Action Taken

No action taken. Informational item only.

#### 6. COMMITTEE MEMBER COMMUNICATIONS AND OTHER BUSINESS

No Committee Comments.

#### 7. NEXT MEETING DATE

The next meeting date is scheduled for Thursday, April 21, 2022 at 2:00 p.m.

8. ADJOURNMENT

The meeting was adjourned at 2:47 pm.

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Chairperson  
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

**PUBLIC SECURITY COMMITTEE**  
**SAN DIEGO METROPOLITAN TRANSIT SYSTEM**

ROLL CALL

MEETING OF (DATE) 02/17/2022

CALL TO ORDER (TIME) 2:01 pm

CLOSED SESSION \_\_\_\_\_

RECONVENE \_\_\_\_\_

ADJOURN 2:47 pm

COMMITTEE MEMBER	(Alternate)	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
AGUIRRE	<input type="checkbox"/>		
ELO-RIVERA	<input checked="" type="checkbox"/>	2:01 pm	2:47 pm
GALVEZ	<input checked="" type="checkbox"/>	2:01 pm	2:41 pm
GLORIA	<input type="checkbox"/>	2:02 pm	2:47 pm
WHITBURN	<input checked="" type="checkbox"/>		
GOBLE	<input type="checkbox"/>		
HALL	<input checked="" type="checkbox"/>	2:01 pm	2:47 pm
MONTGOMERY STEPPE	<input checked="" type="checkbox"/>	2:01 pm	2:47 pm

SIGNED BY THE CLERK OF THE COMMITTEE:

Karen Wroniewski



## Agenda Item No. 4

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

June 23, 2022

#### SUBJECT:

FARE ENFORCEMENT DIVERSION PROGRAM (KAREN LANDERS)

#### RECOMMENDATION:

That the Public Security Committee make recommendations to the Board of Directors regarding a permanent Fare Enforcement Diversion Program.

#### Budget Impact

None.

#### DISCUSSION:

On June 11, 2020 (AI 31), the MTS Board of Directors authorized staff to implement a Fare Evasion Diversion Program as a 12-month pilot project (Diversion Pilot). The Diversion Pilot period was extended an additional 12-months (July 29, 2021 (AI 18)) and is currently set to expire on August 31, 2022.

Staff will provide a report to the Public Security Committee regarding the experiences with the Diversion Pilot, and also present staff recommendations to make the program permanent, with some revisions.

The staff recommendations were presented to the Security and Passenger Safety Community Advisory Group (CAG) on April 12, 2022. The feedback received was positive, with no revisions proposed.

#### **Key Features of Diversion Pilot**

Eligibility: All fare violations are eligible, unless there was another violation (e.g., vandalism, assault, failure to comply) at the time of citation. No graduated offense levels with graduated penalties (e.g., first offense, second offense, etc.) are included because officers do not have the ability to efficiently check prior citation history when in the field.





Current Options to Resolve:

1. Option to Immediately Purchase Fare in lieu of citation.
2. Pay Reduced Fine within 120 days: \$25
  - Pay In-Person at Transit Store
  - Pay by Mail
3. Complete Community Service within 120 days: 3 Hours
4. Limited Appeal within 15 days: Proof of Paid Fare or Malfunctioning Ticket Vending Machine
  - If appeal granted, then citation dismissed
  - If appeal denied, option to pay fine or complete community service within original 120-day window
5. No Action Taken within 120 days: Citation transmitted to San Diego Superior Court for adjudication

**Diversion Pilot – Staff Data Analysis and Anecdotal Observations**

Civil Justice Goals of the Diversion Pilot

One of the primary policy goals of the Diversion Pilot was to provide a non-criminal path for individuals to resolve a fare citation. As structured, the Diversion Pilot achieves this goal by:

- (1) providing a 4-month period to resolve the citation BEFORE it is sent to the court and entered into the court system database;
- (2) providing a significantly reduced fine (\$25) as compared to the fine and fees that are imposed once the citation enters the court system (\$177+);
- (3) providing a community service option for individuals without the means to pay even the reduced fine, with the service hours significantly less than the hours generally ordered as part of the court process; and
- (4) providing an expedited, informal appeal process for citations that have a factual defense.

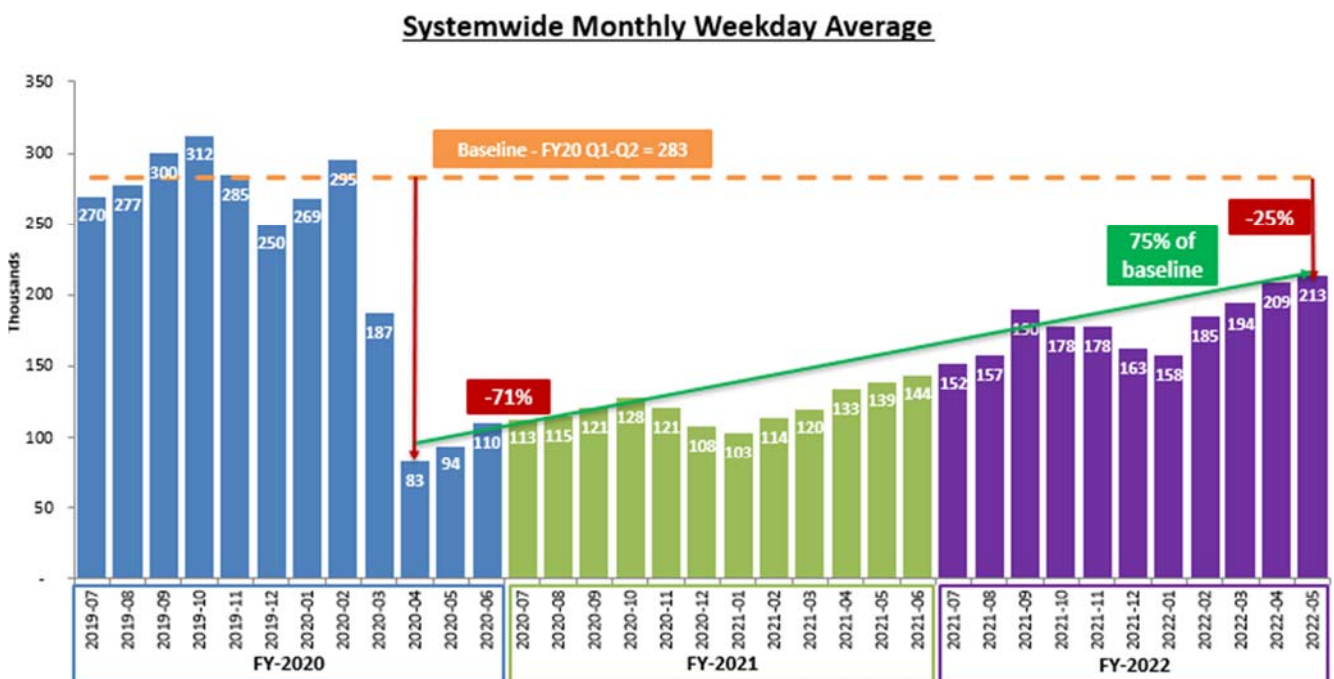
Ridership/Financial Impact of Diversion Pilot

