



Public Security Committee Agenda

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Live Verbal Public Comments: Use the 'Raise Hand' icon every time you wish to make a public comment on an item. Raise your hand once the agenda item you wish to comment on has been called. In person public comments will be taken first, virtual attendees will be taken in the order in which they raise their hand. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting. Three-minutes of time is allotted per speaker, unless otherwise directed by the Chair.

Public Comments Made Via Zoom

1. Click the link found at the top of this instruction page
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4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial *6 to unmute yourself



Written Public Comments (before the meeting): Written public comments will be recorded in the public record and will be provided to MTS Board Members in advance of the meeting. Comments must be emailed or mailed to the Clerk of the Committee* by 4:00pm the day prior to the meeting.



Translation Services: Requests for translation services can be made by contacting the Clerk of the Committee* at least four working days in advance of the meeting.



In-Person Participation: In-person public comments will be heard first. Following in-person public comments, virtual attendees will be heard in the order in which they raise their hand via the Zoom platform. Speaking time will be limited to three minutes per person, unless specified by the Chairperson. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

Instructions for providing in-person public comments:

1. Fill out a speaker slip located at the entrance of the Board Room;
2. Submit speaker slip to MTS staff seated at the entrance of the Board Room;
3. When your name is announced, please approach the podium located on the right side of the dais to make your public comments.

Members of the public are permitted to make general public comment at the beginning of the agenda or specific comments referencing items on the agenda during the public comment period. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting.



Assistive Listening Devices (ALDs): ALDs are available from the Clerk of the Committee* prior to the meeting and are to be returned at the end of the meeting.



Reasonable Accommodations: As required by the Americans with Disabilities Act (ADA), requests for agenda information in an alternative format or to request reasonable accommodations to facilitate meeting participation, please contact the Clerk of the Committee* at least two working days prior to the meeting.



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



Agenda del Comité de Seguridad Pública

Haga clic en el enlace para acceder a la reunión:

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Formas de Participar



Computadora: Haga clic en el enlace más arriba. Recibirá instrucciones para operar el navegador de Zoom o la aplicación de Zoom. Una vez que haya iniciado sesión en la reunión, tendrá la opción de participar usando el sistema de audio de su computadora o teléfono.

ID de la reunión
en Zoom

Funciones del Seminario En Línea:

 Levantar la mano	►	Use la herramienta de levantar la mano cada vez que desee hacer un comentario público.
	►	Los participantes pueden habilitar el subtitulado haciendo clic en el ícono CC. También puede ver la transcripción completa y cambiar el tamaño de letra haciendo clic en “configuración de subtítulos”. Estas herramientas no están disponibles por teléfono.
	►	Este símbolo indica que usted se encuentra en silencio , haga clic en este ícono para quitar el silenciador de su micrófono.
	►	Este símbolo indica que su micrófono se encuentra encendido . Haga clic en este símbolo para silenciar su micrófono.
	►	La herramienta de chat deben usarla los panelistas y asistentes únicamente para asuntos “pertinentes a la reunión”, ya que comentarios realizados a través de esta herramienta no se conservarán como parte del registro de la reunión. Consulte el Comentario público verbal en vivo para obtener instrucciones sobre cómo hacer un comentario público.



Teléfono Inteligente o Tableta: Descargue la aplicación de Zoom y participe en la reunión haciendo clic en el enlace o usando el ID del seminario web (que se encuentra en el enlace).



Teléfono:

1. Si está participando en la reunión mediante audio de su teléfono y viendo la reunión en un dispositivo, marque el número indicado en la pestaña de llamada telefónica “unirse por audio” en la ventana emergente inicial e ingrese el ID de la reunión (que se encuentra en el enlace).
2. Si está participando solo por teléfono, marque: **+1-669-900-9128** o **+1-253-215-8782** e ingrese el ID de la reunión que se encuentra en el enlace, pulse #. Tendrá acceso al audio de la reunión, **pero NO podrá ver las presentaciones en PowerPoint.**



Comentarios Públicos Verbales en Vivo: Use la herramienta “levantar la mano” cada vez que desee hacer un comentario público sobre alguno de los artículos. Levante la mano una vez que el artículo de la agenda sobre el que desea comentar haya sido convocado. Los comentarios públicos en persona se escucharán primero, se escuchará a los asistentes virtuales en el orden en el que levanten la mano. No se aceptarán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción. Comentarios públicos generales, únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión. Se otorga tres minutos de tiempo por persona que desee hablar, a menos de que el presidente instruya de otra forma. *(Consulte la página 2 para obtener instrucciones sobre cómo hacer un comentario público.)*

Comentarios Públicos a Través de Zoom

1. Haga clic en el enlace que se encuentra en la parte superior de esta página de instrucciones
2. Haga clic en el ícono de levantar la mano en el centro inferior de la plataforma
3. El secretario anunciará su nombre cuando sea su turno de hablar
4. Desactive el silenciador para que pueda hablar

Comentarios Públicos Realizados Únicamente por Teléfono

1. Marque el **+1-669-900-9128**
2. Ingrese el ID de la reunión en Zoom que se encuentra en el enlace y pulse #
3. Marque *9 para levantar la mano por teléfono
4. El secretario indicará los últimos 4 dígitos de su número de teléfono para anunciar que usted será el siguiente en hablar
5. Marque *6 para desactivar el silenciador



Comentarios Públicos por Escrito (Antes de la Reunión): Los comentarios públicos por escrito se registrarán en el registro público y se entregarán a los miembros de la Junta de MTS antes de la reunión. Los comentarios deben enviarse por correo electrónico o postal al secretario del Comité* antes de las 4:00 p.m. el día anterior a la reunión.



