

# Security Report FY 2019-20

Board Meeting – October 22, 2020

Karen Garcia

Security and Emergency Management Manager



# Multi-Agency Security Team





# 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 deter unwanted activities
- Develop policies and procedures which help to ensure the safety and security of people, facilities, and other assets
- Enforce regulations and ordinances on all District properties
- Maintain a safe environment for all stakeholders

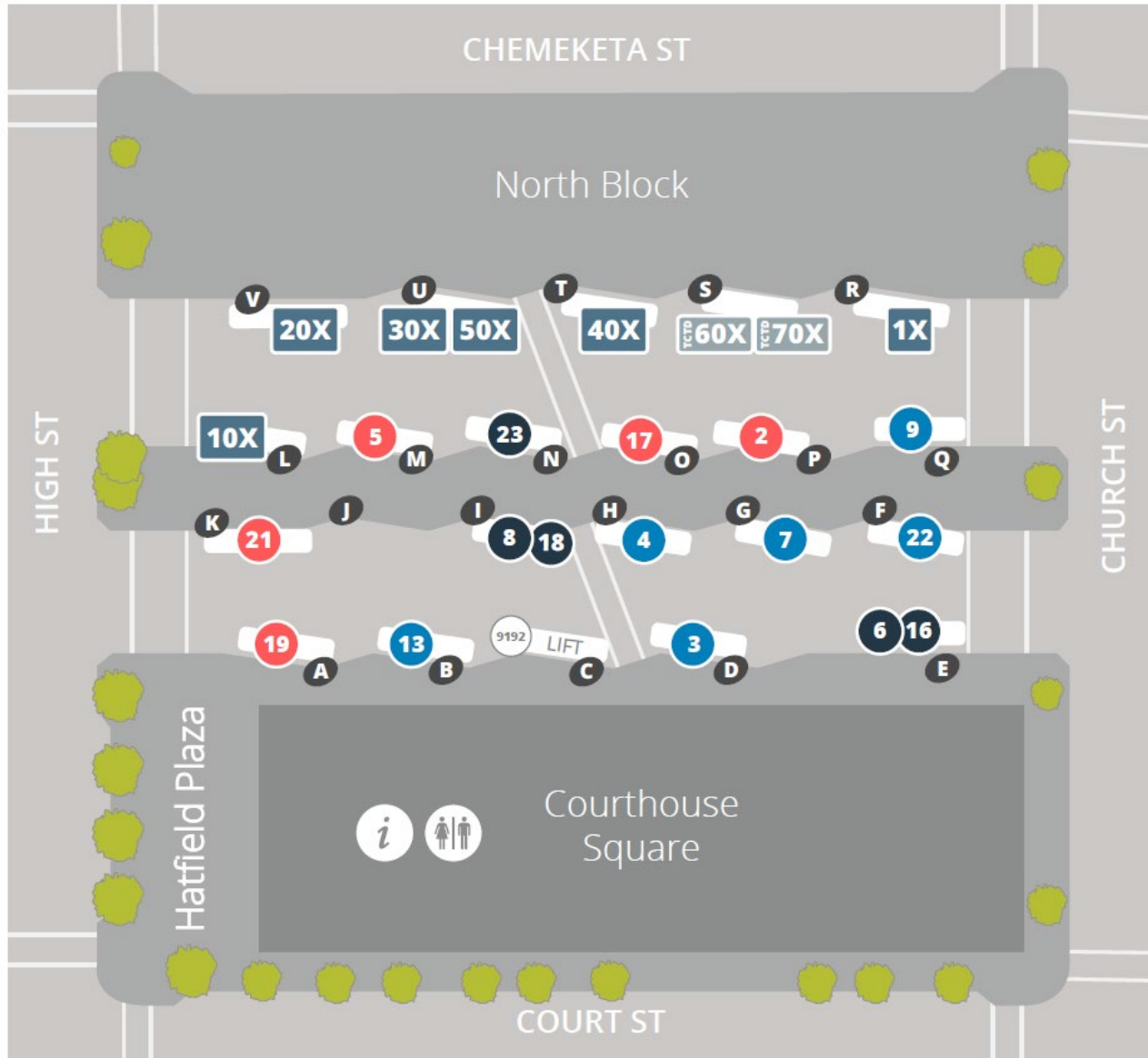
# Private Security Provider – Allied Universal Security