Pre-pandemic, approximately one third of MTS's operational budget, or \$97 million each year, was covered by fare revenues. Any reduction in fare revenues recovered by MTS could result in a significant budget deficit and require reduction in service or raising of fares to balance the impact. Therefore, the Diversion Pilot was structured so that there is still an incentive to pay your transit fare (to avoid the penalty in time or money that would apply if you are caught without a valid fare). The program attempted to more equitably and proportionally align the penalty with the actual violation.

One of the major staff concerns about potential adverse impacts of the Diversion Pilot was if the program would (i) reduce the incentive for riders to buy a fare and simultaneously (ii) increase the number of riders who decide to "risk it" and ride without a fare. Since the MTS trolley system is a barrier-free system, and our security personnel are limited and unable to check

every rider on every trip, a primary tenet of the MTS fare enforcement model is the “honor system”. The honor system is upheld by two main factors: riders wanting to “do the right thing” by paying for their ride and riders who perceive the penalty for not having a fare to not be worth the risk. If riders only decide to pay for a fare when they get caught, then they may only end up paying for 1 out of every 10 rides. This could have a significant, adverse financial impact on MTS.

Unfortunately, analysis of the financial impact of the Diversion Pilot has been hampered by the COVID-19 pandemic. As a result of the pandemic, beginning in March 2020, MTS saw significant ridership declines. For example, ridership in April 2020 was just 28% of ridership in February 2020. The Diversion Pilot was implemented in September 2020. By that time, ridership had only slightly improved – to 41% of February 2020 ridership. Ridership continues to slowly improve, but is still approximately 75% of pre-pandemic levels as of May 2022.



Although ridership is trending in the right direction, fare revenue is not following the same recovery curve. Based on current trends, MTS anticipates FY 2022 fare revenue to be just 57% of pre-pandemic totals, which equates to a loss of \$41.5 million.

As explained below, this revenue loss can be attributed to several factors. The proposed modifications to the Diversion Program are intended to be consistent with MTS’s efforts to address our ridership and tapping campaigns while still meeting the Board’s civil justice goals.

#### PRONTO Fare System Implementation.

A significant program that was introduced in September 2021 was the new PRONTO fare system. The PRONTO fare system is different from the former Compass Card system in that it:

(a) Best Fare Technology. Employs a “best fare” software that compares the rides a passenger takes each day and month and makes sure that they never get charged more than the “best fare”. This means that two trolley trips (including 1 free transfer each way) in one day would only be charged \$5.00 (\$2.50 each one way), and three separate trips in one day would only be charged \$6.00 (the day pass price instead of three one-way tickets at a cost of \$7.50). Multiple trips in a month would never exceed the \$72 monthly pass price. This is estimated to have a \$6 million impact on annual fare revenue due to the additional discount the best fare technology provides to passengers.

(b) Tapping at Each Trip Segment Required for Payment to be Received. Because the “best fare” payment is based on the trips taken, even though a passenger may have loaded a full \$72 into their PRONTO account, MTS does not get paid<sup>1</sup> until the card is tapped on a validator on each trip segment. If the passenger does not tap, then the money loaded is simply waiting as stored value for the customer to use on a future trip. The failure to tap is estimated to have a \$6 million to \$8 million impact on annual fare revenue.

Therefore, while the PRONTO fare system gives the passenger a financial benefit with the Best Fare Technology, it also requires a change in habits and behaviors for our riders: consistently tapping a validator before every trip segment. After more than six months of PRONTO roll-out activities, this continues to be an area of significant confusion and frustration for MTS passengers. MTS is working on a plan to further educate our passengers on how the new system works, and provide more ways for passengers to tap/validate their fares.

As it relates to the Diversion Pilot, the PRONTO system’s required tapping at every trip segment has further increased the ease of “risking it”: a passenger can load stored value on a PRONTO card and only tap it when approached by an MTS code compliance inspector.

#### Diversion Pilot Participation

Unfortunately, actual participation in the Diversion Pilot has been extremely low. Only 1% of all fare violations identified in the field ended up participating in the Diversion Pilot. MTS Staff does not believe that low participation rates should mean that the program is discontinued. The policy goal of providing a non-criminal path, with more equitable penalty provisions, is still a valid goal that the Diversion Pilot answers.

The data collected shows that almost all fare violation citations issued by MTS still end up at court, and that most go unresolved in the court process. This means that, despite the non-criminal and significantly lower penalty path provided by MTS, most violations result in compounding court fines, failure to appear penalties, and court records.

Staff has reviewed the data related to the citations and believes there are areas for partnership with community groups and advocates to potentially craft additional outreach to people needing services or to educate their clients on the non-court options available to them. MTS staff has also worked with the Homeless Court post-conviction relief programs to support clearance of MTS citations for program participants.

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<sup>1</sup> Although the full stored value amount may have been paid to the MTS PRONTO system when it was first added, in accounting terms, MTS does not recognize the revenue until each trip is tapped.

