

Security Report FY 2020-21

Board Meeting – September 23, 2021

Karen Garcia

Security and Emergency Management Manager



Multi-Agency Security Team



Security Team Responsibilities

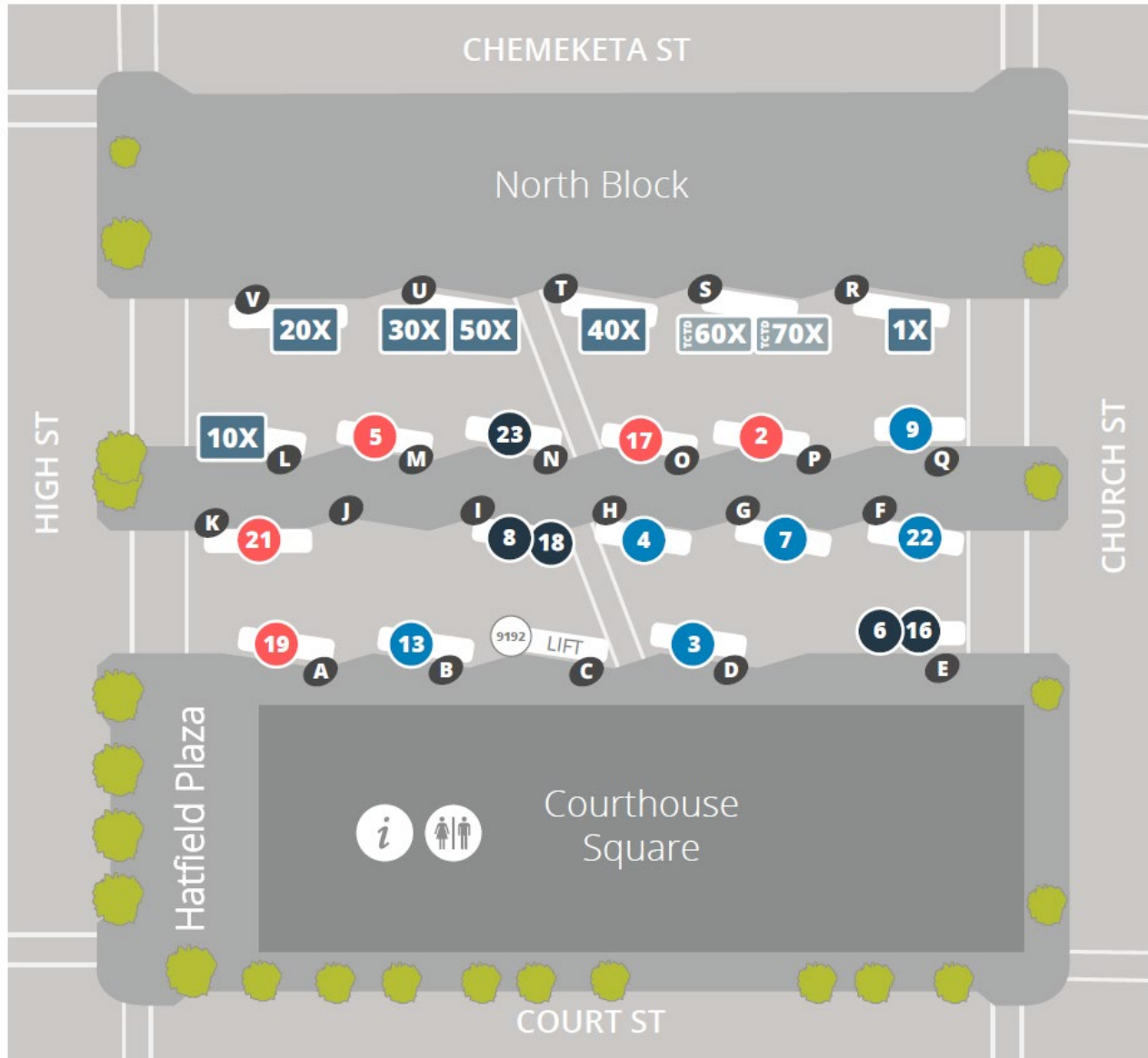
- Provide information about Cherriots services
- Respond to safety and security concerns
- Analyze security statistics and enhance public safety efforts
- Ensure a strong presence to deter unwanted activities
- Develop policies and procedures which help to ensure the safety and security of people, facilities,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

