



## BOARD MEETING MEMO

Agenda Item H.2

**To:** Board of Directors

**From:** Karen Garcia, Security and Emergency Management Manager  
David Trimble, Chief Operating Officer

**Thru:** Allan Pollock, General Manager

**Date:** September 28, 2017

**Subject:** FY2017 Annual Security Report

### ISSUE

Shall the Board accept the FY2017 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, SAMTD 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 the District. The security and emergency management manager monitors the contracts for police and security services, oversees ordinance enforcement and manages the exclusion program. The District 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 acceptable level, with numbers decreasing this year. This decrease is attributed to the steady fixed-route service being provided, with which our regular customers have become familiar. Security staff periodically rides on Cherrriots buses in an effort to increase our system safety presence and discourage

unwanted behavior. In FY17, the number of exclusions from the system and written warnings issued were comparable to the previous year.

Verbal ordinance warnings are regularly issued by security staff to educate riders on transit rules and enhance safety. Warnings issued increased this past year at the Downtown Transit Center. Smoking where prohibited and bicycling are among the most common warnings issued. The number of G4S incident reports that did not involve law enforcement, remain steady; however, calls for police assistance increased. The most common *non-police* incidents included medical emergencies, graffiti and loitering.

As in FY16, police were contacted for trespassing violations more than any other crime committed against the District. 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 slightly this year. Although the overall number of disorderly conduct incidents decreased, we did have four assaults during FY17, one of which involved an employee.

The District continues to work with internal and external partners to enhance our emergency planning and preparedness efforts. In the coming year, we will continue our work to educate riders and employees on safety and security principles.

In summary, the District remains committed to providing a safe and secure environment for all Cherriot's 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. The District 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.

## **FINANCIAL IMPACT**

N/A

## **RECOMMENDATION**

Staff recommends the Board accept the FY2017 Annual Security Report as presented.

## **PROPOSED MOTION**

I move that the Board accept the FY2017 Annual Security Report as presented.

# Security Report FY 2016-17

Board Meeting – September 28, 2017

Karen Garcia  
Security and Emergency Management Manager



## Multi-Agency Security Team

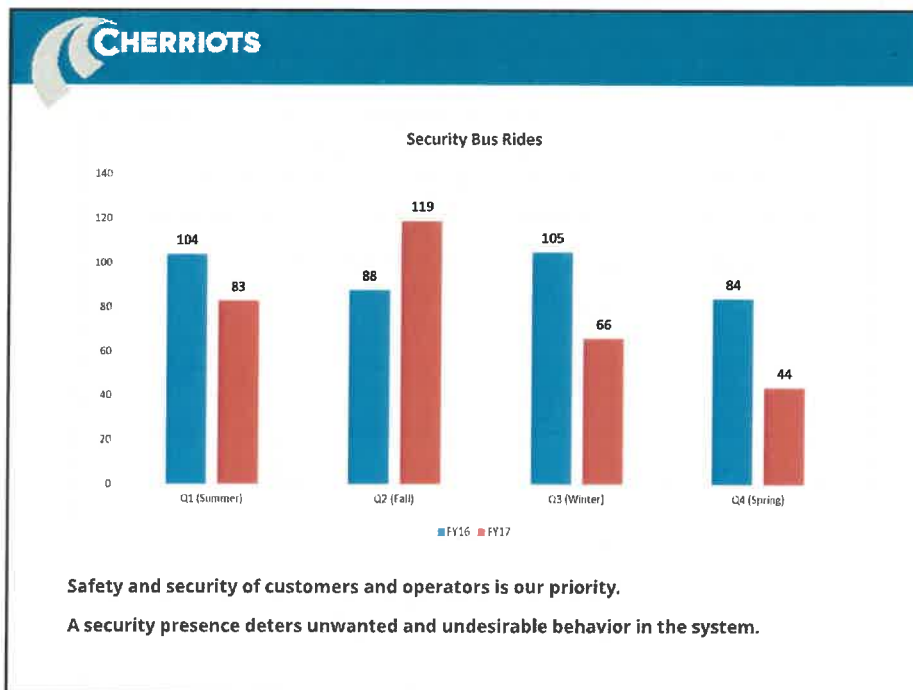
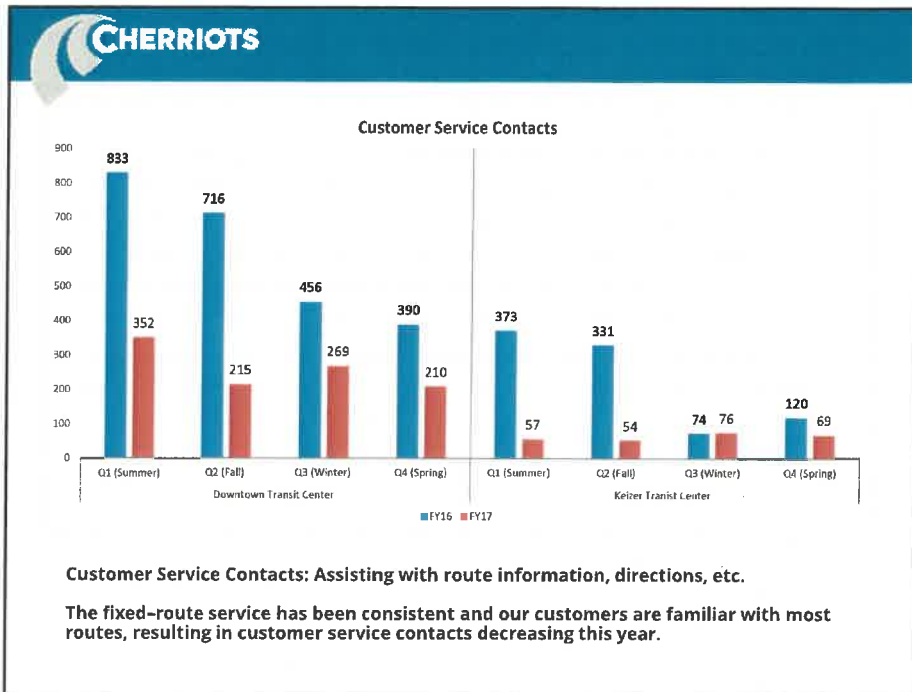