Servicios de Traducción: Pueden solicitarse servicios de traducción comunicándose con el secretario del Comité* por lo menos cuatro días hábiles antes de la reunión.



Participación en Persona: Los comentarios públicos en persona se escucharán primero. Después de los comentarios públicos en persona, se escuchará a los asistentes virtuales en el orden en el que levanten la mano a través de la plataforma de Zoom. El tiempo para hablar se limitará a tres minutos por persona, a menos de que el presidente especifique de otra forma. No se recibirán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción.

Instrucciones para brindar comentarios públicos en persona:

1. Llene la boleta para personas que desean hablar que se encuentran en la entrada de la Sala de la Junta.
2. Entregue la boleta para personas que desean hablar al personal de MTS que se encuentra sentado en la entrada de la Sala de la Junta.
3. Cuando anuncien su nombre, por favor, acérquese al podio ubicado en el lado derecho de la tarima para hacer sus comentarios públicos.

Los miembros del público pueden hacer comentarios públicos generales al inicio de la agenda o comentarios específicos que hagan referencia a los puntos de la agenda durante el periodo de comentarios públicos. Los comentarios públicos generales únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión.



Dispositivos de Asistencia Auditiva (ALD, por sus siglas en inglés): Los ALD están disponibles con el secretario del Comité* antes de la reunión y estos deberán ser devueltos al final de la reunión.



Facilidades Razonables: Según lo requerido por la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), para presentar solicitudes de información de la agenda en un formato alternativo o solicitar facilidades razonables para facilitar su participación en la reunión, por favor, comuníquese con el secretario del Comité* por lo menos dos días hábiles antes de la reunión.



***Información de Contacto:** Comuníquese con el secretario del Comité por correo electrónico en Karen.Wisniewski@sdmts.com, por teléfono al **(619) 595-4966** o por correo postal en **1255 Imperial Ave. Suite 1000, San Diego CA 92101.**



Public Security Committee

Agenda

September 28, 2023 at 9:00 a.m.

In-Person Participation: James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

Teleconference Participation: (669) 444-9171; Webinar ID: https: 987 6280 0751, <https://zoom.us/j/98762800751>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	Roll Call	
2.	Public Comments	
3.	Approval of Minutes Action would approve the April 13, 2023 Public Security Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	Annual Security Report (January 1, 2022 through December 31, 2022) (Al Stiehler and Tim Curran)	Informational
OTHER ITEMS		
5.	Committee Member Communications and Other Business	
6.	Next Meeting Date: December 7, 2023 at 2:00 p.m.	
7.	Adjournment	



DRAFT MINUTES

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

PUBLIC SECURITY COMMITTEE (PSC)

April 13, 2023

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

1. Roll Call

Chair Montgomery Steppe called the Public Security Committee meeting to order at 2:02 p.m. A roll call sheet listing Public Security Committee member attendance is attached.

2. Public Comments

There were no Public Comments.

3. Approval of Minutes

Mike Donovan made a motion to approve the minutes of the November 17, 2022, MTS Public Security Committee meeting. Jose Rodriguez seconded the motion, and the vote was 4 to 0 in favor with Ms. Chavez absent.

DISCUSSION ITEMS

4. Public Safety Focus Groups Report (Mark Olson, MTS; and Judith McCourt, Redhill Group)

Mark Olson, MTS Director of Marketing and Communications, and Judith McCourt, with the Redhill Group, presented the findings of the Public Safety Focus Groups that the Redhill Group did for MTS in February 2023. Mr. Olson stated that this stems from the customer satisfaction survey done by MTS about every two years. Mr. Olson stated from those results, MTS received positive reviews, but also noted areas of opportunity to improve upon. He mentioned that when the survey was done in September 2022, the question was asked if there was one thing MTS could do better, what one thing would that be. Mr. Olson stated the overwhelming response was more security and stated more security could mean a lot of different things to a lot of different people. Mr. Olson stated that is when it was decided to have Redhill Group do focus groups in regards to public security.

Ms. McCourt continued the presentation and stated that there were three areas that surfaced out of the customer satisfaction survey that were explored in these focus groups. She mentioned one was perceived safety on the system, one was the behavior of other passengers and the last one was regarding equity in checking fares. Ms. McCourt went through the presentation and discussed the project purpose, participant profiles, participant demographic, participant travel characteristics and then reviewed the key findings. Mr. Olson concluded the presentation reviewing a list of next step items.

Sharon Cooney, Chief Executive Officer, mentioned that she and other staff members sat in on the focus groups and after hearing the female focus group, she felt demoralized knowing that was how the MTS passengers were feeling. In regards to the issue with Ride Assured, Ms. Cooney mentioned that MTS is already working on a way to let passengers know that Ride Assured is there to help them. Ms. Cooney also mentioned

lighting issues and that MTS will try to bring forward an enhanced lighting program with the Social Equity Listening Tour. Ms. Cooney remarked on a comment from the passengers regarding cleanliness where they stated that if it feels unclean then it feels unsafe. The passengers stated that the buses were okay but the trolleys were not. Ms. Cooney stated MTS has enhanced their cleaning protocols, increasing the number of personnel and time of day when the trains will be cleaned. Ms. McCourt commented that MTS is not alone when it comes to female passengers feeling unsafe, that other transit agencies are seeing the same issues and she would like to applaud MTS for addressing the security issues for all people and all patrons.