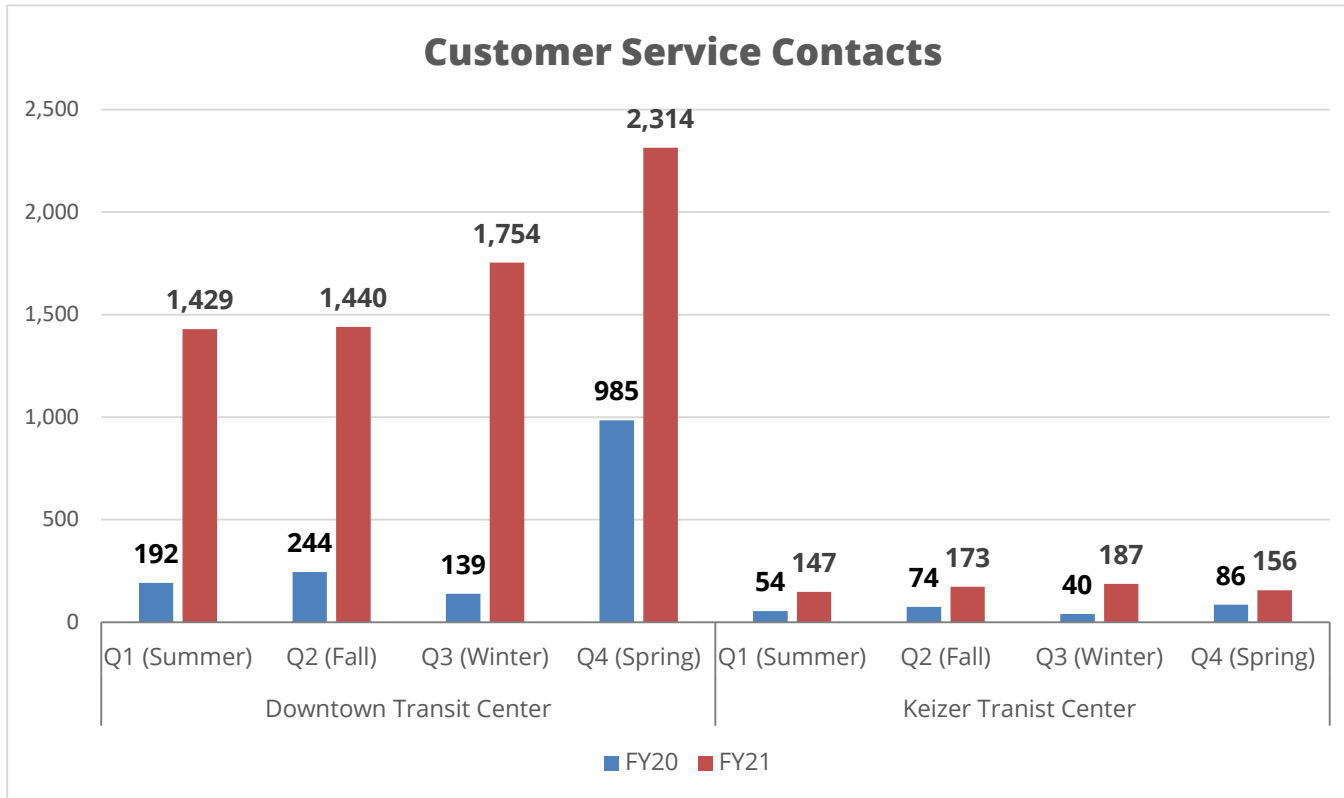
Private Security Provider – Allied Universal Security

- 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

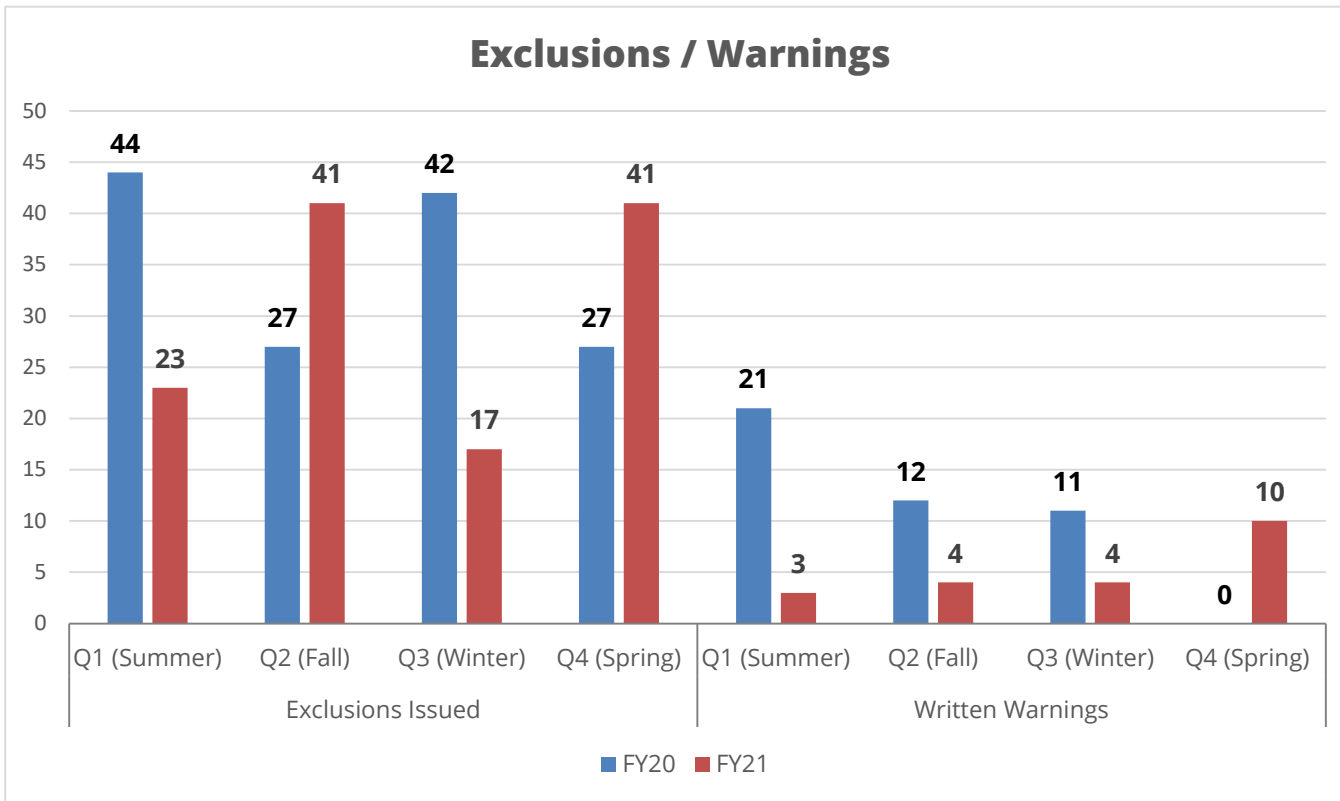
- Direct access to an on-call sworn police officer Monday-Saturday from 12 p.m. to 9 p.m.
- Offer crime prevention assistance
- Respond to and investigate criminal activity
- Manage activities occurring on the block, not within the jurisdiction of Cherriots private security
- Facilitate access to community 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. Additionally, update riders on current COVID requirements to ride and offer masks as needed.

