

# Security and Emergency Management Report FY 2022-23

**Board Meeting – September 28, 2023**

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Security and Emergency Management Manager



# Multi-Agency Security Team



**DPI SECURITY**



# 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 July 2022-May 2023**

**PPC Solutions Inc. June 2023**

- 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

# Private Security Provider

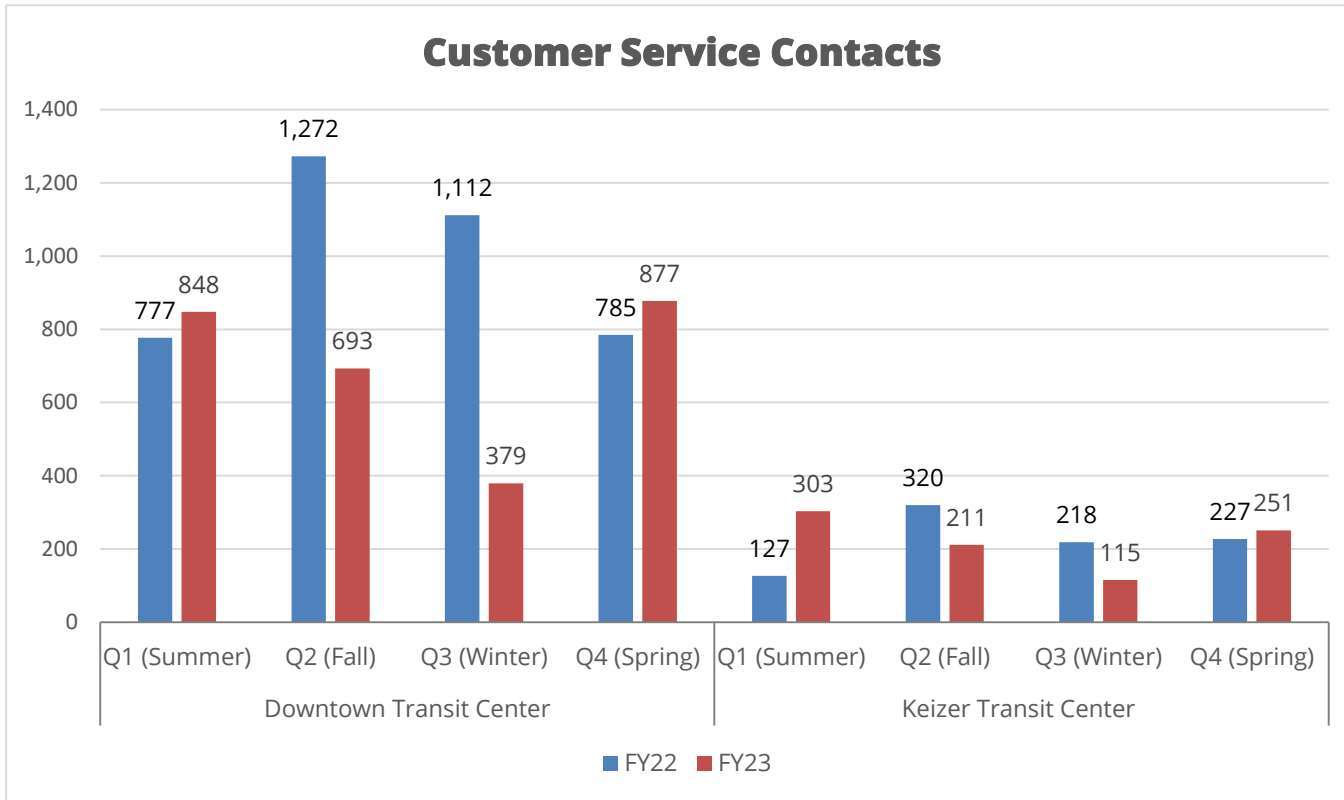
## The DPI Group (DePaul Industries)

