



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

March 11, 2021

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 – November 12, 2020 | Approve |
| 3. | <u>Public Comments</u> – Limited to five speakers with three minutes per speaker | |
| 4. | Video System Procedures (Karen Landers)
Action would: (1) Receive a report on the draft Video System Procedures; and
(2) Provide feedback to staff. | Receive |
| 5. | Director's Security Update (Al Stiehler) | Informational |
| 6. | Fare Evasion Diversion Program Update (Samantha Leslie and Karen Landers) | Informational |
| 7. | Committee Member Comments | |
| 8. | Next Meeting Date – May 13, 2021 | |
| 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.

DRAFT

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

November 12, 2020

1. ROLL CALL

Chair Montgomery called the meeting to order at 2:06 pm. A roll call sheet listing Public Security Committee members' attendance is attached.

2. APPROVAL OF MINUTES

Mr. Arambula moved to approve the minutes of the September 24, 2020 Public Security Committee meeting. Chair Montgomery seconded the motion, and the vote was 5 to 0 in favor, with Mr. Sandke absent.

3. PUBLIC COMMENTS

There were no public comments.

4. Transit Enforcement Employee Residence Report (Tim Curran)

Tim Curran, Deputy Director of Transit Enforcement, provided a presentation on Transit Enforcement Employee Diversity and Residence Report. He presented the zip codes where both Code Compliance and contracted security officers reside, including a percentage breakdown of the officers' gender, ethnicity and how that compares to the ridership. He included percentages on bilingual officers. Mr. Curran closed by stating that the Transit Enforcement Department is a true reflection of the communities MTS serves.

Action Taken

No action take. Informational item only.

5. APTA Peer Organizational Review (Sharon Cooney)

Sharon Cooney, MTS Chief Executive Officer provided a presentation on the peer review process, panel members and their methodology. She discussed the Steering Committee and Community Advisory Committees' initial input on the scope of work. This initial input included topics on training, fare inspection practices, rider/community education, data capture/use, staffing, oversight and policies. Ms. Cooney went on to discuss the peer review findings and the next steps. Ms. Cooney ended her presentation stating a final report should be ready to be presented to the Public Security Committee in the New Year.

PUBLIC COMMENTS

Michelle Krug – Ms. Krug commented on the differences regarding the number of in-house officers versus contracted officers. She feels having more in-house officers means more control over the training. Ms. Krug applauded the change in culture that MTS is making.

COMMITTEE COMMENTS

Vice Chair Aguirre commented on the Steering Committee recommendation to include additional mental health training for the staff. She noted that the concept of in-house staffing for the contract security officers could be very productive. Vice Chair Aguirre mentioned she likes the idea of having a permanent oversight committee and is looking forward to the final Organizational Review report.

Ms. Galvez stated that a permanent oversight committee would be appropriate. Ms. Galvez agreed with the mental health training recommendation and the data driven approach. She also supported the idea of the bright yellow shirts for better officer visibility. Ms. Galvez mentioned that a color coded breakdown in the final report to recognize and differentiate the items would be helpful.

Mr. Sandke commented on joint training as a wonderful exercise in having people work together in a complimentary fashion. Mr. Sandke discussed the problem with repeat offenders and asked what it would take before one would no longer be invited to ride the MTS system. He stated the importance of creating a way in which MTS can interface with the public that gives the public a direct line to propose changes or policies that would improve the MTS system.

Chair Montgomery asked when the draft report from the Peer Review Panel will be available. Ms. Cooney stated that it is contractually required to be turned into MTS in December. Chair Montgomery mentioned an interesting data point regarding fare evasion citations would be to see how many citations occur in waiting areas compared to citations given onboard vehicles. Chair Montgomery asked for elaboration on the peer reviewers' comments pertaining to the use of force and video retention policies. Ms. Cooney mentioned that the peer reviewers recommended MTS have written policies for all staff to abide by. Karen Landers, General Counsel, added that MTS is working on getting additional storage capacity for the body worn camera videos. Ms. Landers stated that it was recommended for MTS to create one comprehensive policy that details how video footage is handled including system capacity, chain of custody, when to release it, and when not allowed to release the videos. Chair Montgomery stated that she is looking forward to the full Organizational Review report.

Action Taken

No action taken. Informational item only.

6. Resource and Partnership Exploration for People Experiencing Homelessness (Amanda Denham and Scott Ybarrondo)

Amanda Denham, Director of Support Services, and Scott Ybarrondo, Manager of Operations – Transit Enforcement, provided their presentation on Resource and Partnership Exploration for People Experiencing Homelessness. Ms. Denham started the presentation with a look at the impact of homelessness on the MTS system. Mr. Ybarrondo discussed the current Transit Enforcement outreach schedule, and presented photos pertaining to customer concerns of safety, hygiene and cleanliness. Mr. Ybarrondo discussed environmental concerns near the river, safety concerns with fences being cut, and transient camp fires along the right of way. Ms. Denham stated that in addition to data collected from the MTS system, she also looked at transit data collected through other sources. Ms. Denham reported key findings from the data collected including how partnerships are essential to addressing homelessness. Ms. Denham discussed how other transit industries and local jurisdictions are partnering to address mental health issues associated with homelessness. Mr. Ybarrondo reviewed MTS's current strategies of building relationships in the communities. Ms. Denham concluded the presentation with potential next

steps to determine MTS's roles and goals.

COMMITTEE COMMENTS

Vice Chair Aguirre commented that this is a step in the right direction and likes the efforts made to partner regionally. She stated that she looks forward to seeing how MTS can address this issue in a compassionate way that will also offer the best possible experience for both non-choice riders and choice riders.

Mr. Sandke commented that MTS needs to consider that some individuals, because of their behavior, need to be excluded from our system. He stated the importance of defending the rights of MTS riders by the need for all riders to follow a code of conduct, respectful behavior, and legal behavior in a public place. Mr. Sandke stated MTS could facilitate partnerships that would make connections with services to help those that are able to be helped, but also not to forget MTS's core mission which is to move people to their jobs, homes and the things they need to do in their lives.

Ms. Weber commented that even though it is not MTS's goal to solve the homelessness problem, MTS should play a role in helping. She encourages MTS to continue to reach out to cities and other agencies to form partnerships as partnerships are going to be key in helping to solve this issue.

Chair Montgomery appreciated the committee coming from diverse regions with different backgrounds and perspectives. Chair Montgomery stated that the committee conversations help push for a better transit system and plays an active role in the issues the region is face, including homelessness. She commented that the next steps for MTS would be looking into getting contracts and to see what partnerships look like in regards to a financial commitment. Chair Montgomery noted that it will take time, but she appreciates the approach and likes the direction MTS is heading.

Action Taken

No action taken. Informational item only.

7. COMMITTEE MEMBER COMMENTS

No committee member comments.