This role was greatly enhanced during COVID due to the Customer Service Lobby being closed to our ridership for several months.



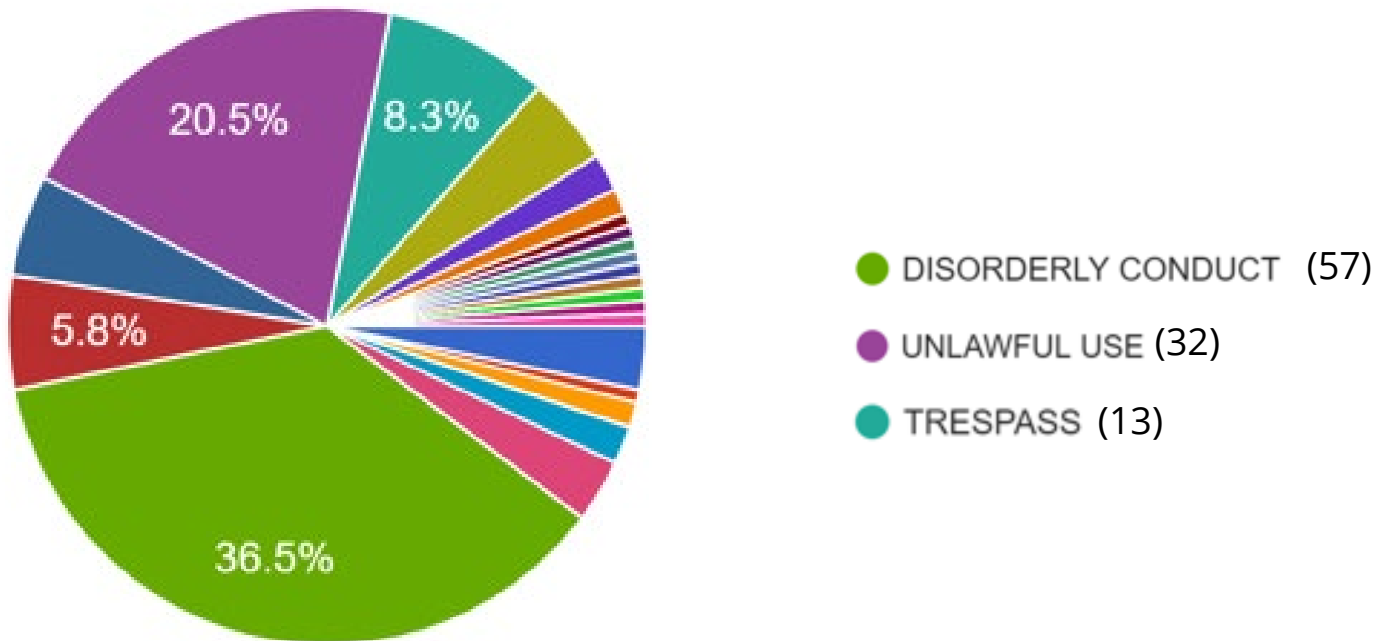
Exclusions

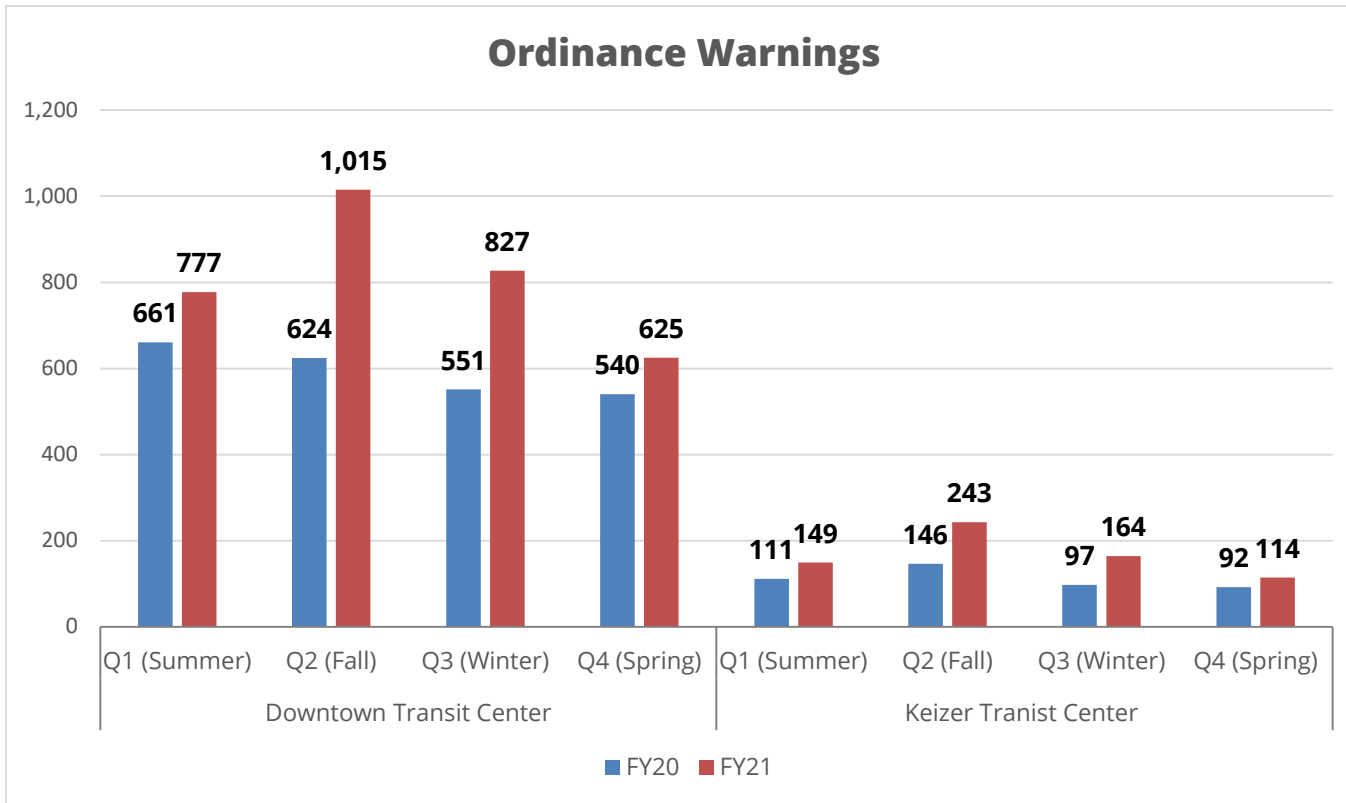
Disorderly Conduct (yelling, cursing, threatening), Trespassing, Loitering, Drug and Alcohol Violations, Theft, etc.

Warnings

Safety Violations, Solicitation, etc.