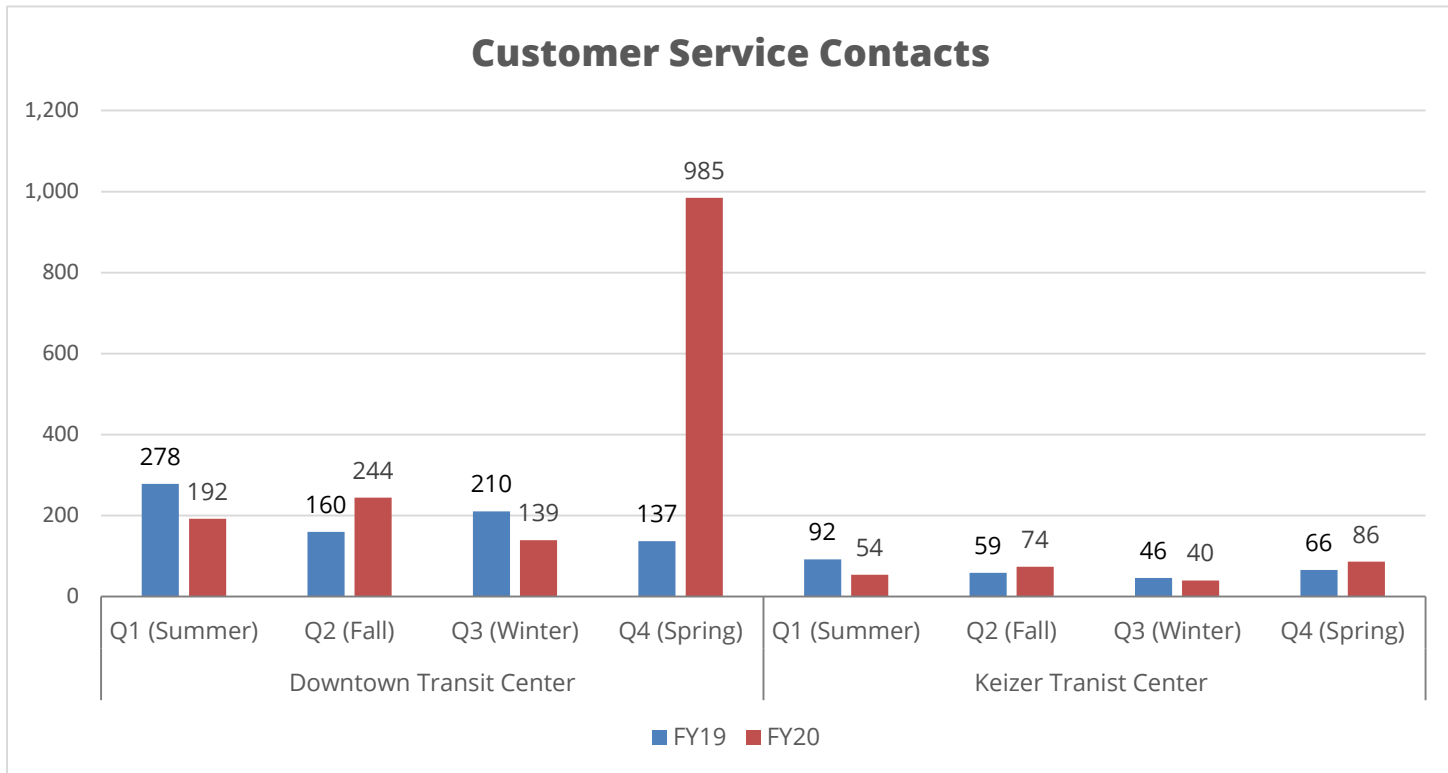
- State certified unarmed security professionals
- Staff both transit centers during all hours of local service
- Provide World Class Customer Experience to employees and riders
- Assist riders in using Cherriots services
- Provide a visible security presence
- Respond to a variety of incident types
- Responsible for ordinance enforcement and exclusions
- Request police, as needed, for law violations or assistance with complex situations



# Intergovernmental Agreement – Salem Police Services

- Direct access to an on-call sworn police officer Monday-Saturday from 12 p.m. to 9 p.m.
- Offer crime prevention assistance
- Respond to and investigate criminal activity
- Manage activities occurring on property not within the jurisdiction of Cherriots private security
- Facilitate access to community social services for those in need
- Instrumental in providing youth safety and incident management
- Community stakeholder and partner aiming to enhance livability in the downtown core