8. NEXT MEETING DATE

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

9. Adjournment

The meeting was adjourned at 3:17 p.m.

Chairperson

Attachment: A. Roll Call Sheet

PUBLIC SECURITY COMMITTEE
SAN DIEGO METROPOLITAN TRANSIT SYSTEM

ROLL CALL

MEETING OF (DATE) November 12, 2020

CALL TO ORDER (TIME) 2:06 p.m.

CLOSED SESSION

RECONVENE

ADJOURN 3:17 p.m.

COMMITTEE MEMBER	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
AGUIRRE <input checked="" type="checkbox"/>	2:00 p.m.	3:17 p.m.
ARAMBULA <input checked="" type="checkbox"/>	2:00 p.m.	3:17 p.m.
GALVEZ <input checked="" type="checkbox"/>	2:00 p.m.	3:17 p.m.
MONTGOMERY <input checked="" type="checkbox"/>	2:00 p.m.	3:17 p.m.
SANDKE <input checked="" type="checkbox"/>	2:20 p.m.	3:17 p.m.
WEBER <input checked="" type="checkbox"/>	2:00 p.m.	3:17 p.m.

SIGNED BY THE CLERK OF THE COMMITTEE:

Karen Wisniewski

CONFIRMED BY THE DEPUTY DIRECTOR OF TRANSIT ENFORCEMENT:

[Signature]

From: James Cerebral Palsy <james@jamescpinfo.org>

Sent: Sunday, March 7, 2021 9:17 AM

To: ronnhall@cityofsanteeca.gov

Subject: Security Meeting Thursday 3/11/21

Ronn,

Here is a summary of what I am looking at saying during public comment.

Greetings Everyone,

My name is James Anderson and I am a MTS SDM Rider in the East County. I am requesting that the committee support my efforts to allow me retrain all of the MTS security officers as it pertains to the inform not enforce policy when it comes to the mask. I already have the support of CCI Sergeant Jo Jo and Samantha Leslie ADA Compliance Staff Attorney who is on your agenda today. It is imperative that the officers receive the proper training and it does not seem to be they are as I have run into situations with the officers in east county on more than one occasion. Than you for your time and consideration in this matter.



James Anderson

Founder/CEO & Disability Advocate

James Cerebral Palsy



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<https://jamescpinfo.org/>





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Agenda Item No. 4

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

March 11, 2021

SUBJECT:

VIDEO SYSTEM PROCEDURES (KAREN LANDERS)

RECOMMENDATION:

That the San Diego Metropolitan Transit System (MTS) Public Security Committee:

- 1) Receive a report on the draft Video System Procedures; and
- 2) Provide feedback to staff.

Budget Impact

None with this action.

DISCUSSION:

One of the recommendations included in the American Public Transportation Association (APTA) Peer Review Report was to develop a written video retention policy. The attached Video System Procedures document describes MTS's current procedures as it relates to Video Systems, which primarily outlines the various Video Systems MTS owns or has contractual rights to, how we use the Video Systems and related video recordings, video retention time periods, and how video record requests are processed.

/s/ Sharon Cooney

Sharon Cooney
Chief Executive Officer

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

Attachment: A. MTS Video System Procedures





San Diego Metropolitan Transit System (MTS) Video System Procedures

I. Purpose:

The San Diego Metropolitan Transit System (MTS) places the highest priority on safety. Placing video cameras on certain MTS vehicles and facilities and utilizing body worn camera for security personnel is one of the ways MTS aims to help ensure passenger, public and personnel safety and general security for MTS operations and property.

The purpose of this document is to provide a comprehensive, high level summary of MTS's current procedures as it involves video cameras. This includes a description of MTS video systems, ownership, access, proper use, management, storage, custody, control, and retrieval of video recordings.

II. Definitions:

Video System refers to any system or device that enables continuous or periodic video, or video and/or audio recordings, with the capacity to view or record MTS owned or controlled spaces, which includes the closed-circuit television cameras (CCTV) and related equipment, and recordings. Personal web cameras connected to personal computers, or recordings of telephone communications, are not included in the definition of Video System.

Bus Vehicle refers to a bus vehicle, whether operated directly by MTS or by MTS' contractors (Transdev and First Transit), that is used for passenger revenue service.

Trolley Vehicle refers to a trolley vehicle used for passenger revenue service.

Bus Non-Revenue Vehicle refers to administrative vehicles used by MTS Bus Department, whether operated directly by MTS or by MTS's contractors, that do not provide passenger trips. This includes: employee shared pool vehicles, relief vehicles, supervisory vehicles and service trucks.

Facilities refers to trolley stations, transit centers, transit stations, Transit Store, maintenance facilities, certain bus stops, certain administrative lobbies, certain employee common areas, and parking lots/garages. Please note, not all bus stops, administrative lobbies and employee common areas have a Video System.

Security Body Camera refers to a wearable Video System by MTS or MTS' contractor (Allied Universal) with the capacity to view or record interactions and events MTS Security are involved with.



III. Video Systems:

MTS owns, or has contractual rights for certain access to, the following Video Systems described in Table 1: Video Systems.

Table 1: Video Systems

Location of Video System	Video System	Ownership
Bus Vehicles (all)	Apollo	MTS
Bus Vehicles (Transdev-operated)	DriveCam	Transdev; MTS has contractual rights to review video consistent with MTS oversight role.
Trolley Vehicles	MobileView	MTS
Bus Non-Revenue Vehicles	Safefleet (MTS vehicles)	MTS
	Drive Cam (for Transdev or First Transit vehicles)	Transdev; MTS has contractual rights to review video consistent with MTS oversight role.
		First Transit; MTS has contractual rights to review video consistent with MTS oversight role.
Facilities	Avigilon	MTS
	Sony DSR (only for Transdev operated South Bay Maintenance Facility)	MTS
Security Body Camera	Visiologix	MTS
		Allied Universal, if for contracted security personnel; MTS has contractual rights to review video consistent with MTS oversight role.

IV. Recording Protocols:

The recording protocols and real time monitoring capability of Video Systems are described at Table 2: Recording Protocols.