COMMITTEE COMMENTS

Chair Montgomery Steppe mentioned that Circulate San Diego did a study on how women perceive the transit and what they experience when riding transit. She stated that we can gather wisdom from those that participated in the focus group and that it is a collective response from a collaborative community working together around these issues.

Ms. Chavez stated it is vital to understand what the riders are feeling and just the presence of an unarmed employee is enough to give that security of companionship through the ride. Ms. Chavez asked about cameras and response times. Al Stiehler, Director of Transit Security and Passenger Safety, stated that MTS does not have the technology to remotely access the cameras onboard the vehicles, but stated that cameras in the station have instant access. Ms. Chavez asked about the panic button onboard the trains and Ms. Cooney stated that once pushed it goes directly to the train operator. Brian Riley, Chief Operating Officer (Rail), stated that all vehicles are equipped with emergency response buttons which allows patrons to communicate with the train operator. Mr. Riley stated the train operator will then contact MTS control center who then will dispatch law enforcement or MTS security to respond to the situation. Ms. Cooney mentioned that if a patron feels unsafe pressing the button for help, they can use the Ride Assured texting system to send a message. Mr. Stiehler commented that he does not own a car and regularly uses the system. He stated that he uses Ride Assured when he sees issues and gets a response from the communications center almost immediately.

Ms. Dillard asked if the operator can hear what is going on inside the trolley. Mr. Riley stated that if the incident is happening in the lead vehicle, where the train operator is located, then the operator could hear it; however, if an incident happens on the second or third car then only if the emergency response button is pushed can an operator hear what is going on. Ms. Dillard asked if the information collected from the survey showed if the incidents were occurring inside the trolley or outside the trolley or both. Ms. McCourt stated that the occurrences were throughout the trip chain and could be either onboard or in station. Ms. Dillard asked about security presence and does MTS have the need or the capacity to regularly have security present on the platform. Mr. Stiehler stated that the transit enforcement and passenger safety department is a small amount of people trying to cover a large amount of area. Ms. Dillard suggested loud speakers on the platform to periodically remind people that they are being recorded stating that may make patrons feel safer.

Mr. Rodriguez inquired if MTS believes that the focus group results represent the broader ridership perception. Ms. McCourt stated that focus groups are qualitative however this group is very much in line with the customer satisfaction survey and reflects what the ridership is thinking. Mr. Rodriguez asked if there are specific stops that seem safest on transit routes or some that are perceived to be unsafe. Mr. Stiehler stated on the Blue Line, the Iris Avenue and Palomar stations tend to get more vehicle break-ins. He stated that on the Orange Line, there are a few areas that tend to get a little more violence and sometimes there are significant problems on the Green Line around Fashion Valley. Mr. Stiehler stated that as of now there is no specific data showing dates, times or patterns. Ms. McCourt stated that, in the focus group, passengers mentioned Old Town and City College were concerns as well as 12th and Imperial, Iris Avenue and sometimes the Euclid Avenue station. Mr. Rodriguez asked if MTS has standards or metrics regarding station lighting, station cameras and how often cars are cleaned. Ms. Cooney stated that MTS has a Designing for Transit manual for both bus stops and rail transit centers and mentioned that MTS follows that manual, but also commented that every station will have a different dynamic.

Mr. Donovan stated that he sat in on the focus group with the females and mentioned that he too walked away from that feeling demoralized. Mr. Donovan would like to encourage MTS to pursue all of the good ideas to do as much as we can to try to alleviate some of the issues with lighting, cleanliness, panic buttons and with the emergency phone number. Mr. Donovan would like to recommend the MTS Board hear a condensed version of this report.

Ms. Chavez inquired how much it would cost to have real time camera footage on vehicles. Mr. Stiehler stated the band width necessary to push that kind of data, including good quality and sound, would be enormous. Ms. Chavez inquired about the front-line workers and what would make their jobs better. Ms. Cooney stated there were meetings with marketing and various departments, called the MTS Experience, and mentioned that MTS asked the employees what MTS could do to make the experience better for the patrons as well as for the employees. Ms. Cooney stated there were serious concerns from all in regards to keeping things safe for patrons and employees.

Chair Montgomery Steppe noticed the focus group and the survey differed in regards to how patrons perceived the fare check by ethnicity and commented that matching up the differences is important as decisions are being made. Chair Montgomery Steppe stated that it is MTS's job to keep patrons safe and feels MTS does keep that in mind with these discussions. Chair Montgomery Steppe inquired, as the budget is coming up, will the survey and focus group responses pertaining to lighting and capital improvement projects be serving as input to the decisions made around the budget. Ms. Cooney responded yes, especially with the lighting which is a capital project cost and the cleaning just included an amendment to the current cleaning contract. Chair Montgomery Steppe asked if there was an opportunity to interview persons who identify as non-binary. Ms. McCourt mentioned there was a non-binary person signed up for the focus group, but on the day of, they cancelled. Chair Montgomery Steppe appreciated being an observer to the focus groups, hearing their experiences and for MTS staff being focused on being in tune with the riders.