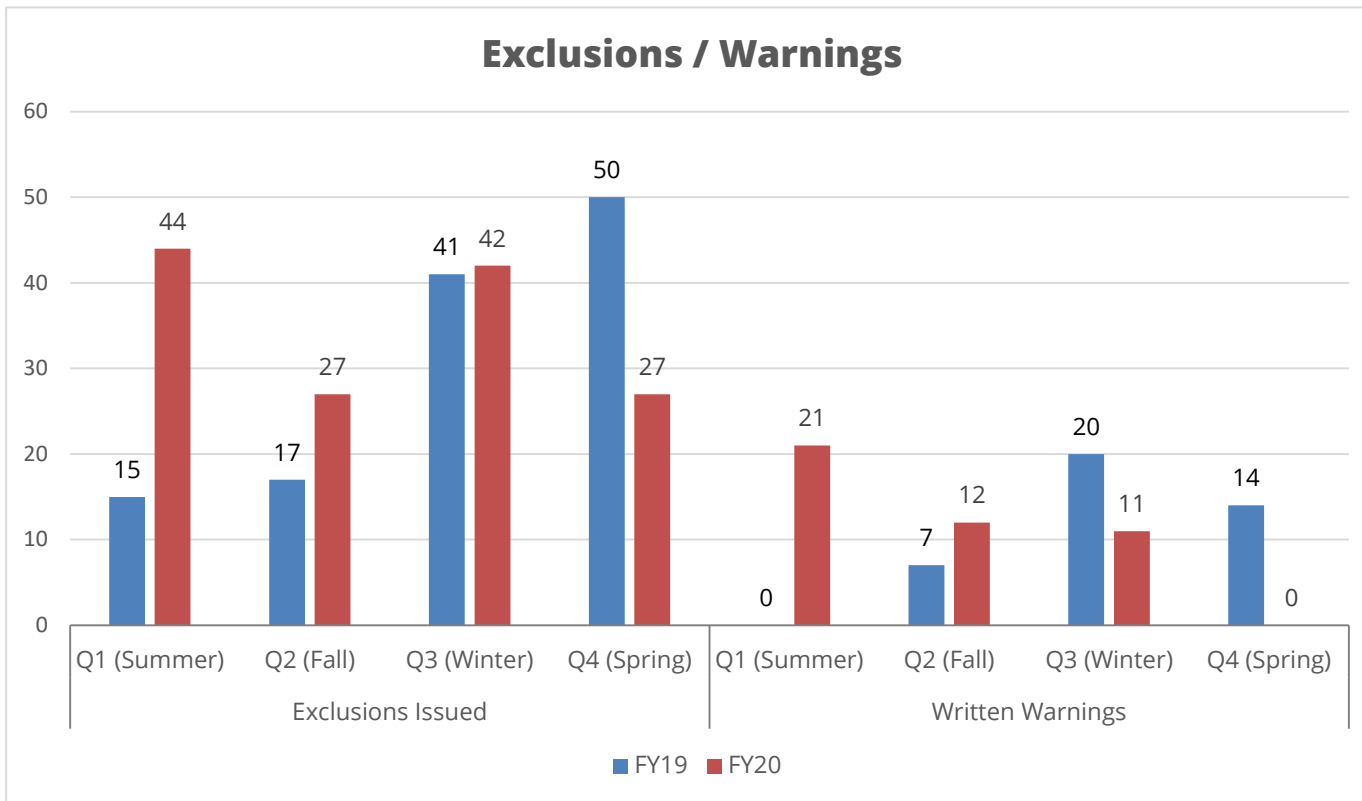




**Customer Service Contacts: Assisting with route information, directions, etc.**

**Cherriots Customer Service staff and Transit Hosts also provide this information to riders.**



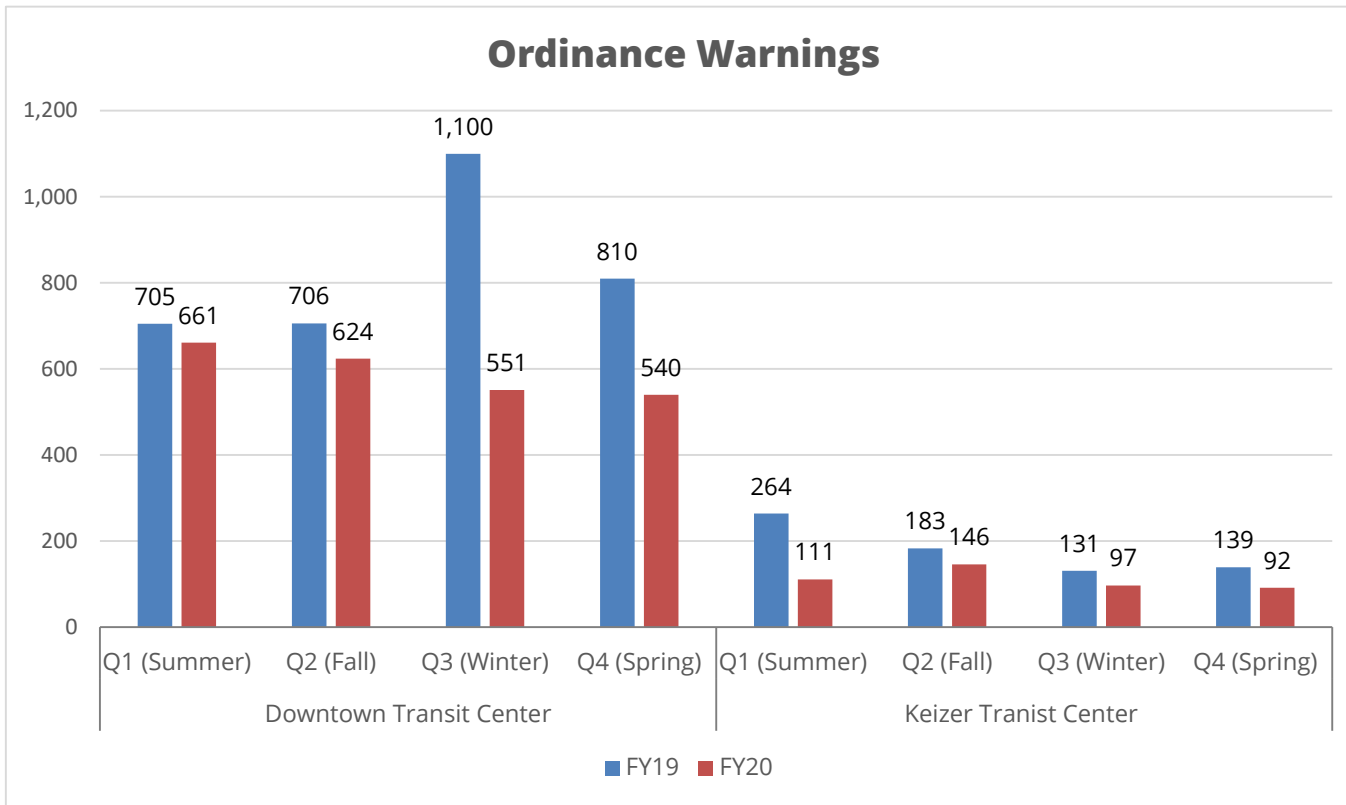