Table 2: Recording Protocols

<u>Location of Video System</u>	<u>Video System</u>	<u>Recording Protocols</u>	<u>Real Time Monitoring Capability</u>
Bus Vehicles (all)	Apollo	Automatic recording if vehicle ignition is on; if interior motion sensor is triggered; and 10 minutes after ignition is turned off.	Real time monitoring capability is not available during revenue service. However, it is possible if a bus is connected to a secure MTS wireless network (i.e. when not in revenue service and within a particular maintenance facility), on a case by case basis by authorized users.
Bus Vehicles (Transdev-operated)	DriveCam	Automatic recording if (a) vehicle ignition is on; and (b) 10 minutes after ignition is turned off. May also be manually activated to record.	Capability for real time monitoring when vehicle ignition is on or if manually activated by authorized users, on a case by case basis.
Trolley Vehicles	MobileView	Automatic recording so long as vehicle ignition is on.	Dependent on wireless connection, MTS has capability for real time monitoring if connected to a secure MTS wireless network at trolley stations or trolley maintenance yards, on a case by case basis by authorized users.
Bus Non-Revenue Vehicles	Safefleet (MTS vehicles)	Automatic recording if vehicle ignition is on; and 10 minutes after ignition is turned off.	No.
	Drive Cam (for Transdev or First Transit vehicles)	Automatic recording if vehicle ignition is on; and 15 minutes after ignition is turned off.	Capability for real time monitoring when vehicle ignition is on or if manually activated by authorized users, on a case by case basis.

<u>Location of Video System</u>	<u>Video System</u>	<u>Recording Protocols</u>	<u>Real Time Monitoring Capability</u>
Facilities	Avigilon	Continuous, regardless if facility is closed.	Real time monitoring capability is not available at all facilities. Only if facility is connected through MTS secure fiber connection, on a case by case basis by authorized users.
	Sony DSR (for Transdev South Bay Maintenance Facility)	Activated upon motion.	No.
Security Body Camera	Visiologix	Only when activated, when such use is appropriate for the proper performance of duties and as consistent with Security Department SOPs; and 30 seconds before activation.	No.

V. Use:

Video Systems may be used for the following reasons: safety monitoring; transit operation analysis; safety incident investigation; passenger complaint investigation; personnel performance reviews and investigations; external law enforcement investigations; internal security investigations; for use as evidence in criminal/civil prosecutions; claims/litigations; response to Public Records Act requests; responses to subpoenas; and as otherwise required by law.

VI. Authorizing Access to Video System:

Multiple departments are involved in the management and use of the Video Systems. Thus, the individual responsible for the Video Systems varies depending on the task and type of Video Systems. Access to a Video System, and appropriate credentials (e.g. right to view or right to export) is approved as described in Table 3: Authorizing Access to Video System.

Table 3: Authorizing Access to Video System

<u>Location of Video System</u>	<u>Video System</u>	<u>Authorizing Access to Video System</u>
Bus Vehicles (all)	Apollo	<p>If MTS staff, Employee Supervisor and Human Resource approval required; Overseen by IT Department.</p> <p>If Transdev staff, to add access and determine the appropriate credentials, MTS Manager of Contract Services approval required; Overseen by IT Department.</p> <p>If First Transit staff, to add access and determine the appropriate credentials, MTS Manager of Paratransit approval required; Overseen by IT Department.</p>
Bus Vehicles (Transdev-operated)	DriveCam	For Transdev staff, General Manager of Transdev and Transdev Human Resource approval required.
Trolley Vehicles	MobileView	Employee Supervisor and Human Resource approval required; Overseen by IT Department.
Bus Non-Revenue Vehicles	Safefleet (MTS vehicles)	Director of Transportation; Director of Maintenance; or Manager of Safety approval required.
	Drive Cam (for Transdev or First Transit vehicles)	<p>For Transdev staff, Transdev General Manager and Transdev Human Resource approval required.</p> <p>For First Transit staff, First Transit General Manager approval required.</p>

Facilities	Avigilon	Employee Supervisor and Human Resource approval required; Overseen by IT Department. CEO approval is required for any third-party access (See Section X(2): “Live Feed Access MOUs”).
	Sony DSR (Transdev South Bay Maintenance Facility)	For Transdev staff, Transdev General Manager and Transdev Human Resource approval required.
Security Body Camera	Visiologix	For MTS staff, Security Systems Administrator and Human Resource approval required; Overseen by IT Department. For Allied Universal staff, approval from the Allied Universal Captain assigned to MTS is required.

VII. Video Recording Storage

Each Video System has the capability to view, and/or download video recordings. A video recording that is not marked for preservation is maintained within the applicable server/drive/device, until the storage capacity/range is met (See Section IX: “Video Retention”). A video recording that is marked for preservation is saved on the network in the applicable department-specific drive. Marked video will be retained until at least the minimum statute of limitations period on a claim has passed (6 months to 2 years), or as otherwise required by law.

VIII. Access to Video Recording

Video that has been marked and preserved may be shared in a viewable format with MTS or contractor staff for training, investigative, and reporting purposes consistent with Section V: “Use”. Video recordings may be shared with third parties, according to the parameters identified in Section X: “Record Request for Video System Recordings”.

IX. Video Retention

In general, the amount of time that video recordings are retrievable depends upon several factors: the number of cameras, the method of recording, the amount of space available to record, the resolution of the cameras, and the amount of in-service time/activity that the cameras are recording.

The MTS Video System is extensive, including multiple cameras at Facilities, on Bus Vehicles, and Trolley Vehicles. The technical specifications for each system limits how long the system retains the full un-marked video recordings before it automatically records over – generally between 7 and 60 days, as described in Table 4: Video Retention.

Costs to store all un-marked video recordings for 1 year is estimated to be an additional \$14 million annually, which is not feasible under current budget constraints. Rather than store all un-marked video

recordings for this period, MTS video retention focuses on incidents that have been “marked and saved” by MTS staff because of a specific incident or investigation. If marked and saved, the video recordings are retained for at least 1 year, or longer if a complaint or investigation is still active. Separate rules apply for Security Body Camera.

Video retention processes are described at Table 4: Video Retention.

Table 4: Video Retention

Location of Video System	Video System	Minimum Legally Required Retention	Current Retention Capability for Un-Marked Video Recordings	Current Retention Period, if Marked and Preserved
Bus Vehicles (all)	Apollo	1 year, unless technology to store recorded data for 1 year in an economically and technologically feasible manner is not available. See Pub. Util. Code 99164	About 7-21 days, depending on how often the vehicle is in revenue service.	1 year on VIM; indefinitely if saved on network
Bus Vehicles (Transdev-operated)	DriveCam		About 14 days, depending on how often the vehicle is in revenue service.	Indefinitely once marked and saved on network
Trolley Vehicles	MobileView		About 13-15 days, depending on how often vehicle ignition is on.	
Bus Non-Revenue Vehicles	Safefleet (MTS vehicles)		About 180 vehicle operating hours.	
	Drive Cam (for Transdev or First Transit vehicles)		About 100 vehicle operating hours (about 50 hours for the interior view and about 50 hours for the exterior view).	

