

**MEMO TO:** BOARD OF DIRECTORS

**FROM:** KAREN GARCIA,  
SECURITY AND EMERGENCY MANAGEMENT MANAGER

**THRU:** ALLAN POLLOCK, GENERAL MANAGER

**SUBJECT:** FY2016 ANNUAL SECURITY REPORT

**Issue**

Shall the Board accept the FY2016 Annual Security Report?

**Background and Findings**

The District is committed to providing a safe and secure environment for customers, employees, and members of the public. To help ensure the comfort and convenience of those who use our services, Cherriots regulates conduct on its vehicles and property.

The intent of this report is to share statistical information related to the key performance indicators, which include customer service contacts, security ride-a-longs, exclusions from service, ordinance violations, security incident reports and law enforcement activity.

A multi-agency team works collaboratively to provide customer service and achieve the security goals for Cherriots. The security and emergency management manager monitors the contracts for police and security services, oversees ordinance enforcement and manages the exclusion program. Cherriots contracts with a private security provider, G4S Secure Solutions Inc., and maintains an Intergovernmental Agreement (IGA) with the City of Salem Police Department.

Customer service contacts remain at an exceptional level, although there was a small decrease from last year. Security staff periodically rides on Cherriots buses in an effort to increase our system safety presence and discourage unwanted behavior. In FY16 there was an increase in the number of exclusions issued due to an increase in ordinance and law violations committed at the Downtown Transit Center and throughout the system.

Verbal ordinance warnings are regularly issued by security staff to educate riders on transit rules and enhance safety. Warnings issued for smoking were much higher during fiscal year 2016. The number of G4S incident reports that did not involve law enforcement, decreased from last year; however, calls for police assistance increased. The most common *Non-police* incidents remained the same for the two-year period, which included graffiti, disorderly conduct and medical emergencies.

Police were contacted for trespassing violations more than any other crime committed against Cherriots. There continues to be a number of calls for service at the Downtown Transit Center initiated by citizens that are not related to the transit service. The number of disorderly conduct incidents requiring police intervention increased considerably this year.

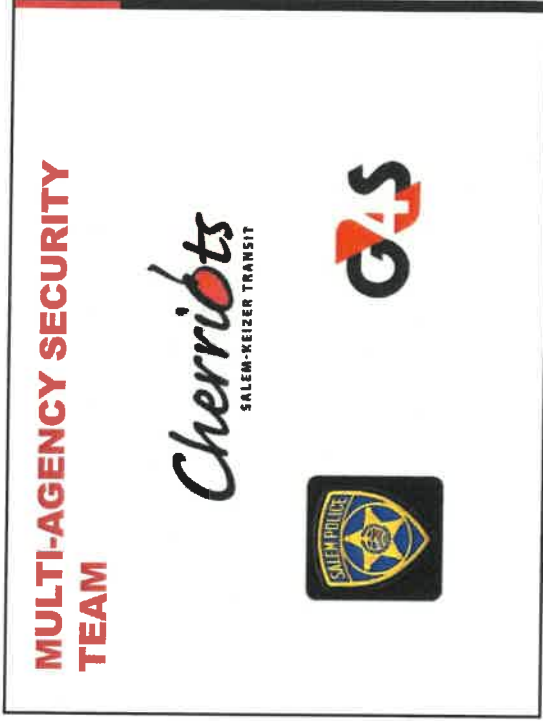
In summary, Cherriots remains committed to providing a safe and secure environment for all stakeholders. It is evident that the resources devoted to safety and security are necessary and worthwhile. At times there are events which require a security or law enforcement response, which validates the continued relationships with our partners. Cherriots is dedicated to maintaining an IGA with the Salem Police Department and contracting with a private security provider to ensure the necessary resources are in place to meet our future needs. Furthermore, our impending work on internal safety and disaster planning will enhance the District's readiness to respond to unforeseen emergencies.

**Recommendation**

Staff recommends the Board accept the FY2016 Annual Security Report as presented.