### Exclusions

Disorderly Conduct (yelling, cursing, threatening), Trespassing, Loitering, Drug and Alcohol Violations, Theft, etc.

### Warnings

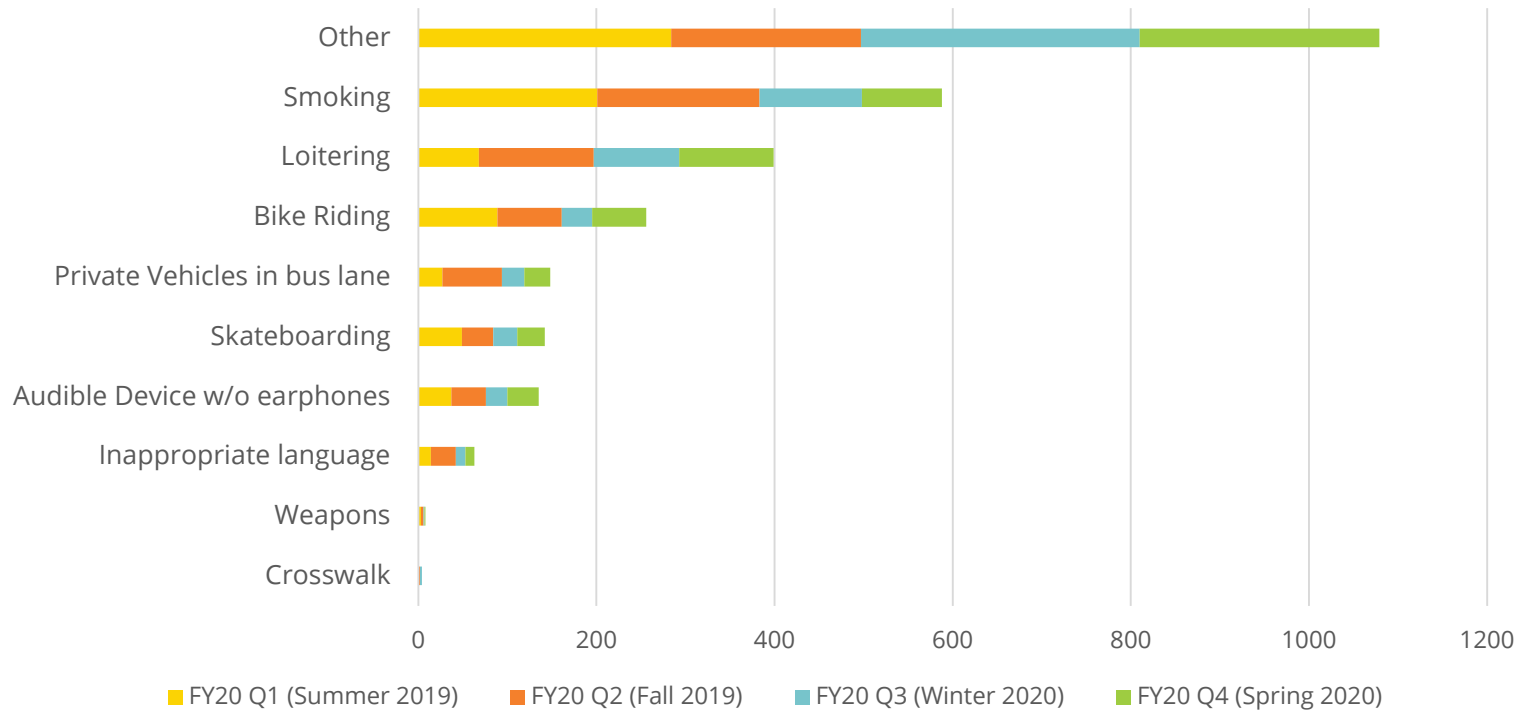
Safety Violations, Solicitation, etc.



