



1255 Imperial Avenue, Suite 1000
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Agenda

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

November 12, 2020

2:00 pm

Meeting will be held via webinar

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<https://www.sdmts.com/about-mts-meetings-and-agendas/other-committee>

ACTION RECOMMENDED

- | | | |
|----|---|---------------|
| 1. | ROLL CALL | |
| 2. | APPROVAL OF MINUTES – September 24, 2020 | Approve |
| 3. | <u>Public Comments</u> – Limited to five speakers with three minutes per speaker | |
| 4. | Transit Enforcement Employee Residence Report (Tim Curran) | Informational |
| 5. | APTA Peer Organizational Review (Sharon Cooney) | Informational |
| 6. | Resource and Partnership Exploration for People Experiencing Homelessness (Amanda Denham and Scott Ybarrondo) | Informational |
| 7. | Committee Member Comments | |
| 8. | Next Meeting Date – To Be Determined | |
| 9. | Adjournment | |

Please SILENCE electronics
during the meeting

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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.

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MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
PUBLIC SECURITY COMMITTEE
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

September 24, 2020

1. ROLL CALL

Chair Montgomery called the meeting to order at 9:02 a.m. A roll call sheet listing Public Security Committee members' attendance is attached.

2. APPROVAL OF MINUTES

Mr. Sandke moved to approve the minutes of the July 23, 2020, Public Security Committee meeting. Chair Montgomery seconded the motion, and the vote was 5 to 0 in favor, with Mr. Arambula absent.

3. PUBLIC COMMENTS

John Brady – John Brady stated he is thankful for the changes that have been made regarding how security interacts with the public. Mr. Brady commented that he would like to also see changes made in regards to doctor approved applications for disabled passes.

4. Transit Enforcement Outside Organizational Review (Sharon Cooney)

Sharon Cooney, MTS Chief Executive Officer, provided a presentation on Transit Enforcement Outside Organizational Review. Ms. Cooney mentioned that the contract with the American Public Transportation Association to lead a peer review of MTS's security organizations processes and policies has been finalized and will be onboard this October. Ms. Cooney continued to discuss the creation of the Ad Hoc Steering Committee and stated the committee will be led by the office of Chair Montgomery. Ms. Cooney stated that once the Ad Hoc Steering Committee is appointed, meetings will be scheduled with the committee and the reviewer. The final report will be presented to the Public Security Committee and then forwarded to the full MTS Board. Ms. Cooney ended the presentation and noted that staff recommendation is to approve the creation and appointments to the Ad Hoc Steering Committee.

COMMITTEE COMMENTS

Vice Chair Aguirre supported the motion and moved to approve the Steering Committee and listed members.

Mr. Sandke stated that he would like to see transparency in the final report with both good and/or bad information. He noted that he would like to see MTS move forward to promote safety, ridership and ensuring people feel comfortable on the MTS system. Mr. Sandke seconded the motion to approve the Steering Committee and listed members.

Chair Montgomery asked for clarification on the peer review process and the onsite visit. Tim Curran, Interim Director of Security and Public Safety stated the onsite visit to examine MTS operations will be conducted over three days. Mr. Curran mentioned within those three days there

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will be interviews with managers; meeting with the Steering Committee; participating in ride-a-longs to observe field operations; and finally, an exit briefing will be given to appropriate staff. Chair Montgomery stated she supports the motion to move forward with the Steering Committee and listed members.

Action Taken

Vice Chair Aguirre made a motion to approve the creation and appointments to the Ad Hoc Steering Committee. Mr. Sandke second the motion, and the vote was 5 to 0 in favor, with Mr. Arambula absent.

5. Women's Safety and Public Transportation (Angelica Rocha, Circulate SD)

Angelica Rocha, with Circulate San Diego, provided a presentation on Women's Safety and Public Transportation. The presentation detailed the exploration of women's vulnerability accessing public transportation in the evening and evaluating the concept of street night friendliness. A few of the issues mentioned were visibility, lighting, street activity and mobility connections/trip-chain.

COMMITTEE COMMENTS

Chair Montgomery asked if the women who participated were choice riders or if their primary mode of transportation was public transportation. Ms. Rocha stated that many of the transit riders were choice riders and did not express that public transportation was their only option. Chair Montgomery inquired to MTS staff about lighting and partnering with other jurisdictions. Ms. Cooney mentioned that on occasion MTS partners with the city and developers for grant funding for transit projects including sidewalk improvements, bike lanes and lighting.

Vice Chair Aguirre would like to figure out ways to partner with other jurisdictions to help improve lighting to help women feel safe as well as add more amenities such as restrooms. Vice Chair Aguirre would like to have this presentation given to the full MTS Board.

Ms. Galvez stated that she would like to see improvements to lighting not just for women but for all riders. She mentioned the importance for restrooms and noted the Imperial Beach Pier as a model design for public restrooms. Ms. Galvez would like to have the full MTS Board consider these issues.

Ms. Weber commented that there should be more frequent trips at night. She would like to recommend, for any future studies done by Circulate San Diego, that they include more diverse locations and groups of people.

Chair Montgomery appreciates all that came out of this study and commented on expanding to have a more diverse pool of women. Chair Montgomery asked if a motion or vote was needed to have this presentation brought to the full MTS Board. Ms. Cooney and Ms. Landers stated a motion would not be needed and that it could be added to the full MTS Board agenda.

6. Fare Evasion Diversion Program – Implementation Update (Karen Landers)

Karen Landers, General Counsel stated that Samantha Leslie, Staff Attorney – Regulatory Compliance, has been the lead on this project and will be providing the presentation. Ms. Leslie started off with a summary of the program; creation of the citation envelope; payment form; appeal form; and the website. She talked about first impressions and noted that since they are

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only three weeks into the program, the data is limited. Ms. Leslie mentioned a few concerning trends including passengers receiving multiple citations and passengers ignoring or not complying with the request to buy a fare or receive a citation. MTS is reviewing potential strategies that can assist the individuals that have a frequent fare evasion history. Ms. Leslie stated that if these concerns continue, MTS staff will develop recommendations on how to address the areas of concern to provide to the committee for review at the next Public Security meeting.

PUBLIC COMMENT

Noah Harris – Noah Harris commented that the pilot program is a great first step in providing alternative solutions for transit customers. Mr. Harris is asking MTS to simplify the application process for getting a disabled pass and expand the eligibility requirements.

Rosa Olascoaga – Rosa Olascoaga appreciates the efforts going into decriminalizing transit fare evasion.