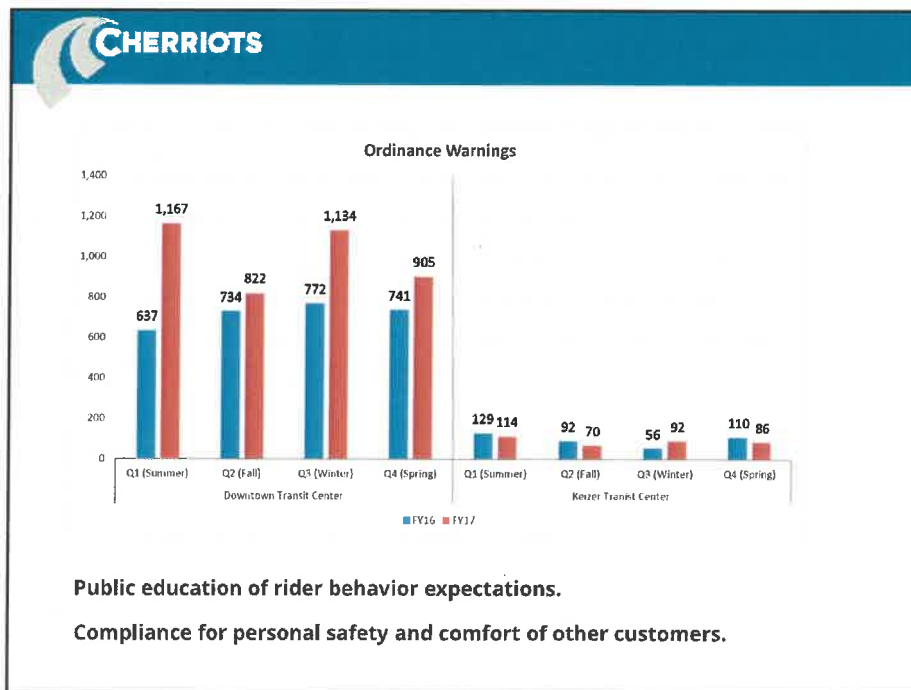
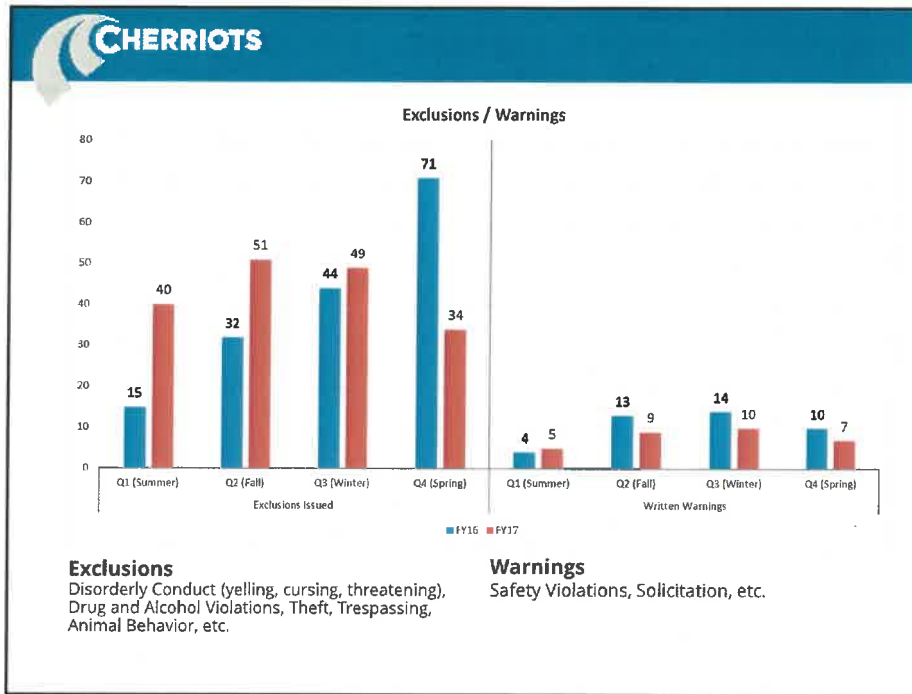