**Public education of rider behavior expectations.**

**Compliance for personal safety and comfort of other customers.**

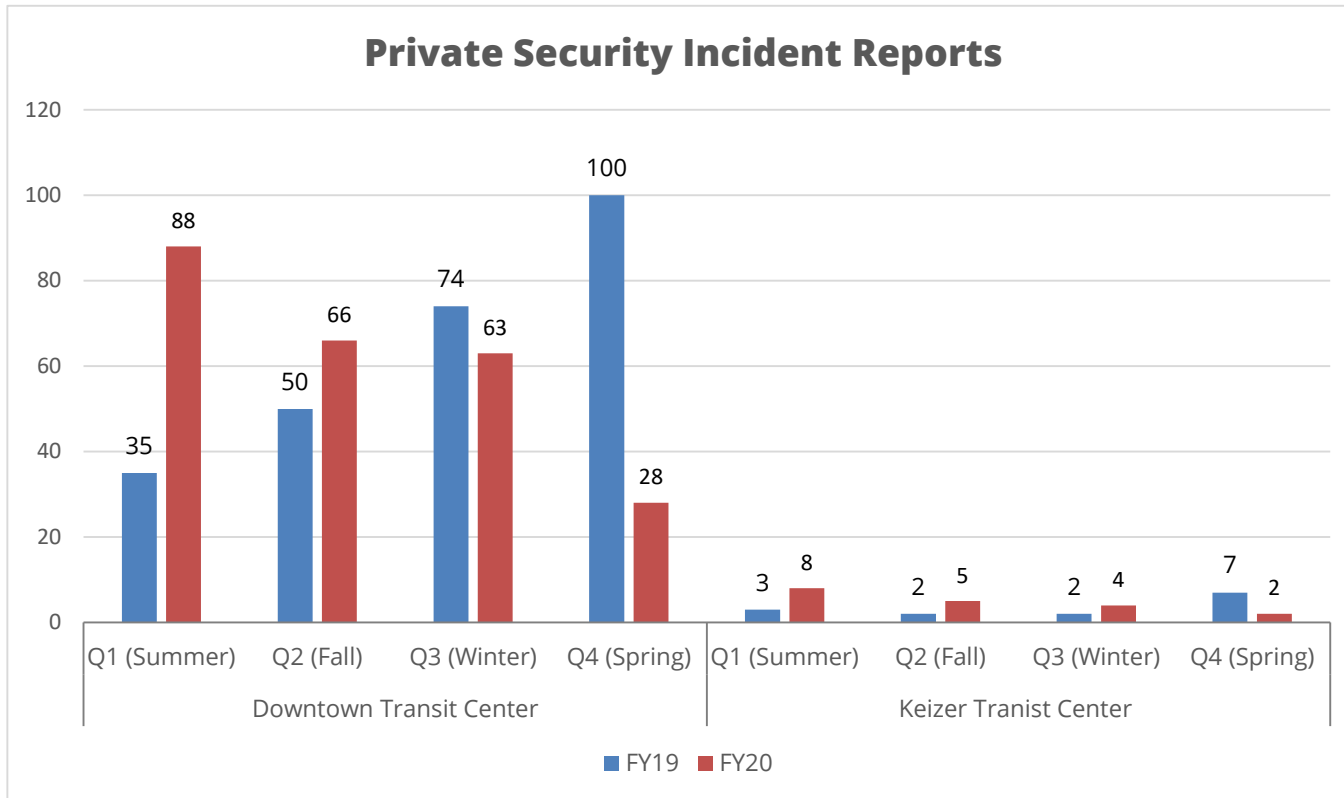
## Ordinance Verbal Warnings



**“Other” category includes: solicitation or panhandling, loud music, rough housing, spitting, etc.