Most common behaviors resulting in exclusion

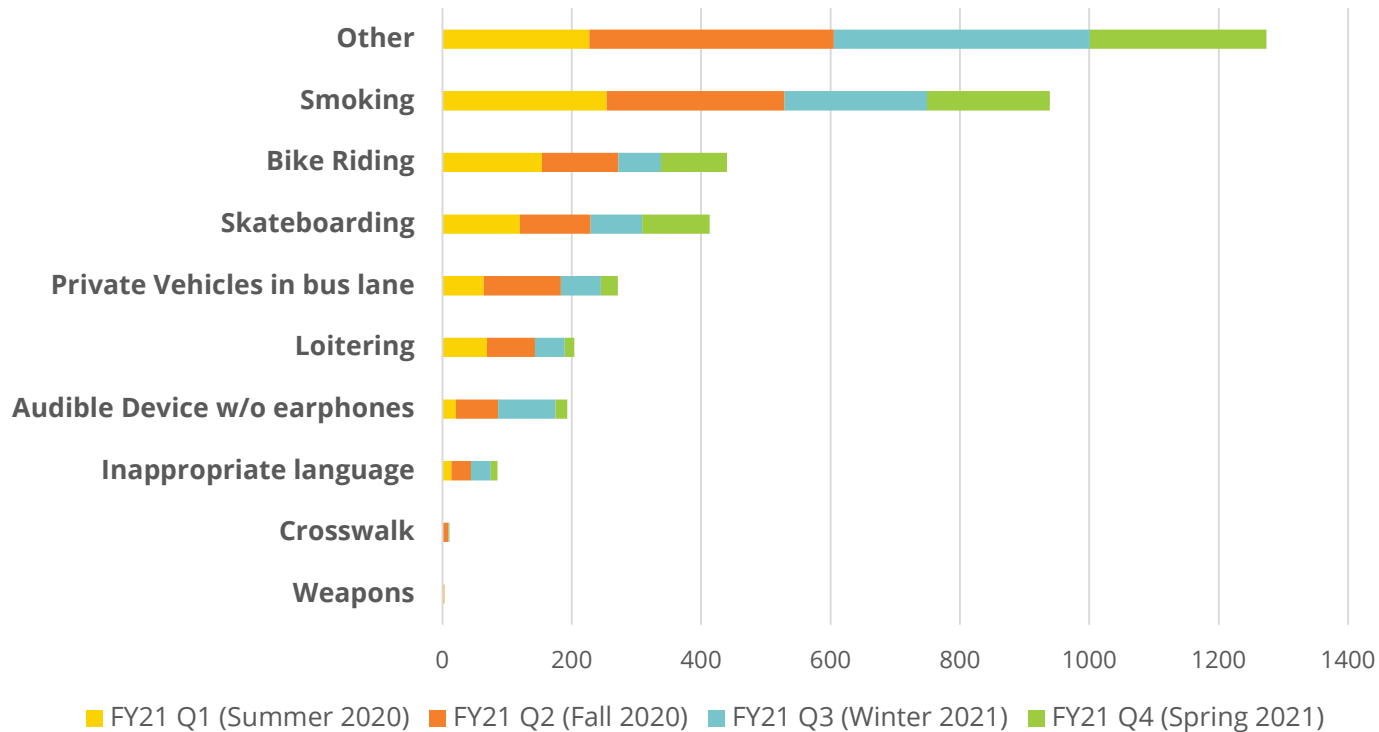




Public education of rider behavior expectations.

Compliance for personal safety and comfort of other customers, including mask and physical distancing expectations.

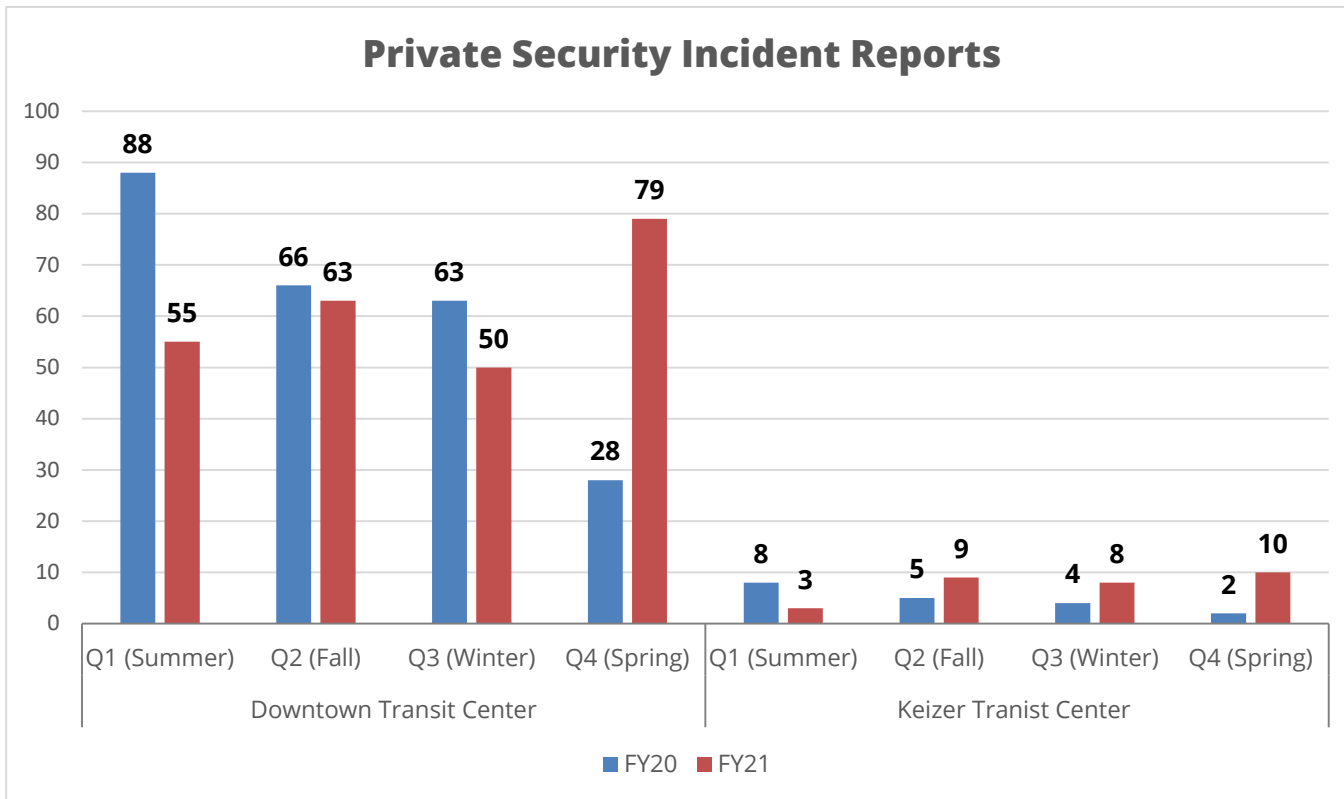
Ordinance Verbal Warnings



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

Smoking where prohibited and bike riding are consistently high on the list each year. Loitering warnings were far less than normal this fiscal year.