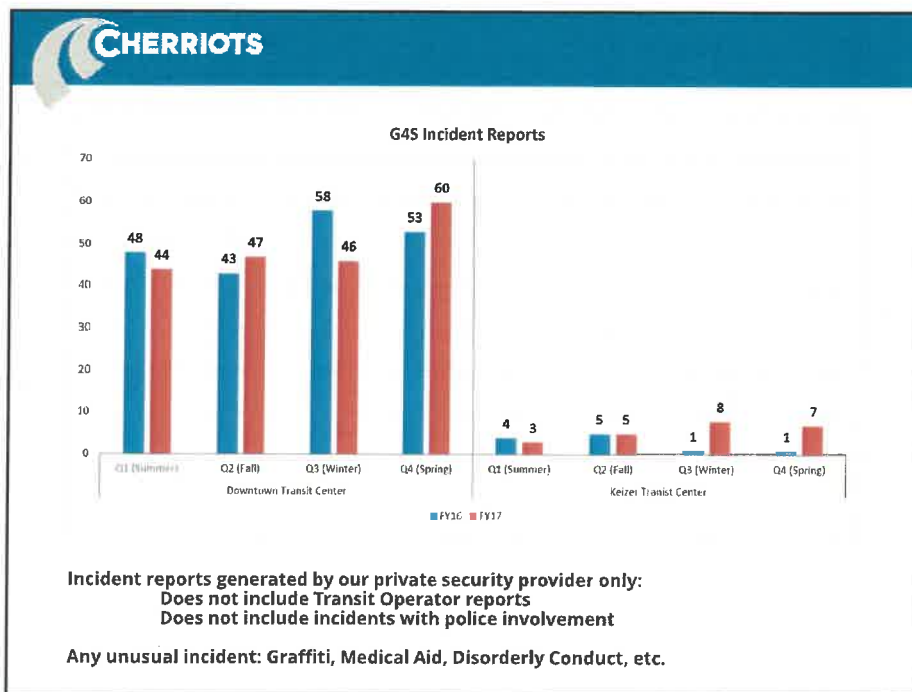
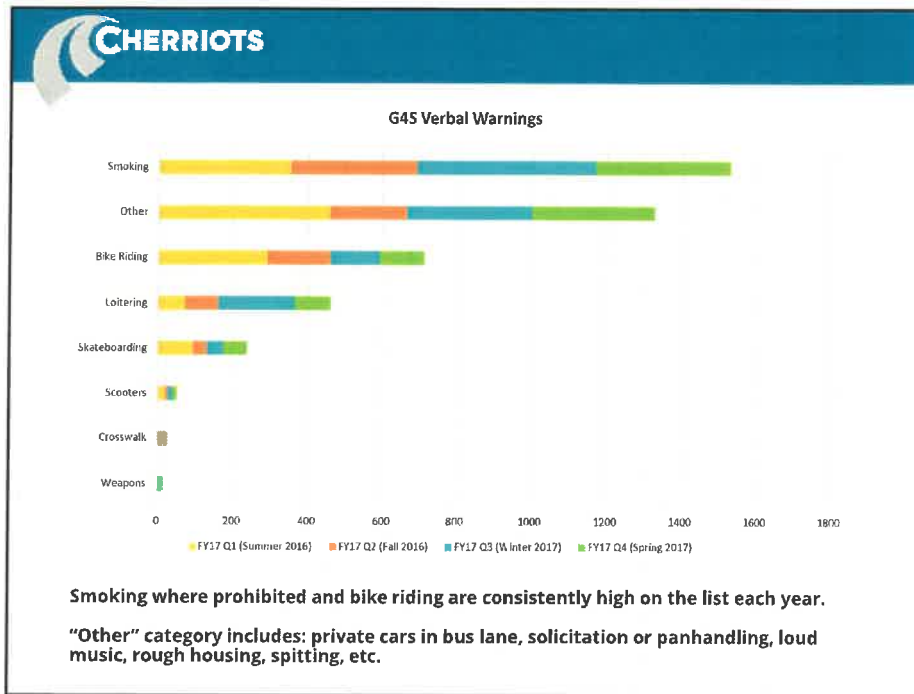
**CHERRIOTS**