COMMITTEE COMMENTS

Vice Chair Aguirre asked who certifies the disabled passes. Ms. Cooney explained that MTS has a program with a contractor who collects the application and reviews those applications for completion and eligibility. Ms. Cooney stated MTS is in the process of changing the application form to simplify its completion. Vice Chair Aguirre asked if MTS standards are comparable to other transit agencies. Ms. Cooney stated yes, with the exception that MTS asks the signing doctor to explain in what way the disability requires special planning in order to access transit. She explained this is a Federal Transit Administration (FTA) guidance as to why they provide for persons with disabilities to have a discounted pass. Ms. Cooney also mentioned that MTS is looking to remove that requirement from the form as it is confusing to the doctors who complete it. Vice Chair Aguirre suggested to Chair Montgomery that a presentation be given at the next committee meeting in regards to the vetting process to understand what qualifies and what does not and how MTS can implement the best practices that make sense to the riders. Chair Montgomery recommended that an overview be given at the next Public Security meeting. Ms. Cooney suggested it go to the full MTS Board as there are other members with interest on this topic.

Ms. Cooney explained that code compliance officers are reporting that individuals are learning that they won't be cited and not respecting officer requests for compliance. As this program progresses, MTS will keep track of the fare impacts from this issue keeping in mind that MTS does not want to lose passengers because they do not feel secure or safe taking transit. Ms. Montgomery stated once there is more data collected showing impacts, positive or negative, then appropriate decisions can be made at that time.

Mr. Sandke stated that in the early stages of the program, the participation seems lower than what might have been expected. He gave his thoughts on riders regularly using the system without paying. Mr. Sandke voiced his concerns related to Ms. Cooney's comments regarding the perception of safety. As a member of the committee, he is upset by some of the passenger behavior. He voiced his frustration as a Board Member with an organization trying to be a resource for the community, while also trying to provide a safe and comfortable environment to get more riders. He would like the committee and the full MTS Board to be mindful of MTS's role in the community and keep the loyal customers happy, but also know there needs to be consequences for those repeat customers that are not paying or are behaving inappropriately. Mr. Sandke stated that MTS needs to stay on top of the concerns that could affect not just the

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fare issue but also the credibility of the entire system.

Ms. Weber stated she is looking forward to more data being presented. Ms. Landers commented there should be sufficient data collected for next meeting.

Chair Montgomery stated she is committed to this program and appreciates updates at every committee meeting. Chair Montgomery feels the committee needs to rethink the way they are thinking about fare evasion and know that fare evasion is not comparable to other issues being seen on the security reports. Chair Montgomery stated once we have evidence that shows fare evasion leads to other issues, that modifications can be made.

7. Semi-Annual Security Report (January 1, 2020 through June 30, 2020) (Tim Curran)

Tim Curran, Interim Director of Security and Public Safety, provided a presentation for the Semi-Annual Security Report for January 1, 2020 through June 30, 2020. The presentation started with the introduction to the Transit Enforcement Department then continued with trolley and bus crime statistics, fare inspection and citation numbers, special enforcement details, SDM inspections, transient camp details, non-compliant arrests, See Something Say Something, officer training, and concluded with information pertaining to the security contract.

COMMITTEE COMMENTS

Vice Chair Aguirre inquired about the security budget and asked for a breakdown regarding what is being paid on an annual basis for overhead, non-officer, management, supervisor and administration positions. Mr. Curran provided overhead staffing numbers. Vice Chair Aguirre asked why the code compliance officers received more training than the security officers. Mr. Curran stated the code compliance officers are tasked with more duties and the security officer's duties are more limited.

Ms. Galvez asked if MTS Board and Committee members could be invited to observe an officer training session and talk to officers afterwards. Mr. Curran said that can be arranged.

Mr. Sandke commented on the changes in the fare inspections and decrease in citations. He asked why we think the numbers for fare evasion inspections and citations have gone down as much as they have. Mr. Curran stated COVID-19 is the biggest reason with the approximate loss of about 70 percent of the ridership at its peak. Mr. Sandke mentioned the fare evasion rate has been consistent, around three percent, over the years and will figure prominently going forward. Ms. Cooney clarified that the fare evasion rate has fluctuated during COVID-19 and was recently as high as eight percent. Ms. Cooney stated that not all bus riders were paying, SEDs were being conducted in the stations areas only and therefore, staff was not able to accurately figure out the true fare evasion percentages.

Chair Montgomery asked about transient camp details and if we have the City's Homeless Outreach Team (HOT) or County services accompanying the details. Ms. Cooney stated that it is a collaborative effort with all owners along the river to figure out the best way to comply with the clean water orders. Ms. Cooney stated that MTS does include the HOT Team on these details. She stated that MTS does not go into the riverbed without some form of support. Ms. Cooney stated that MTS tries to provide information related to services to individuals that are approached. She mentioned that notifications are put up prior to going out to the encampments to encourage individuals to move along, but also understands that some folks just don't have other options. Chair Montgomery asked if the additional training requirements previously discussed are included in this presentation or will the impact be seen in the next semi-annual report. Scott Ybarrondo,

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Manager of Operations-Transit Enforcement, stated the impact should be seen within the next six months. Chair Montgomery asked about the timeline for the committee and/or MTS Board to review the Security RFP to make sure it aligns with the new changes being discussed. She asked if it was premature to have an RFP when we are waiting to have the results of the peer review. Ms. Landers stated the RFP scope has been drafted to give MTS the flexibility to adjust enforcement measures as needed. Chair Montgomery inquired about the MTS Board having input before it goes out. Ms. Cooney and Ms. Landers stated the scope has been shared with MTS Board and the MTS Board will be asked to approve the contract after there is a recommendation.

8. COMMITTEE MEMBER COMMENTS

No committee comments.

9. NEXT MEETING DATE

The next meeting date is schedule for Thursday, November 12, 2020 at 2:00 pm.

10. ADJOURNMENT

The meeting was adjourned at 10:40 a.m.

Chairperson – Monica Montgomery

Attachment: A. Roll Call Sheet

ROLL CALL

ADJOURN 10:40 a.m.

COMMITTEE MEMBER	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
AGUIRRE <input checked="" type="checkbox"/>	9:00 a.m.	10:40 a.m.
ARAMBULA <input type="checkbox"/>		
GALVEZ <input checked="" type="checkbox"/>	9:00 a.m.	10:40 a.m.
MONTGOMERY <input checked="" type="checkbox"/>	9:00 a.m.	10:40 a.m.
SANDKE <input checked="" type="checkbox"/>	9:00 a.m.	10:40 a.m.
WEBER <input checked="" type="checkbox"/>	9:00 a.m.	10:40 a.m.