## Permanent Diversion Program Proposal

Based on the experience over the Diversion Pilot period, staff proposes that the Fare Evasion Diversion Program be made permanent with the following changes:

1. DELETE the Option to Immediately Purchase Fare in lieu of citation. This contributes to the “risk it” attitude and conflicts with the requirement under the PRONTO fare system that a fare product must be tapped for *every trip segment*. Allowing passengers to pay a one-way fare upon being found without a fare will contradict the training and education efforts regarding how to use the PRONTO fare system. It also removes the risk of *any penalty* for riding without a fare. The Diversion Pilot goal was to provide a non-criminal path to resolve a fare citation and more equitably align the penalty with the violation – not to remove any penalty at all. Passengers must still have an incentive to pay the fare at the beginning of a trip. Keeping this option is the main financial risk to MTS’s budget from the Diversion program.
2. Pay Reduced Fine within 120 days: \$15 (reduced from \$25)
  - Pay In-Person at Transit Store
  - Pay by Mail
3. Complete Community Service within 120 days: 1 Hour (reduced from 3 hours); this reduced amount aligns with the minimum wage and newly reduced fine amount of \$15.
4. Limited Appeal within 15 days: Proof of Paid Fare or Malfunctioning Ticket Vending Machine (no change proposed)
  - If appeal granted, then citation dismissed
  - If appeal denied, option to pay fine or complete community service within original 120-day window
5. No Action Taken within 120 days: Citation transmitted to San Diego Superior Court for adjudication (no change proposed)

/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)

# Fare Evasion Diversion Program

## *Proposal for Permanent Program*

Public Security Committee  
June 23, 2022

# Fare Enforcement Overview

- Valid proof of fare required to use all MTS services.
- CCI and TSS Officers request proof of valid fare on platforms and trolley vehicles.



- MTS Budget is VERY RELIANT on Fare Revenue being collected
  - Pre-pandemic (FY 20): 1/3 of MTS Budget - \$97 million = Fare Revenue

# MTS Policy Goals

## Ridership/Financial Impact of Fare Evasion:

Reduction in fare revenues could result in significant budget deficit requiring service cuts or raising fares

- Goals of Diversion Program:

- Keep in place an incentive for riders to pay their transit fare (in advance)
  - DO NOT want to increase number of riders who “risk it” and ride without a fare
- Provide a non-criminal path for resolving citation
- More equitably and proportionally align the penalty with the actual violation

# Diversion Program Pilot

Approved by MTS Board on June 11, 2020 for September 1, 2020 implementation; extended 12 months on July 29, 2021; *expires August 31, 2022*

- Eligibility: all fare violations unless another violation was also cited (eg., vandalism, assault, failure to comply)
- Current Options to Resolve:
  1. Immediately purchase fare at ticket vending machine or on cell phone.
  2. Receive MTS Citation:
    - a. Pay \$25 fine within 120 days;
    - b. 3 hours of community service within 120 days;
    - c. Appeal to MTS within 15 days; or
    - d. After 120 days: citation sent to court; may appear in court to respond



# Diversion Program – Additional Accommodations

- MTS will develop individualized plan if passenger is trying to resolve multiple citations.
- MTS will accept late completion of Diversion Program, so long as before Court appearance date.
- Post Court Conviction Relief Options available.

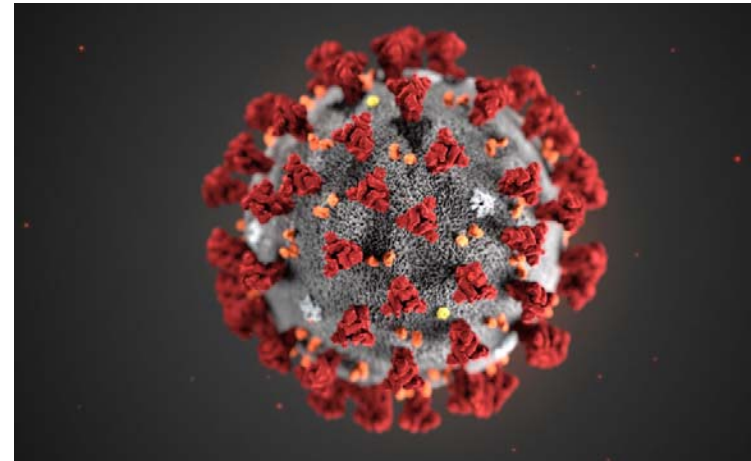
# MTS's Civil Justice Goal

Provide a non-criminal path for individuals to resolve a fare citation, with penalty more aligned with violation.

- 4-month period to resolve BEFORE sent to court
- Significantly reduced fine (\$25) compared to fine/fees imposed by court (\$192+)
- Community service option for individuals without means to pay reduced fine (less than court imposed hours)
- Expedited, informal appeal process for a citation with a factual defense

# Financial Impacts of Fare Evasion

- Fare Revenue is below where it should be based upon ridership
- INTERVENING EVENTS
  - COVID-19 Pandemic (significant reduction in ridership/fare revenue)
  - Shift to PRONTO Fare System
    - Fully implemented October 2021
    - Best Fare Technology
    - BUT *requires tapping for every trip segment*