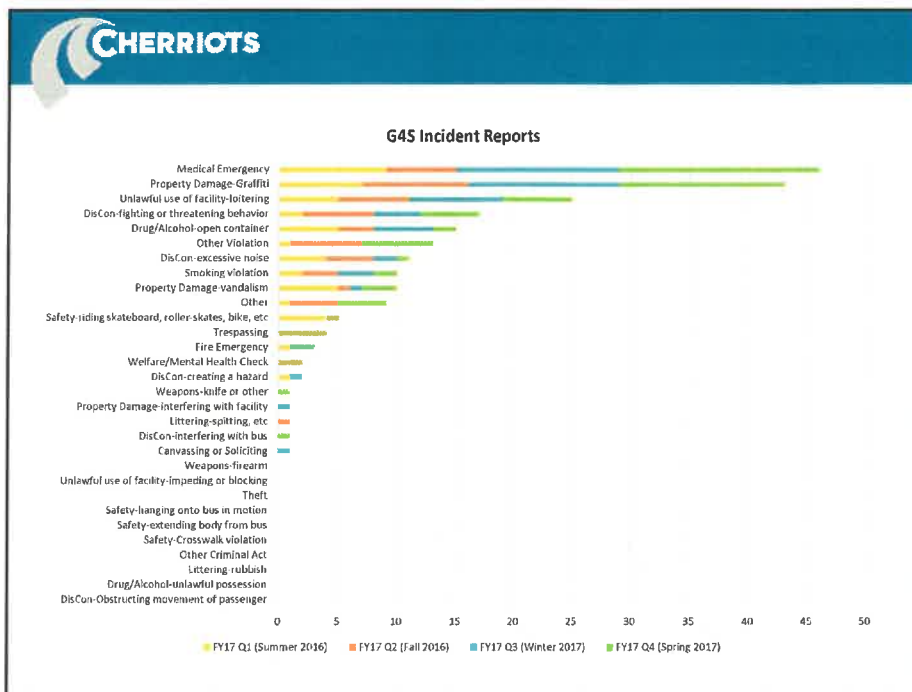
## Security Team Responsibilities

- Provide information about Cherriots services
- Respond to safety and security concerns
- Analyze security statistics and enhance public safety efforts
- Ensure a strong presence to discourage unwanted activities
- Develop policies and procedures which help to ensure the safety and security of people, facilities, and other assets
- Enforce codes and ordinances on all District properties
- Maintain a safe environment for all stakeholders