Action Taken

No action taken. Chair Montgomery Steppe stated she would like for the MTS Board to hear this presentation and would like to leave the date up to MTS staff.

5. Director's Department Overview (Al Stiehler)

Al Stiehler, Director of Transit Security and Passenger Safety, provided a presentation on the overview of the department. Mr. Stiehler started with an introduction to the management staff in the department then discussed the departments mission, vision and values statements. He explained the code compliance officer and the transit security officer duties and differences in responsibilities. Mr. Stiehler reviewed officer training classes, mentioned the various teams within the department (e.g. bus, bike and canine) and briefly mentioned the outreach services at MTS. Mr. Stiehler mentioned that in response to some of the incidents happening on the transit system, MTS developed the Rider Experience Details (R.E.D.) designed to respond to customer complaints and also the Passenger Safety Team (P.S.T.) which is currently in the pilot phase but is showing to be successful. Mr. Stiehler discussed Operation Life Saver and mentioned that MTS has five officers certified with California Operation Life Saver. He gave a quick look at the trolley side of the system: how many stations, how many miles of track, weekday trips, weekend trips, monthly ridership and mentioned that it is a lot of area to cover and be visible at all times. Mr. Stiehler reviewed a few department challenges and a few thoughts on re-imagining the security department then concluded with offering ride-alongs to the committee members.

COMMITTEE COMMENTS

Ms. Chavez mentioned that it is important to emphasize that the officers are the face of MTS. She mentioned that not all riders can read, have access to technology or have access to a panic button, but that the patrons will approach the bright shirt, worn by the officers, for help. Ms. Chavez would like to hear from the officers to see how they feel about what is needed to better the MTS service. Mr. Stiehler stated that he took pride in hearing the focus group comments about positive experiences with the officers.

Chair Montgomery Steppe stated that the number of assaults is not acceptable and never wants to send the message that that is okay. Chair Montgomery Steppe mentioned that she is not sure how the assaults are handled across the board. Karen Landers, General Counsel, stated that MTS is working on a new initiative and working with the City Attorney's Office to find out what MTS's options are in regards to MTS submitting evidentiary report packets that would support prosecution.

Action Taken

Informational item only. No action taken.

6. Partnership Efforts to Assist Persons Experiencing Homelessness (Al Stiehler)

Al Stiehler, Director of Transit Security and Passenger Safety, gave a presentation on the effects of homelessness and the increasing impact it has on MTS services, rider perception of safety, the overall customer experience and what the MTS Transit Security and Passenger Safety Department is doing to be part of the solution. He started with an overview of the department's outreach personnel and the teams and talked about working with the Downtown San Diego Partnership. He introduced Alonzo Vivas,

Executive Director with Downtown San Diego Partnership and asked him to speak regarding their partnership with MTS. Mr. Vivas explained how pedestrians do not understand if issues are city, county or MTS issues and feels it is important to have the collaboration with all of the efforts.

Mr. Stiehler discussed the department's Homeless Outreach Team's productivity and read a letter of thanks written for Cynthia Rogers, MTS Code Compliance Homeless Outreach Team officer. The letter was regarding Ms. Rogers saving the life of a pedestrian and Mr. Stiehler mentioned the life she saved was not on MTS property. Mr. Stiehler feels working outside of silos should be the model for the county and the city stating that some of the problems that MTS faces is that some agencies will say they are unable to help MTS because their programs do not allow for them to help MTS. Mr. Stiehler mentioned a few issues and challenges in regards to getting beds, shelter, health care and talked about the department's wish list for future homeless outreach teams. Ms. Cooney added that because MTS is an open system that it is more like a conduit for people and that people do not live on the MTS system. She stated the same people will not always be in the same location every day and that the challenge for MTS is not being able to build the relationship like other agencies can. Ms. Cooney stated that MTS could be the conduit for other contractors or agencies working for the city or the county who are out there trying to do outreach. Ms. Cooney said it would be great if they were willing and able to ride the system to reach the people they are trying to help.

Mr. Stiehler discussed the department's Bus Enforcement Support Team (B.E.S.T.), their productivity, their challenges and talked about the teams wish list. Mr. Stiehler talked about the department's Camp Team and the agencies that work with MTS to do camp cleanups. He reviewed the team's work, talked about the challenges and mentioned the team's wish list. Mr. Stiehler concluded his presentation sharing additional outreach efforts that MTS has done.

PUBLIC COMMENT

Zeke Sandoval with PATH, one of California's largest and most impactful nonprofit homeless service providers, stated that in addition to PATH's decade of service to the San Diego communities they also operate across the state and they run a comprehensive outreach program on Los Angeles Metro trains and buses. He mentioned the successes and lessons learned from that program could be helpful to MTS as MTS thinks about options for successful engagement. Mr. Sandoval commented that MTS's concerns for its passengers of every housing status are unsurprisingly shared with other transit agencies across California. He talked about the pilot program that was started in 2017 for Los Angeles Metro Transit and the growth that it has had, including the amount of people they have helped, thus far. Mr. Sandoval stated that these programs can work, that people do want services and will accept them when offered by trained specialist in a trauma informed manner. He commented that security personnel would still have a vital role to play in case of emergencies and firmly believes that MTS would see results that would be better for all riders when outreach programs are lead with care and supportive services.