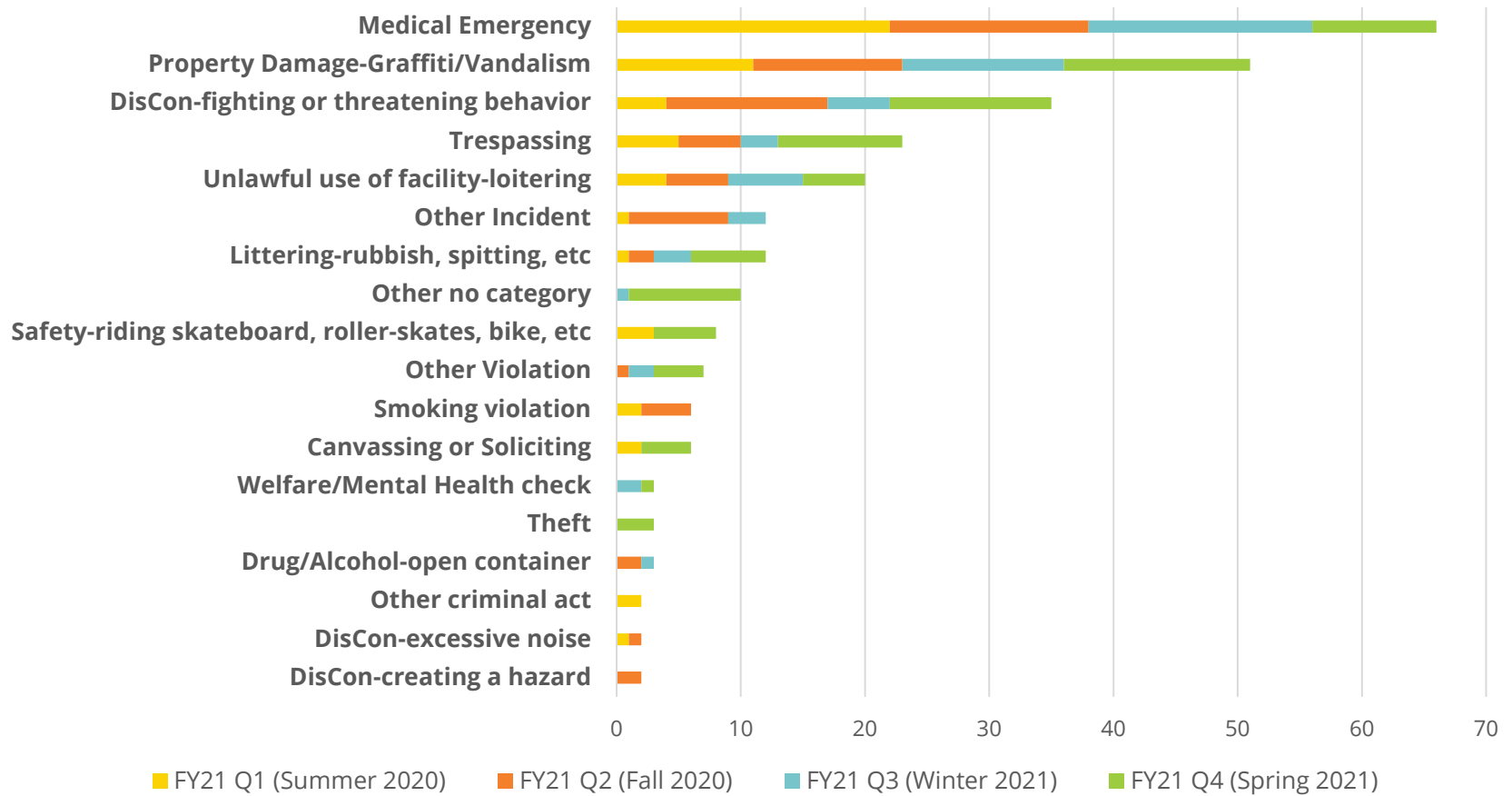




**Incident reports generated by our security services contractor only:
 Does not include Transit Operator reports
 Does not include incidents with police involvement**