Karen Wisniewski

Jack



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Agenda Item No. 4

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

November 12, 2020

SUBJECT:

TRANSIT ENFORCEMENT EMPLOYEE RESIDENCE REPORT (TIM CURRAN)

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

Staff will provide a report which will show the home zip codes of Code Compliance Inspectors (MTS employees), as well as Contracted Security Officers (Allied Universal employees). The data indicates that most of the transit enforcement staff, both MTS employees and security contractors, live in the areas of San Diego County that most use the services provided by the San Diego Metropolitan Transit System.

/s/ Sharon Cooney

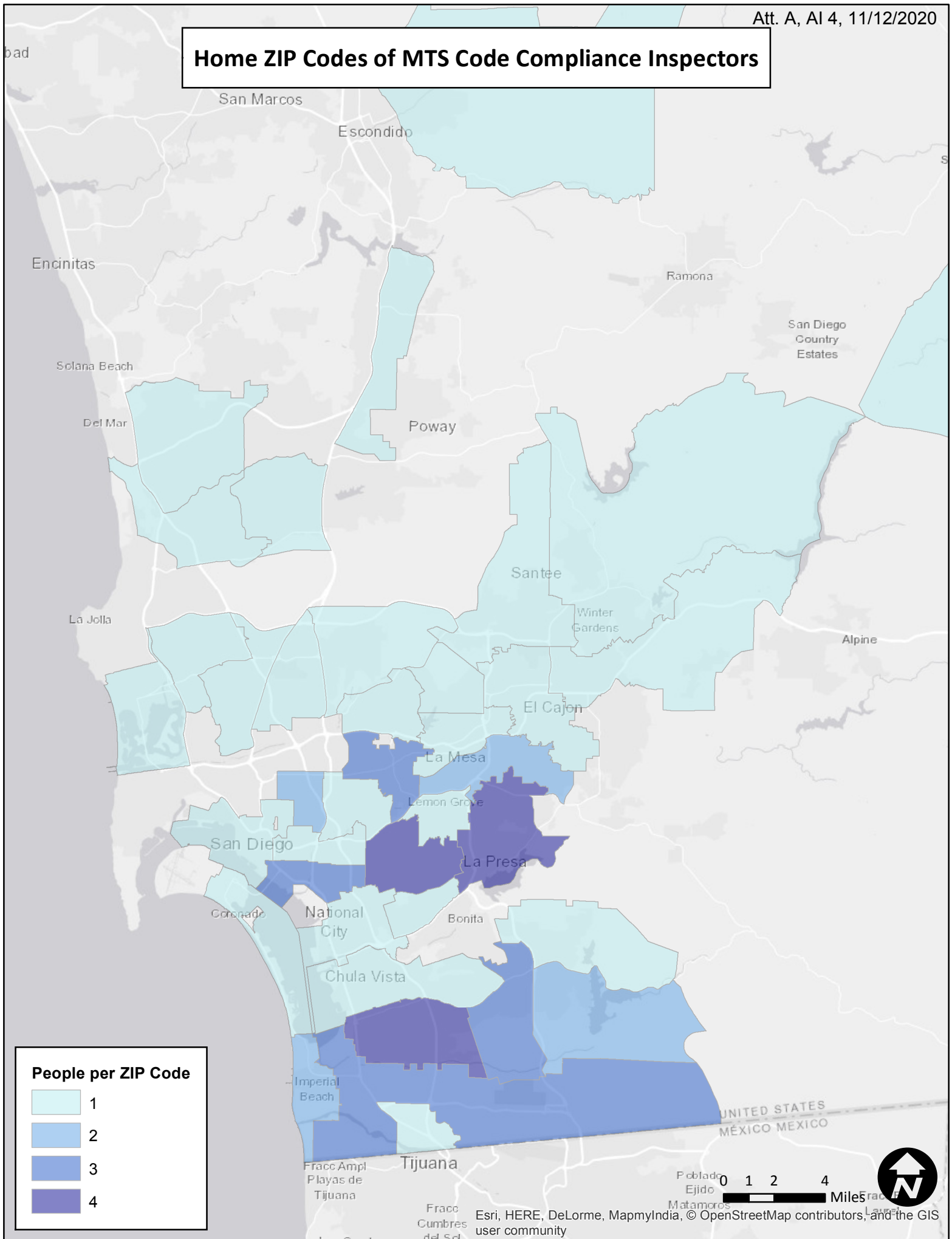
Sharon Cooney
Chief Executive Officer

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

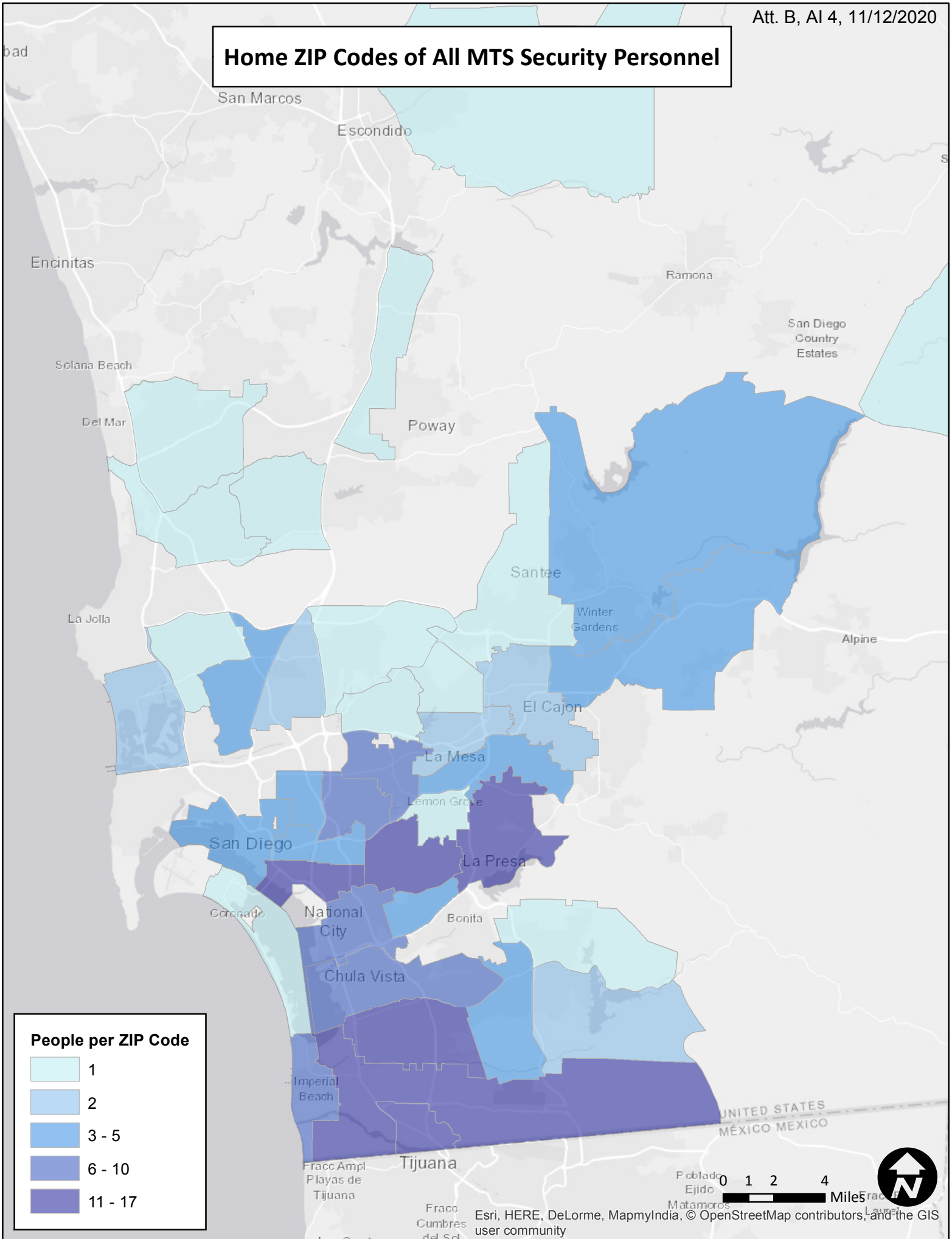
Attachments: A. Home ZIP Codes of MTS Code Compliance Inspectors
B. Home ZIP Codes of All MTS Security Personnel
C. Home ZIP Codes of MTS Transit System Security Contractors



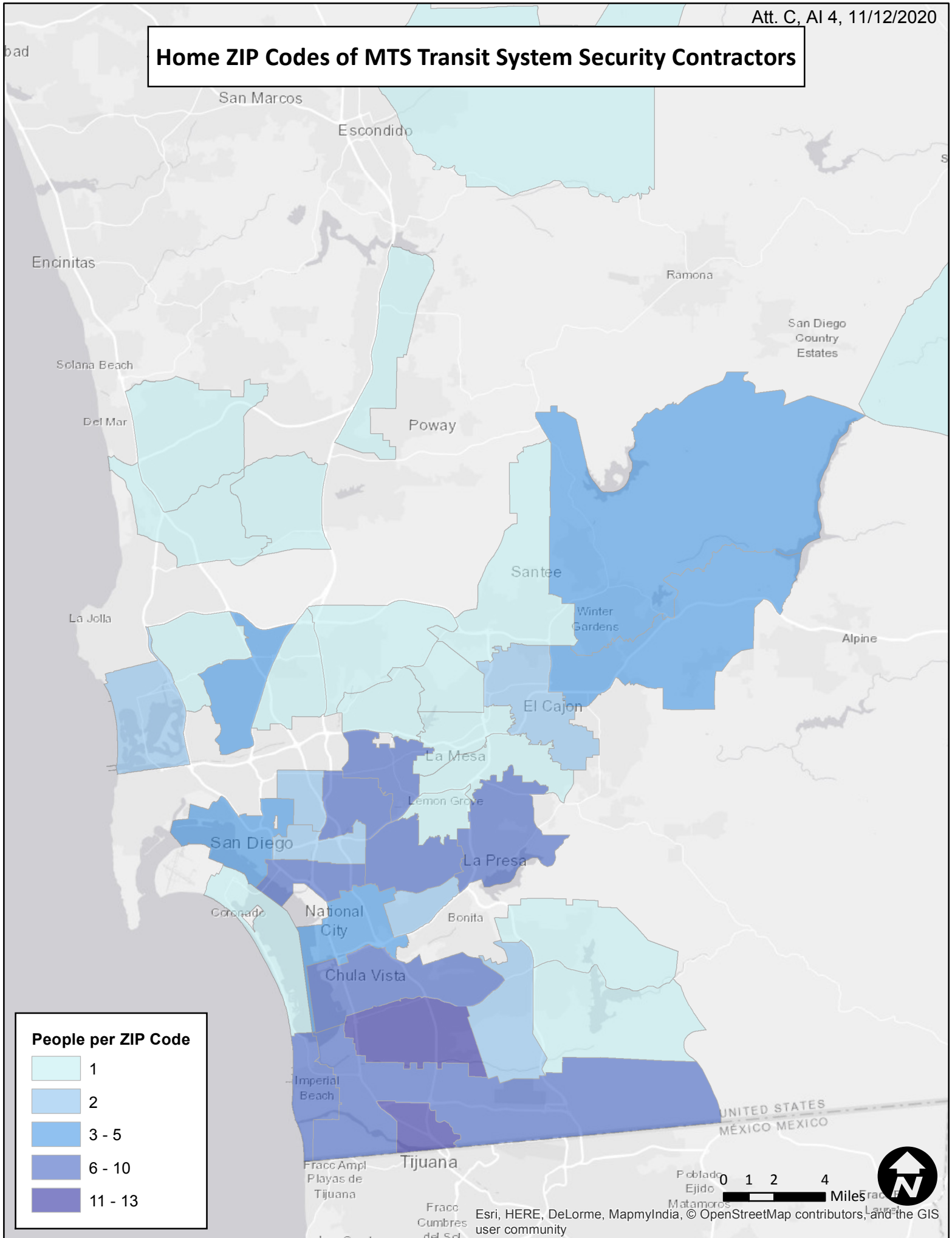
Home ZIP Codes of MTS Code Compliance Inspectors