Location of Video System	Video System	Minimum Legally Required Retention	Current Retention Capability for Un-Marked Video Recordings	Current Retention Period, if Marked and Preserved
Facilities	Avigilon		Range of about 15-60 days, Storage capacity: depends on individual camera/location.	
	Sony DSR (only for Transdev South Bay Maintenance Facility)		Up to 4 months.	
Security Body Camera		60 days for non-evidentiary data; 2 years for evidentiary data relating to incidents of force or detention or if relevant to a complaint against Security. See Penal Code Section 832.18 (This statute only applies to law enforcement agencies, but MTS aims to meet these requirements).	About 60 days* *MTS cannot reasonably separate which video recordings relate to non-evidentiary data and evidentiary data. MTS has included in its Capital Improvement Project a project that would expand video retention storage to up to 2 years.	

X. Record Request for Video System Recordings:

Pursuant to the California Public Records Act (CPRA), video recordings relating to the conduct of the public's business prepared, owned, used or retained by MTS may be public records subject to disclosure unless they fall within an exemption.

MTS advises requestors to submit requests as soon as reasonably practicable to the Office of General Counsel. Video Systems have limited retention periods (as discussed above) before the video recording may become unavailable.

The requester should specify the records to be inspected/copied with sufficient detail to enable MTS to identify the particular records. If the request seems ambiguous or unfocused, MTS staff will make a reasonable effort to obtain additional clarifying information from the requester that will help identify the record or records. In order to protect public safety and passenger privacy, video requests must specify a specific MTS operations related incident, or a crime that took place on MTS property or within view of an MTS camera that the video sought may have captured. This specificity is necessary to (a) ensure that MTS staff has enough information to locate responsive video and preserve the relevant portions for production; and (b) avoid MTS video from being used to harass, stalk, or surveil MTS passengers or staff.

The CPRA provides various, limited exemptions from general disclosure requirements. As it relates to video, the most common exemptions would be records involving a pending law enforcement investigation; personnel or medical file that if disclosed would constitute an unwarranted invasion of personal privacy; sensitive security information (SSI) or information about security, operations, facilities, or other critical infrastructure that disclosure would be determinantal to the security of MTS employees, customers or infrastructure; does not relate to MTS's conduct in the provision of offering public transportation services and would constitute an unwarranted invasion of personal privacy; if the public interest in withholding records clearly outweighs the public interest in disclosure; and as otherwise deemed appropriate by law.

Any request for video recordings may be subject to review by legal counsel, prior to any inspection of the records or delivery of copies. The requests will also be logged by the Office of General Counsel.

Although most third-party requests for video are routed through the Office of General Counsel for response, the following requests may be handled directly by the Transit Security and Passenger Safety Department (MTS Security):

1. Law Enforcement Investigations. MTS Security and MTS operating divisions work directly with local law enforcement to respond to, investigate, and prosecute crimes that occur on or near MTS facilities or against MTS employees or passengers. As part of that process, MTS or contract staff may directly provide MTS video to investigating officers.
2. Live Feed Access MOUs. For certain properties or stations where MTS operations or facilities may come under another agency's or entity's control or responsibility, MTS may provide access to the real-time camera feed (where this feature is available) of the Facility Video System. This may include local law enforcement who are charged with responding to an incident on the MTS property, a neighboring property with special security concerns (e.g., Courthouse Station video feed access provided to Courthouse security officials), and joint development properties including shared parking arrangements. Requests for video recordings would still be routed through MTS Security or the Office of General Counsel, as applicable.



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Agenda Item No. 5

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

March 11, 2021

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





Director's Security Update

Public Security Committee

March 11, 2021

Deployments

- 12th and Imperial
 - Enhanced presence due to:
 - Increase in violent acts
 - Individuals experiencing mental health crisis
 - Imperial Avenue Division (IAD)
 - Traffic issues caused by vaccination super-center affecting access

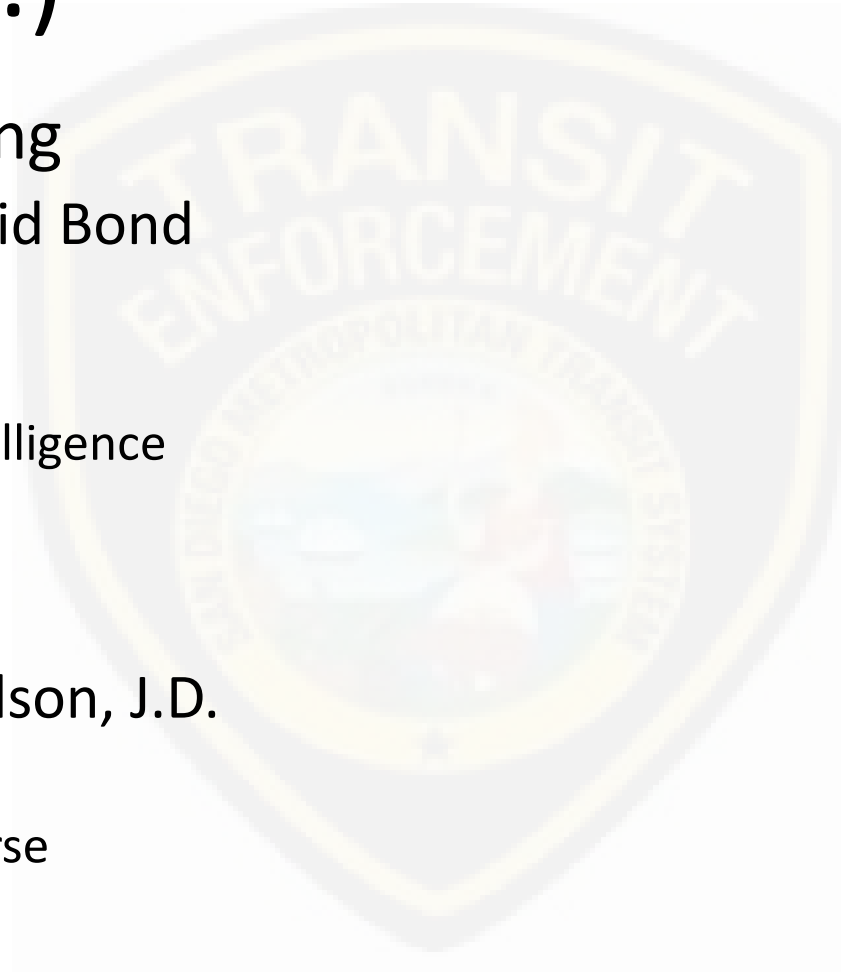


Training

- Full-time Training Sergeant
 - Sergeant Michael Rini
 - Oversee New CCI classroom and field training
 - Coordinate training with TSS officers
 - Explore and obtain new training opportunities
 - Update and maintain training records

Training (cont.)

- De-escalation Training
 - Provided by Dr. David Bond
 - Focused on
 - Empathy
 - Emotional Intelligence
 - Service
- Anti-biased Policing
 - Provided by Greg Olson, J.D.
 - Retired SDPD
 - POST certified course
 - Third year



Training (cont.)