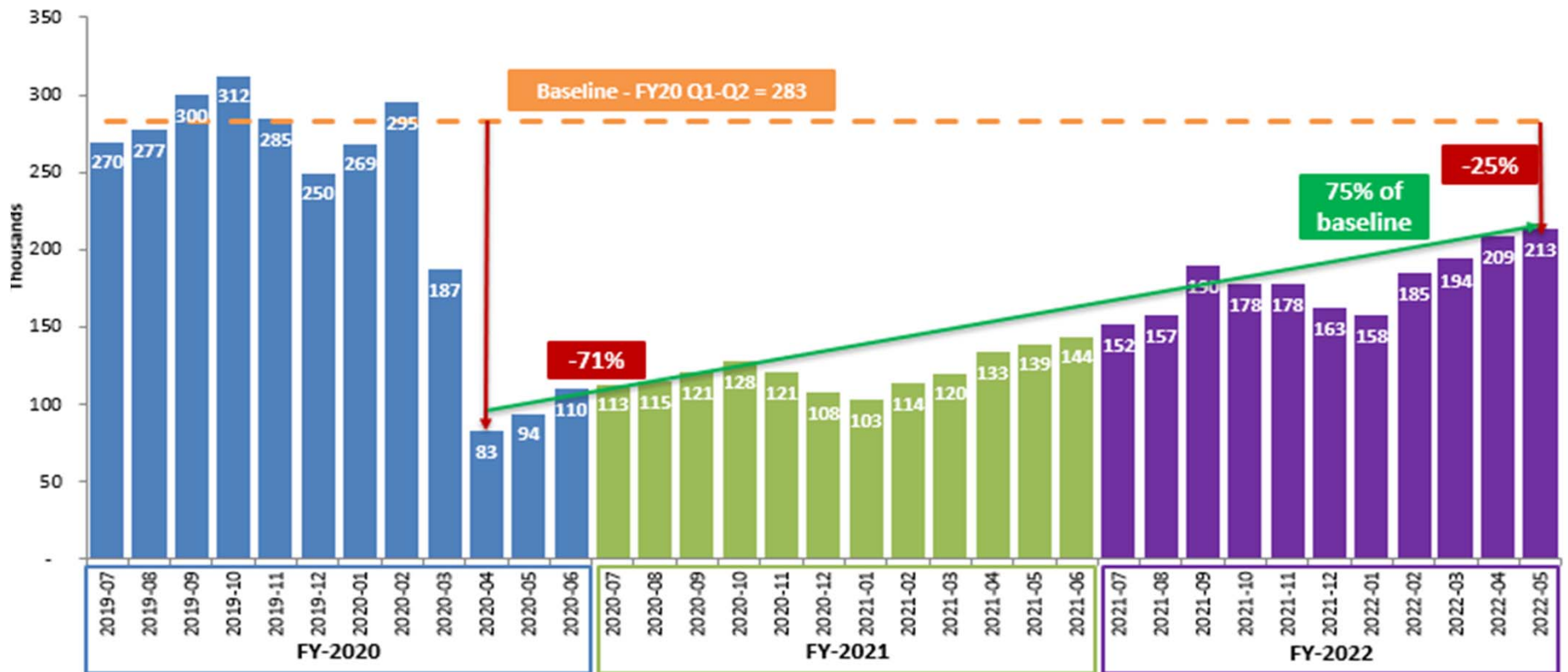


# Ridership Recovery

September 2020 – Ridership = 41% of pre-pandemic levels

May 2022 – Ridership = 75% of pre-pandemic levels

Systemwide Monthly Weekday Average



# Transit Funding

	<b>FY 2022 Budget (\$000s)</b>	<b>FY 2020 Original Budget (\$000s)</b>	<b>Variance (\$000s)</b>	<b>Variance %</b>
Passenger Revenue	\$55,475	\$97,063	\$(41,588)	-43%

- **Passenger Revenue is significantly down**
  - SUNK COSTS: Free Ride Month (\$4M) and PRONTO Best Fare Discount (\$6M)
  - ONGOING CONCERNS: Ridership (\$25M) and No Tapping/Fare Evasion (\$6-8M)

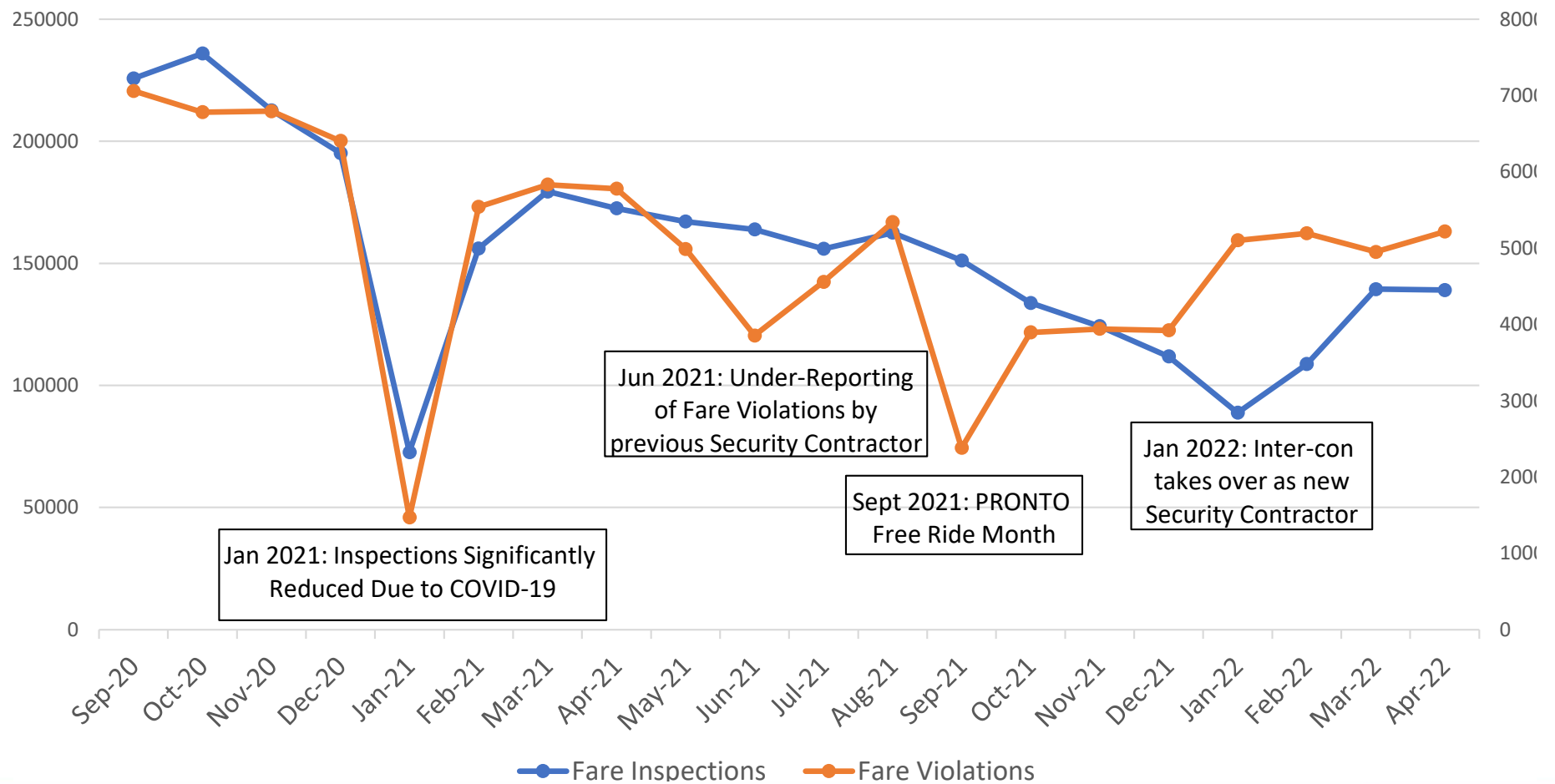
# PRONTO Best Fare & Tapping

- Best Fare Technology
  - Never charged more than \$6 day pass in a day (less if only taking two or less one-way trips)
  - Never charged more than \$72 in a month
  - Unspent balance remains in PRONTO account as “stored value” and can be used on later trips
- Tapping at Each Trip Segment is REQUIRED for Payment to be Received by MTS
  - PRONTO stored value does not get spent until you tap at each trip segment
  - *Learning curve*: this is a big change in habits and behaviors of riders
    - MTS working on additional education & infrastructure efforts
  - Increased enforcement will be required
    - MTS has seen an increase in fare evasion recently, including riders with loaded stored value “risking it”, especially if the only penalty is having to deduct the stored value when caught without a fare