**

**Smoking where prohibited, loitering, and bike riding are consistently high on the list each year.**

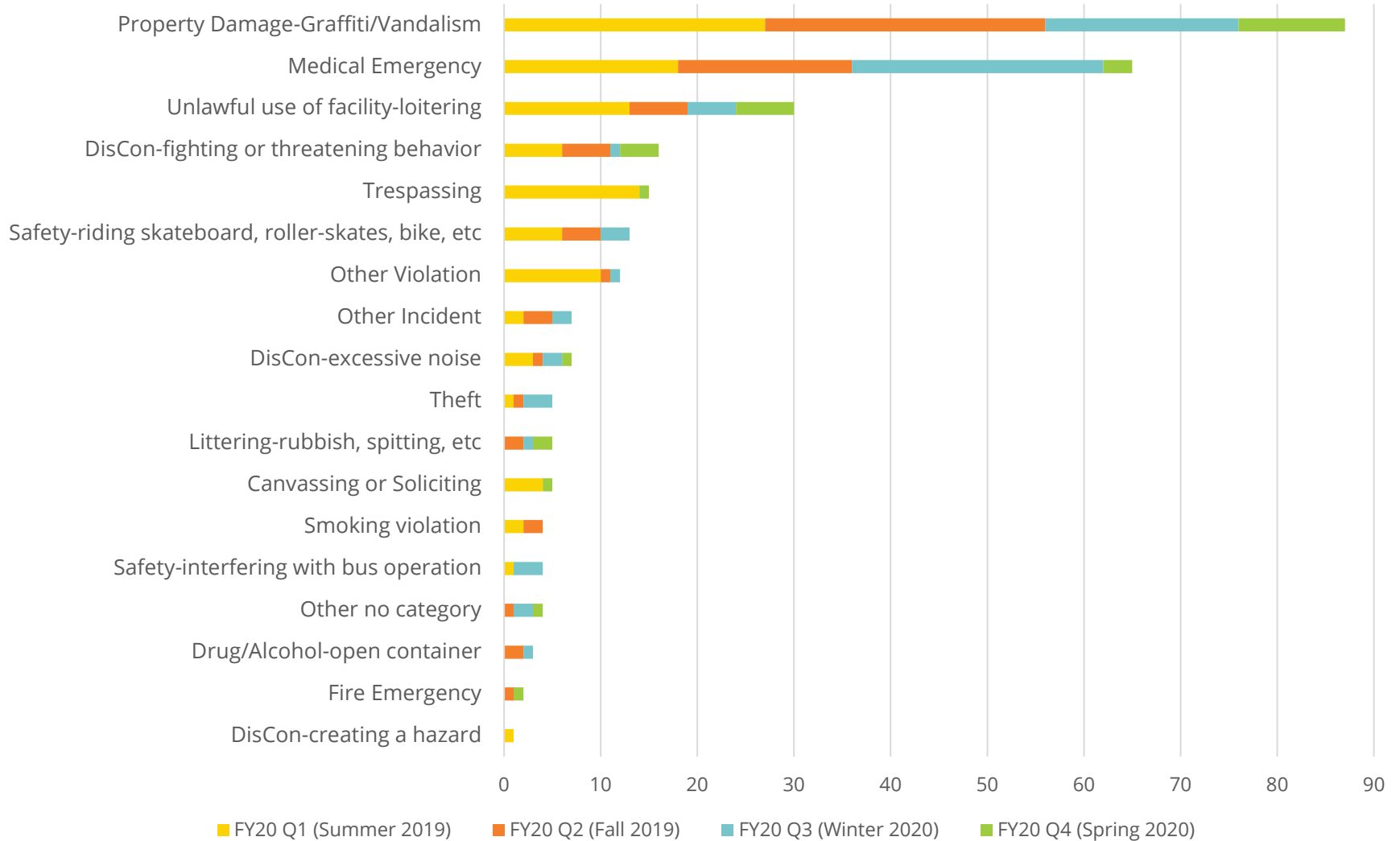




**Incident reports generated by our security services contractor only:  
 Does not include Transit Operator reports  
 Does not include incidents with police involvement**