- Psychiatric Emergency Response Team (PERT) Training
 - Will assist officers when encountering individuals dealing with a mental health crisis
 - Crisis Intervention Training
 - National Model
 - 90-minute introduction course
 - Full 30-hour course will be available after July 1st

Naloxone (Narcan)

- Average of three overdose deaths a day in San Diego
 - 151 fentanyl deaths compared to the 92 reported the previous year.
 - Fentanyl is a synthetic opioid
 - 50 to 100 times more potent than morphine
 - 25 to 50 times stronger than heroin
 - 275 deaths due to prescription drugs—opioids and non-opioids—up from 245 in 2018.
 - 124 heroin deaths, up from the 105 reported the year before

Naloxone (Narcan) cont.

- Naloxone is a potent life-saving medication that can rapidly reverse the effects of an opioid overdose
 - Blocks the opioid receptors in the brain
 - Works to reverse an overdose involving opioids
 - Very safe drug and will not adversely impact someone who has overdosed on other drugs or alcohol



Naloxone (Narcan) cont.

- Project Status
 - Research Phase
 - Policies
 - Supply
 - Training

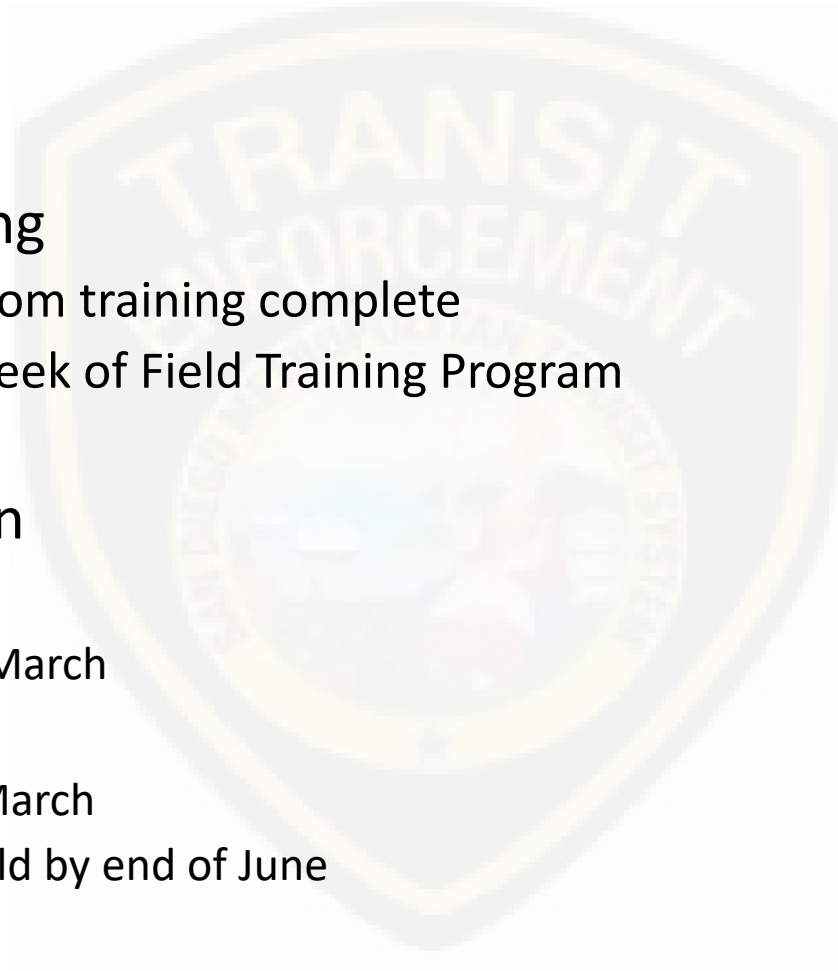


Bus Operations Support

- Bus Enforcement Support Team (BEST)
 - 1 sergeant, 2 CCIs, and 2 TSS officers
 - Liaison with bus management
 - Respond to problematic areas for bus operations
 - Terminals
 - Bus Stops
 - Outreach at camps
 - Mitigate issues reported by bus drivers
 - Disorderly passengers
 - Mask Compliance

Staffing

- Hiring
 - 6 new CCIs in training
 - Three week classroom training complete
 - Currently in final week of Field Training Program
- Mid-coast Expansion
 - 4 Sergeants
 - Interviews mid-March
 - 13 CCIs
 - Posting end of March
 - First group in field by end of June



Uniforms

- CCIs will be wearing new uniforms beginning March 22nd
 - Current Beta deployment has received positive feedback
 - More visibility
 - Easily identifiable
 - Approachable
 - Customer Service oriented style



Partnership Development

- PERT
- San Diego PD
- San Diego Sheriff
- SDSU PD
- La Mesa Projects for Assistance in Transition from Homelessness (PATH)





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Agenda Item No. 6

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM PUBLIC SECURITY COMMITTEE

March 11, 2021

SUBJECT:

FARE EVASION DIVERSION PROGRAM UPDATE (SAMANTHA LESLIE AND KAREN LANDERS)

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

The Fare Evasion Diversion Program began on September 1, 2020. Staff will provide an implementation update for the Program.