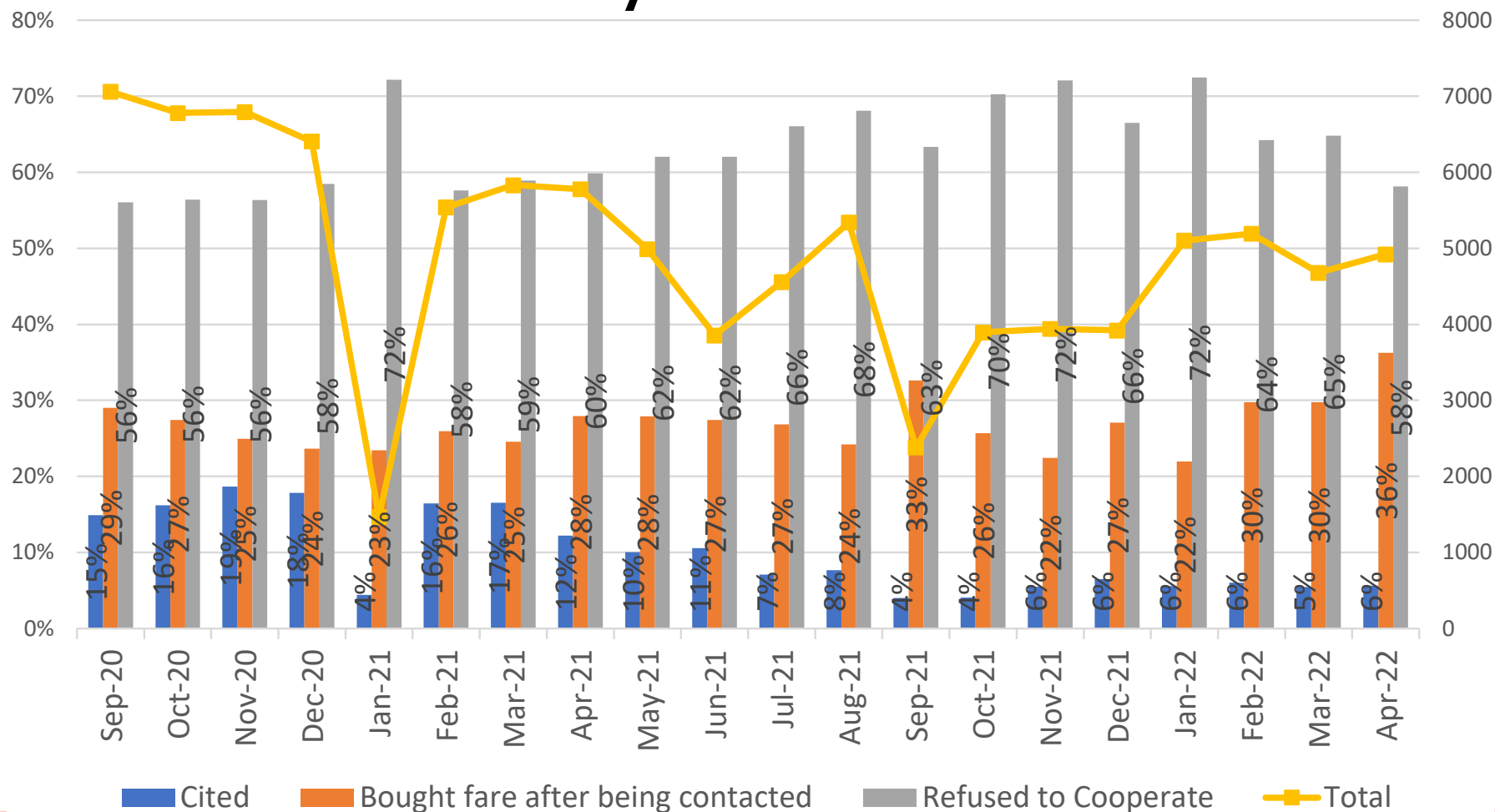
# Fare Evasion & Diversion Program Data

# Comparison of Fare Inspections to Fare Violations – By Month



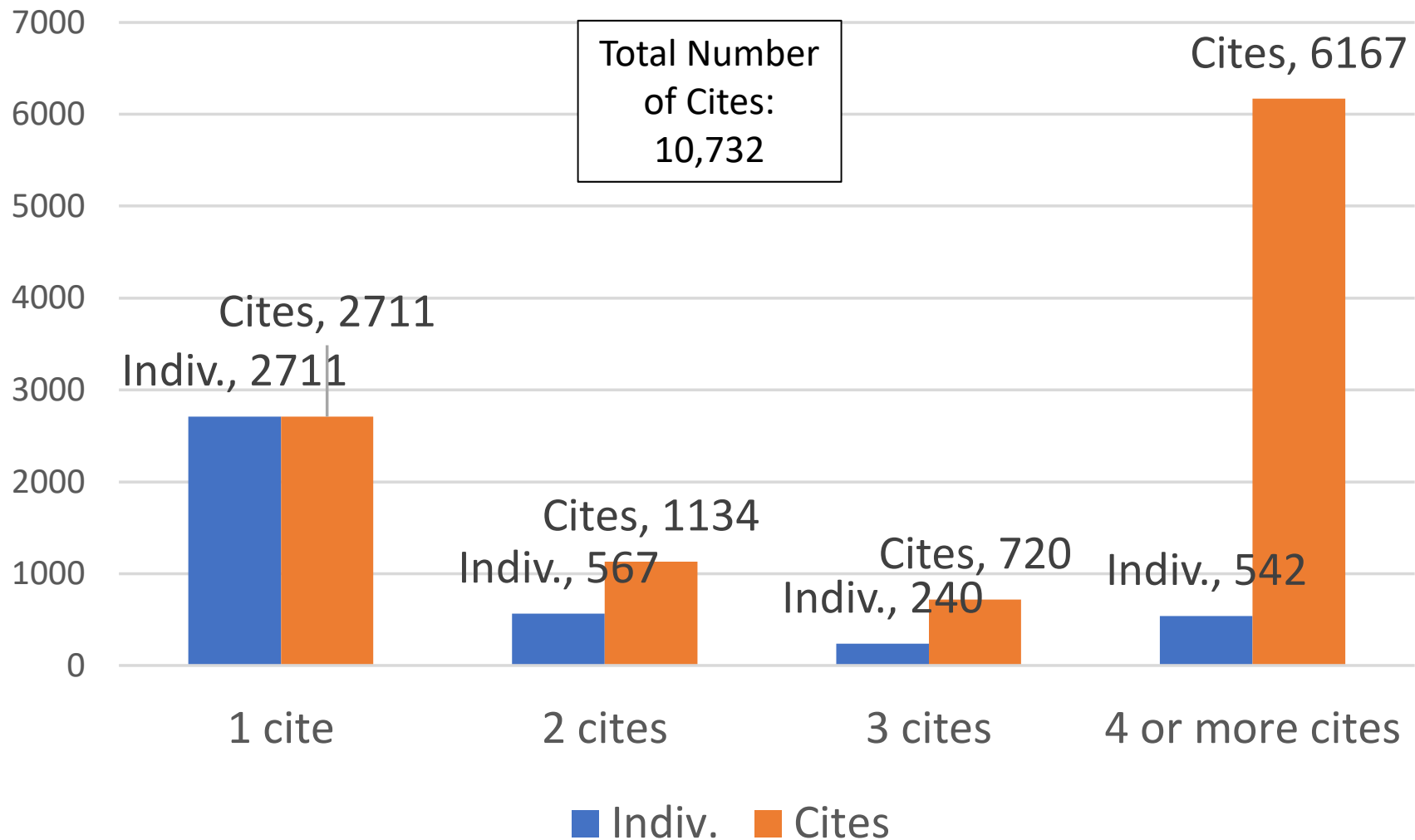


# Result of Fare Violation Contact – By Month



# Frequency of Citations

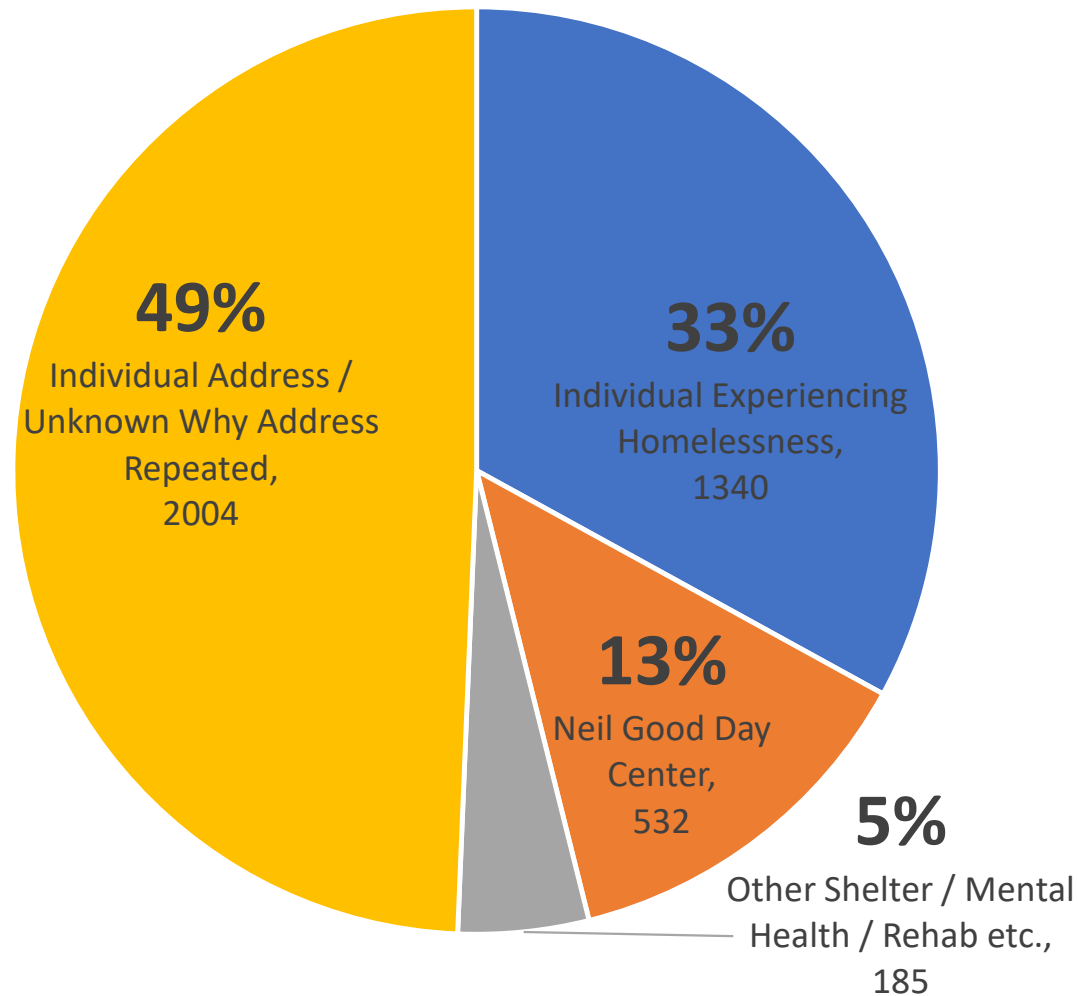
*through April 2022*



# Address of Individuals Cited (All)

*through April 2022*

Total Number  
of Individuals  
Cited: 4,061

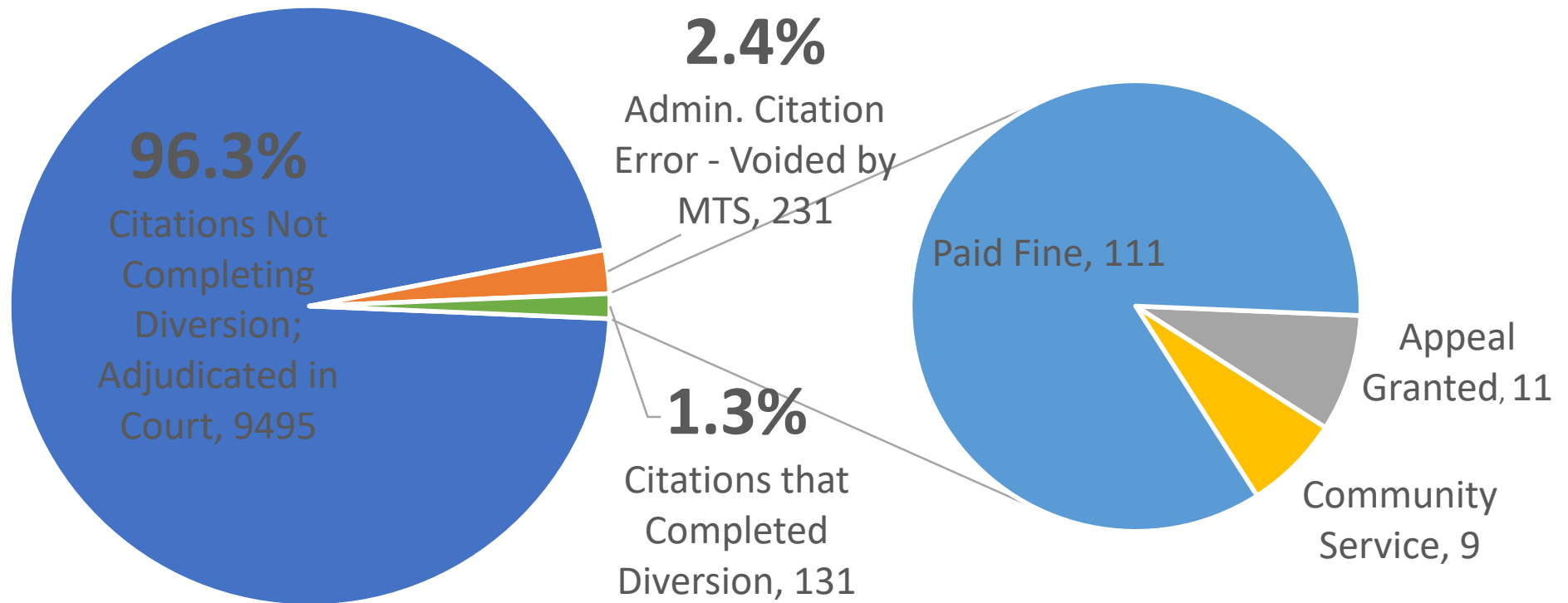


# Opportunity for Outreach with Service Providers?

- Educate Service Providers and Advocacy Organizations on availability of Diversion Program?
- Partner with Advocacy Organizations to coordinate community service options?
- Other suggestions?

# Diversion Program Participation –

*Sept 2020–Jan 2022 Issued Cites  
(full 120 day period from citation has elapsed)*



# Cites Sent to Court – Sample

*full 120 days elapsed; sent to court; court date passed*

Date Cite Issued	Total # Cites Sent to Court	Appeared	Failure to Appear / Collections
11/2/2021	9	3	6
10/12/2021	7	0	7
9/7/2021	4	0	4
8/3/2021	12	0	12
7/6/2021	14	1	13
6/1/2021	30	0	30
5/4/2021	16	0	16
4/6/2021	22	0	22
3/2/2021	23	1	22
2/2/2021	1	0	1
1/5/2021	1	0	1
12/1/2021	42	0	42
11/4/2020	55	2	53
10/6/2020	39	1	38
9/1/2020	40	1	39

# Staff Conclusions

- Diversion Program, *if people participate*, provides a non-criminal path that is less onerous than the court path for fare evasion