**Any unusual incident: Graffiti, Vandalism, Medical Aid, Disorderly Conduct, etc.**

## Private Security Incident Reports

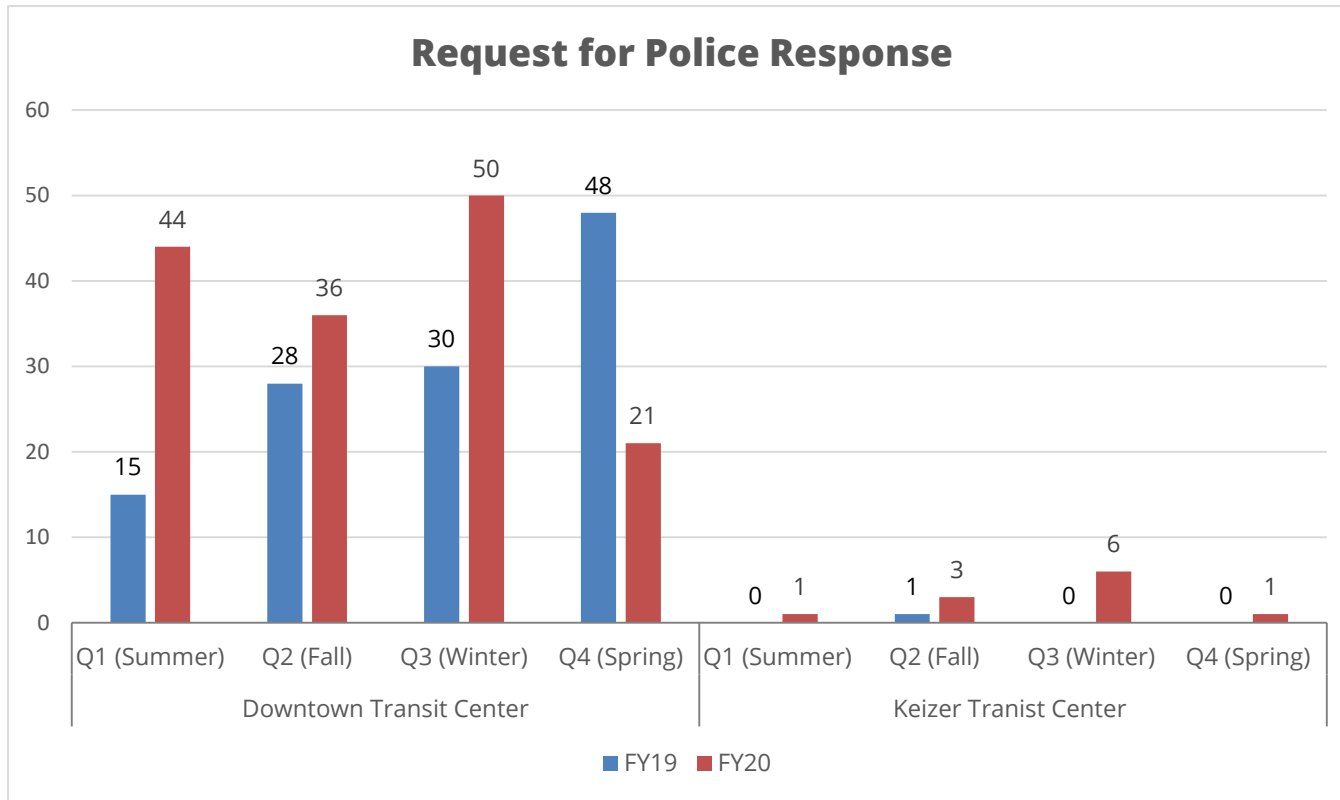




# MOST COMMON INCIDENTS

- **The top four types of incidents in FY19 were graffiti/vandalism, medical emergency, trespassing, and disorderly conduct.**
- **In FY20, the most common incidents were as follows:**
  - Graffiti/Vandalism – 87 (60 in FY19)
  - Medical Emergency – 65 (59 in FY19)
  - Loitering – 30 (18 in FY19)