/s/ Sharon Cooney
Sharon Cooney
Chief Executive Officer

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

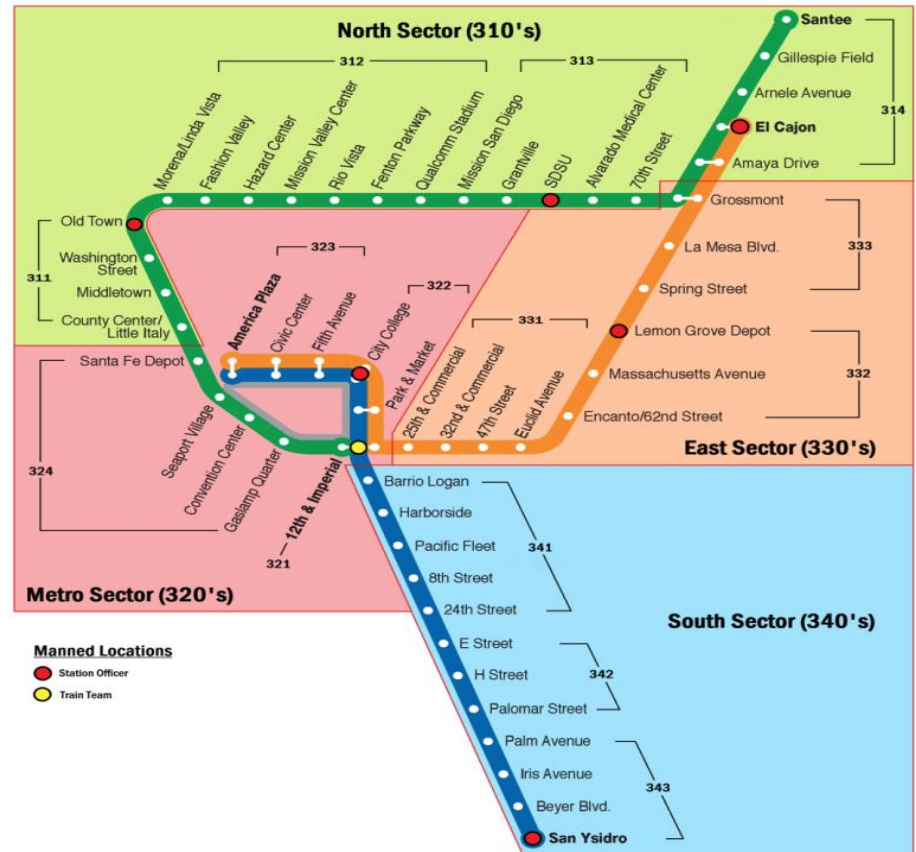


Fare Evasion Diversion Program Update Agenda Item No. 6

Public Security Committee Meeting
March 11, 2021

Fare Enforcement Overview

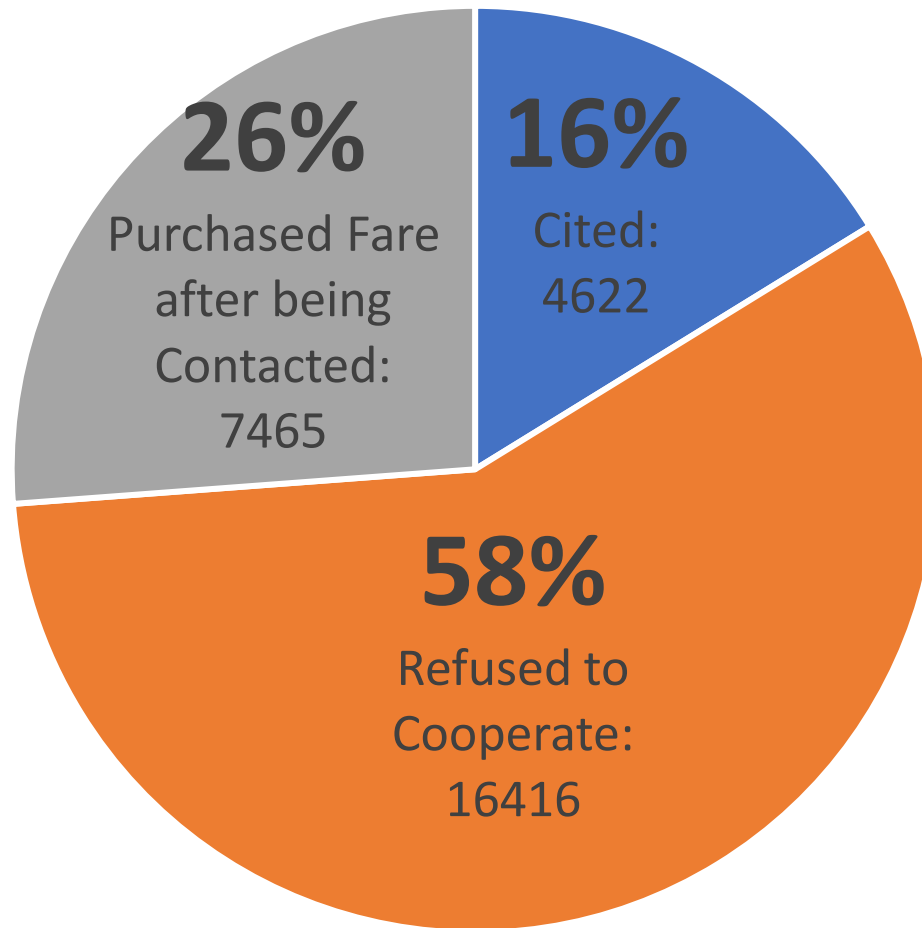
- Valid proof of fare required to use all MTS services.
- CCI and TSS Officers request proof of valid fare on platforms, trolley vehicles, as well as on buses.
- Deployment based on a Beat System.



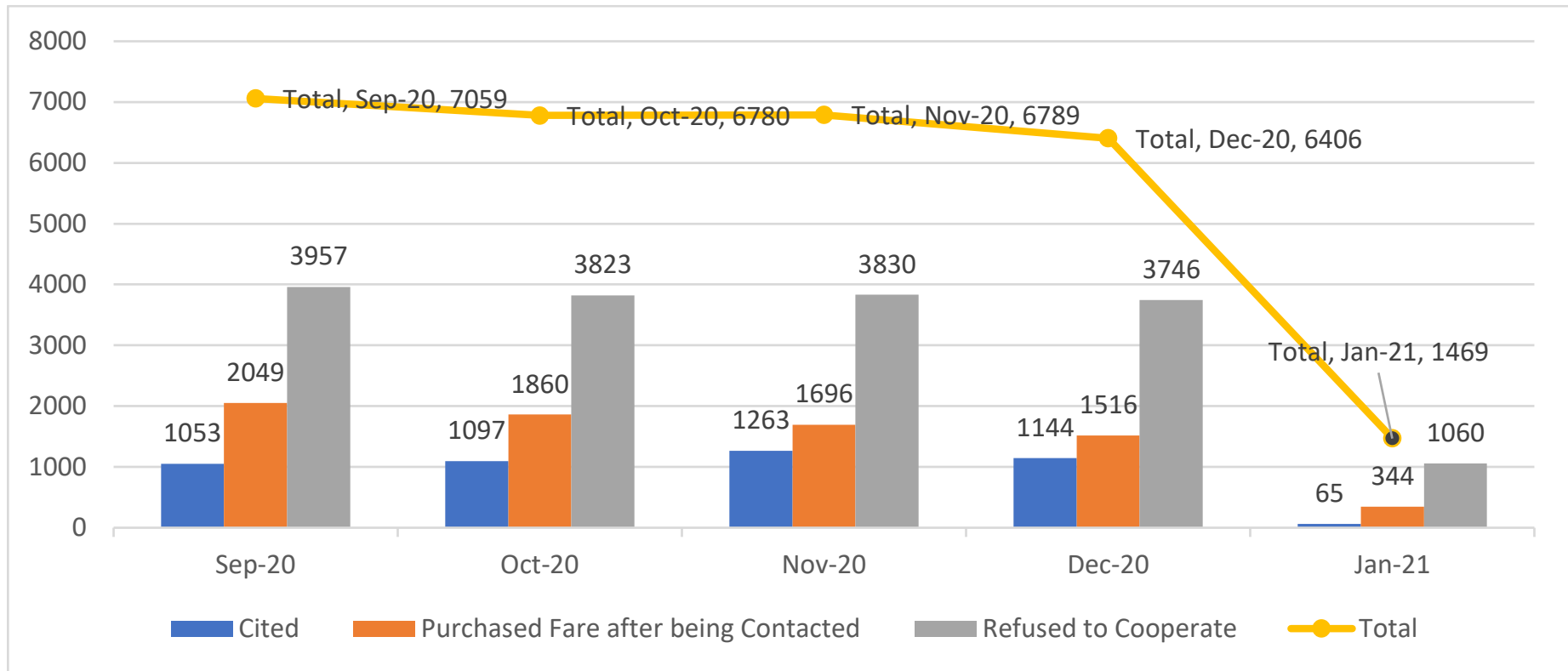
Fare Enforcement Overview Cont.