- Low participation should not be a basis to discontinue the program
- However, the option to immediately purchase a fare upon being caught with no fare substantially undermines our PRONTO fare system education and conversion efforts and eliminates the incentive to purchase a fare or tap BEFORE a ride
  - this option seems to lead to an increase in fare evasion
  - this has a financial impact on MTS and could lead to service cuts or raising fares

# Diversion Program Recommendation

- PERMANENT PROGRAM
- Eligibility: all fare violations unless another violation was also cited (e.g., vandalism, assault, failure to comply) (no change)
- Options to Resolve:
  - ~~1. Immediately purchase fare at ticket vending machine or on cell phone. (remove option)~~
  1. Receive MTS Citation:
    - a. Pay \$15 fine within 120 days (reduced from \$25)
    - b. 1 hr of community service within 120 days (reduced from 3 hrs – aligns with \$15/hr min wage and reduced fine option)
    - c. Appeal to MTS within 15 days (no change) or
    - d. After 120 days: citation sent to court; may appear in court to respond (no change)





ACTION NEEDED:

Public Security Committee  
Recommendation to Board for  
Permanent Program

Questions/Feedback?



## Agenda Item No. 5

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

June 23, 2022

#### SUBJECT:

DIRECTOR'S SECURITY UPDATE (AL STIEHLER)

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action

#### DISCUSSION:

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

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

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





# Public Security Committee Director's Report

June 23, 2022

# 2021 Annual Report

## Trolley

Part I Crimes	2020 Total Crimes	2021 Total Crimes	
Homicide	0	1	
Rape	0	0	
Robbery	17	27	
Aggravated Assault	22	48	
Burglary	2	1	
Larceny/Theft	52	102	
Motor Vehicle Theft	10	31	
Arson	23	30	
<b>Total:</b>	<b>126</b>	<b>240</b>	

Part II Incidents	2020 Total Crimes	2021 Total Crimes	
Drunkenness	16	16	
Drug Abuse Violations	24	6	
Other Assaults	73	215	
Vandalism	531	564	
Sex Offenses	9	30	
<b>Total:</b>	<b>653</b>	<b>831</b>	

# 2021 Annual Report

## Bus

Part I Crimes	2020 Total Crimes	2021 Total Crimes	
Homicide	0	1	
Rape	0	0	
Robbery	2	4	
Aggravated Assault	8	13	
Burglary	0	0	
Larceny/Theft	9	11	
Motor Vehicle Theft	0	0	
Arson	1	4	
<b>Total:</b>	<b>20</b>	<b>33</b>	

Part II Incidents	2020 Total Crimes	2021 Total Crimes	
Drunkenness	2	1	
Drug Abuse Violations	6	0	
Other Assaults	31	45	
Vandalism	110	72	
Sex Offenses	2	2	
<b>Total:</b>	<b>151</b>	<b>120</b>	

## 2021 Annual Report Citations

	<b>2020</b>	<b>2021</b>
Fare Evasion	23624	5339
Failure to Comply	628	164
Smoking	464	114
Total	24716	5617