COMMITTEE COMMENTS

Ms. Dillard thanked Mr. Stiehler for all of the department's hard work, for all of the security that are out there helping patrons every day and that it is very admirable and

difficult work. She mentioned that La Mesa has a program, HOME (Home Outreach Mobility Engagement), and would like to make sure the MTS officers are utilizing the program when in the La Mesa area. Ms. Dillard inquired if MTS officers are asking the people being contacted if they are veterans in order to connect them with the appropriate programs and services for veterans. Mr. Stiehler stated that MTS is aware of the La Mesa HOME program and has been provided assistance when needed. Mr. Stiehler commented that he is unsure if MTS encounters many veterans, but will make sure to put the question out there.

Chair Montgomery Steppe commented that the care and compassion shown by CCI officer Ms. Rogers is what is missing in the equation when solutions are being rolled out for the unsheltered community. Chair Montgomery Steppe stated that it is crushing to hear the number of people who accepted help, but there were no beds available. Mr. Stiehler commented how the trust is so easily lost in those situations. Chair Montgomery Steppe feels it is necessary to brain storm with the county, the city of San Diego or all of the cities combined to work towards solutions to these issues and thanked everyone for all the hard work being done.

Action Taken

Informational item only. No action taken.

7. Shared Mobility Devices (Al Stiehler)

Al Stiehler, Director of Transit Security and Passenger Safety, presented a letter from the San Diego City Mayor's office in regards to asking MTS to take necessary steps to prohibit shared mobility devices (SMDs) from being allowed on MTS vehicles. He explained that the City of San Diego contracts with four SMD companies (Bird, Link, Lime and Spin). Mr. Stiehler stated that these companies are reporting well-coordinated and large-scale thefts of SMDs throughout San Diego. Mr. Stiehler then shared information on potential training requirements and potential enforcement procedures. He discussed possible consequences of enforcement and concluded his presentation with a few questions surrounding joint enforcement details.

PUBLIC COMMENTS

Derek Stehlin, Government Partnerships for the US West Coasted Spin, a SMD company in San Diego, stated SMDs provide a sustainable first and last mile compliment to bus and trolley travel. Mr. Stehlin commented that their continued operations have come under threat due to a significant increase in thefts, much of which is enabled by the use of MTS trolley lines that enable the disassembly and transportation of the stolen devices to the international border. He stated that this activity is resulting in tremendous losses impacting the company's ability to continue operating in San Diego. Mr. Stehlin stated that MTS security is unable to dissuade individuals from transporting stolen devices in the absence of code language and is respectfully requesting an amendment to MTS ordinance 13 that would prohibit the transportation of SMDs or for-rent motorized or electric scooters and bicycles by way of MTS trolley or bus apparatus. Mr. Stehlin encourages MTS's support and looks forward to partnering with MTS to curb theft and foster a more sustainable city.

Kylee Floodman with Bird's Government Partnership's Team and on behalf of Bird, would like to express their appreciation for including this item on the MTS agenda for consideration to ban SMDs on transit vehicles and facilities. Ms. Floodman commented that since Bird's launch in San Diego in 2018, Bird has been committed to working with regional transportation leaders such as MTS and SANDAG to incorporate micro mobility as a viable first and last mile option that compliments the public transportation network in San Diego. Ms. Floodman stated that unfortunately scooters have become the target of thefts with the majority of them ending up south of the border by means of vehicle transport as well as through public transit. Ms. Kylee stated that with partnership of the Mayor's office, San Diego Police Department and the Sustainability and Mobility Department, SMD operators have been trying to reduce the incidents of theft throughout closer monitoring of the vehicles, pursuing prosecution of theft rings and elevating this problem with local, state and federal Mexican authorities. Ms. Kylee commented that putting a ban on SMDs from entering MTS facilities, trolleys, shuttles and buses is another impactful way to discourage theft and modification from occurring.

COMMITTEE COMMENTS

Ms. Chavez agrees this is an issue and commented that enforcement may come with a monetary cost. Ms. Chavez asked who would be absorbing the cost for enforcement as MTS does not have enough personnel for current day to day issues. Mr. Stiehler stated that is one of the questions being asked in this presentation and commented that he is unsure how it will be addressed.

Marshall Anderson with California Strategies and Advisor to Spin, stated that they are not asking for a lot of targeted enforcement. He commented that the real issue is in the absence of code language. Mr. Anderson stated that what they are trying to do is to solve the vacancy of any code language to at least take a step forward to ensure a clear message is sent to would be thieves that this is not an allowable use of MTS vessels.

Mr. Rodriguez inquired about where most of the thefts occur. Mr. Stiehler stated that he does not know where they originate. Jesse Gibbs, Manager of Southern California Spin, identified through hot spots and maps that primarily around trolley stations is where most of the scooters are losing their IOTs (the brains of the device). Mr. Rodriguez stated he is very sympathetic to any business that loses very expensive equipment, but is also weary of MTS's financial resources, the constraints and the need to make patrons feel safe on the MTS system.