- If found without valid fare:
 - 1) Offered the chance to purchase fare at ticket vending machine or on cell phone.
 - 2) If decline to purchase fare, cited by CCI and may complete Diversion Program Options in order to avoid court.
 - Pay \$25 fine within 120 days;
 - 3 hours of community service within 120 days; or
 - Appeal within 15 days

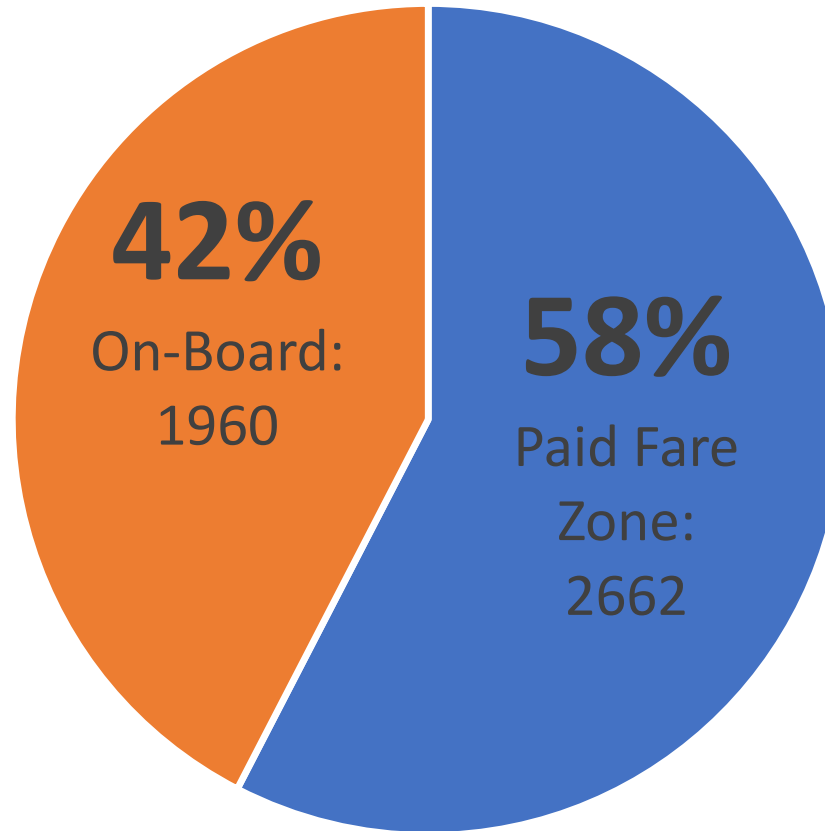
Result of Fare Violation Contact



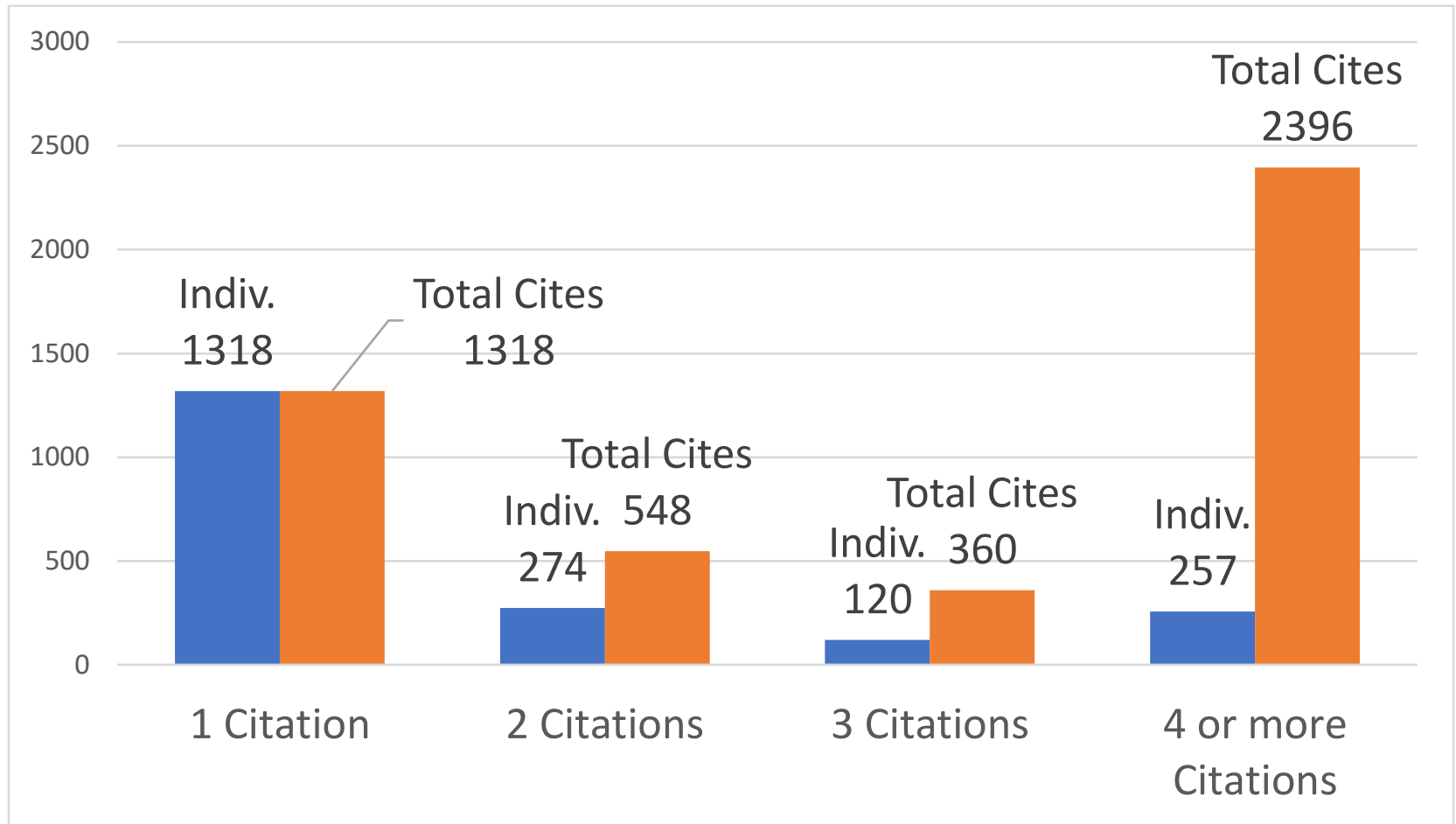
Result of Fare Violation Contact – By Month