Home ZIP Codes of All MTS Security Personnel



Home ZIP Codes of MTS Transit System Security Contractors



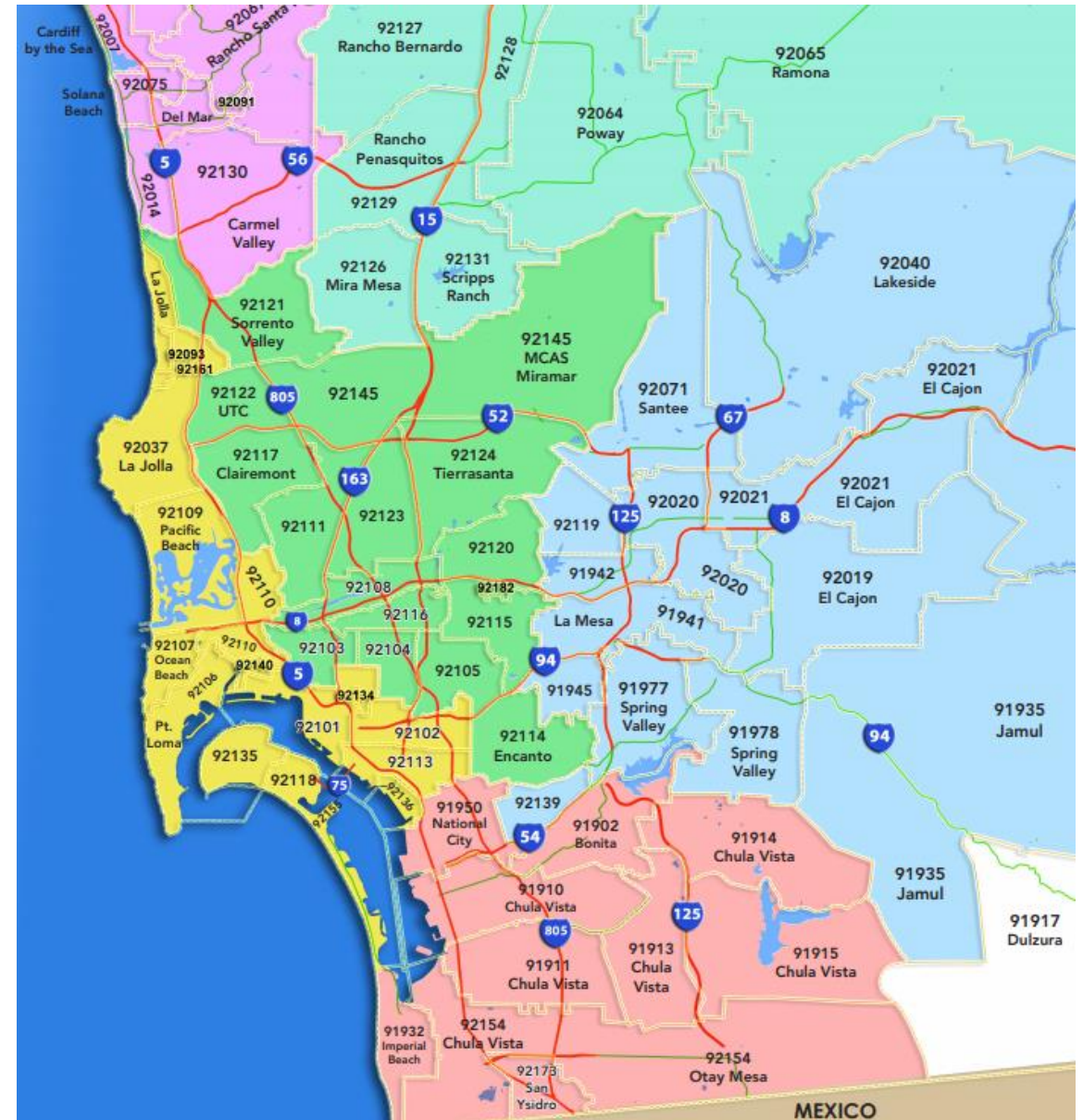
Transit Enforcement Employee Diversity and Residence Report

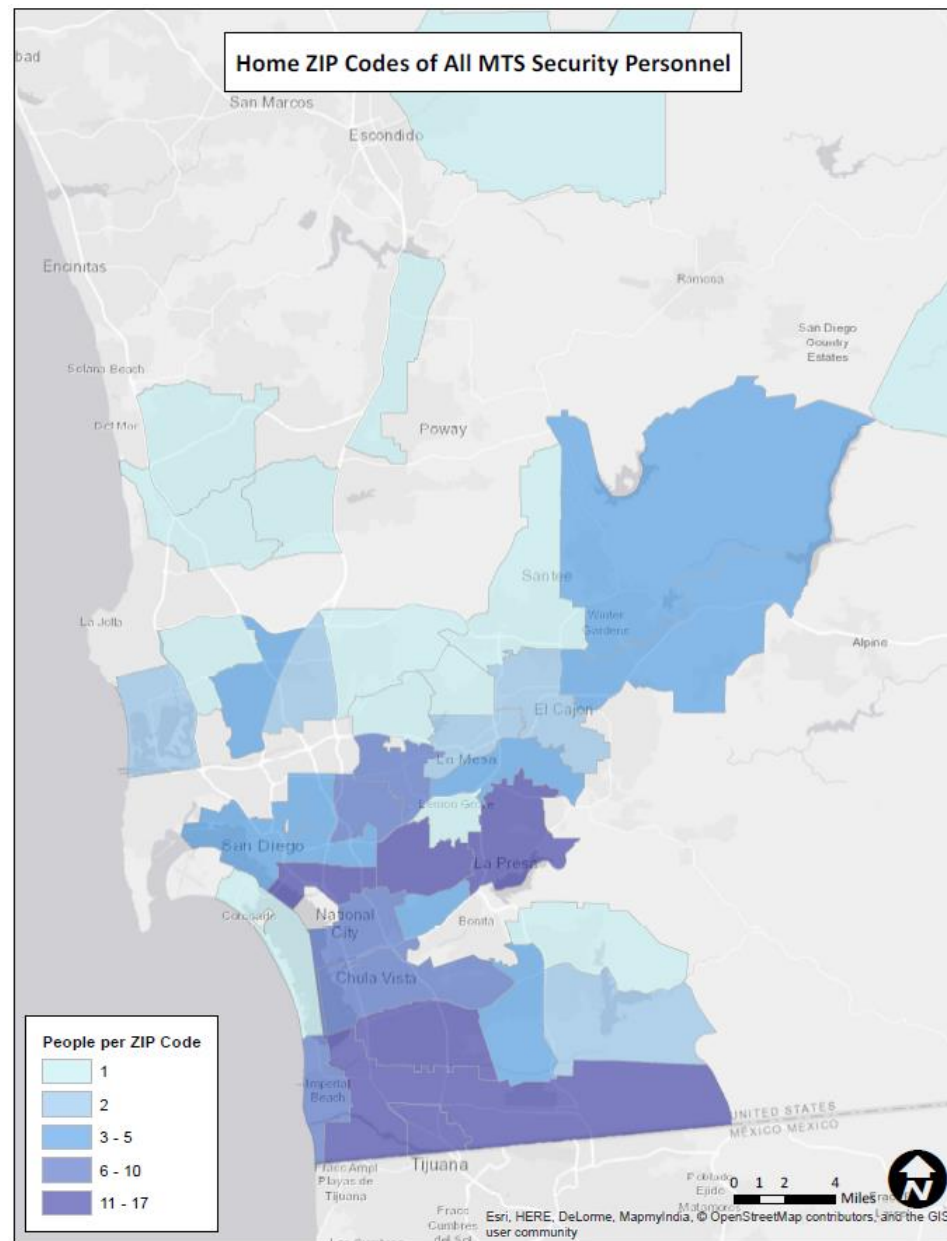
Tim Curran

Deputy Director

67% of our security staff,
both Code Compliance Inspectors
and contracted security officers combined,
live in these 12 zip codes.