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

Private Security Incident Reports

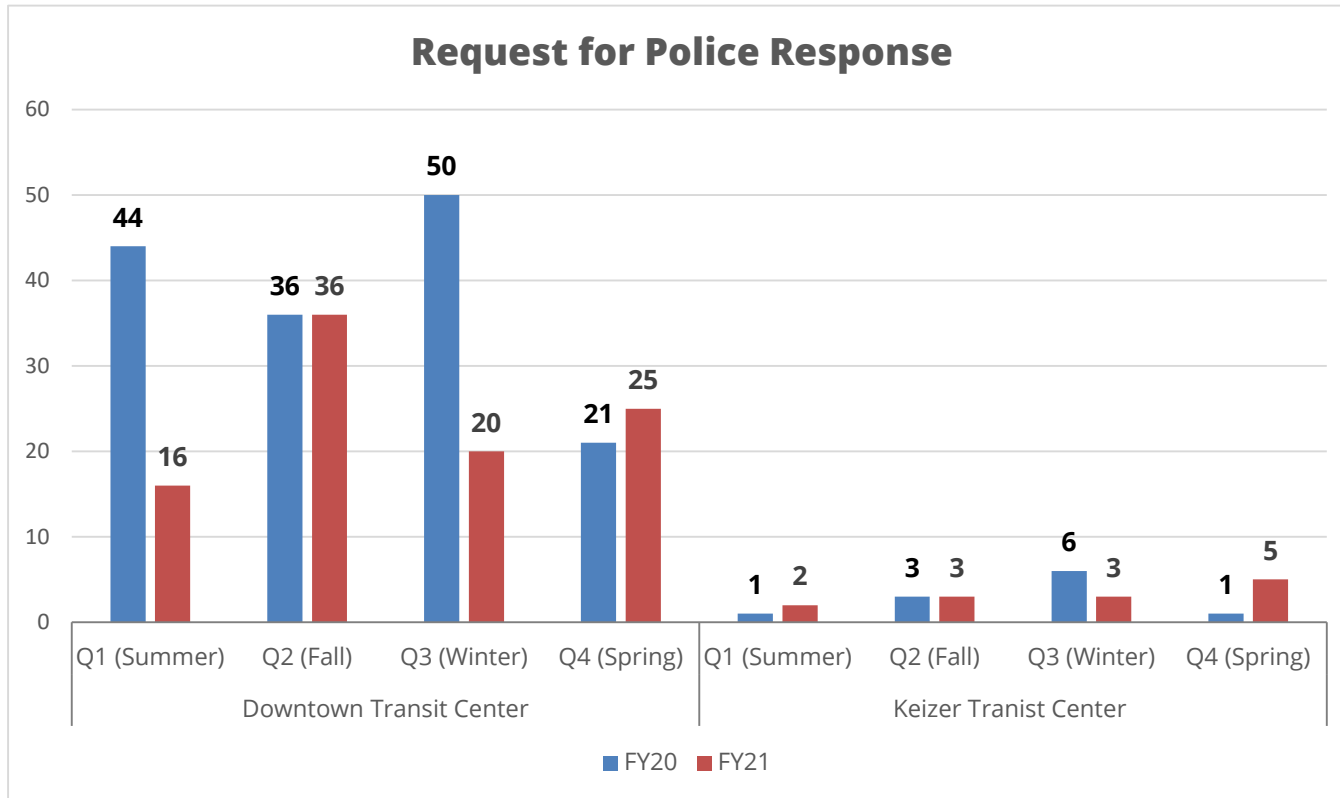


MOST COMMON INCIDENTS

- **The top three types of incidents in FY20 were graffiti/vandalism, medical emergency, and loitering.**

- **In FY21, the most common incidents were as follows:**
 - Medical Emergency – 66 (65 in FY20)
 - Graffiti/Vandalism – 51 (87 in FY20)
 - Disorderly Conduct – 35 (16 in FY20)