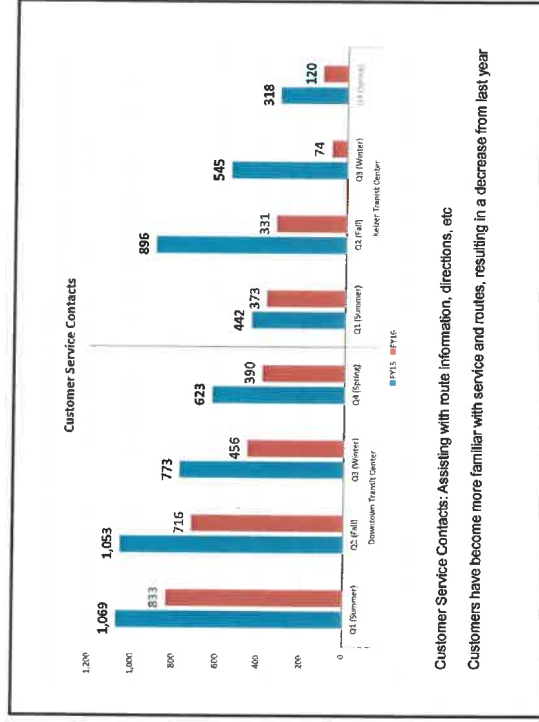
**Proposed Motion**

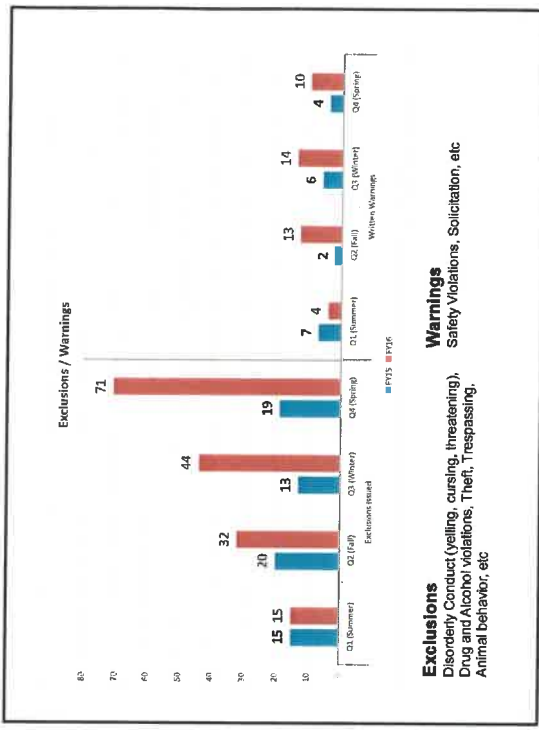
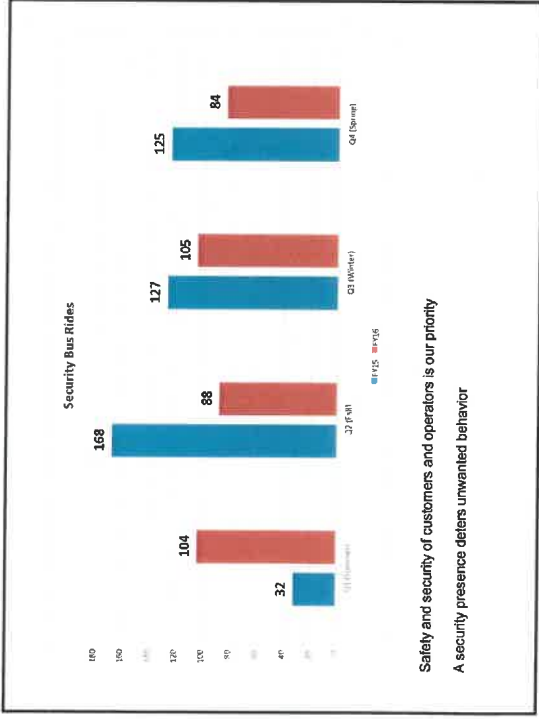
**I move the Board accept the FY2016 Annual Security Report as presented.**



**SECURITY TEAM RESPONSIBILITIES**

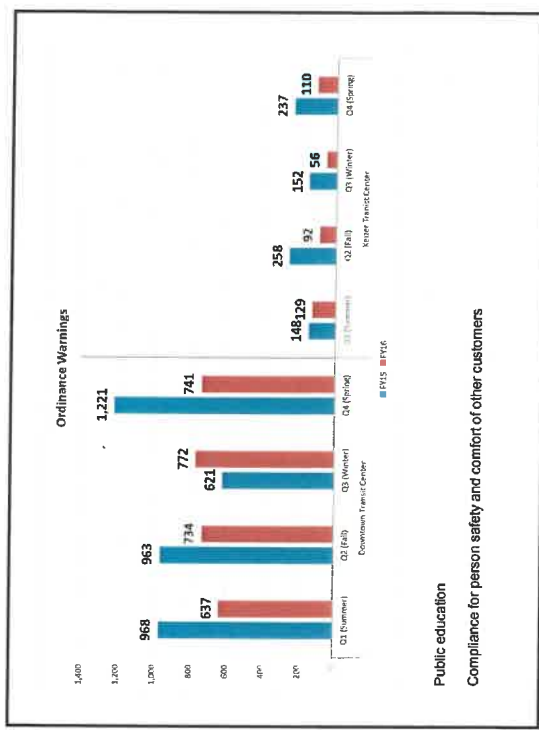
- Provide information to customers and employees.
- Respond to security concerns from employees and customers.
- Analyze security statistics and enhance public safety efforts.
- Ensure a strong presence to discourage unwanted activity.
- Develop policies and procedures which help to ensure the safety and security of Cherribots employees, customers, facilities, and assets.
- Enforce code and rule violations on all District properties.
- Maintain a safe environment for all stakeholders.