Mr. Donovan asked if everyone agrees to ban these devices on MTS vehicles, can direction be given to MTS staff to develop language for MTS guidelines and make recommendations on what enforcement, if any, MTS would like to take on. Mr. Donovan is concerned about liability and stated it cannot be put on the security staff to catch everyone and would be his recommendation to give that direction to staff. Chair Montgomery Steppe stated this item is listed on the agenda as having possible action if Mr. Donovan wanted to make a motion to that affect. Mr. Donovan stated he would like to make a motion. Ms. Cooney commented that currently MTS does not allow an individual with multiple devices onboard MTS vehicles as it is considered to be unsafe. Ms. Cooney comment that Mr. Stiehler's staff has been instructed to remove those persons and/or scooters. Ms. Cooney mentioned that SANDAG is currently doing an onboard survey and one of the questions being asked is: how did you get to transit. Ms.

Cooney stated MTS is hoping to get better data on who is using the scooters to access transit, but the data may not be available until the end of the summer. Ms. Cooney commented that the data could inform MTS to the usefulness of allowing these devices onboard. Ms. Cooney also commented that UCSD has a shared interest in solving this issue because they have a push to try to get these SMDs to be a part of their plans for a sustainable mobility choice for their students. Ms. Cooney stated all of this is appropriate for MTS to contemplate while considering what the Board may want to do to invest in solving the problem.

Ms. Dillard asked if it is a consideration for MTS to collaborate with UCSD or join in the efforts regarding solving this issue. Chair Montgomery Steppe stated that discussion can be had with the language that will be brought to a future meeting. Chair Montgomery Steppe mentioned there are a lot of different ways to tackle this issue and stated there are a lot of questions brought forth with this presentation that will need to be answered. Chair Montgomery Steppe commented that MTS would need to be confident as an agency in the choices made while being conscious of what the MTS security staff is currently going through including the MTS budgetary situation. Chair Montgomery Steppe looks forward to having more data for making the decisions. Karen Landers, General Counsel, stated that UCSD is supportive of the proposal MTS received from the city and commented that MTS's analysis will highlight the party's requests and what the risks will be to MTS.

Action Taken

Mr. Donovan moved to recommend MTS staff to put together language to change MTS ordinance 13 to potentially not allow shared mobility devices on MTS vehicles as well as any recommendations as to what role MTS should play as far as enforcement and tracking. Ms. Chavez seconded the motion, and the vote was 5 to 0 in favor.

8. Committee Member Communications and Other Business

There were no Committee Member Communications and Other Business discussion.

9. Next Meeting Date

The next Public Security Committee meeting is scheduled for June 28, 2023, at 9:00 a.m.

10. Adjournment

Chair Montgomery Steppe adjourned the meeting at 4:16 p.m.

Chairperson
San Diego Metropolitan Transit System

Committee Clerk
San Diego Metropolitan Transit System

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
PUBLIC SECURITY COMMITTEE MEETING

ROLL CALL

MEETING OF (DATE): April 13, 2023 CALL TO ORDER (TIME): 2:02 pm

ADJOURN: 4:16 pm

COMMITTEE MEMBER	(Alternate)	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Chavez <input checked="" type="checkbox"/>	(no alternate)	2:03 pm	4:16 pm
Dillard <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	4:16 pm
Donovan <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	4:16 pm
Rodriguez <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	4:16 pm
Montgomery Steppe <input checked="" type="checkbox"/>	(no alternate)	2:00 pm	4:16 pm

COMMITTEE CLERK:

Karen Winiwsky



**Metropolitan
Transit
System**

Agenda Item No. 4

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

September 28, 2023

SUBJECT:

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

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

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

/s/ Sharon Cooney
Sharon Cooney
Chief Executive Officer

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



Transit Security and Passenger Safety 2022 Annual Report



Public Security Committee

INTRODUCTION

TRANSIT SECURITY & PASSENGER SAFETY

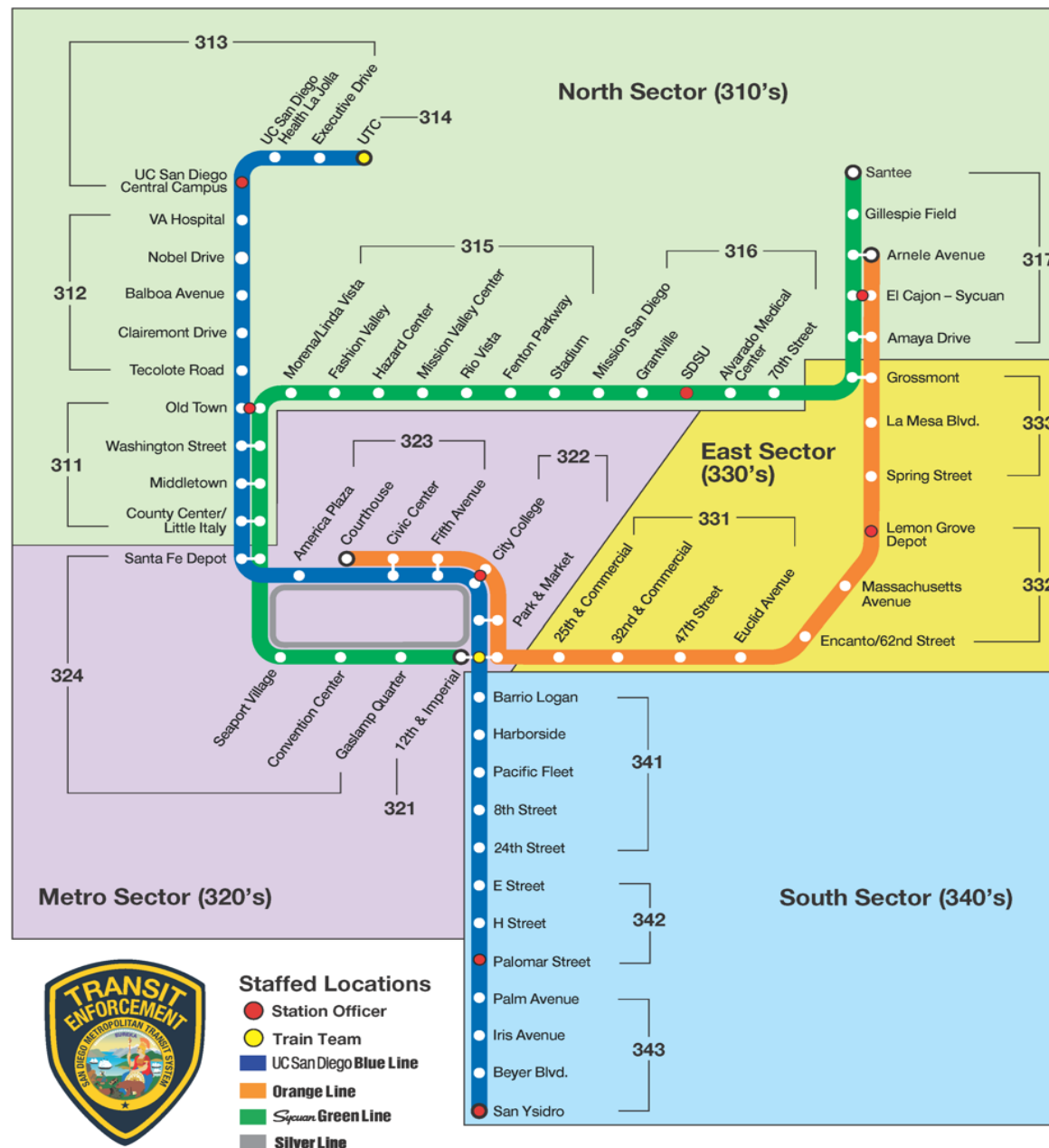
Code Compliance Inspectors

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

Contract Security Officers – Inter-Con

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





PART I CRIMES: TROLLEY

Part I Crimes

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

Total:

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

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

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

PART II CRIMES: TROLLEY

Part II Incidents	Calendar Year 2021 Total Crimes	Calendar Year 2022 Total Crimes	Calendar Year 2021 Onboard	Calendar Year 2022 Onboard	Calendar Year 2021 Arrests	Calendar Year 2022 Arrests
Drunkenness	16	10	4	1	16	10
Drug Abuse Violations	6	7	2	2	6	7
Misd. Assaults	215	428	99	153	54	76
Vandalism	564	1,183	233	369	34	28
Sex Offenses	30	81	27	59	5	8
Total:	831	1,709	365	584	115	129

PART I CRIMES: BUS

Part I Crimes

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

Total:

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

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

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

PART II CRIMES: BUS

Part II Incidents	Calendar Year 2021 Total Crimes	Calendar Year 2022 Total Crimes	Calendar Year 2021 Onboard	Calendar Year 2022 Onboard	Calendar Year 2021 Arrests	Calendar Year 2022 Arrests
Drunkenness	1	2	0	0	1	2
Drug Abuse Violations	0	2	0	1	0	2
Misd. Assaults	45	76	21	27	15	11
Vandalism	72	131	30	46	7	9
Sex Offenses	2	14	0	8	0	2
Total:	120	225	51	82	23	26

ASSAULTS

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

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

NON-COMPLIANT ARRESTS

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

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

FARE INSPECTIONS & CITATIONS

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

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

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

NALOXONE (NARCAN)

Project Status

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

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

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

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

[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

ENCAMPMENT DETAILS

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



RIDERSHIP EXPERIENCE DETAILS

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



RIDERSHIP EXPERIENCE DETAILS (cont.)

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



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

2023 YEAR TO DATE

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



OUTREACH EFFORTS

2023 YEAR TO DATE

- 572 people encountered
- 24 accepted shelter
- 43 approved – no beds available
- 1 utilized the Family Reunification Program
- 42 assisted with HHSA benefit information



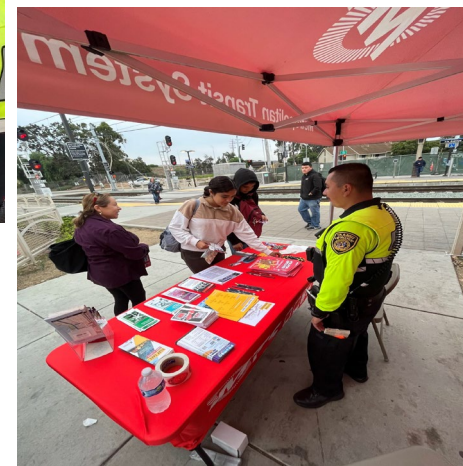
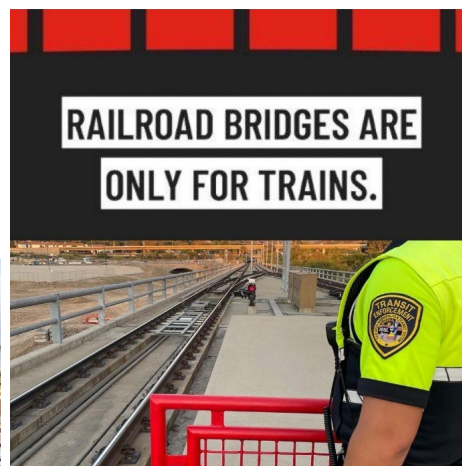
2023 UPDATE