# 2021 Annual Report

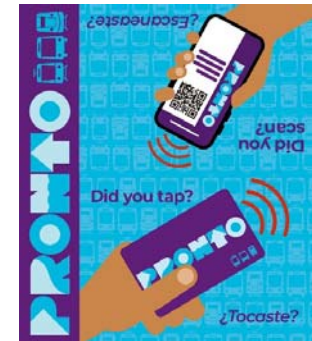
## Employee Assaults

	2020	2021
All MTS Employees	49	86
CCI/TSS Only	38	61



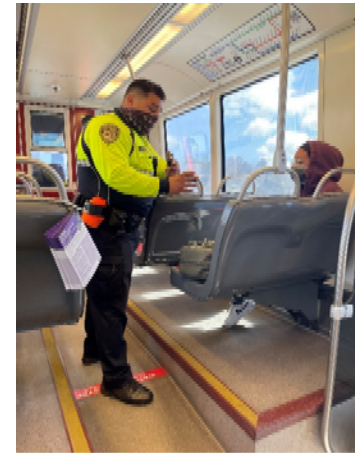
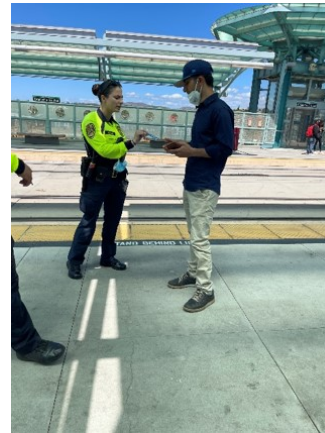
# Rider Experience Details

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



## Rider Experience Details (cont.)

- 16 Details conducted
  - Total warnings 220
  - Fare purchase assists 288
  - Pronto validations 559
  - patron assist 403
  - Train step-ons 280



# Bike Patrol Team

- Community Oriented Patrols
- Increased Patrol Coverage Area
- Quicker Response times in congested settings
  - Padres games
  - Concerts



# Transit Worker Assault Prevention Program

- Agency-wide initiative
  - Bus/Rail/Security
  - Objectives
    - Identify patterns
    - Enhance education
    - Increase advocacy
    - **REDUCE ASSAULTS**



# TSA Peer Advisory Group Roundtable

- Hosted by SDMTS – June 4<sup>th</sup> & 5<sup>th</sup>
  - Mission is to proactively strengthen the nation's mass transit system through information sharing and discussion of best practices
  - Attended by Chiefs of Police and Security Directors across the nation
  - Topics discussed
    - Long-Term Trends in Attacks on Surface Transportation Targets
    - Solutions for Shelter Resistant Passengers
    - Transit Crime Statistics Collection
    - Violence Recognition and Response

# Updates

# Inter-Con Transition

- Current Staffing
  - 3 (3) Lieutenant
  - 13 (16) Sergeant
  - 112 (117) Armed
  - 49 (60) Unarmed
  - 3 (10) Dispatch
  - 22 in training
  - 206 (202) Goal



# Naloxone (Narcan)

- Project Status
  - Implemented on July 1, 2021
  - All active Code Compliance Officers trained
  - 15 incidents of administered doses in 2021
  - 24 incidents of administered doses in 2022

## 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

[Share](#)

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.

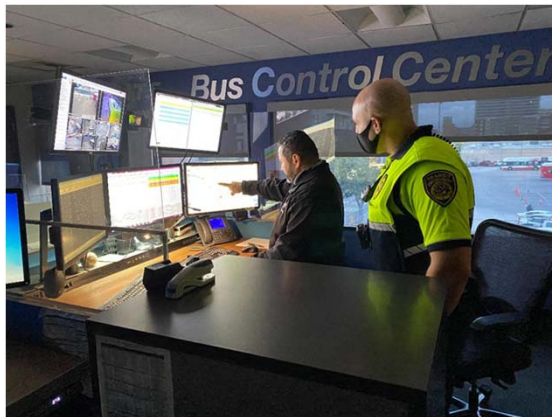
U.S. overdose deaths have risen most years for more than two decades. The increase began in the 1990s with overdoses involving opioid painkillers, followed by waves of deaths led by other opioids like heroin and — most recently — illicit fentanyl.

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



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

- Team started operations March 7, 2021
  - 883 Calls for service
  - 2183 Buses met



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

- 1970 Bus stops inspected
  - 173 Individuals accepted outreach information
  - 255 refused assistance



# Homeless Outreach Efforts

## Joint Outreach Pilot

- **NEW PARTNER**
  - Community Harm Reduction Team (CHRT)
- Results
  - 942 people encountered
  - 120 accepted shelter
    - 43 Approved – No beds available
  - 10 utilized the Family Reunification Program



# Homeless Outreach Efforts (cont.)

## SDSU Unsheltered Resource Day

- June 7, 2022
- Provide resource information to individuals on and around the campus
- Participants
  - SDSU PD
  - SDPD Outreach Team
  - MTS



# Operation Lifesaver

- TRACE School
  - April 11, 2022





# Newest Member

*Congratulations*

*Jonah Glasson*

*&*

*welcome to the MTS family*

***K9 Apacs***



# Professional Standards Unit

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

# Data Analysis Unit

- Research, collect, analyze crime data to determine patterns and trends.
- Provides data to assist in effective deployment and strategies of patrol personnel.
- Gather and update information of criminal suspect activity and other periodic crime activity.
- Generate and disseminate maps, graphs, tables, charts and reports using spreadsheets, databases, link analysis, GIS and statistical software.
- Prepare detailed reports and maintains accurate records.



# Employee Engagement

# National Public Safety Telecommunicators Week

- April 10<sup>th</sup> through April 16<sup>th</sup>
  - Started in 1981 in Contra Costa County, California
  - 1994 Proclamation by President Clinton
  - A time to celebrate and thank those who dedicate their lives to serving the public. A week designated to recognize their hard work and dedication.



# Wellness Council

## Staff identified

- 3 supervisors and 10 CCI's

## Focus on:

- Peer Support
- Wellness Programs/Training
- Physical Wellness
- Comradery Events

# Challenges

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

# Questions?



## Agenda Item No. 6

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

June 23, 2022

#### SUBJECT:

REPORT FROM SECURITY & PASSENGER SAFETY COMMUNITY ADVISORY GROUP  
(AL STIEHLER, MEGAN WELSH AND JOHN BRADY)

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action

#### DISCUSSION:

The Chair, Megan Welsh, and Vice Chair, John Brady, of the Security & Passenger Safety Community Advisory Group (CAG) will provide an update on the meetings and feedback received from 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)