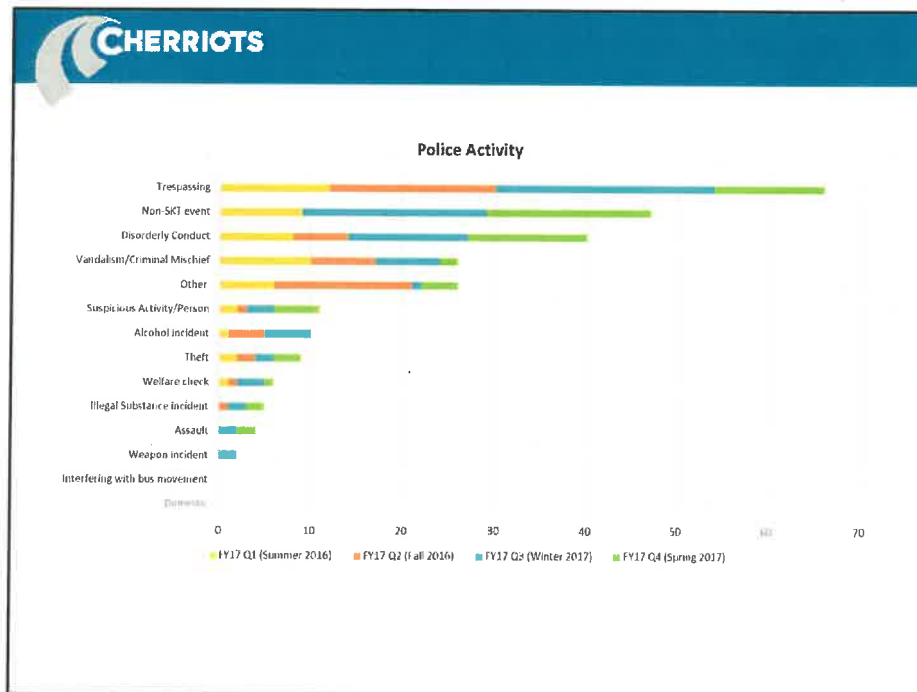
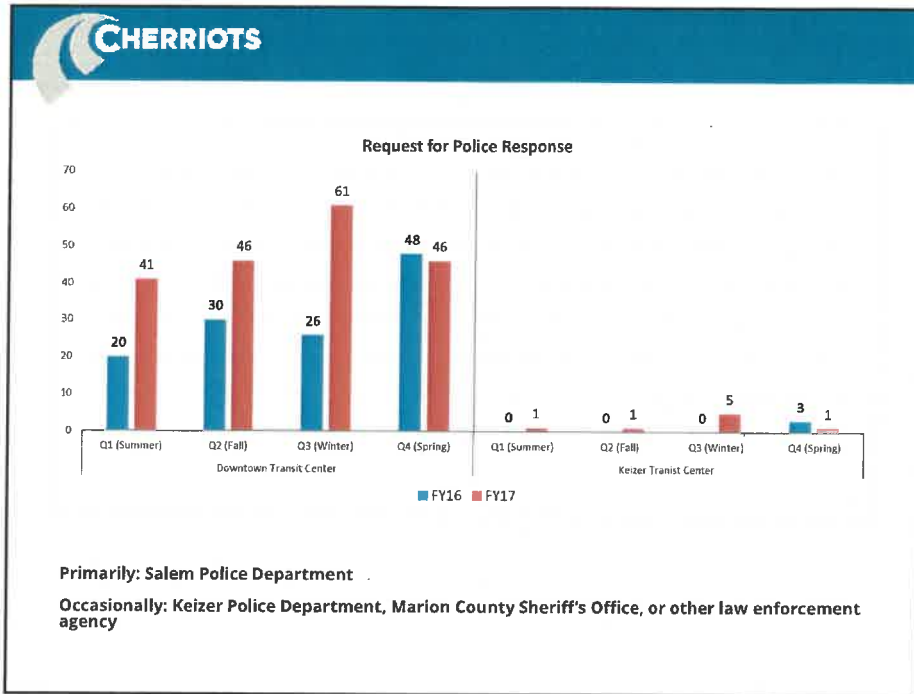




## CHERRIOTS MOST COMMON INCIDENTS

- **The top three types of incidents in FY2015-16 were graffiti, disorderly conduct and medical emergency**
- **In FY2016-17, the most common incidents were as follows:**
  - Medical Emergency – up from 31 to 46
  - Graffiti – down from 48 to 43
  - Loitering – up from 9 to 25
- **There was a significant increase in loitering. The extremely cold winter weather contributed to this violation**







## POLICE ACTIVITY

- For the past two fiscal years, the top three types of activities have remained the same:
  - Trespassing – up from 63 to 66
  - Non-Cherriots – 47 both years
  - Disorderly Conduct – up from 33 to 40



## DISORDERLY CONDUCT – UNRULY OR UNWANTED BEHAVIOR

Unruly and threatening behavior: decreased this year from 73 total incidents to 57

Assaults: increased from 0 in FY2015-16 to 4 this year

- All occurred at the Downtown Transit Center
- All were between private citizens – except one incident, where a passenger spit on an operator



**CHERRIOTS**

## CONTINUOUS IMPROVEMENT

- Our Customer Education Campaign will increase rider awareness of behavior expectations throughout the system
- Cherrriots is currently developing a Continuity of Operations Plan
- Emergency Management efforts included activation of the EOC for the total solar eclipse



## CONTINUOUS IMPROVEMENT

- An update to our Visitor Policy and our access badge designs will increase security and awareness for those within our secure spaces
- Offer operator and staff training on de-escalation techniques and how to avoid assaultive behavior