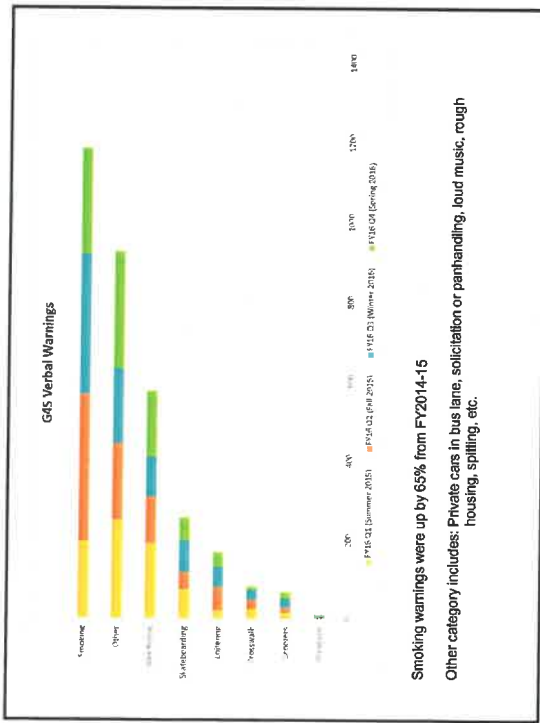




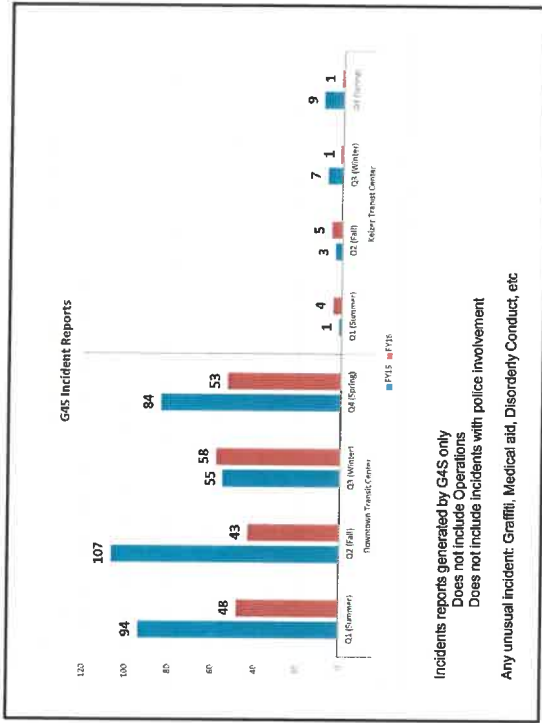
**INCREASED ENFORCEMENT EFFORTS**

- In FY15 there were 67 exclusions issued
- In FY16 162 exclusions have been issued
  - 31 Exclusion extensions
  - 62 Disorderly conduct
  - 19 Drug and alcohol violations
  - 13 Trespassing
  - 37 Safety violations, Smoking where prohibited, Theft, Vandalism, etc

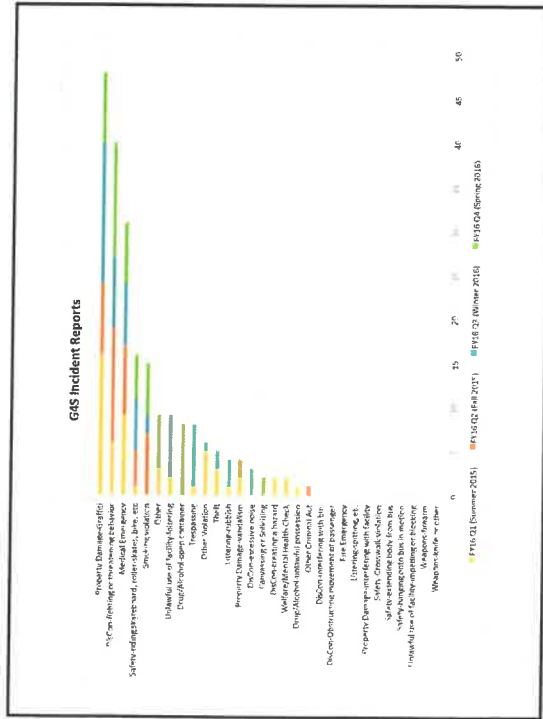




Smoking warnings were up by 65% from FY2014-15  
 Other category includes: Private cars in bus lane, solicitation or panhandling, loud music, rough housing, spilling, etc.