91911	West Chula Vista - South
92173	San Diego (San Ysidro)
92113	San Diego (Logan-Memorial)
91977	Spring Valley
92114	San Diego (SESD)
92154	San Diego (Otay Mesa)
91910	West Chula Vista - North
92115	San Diego (College Area)
91932	Imperial Beach
92105	San Diego (City Hts)
91950	National City
91913	East Chula Vista
92101	San Diego (Dwtn)





Diversity Within the Code Compliance

Code Compliance Inspectors (MTS Employees)

Percentage	Ethnicity
57%	Hispanic
18%	White
13%	African American
11%	Asian

Percentage	Gender
12%	Female
88%	Male

55% of Code Compliance Inspectors are bilingual

Inspectors	Language
30	Spanish
2	Tagalog
1	Vietnamese

Diversity Within Contracted Security Staff

Allied Universal

Percentage	Ethnicity
59%	Hispanic
20%	African American
14%	White
5%	Asian
1%	Native American

Percentage	Gender
17%	Female
83%	Male

56% of our contracted security staff are bilingual

Security Staff	Language
76	Spanish
1	French

Questions?



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Agenda Item No. 5

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

November 12, 2020

SUBJECT:

APTA PEER ORGANIZATIONAL REVIEW (SHARON COONEY)

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

Law enforcement agencies are closely examining their policies, procedures, deployment strategies, hiring processes and core functions. While the MTS Transit Enforcement Department is not a California Peace Officer Standards and Training (POST) certified law enforcement agency, the department does perform several law enforcement functions, such as fare enforcement, enforcement of certain state infractions and misdemeanors approved by the MTS Board of Directors, patron assistance, and security at MTS facilities. MTS commissioned the American Public Transportation Association (APTA) to lead an organizational review of the MTS Transit Enforcement Department. This is an ideal time to perform a review in preparation of the Mid-Coast Trolley Expansion project and because MTS is currently seeking proposals for a new security contract.

The purpose of this peer review is to identify areas where the Transit Enforcement Department can improve its core business practices and incorporate any recommendations, as needed, in the final security contract. The review was to evaluate MTS law enforcement systems and practices compared to other similar sized public transportation systems. This review would analyze:

- Effectiveness of MTS Code Compliance Inspectors (CCIs) and Contract Security structure to accomplish goals of the Department, and whether there is a need for a sworn law enforcement contingent
- Fare inspection practices



- Code Compliance Inspectors' training
- The overall organizational climate of the Transit Enforcement Department, with an emphasis on identifying any biases
- The handling of personnel issues and employee discipline practices
- Standard Operating Procedures to include:
 - Use of force
 - Review Updated Use of Force Policy (July, 2020)
 - Supervision
 - Staffing
 - Training
 - De-escalation Techniques
 - Biased Based Policing
 - Enforcement tactics and procedures
 - Homeless Persons Interactions
 - Interaction with People Suffering from Mental Illness
 - People Under the Influence of Drugs and/ or Alcohol
 - Developmental Disabilities
 - Behavioral Crisis
 - Medical Conditions
 - Fear Anxiety
 - Language Barriers
 - Physical Limitations
 - Rules of conduct
- MTS Transit Enforcement video retention policies

The APTA peer review was facilitated by Ms. Polly Hanson, Senior Director Security, Risk & Emergency Management, American Public Transportation Association. Ms. Hanson held various positions at transit agencies prior to joining APTA's staff, including with the Washington Metropolitan Area Transit Authority. The peer reviewers were Ms. Billie Johnson, Director of Safety and Emergency Management, New Orleans Regional Transit Authority, LA; Mr. Stephen Berry, General Manager of System Safety, Metro, St. Louis, MO; and Ms. Marla Blagg, Executive Director of Safety, Security and Environmental Services, TriMet, Portland, OR.

To advise MTS during the APTA Peer Review, a Steering Committee was created by the Public Security Committee on September 24. The APTA reviewers met with the Steering Committee prior to their site visit October 27 to October 30. While at MTS, the reviewers studied documents; interviewed senior staff, operators and security staff; engaged in ride alongs with members of the Transit Enforcement team; and conducted independent transit trips throughout the system. An exit presentation was provided on the last day of the visit to provide preliminary findings to senior management.

A second meeting of the Steering Committee will occur this month to gain feedback on the site visit preliminary findings. A final written report will be drafted before the end of this year and will be provided to both the Steering Committee and members of the Public Security Committee.

/s/ Sharon Cooney
 Sharon Cooney
 Chief Executive Officer

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

APTA Peer Organizational Review

Public Security Committee

November 12, 2020

Peer Review Process

- Hired the American Public Transportation Association (APTA) to lead a peer review of MTS's security organization, processes and policies
- Created an ad hoc Steering Committee to provide advice and assistance to the reviewers, Board
- Kicked off with the Community Advisory Committee: October 8
- Steering Committee pre-meeting with reviewers: October 13
- Reviewers on site visit: October 26-30

Peer Review Panel Members

Marla Blagg

Executive Director of Safety and Security

TriMet, Portland, OR

Steve Berry

General Manager of System Safety, Security & Emergency Management

Metro, St. Louis, MO

BJ Johnson

Director of Safety and Emergency Management

New Orleans Regional Transit Authority, LA

Polly Hanson- Facilitator

Senior Director of Security, Emergency & Risk Management

American Public Transportation Association, Washington DC



Peer Review Methodology

- The APTA Peer Review process is well established as a valuable resource to the public transit industry.
- Highly experienced and respected transit professionals voluntarily provide their time and support to address the scope required.
- The panel conducted this peer review through a documentation review, field observations and a series of briefings and interviews with SDMTS staff and the Steering Committee.