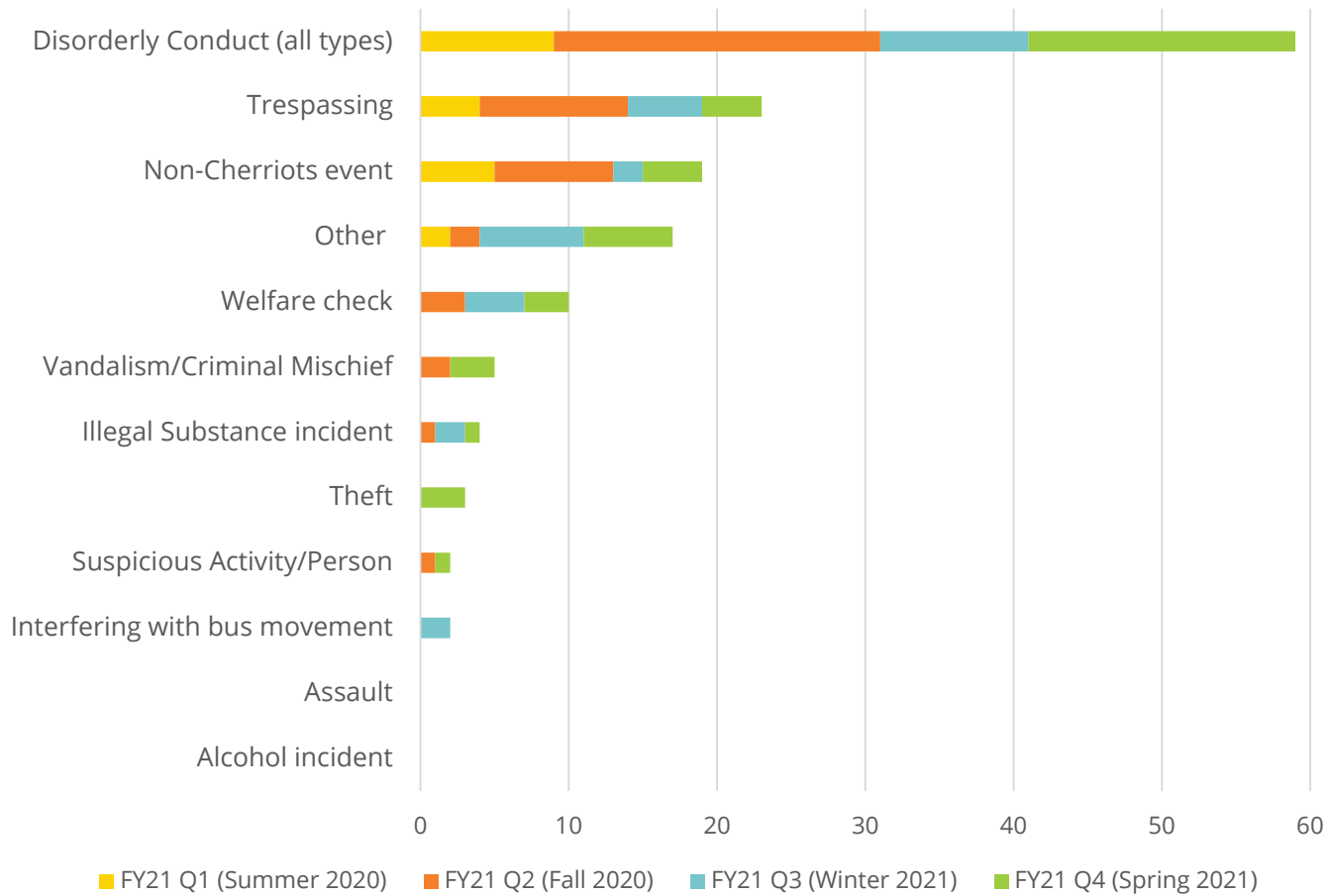




Primarily: Salem Police Department

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.**
- **There was a decline in calls for police assistance this year, with 205 in FY20 and 144 in FY21:**
 - Disorderly Conduct – 59 (53 in FY20)
 - Trespassing – 23 (42 in FY20)
 - Non-Cherriots – 19 (35 in FY20)
 - Other – 17 (38 in FY20)

DISORDERLY CONDUCT – UNRULY OR UNWANTED BEHAVIOR

Incidents of unruly and threatening behavior increased significantly in comparison to last year, with 68 in FY20 and 94 in FY21.

Of those incidents, 16 involved assaultive behavior (physical contact made), an increase from 12 in FY20.

- 15 were between private citizens, either at the Downtown Transit Center, or onboard a bus.
- 1 involved a Cherriots employee. No injuries reported.

EVACUATIONS

We experienced three evacuation events during the fiscal year.

- In December 2020, a suspicious backpack was left in a garbage can at the Downtown Transit Center. Salem Police determined the item to be suspicious and ordered an evacuation of the area. The investigation ultimately deemed the situation safe.

EVACUATIONS

- In May 2021, a large hard sided suitcase was located on the sidewalk near the corner of Church St and Chemeketa St, adjacent to the Downtown Transit Center. Salem Police determined the item to be suspicious and ordered an evacuation of the transit center. The investigation deemed the situation safe. It was later discovered that the suitcase was left by an unknown individual in the middle of the night.
- Additionally in May, a building evacuation was necessary at the Keizer Transit Center after a cleaning solution was used in the public restroom and mixed with another existing chemical, causing fumes to develop. Keizer Fire Department responded, cleared the space of fumes, and called the “all clear.”



PARTNER IN THE COMMUNITY

Cherriots is a vital partner in our community. We not only provide much needed transportation services, but we contribute in various other ways.

- In November 2020, a fatal motor vehicle accident occurred on Portland Road. A Cherriots bus camera system captured the incident from just seconds before impact through the events that unfolded immediately after. This information was extremely beneficial in assisting Salem Police Department in investigating the incident.

PARTNER IN THE COMMUNITY