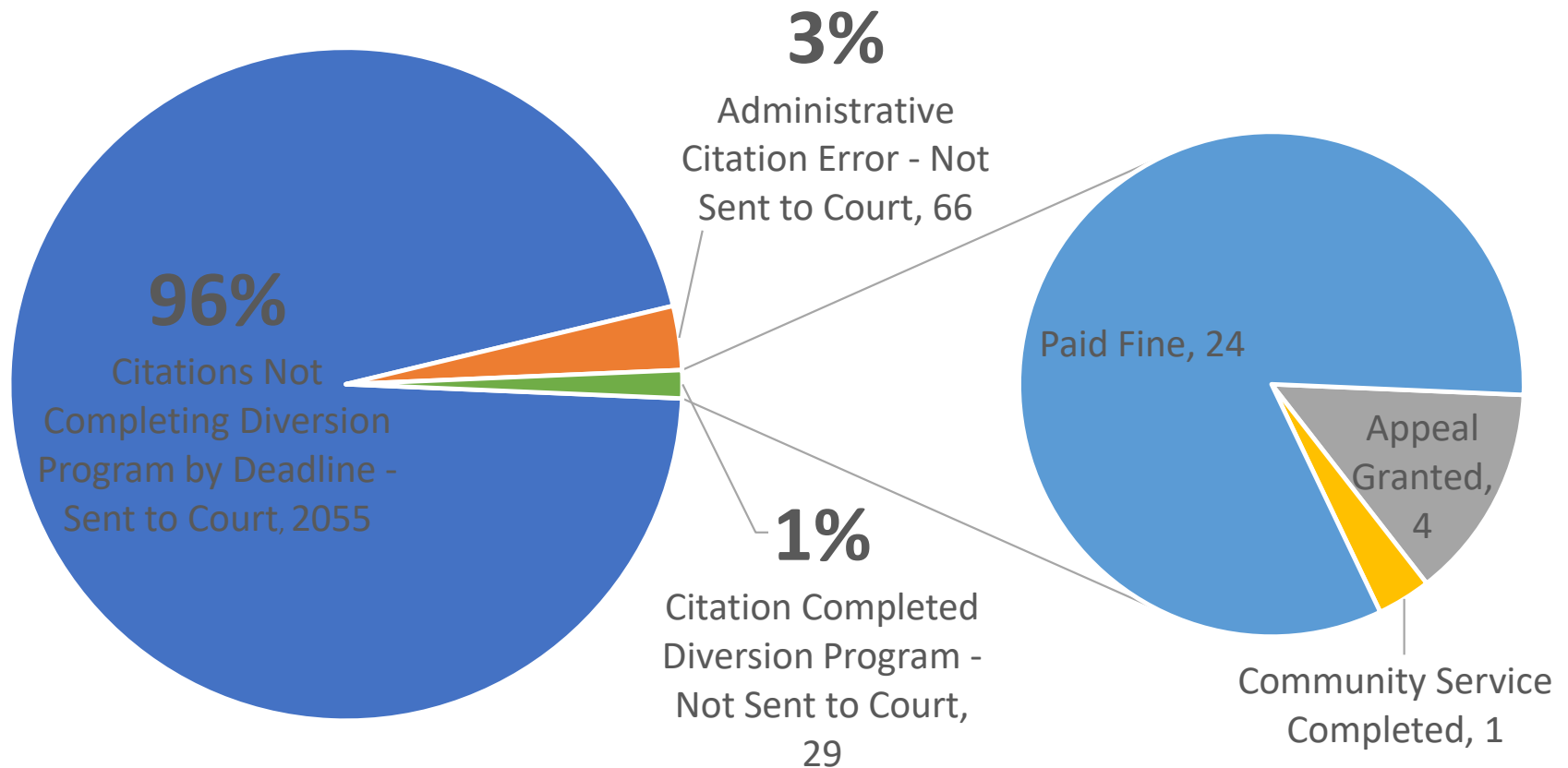
Citations - Type of Violation



Frequency of Citations



Diversion Program Participation – Sept. and Oct. Issued Citations



Diversion Program Participants – Survey Response

- Survey response provided for not having valid fare:
 - If chose to pay fine:
 - Risked it (6); Cannot afford fare (4); Forgot fare (4); Thought fare was valid (3); No time to buy fare (1); and Did not have correct change (1)
 - If chose to appeal:
 - Forgot fare (2); Thought fare was valid (1); and Mobile phone died (1)
 - If performed community service:
 - Cannot afford fare (1)

Expansion of Existing Pilot

- Court approved the following proposals for fare evasion citations that have yet to be adjudicated:
 - MTS may submit Motion to Dismiss to the Court for those who complete Diversion Program, albeit late; and/or
 - Defendant may submit proof of completion of Diversion Program, albeit late, directly to Judicial Officer.
- Judicial Officer retains discretion to grant Motion to Dismiss

Post Conviction Relief

- Working with the Public Defenders Office to provide post conviction relief (e.g. clearing all fines) to Defendants
 - Homeless Court Program
 - Fresh Start Program

Data Analysis – Fare Evasion %

- Currently collecting data on the total number of fare inspections and the total number of fare violations found.
- However, this is not the most accurate way to calculate fare evasion percentage, as only a small portion of passengers are being checked for fares.
- Next Steps:
 - When safe to do so due to COVID-19, re-instate Special Enforcement Details to ensure that 100% of trolley vehicle patrons are checked for fare (also rec. by APTA).

Data Analysis – Race, Gender, Age

- Currently collecting data on the race (subjectively identified by the CCI/TSS), gender and age of individuals found without a valid fare.
- However, more data needed on current ridership demographics in order to complete analysis on whether there are any disparities in the data.
- Next Steps:
 - Work with Marketing on conducting a ridership survey to collect data on current rider demographics (race, gender, age).

Data Analysis - Location

- Currently collecting location data for where fare violation contact occurred.
- However, more data needed on number of fare inspections conducted per location in order to complete analysis on whether there are any disparities in the data.
- Next Steps:
 - Work with Security on collecting data on number of fare inspections conducted by trolley station or beat.

Next Steps

- Develop Survey Questions for CCI/TSS, whom may have additional perspective on Diversion Program
- Develop a data gathering tool to determine number of fare inspections per station or per beat
- Develop plan to conduct a ridership survey
- Begin to conduct Special Enforcement Details
- Continue working with our Outreach Partners, Public Defender, and the Courts
- Continue monitoring Diversion Program data