Steering Committee and Community Advisory Committee Initial Input on Scope of Work

- Training:
 - Specific assessment/review of mental health training (Mental Health First Aid)
 - Look into including free mental health training offered by the County of San Diego.
 - Assess best practices and/or need for incentivizing staff who are trained in a more social work manner (ex: staff who have guns receive higher pay)
- Fare inspection practices:
 - Include focus on how frequently riders may be asked to show their fare in a single trip
 - Ways to ensure that enforcement does not have implicit bias (CAC recommendation)
- Rider/Community Education:
 - Assessment of current and best practices for rider education on matters that may lead to citation
 - Assess the current process and best practices for how to submit a complaint against security (ease of use, how complaints processed, etc.) (CAC recommendation)

Steering Committee and Community Advisory Committee Initial Input on Scope of Work

- Data Capture/Use:
 - Assess current data capture and records around interactions/contacts between MTS staff and riders, as well as how readily available data is available to public
 - Best practices for data capture, recording and sharing
- Staffing:
 - Assess effectiveness/necessity of contracted security team vs all in-house staff
 - Best practices and assessed need for community policing
 - Assess organizational attitudes
- Oversight:
 - Assess best practices/need for permanent Citizens Oversight/Advisory Group (CAC recommendation)
- Policies:
 - In addition to use of force, review other code violations that result in misdemeanors (and best practices/impacts for decriminalizing)

Peer Review Findings

- Expand community outreach efforts and partnerships
- Joint training for CCIs and contracted security to ensure consistent information and competencies are conveyed
- Reconsider utilization of a 100% fare inspection of a Trolley car consist to ensure that all passengers are contacted, reducing the appearance of bias
- Review ability of CCIs to determine passengers who are frequent fare evaders in real time
- Evaluate technology solutions for citation records management
- Create a comprehensive SOP for video retention, who can access it, etc.

Peer Review Findings

- Reexamine the design of the diversion program as outcomes may not meet intended goals
- Consider the contracted guard vacancy rate and develop retention strategies as the new contract is being developed
- Maintain higher visibility on Trolley platforms and select transit centers
- Consider purchasing a new learning management system
- Consider conducting an internal attitude and awareness survey
- Market CCI employees and programs and enhance the security section of the MTS website with a dashboard

Next Steps

- Steering Committee virtual post-review meeting with reviewers, management: November 16
- Third Steering Committee meeting once draft report is available for review
- Final report to be presented to the Public Security Committee



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Agenda Item No. 6

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

November 12, 2020

SUBJECT:

RESOURCE AND PARTNERSHIP EXPLORATION FOR PEOPLE EXPERIENCING
HOMELESSNESS (AMANDA DENHAM AND SCOTT YBARRONDO)

INFORMATIONAL ONLY

Budget Impact

None with this item.

DISCUSSION:

Effects of homelessness have an increasing impact on MTS' services, rider perception of safety, and the overall customer experience. In an effort to continue to improve the delivery of services to our patrons and the overall agency, MTS is exploring new ways to partner to assist in addressing homelessness in San Diego County. Staff will provide a report on the impacts of persons experiencing homelessness on the MTS system, research from other agencies on how to be part of a regional solution, current strategies and data, and potential next steps.

/s/ Sharon Cooney _____
Sharon Cooney
Chief Executive Officer

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



Resource and Partnership Exploration for People Experiencing Homelessness

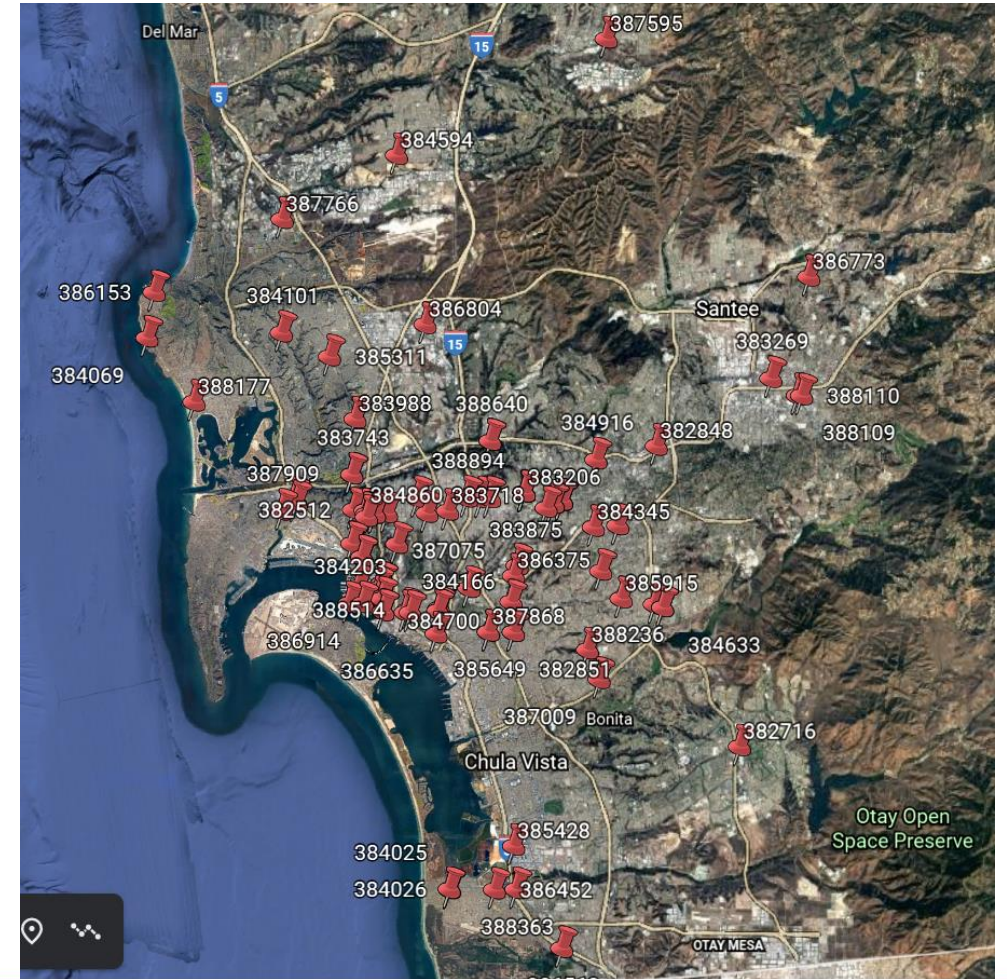
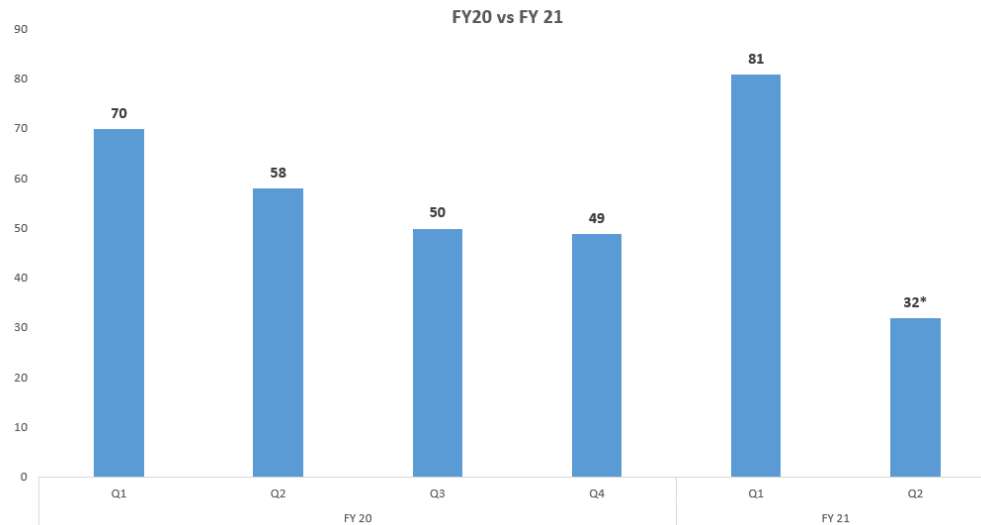
Amanda Denham and Scott Ybarrondo