- In April 2021, Salem Police Department was investigating a fatal traffic accident which occurred in South Salem where a pedestrian was killed and the vehicle driver fled the scene. Police believed a local homeless man was a critical witness to the crash. Due to the seriousness of the incident, SPD officers received authorization to share a photo of the individual with Cherriots. Ultimately one of our contract security officers located the witness at the Downtown Transit Center. Police were called, responded and were able to interview the witness.

PARTNER IN THE COMMUNITY

- In May 2021, several transit operators reported a rider whose physical condition was extremely concerning. He was unkempt, dirty and emitting a foul odor, primarily caused by his homelessness. After a thorough assessment, it was determined that he could not be safely transported. Northwest Human Services was contracted and informed of the situation. Their representatives deemed the rider as an endangered homeless person and began proactive efforts to provide him support, such as a shower, clean clothes, food and temporary shelter. Unfortunately, after multiple offers, the rider ultimately declined those services.



CONTINUOUS IMPROVEMENT

- The new Security Coordinator position was filled in early FY21. Jim Aguilar has made substantial improvements in the processes of the security team. He oversees the day to day security functions, working 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 Coronavirus Pandemic has presented an environment of constant change. Our security efforts have evolved significantly in this dynamic environment. We will continue to adjust to meet the needs of Cherriots and the community as we recover.

CONTINUOUS IMPROVEMENT

- The new Emergency Coordinator position was recently filled. We are extremely excited to have a dedicated staff member who will focus their efforts on our emergency and disaster planning needs. Randy Navalinski will work closely with both internal and external stakeholders to ensure plans are in place to help Cherriots prepare for, prevent, respond to, mitigate, and recover from disasters. Additionally, he will work closely with our local emergency management partners to ensure Cherriots is prepared to respond to requests for support from our community.

CONTINUOUS IMPROVEMENT

- A new security services contract was approved for FY22. We have implemented a security presence at our Del Webb Operations Headquarters. Cherriots has partnered with The DPI Group to provide this much needed service. A continuous security presence will deter unauthorized persons from entering the property, and offer support to employees, contractors and vendors at this vitally important location.



Questions?