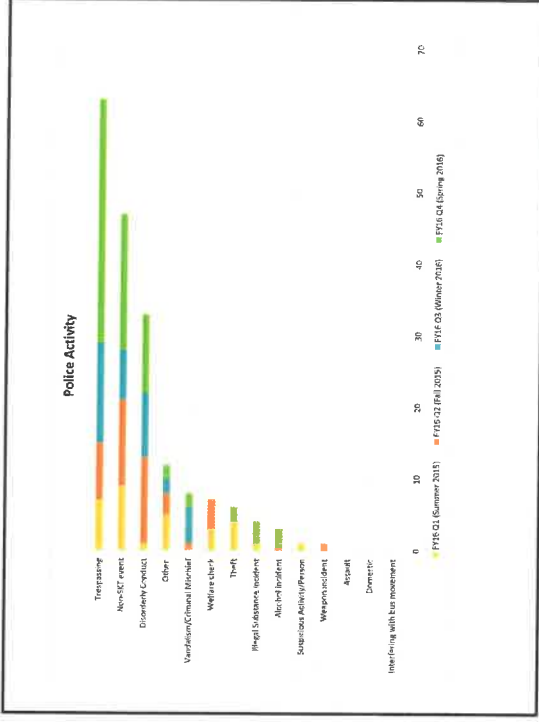
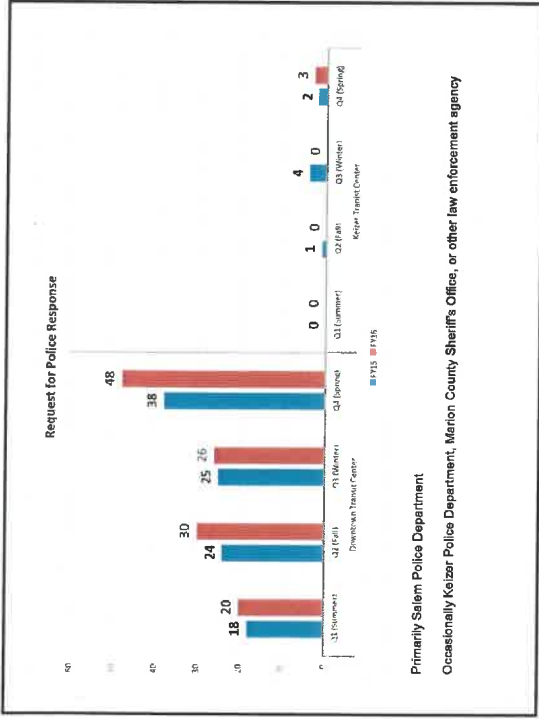
Incidents reports generated by G4S only  
 Does not include Operations  
 Does not include incidents with police involvement  
 Any unusual incident: Graffiti, Medical aid, Disorderly Conduct, etc



## MOST COMMON INCIDENTS

The top three types of incidents were the same as FY2014-15 with the following percent of change:

- Graffiti – Down by 47%
- Disorderly Conduct/fighting or threatening behavior – Down by 18% for incidents not involving the police
- Medical Emergency – Down by 15%



## POLICE ACTIVITY

- Last year, the most common incident categories were Non-Cherriots related and Trespassing; however, during this current period the top three incident categories are as follows:
  - Trespassing - Increased by 150%
  - Non-Cherriots - Up by 40%
  - Disorderly Conduct - Up by 150%

## DISORDERLY CONDUCT - UNRULY OR UNWANTED BEHAVIOR

**FY2014-15: 62 total incidents**  
**FY2015-16: 73 total incidents**

16 incidents of actual or attempted physical contact

- 12 were between customers/members of the public
- 2 were directed toward security and law enforcement
- 2 were passengers who pushed transit operators

## **CONTINUOUS IMPROVEMENT**

- Increase security awareness throughout the system.
- Increase the security presence to discourage unwanted behaviors.
- Provide new training modules for employees for dealing with potentially volatile situations.
- Strengthen relationships with the Salem Police Department and our Security Contractor.
- Create new Standard Operating Procedures (SOPs) which focus on enhancements to asset and facility security.

Questions?