November 12, 2020

Impact of Homelessness on MTS System

- Data from MTS Customer Service
 - Types of complaints
 - Map with cases

Complaints Received Regarding Issues of Homelessness By Quarter



Transit Enforcement Current Outreach

- Encampment Outreach Team
 - Twice daily
 - Concentrate on river bottom, outlying MTS properties, and Right of Ways
- Bus Details
 - Twice daily (when staffing allows)
 - Concentrate on bus stops based on complaints received



Bus Details



Encampment Outreach Team



Research-Transit Industry and Local Jurisdictions

- **TCRP Synthesis 121** (*Transit Agency Practices in Interacting with People Who Are Homeless*) published in 2016
 - Web-based survey with responses from 55/65 agencies
 - Six detailed case examples
 - Literature review looking also at how public libraries addressed the issue

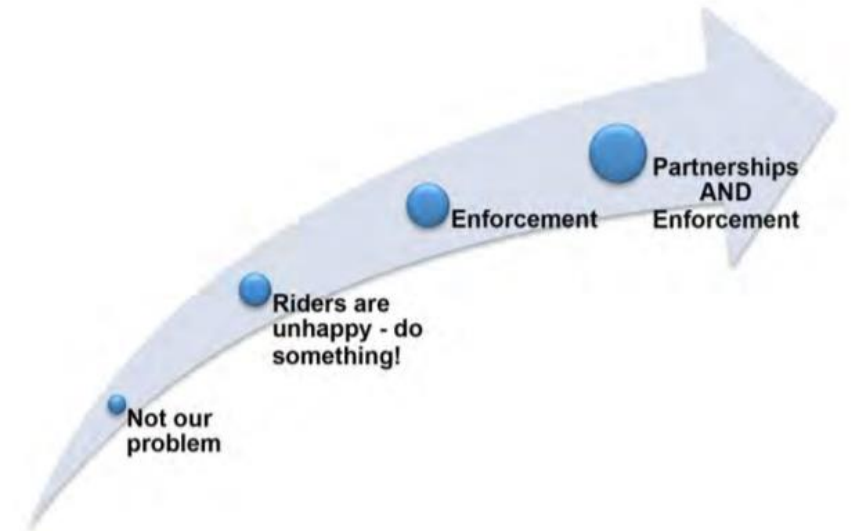


FIGURE 1 Trajectory of transit agency responses and activity with respect to interactions with people who are homeless.

Research-Transit Industry and Local Jurisdictions

- Key Findings:
 - Successful policies target behavior rather than groups or individuals
 - Codes of conduct and consistent enforcement clarify agency expectations
 - Partnerships are essential
 - Enforcement is necessary but not sufficient
 - Transit agencies will not ‘solve’ the problem of homelessness, but can acknowledge their role in success stories/contributing role
 - Lessons from libraries: transit facilities and libraries are both **public and safe-**need policies and procedures that address user behavior

Examples from Transit Industry and Local Jurisdictions

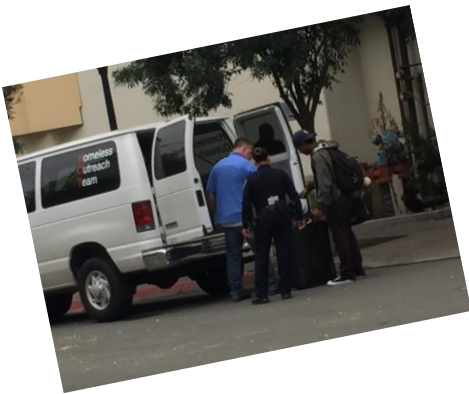
- Denver Regional Transportation District (RTD)
 - Partners with Mental Health Centers of Denver
 - Full-time clinician on contract with RTD, expanding to four next year
- Eugene, Oregon
 - CAHOOTS
 - Thirty-year partnership between police non-emergency phone number and medic-crisis worker teams
- City of La Mesa
 - One-year contract with PATH using CDBG-CV funding to hire full-time outreach worker and full-time mental health expert



Current Strategies



- MTS became members of Continuum of Care (CoC) for the San Diego Regional Task Force on the Homeless (RTFH)
- Hosted Community Advisory Committee- breakout session for 'Increasing Mobility for People Experiencing Homelessness'
- Beginning partnerships with various local resources (*Voices of San Diego* , *IHOT*, *McAllister Institute*, *Veterans Village*, *SDPD HOT*)
- Focusing efforts to partners with chronic riders experiencing homelessness



Potential Next Steps

- Determine role/establish goal of resources for MTS
 - Improve safety and customer experience of MTS riders
 - Reduce number of people experiencing homelessness within our system
- Pilot program with outreach/social service organization
- Explore partnering with resources already in place throughout the cities and county
- Develop a more robust employee training program for all front line employees

QUESTIONS?