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

RAIL SAFETY WEEK

September 18 – 22, 2023

RAIL
SAFETY
WEEK  MTS.ORG



SPECIAL ENFORCEMENT & OUTREACH DETAILS

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

SPECIAL ENFORCEMENT & OUTREACH DETAILS

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

SPECIAL ENFORCEMENT & OUTREACH DETAILS



Social Worker offering services to patron



CCI giving directions to patrons



CCI assisting patron purchase fare

BLUE ENVELOPE PROGRAM

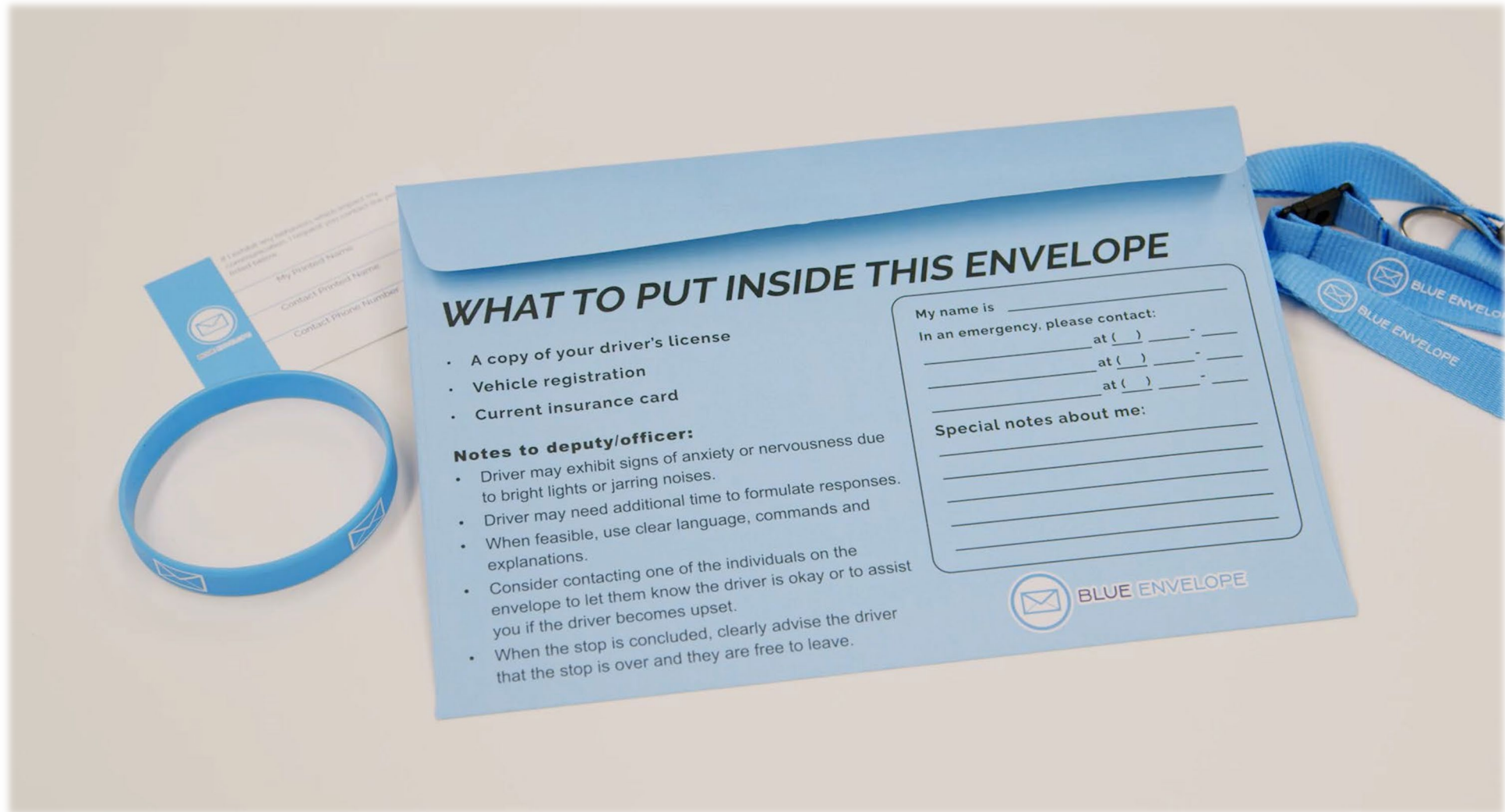
Intended to serve a broader segment of the community with a ***condition or disability*** which:

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



Goal of the Program

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



BLUE ENVELOPE COMMUNITY PARTNERS

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



Questions/Comments