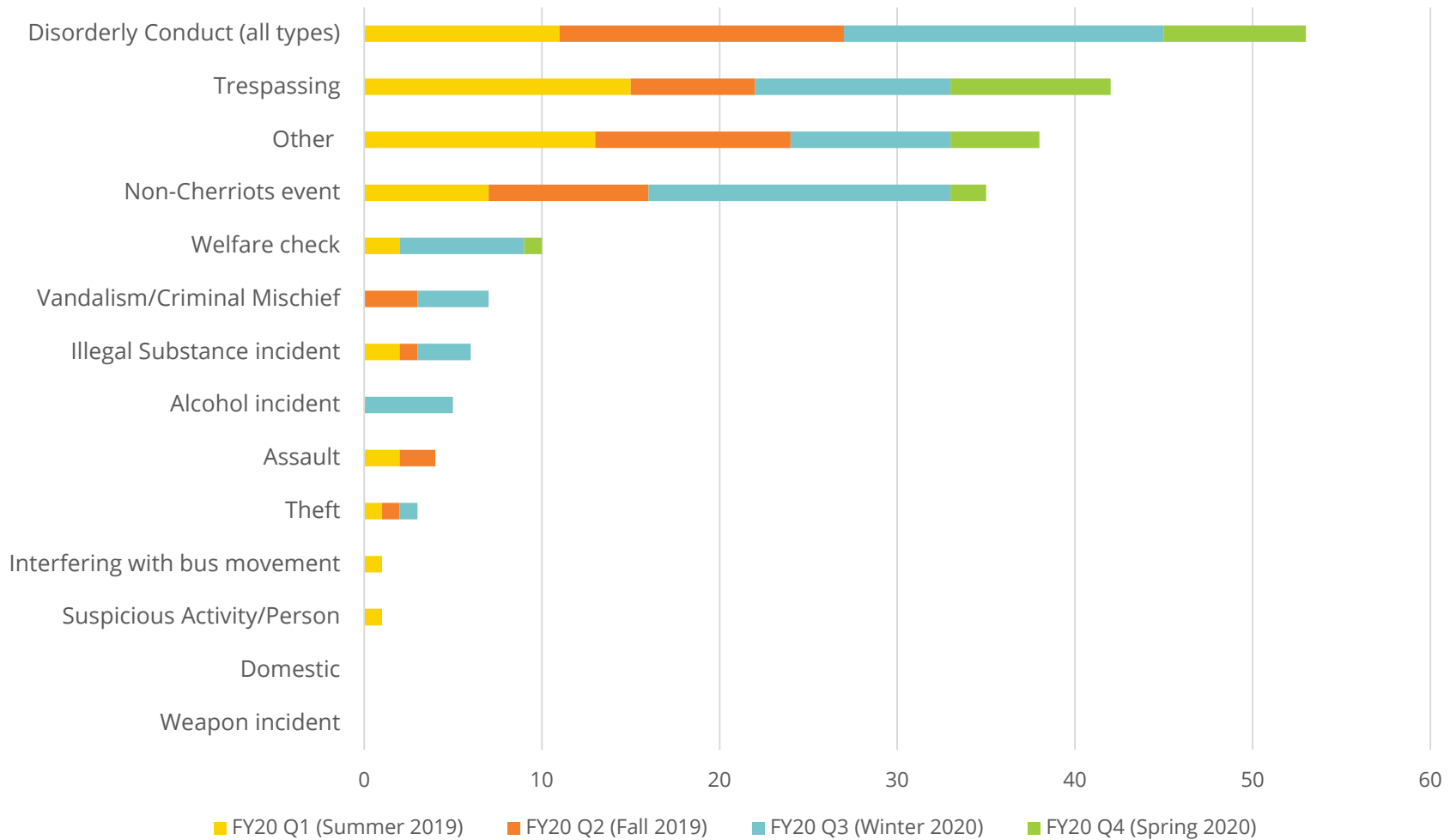




**Primarily: Salem Police Department**

**Occasionally: Keizer Police Department, Marion County Sheriff’s Office, or other law enforcement agency**

## Police Activity



# POLICE ACTIVITY

- **The most common types of activities are fairly consistent from year-to-year.**
- **Although there was a significant decline in calls for police in Q4, there was an increase overall for the year, from 171 in FY19 to 205 in FY20:**
  - Disorderly Conduct – 53 (30 in FY19)
  - Trespassing – 42 (41 in FY19)
  - Other – 38 (17 in FY19)
  - Non-Cherriots – 35 (36 in FY19)

# **DISORDERLY CONDUCT – UNRULY OR UNWANTED BEHAVIOR**

Incidents of unruly and threatening behavior increased in comparison to last year, with 59 in FY19 and 68 in FY20.

Of those incidents, 12 involved assaultive behavior (physical contact made), a decrease from 19 in FY19.

- 9 were between private citizens, either at the Downtown Transit Center, or onboard a bus.
- 3 involved Cherriots employees. No injuries reported.





# CONTINUOUS IMPROVEMENT

- A new Security Coordinator position was approved in the FY21 budget. This position has been filled and will work closely with our private security provider and the Salem Police Department to ensure a collaborative effort remains in place for the continued safety and security of our riders.
- The Corona Virus Pandemic has introduced new health safety requirements for the entire community. Security will continue to do their part to encourage physical distancing and the wearing of facial coverings.

# CONTINUOUS IMPROVEMENT

- Efforts are underway to develop the scope of work for a security fence upgrade at our Del Webb Operations Center.
- Staff evaluated video surveillance products in the market during FY19. This year, we intend to proceed with an all-facility camera upgrade and replacement project, to enhance protection of our properties and assets.

# CONTINUOUS IMPROVEMENT

- The need for a security presence has always been greatly supported by the Board. The Board will hear staff recommendations to modify the contract with Allied Universal Security and renew the IGA with the City of Salem for police services during this FY.

# CONTINUOUS IMPROVEMENT

- An Emergency Coordinator position was approved in the FY20 budget. Staff intend to begin recruitment to fill this position in the coming months.
- The Emergency Coordinator will assist in a Continuity of Operations Plan refresh project, collaborate with local emergency management representatives, and work to develop comprehensive emergency response and recovery plans.





**Questions?**