- State certified, unarmed security professionals
- Staff the Del Webb Operations Headquarters
- Provide coverage 24 hours per day, 7 days per week
- Provide a visible security presence
- Primarily responsible for monitoring access to the property
- Respond to incidents as requested
- Request police, as needed, for law violations or assistance with complex situations

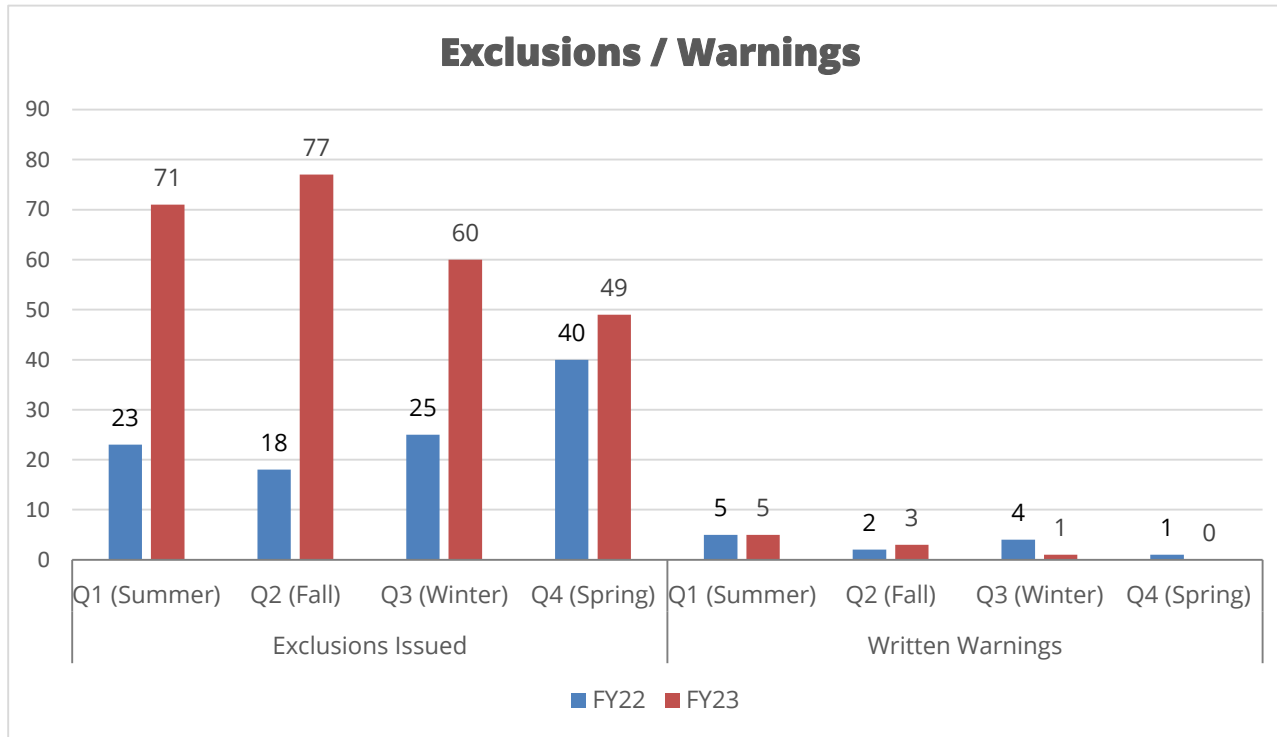
# Memorandum of Understanding

## Salem Police Services

- Salem PD provides a liaison officer assigned as the point of contact
- Facilitate information and evidence exchanges related to investigations
- Close coordination to manage incident activity at the Downtown Transit Center (DTC)
- Collaboration related to community challenges, youth needs and access to social services for those in need
- Community stakeholder and partner aiming to enhance livability in the downtown core
- The Willamette Valley Communication Center will be contacted if a police response is needed
- Cherriots will continue to be a valuable partner by providing District resources to aid in criminal investigations, as well as provide transportation education and resources to police officers



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



## Exclusions

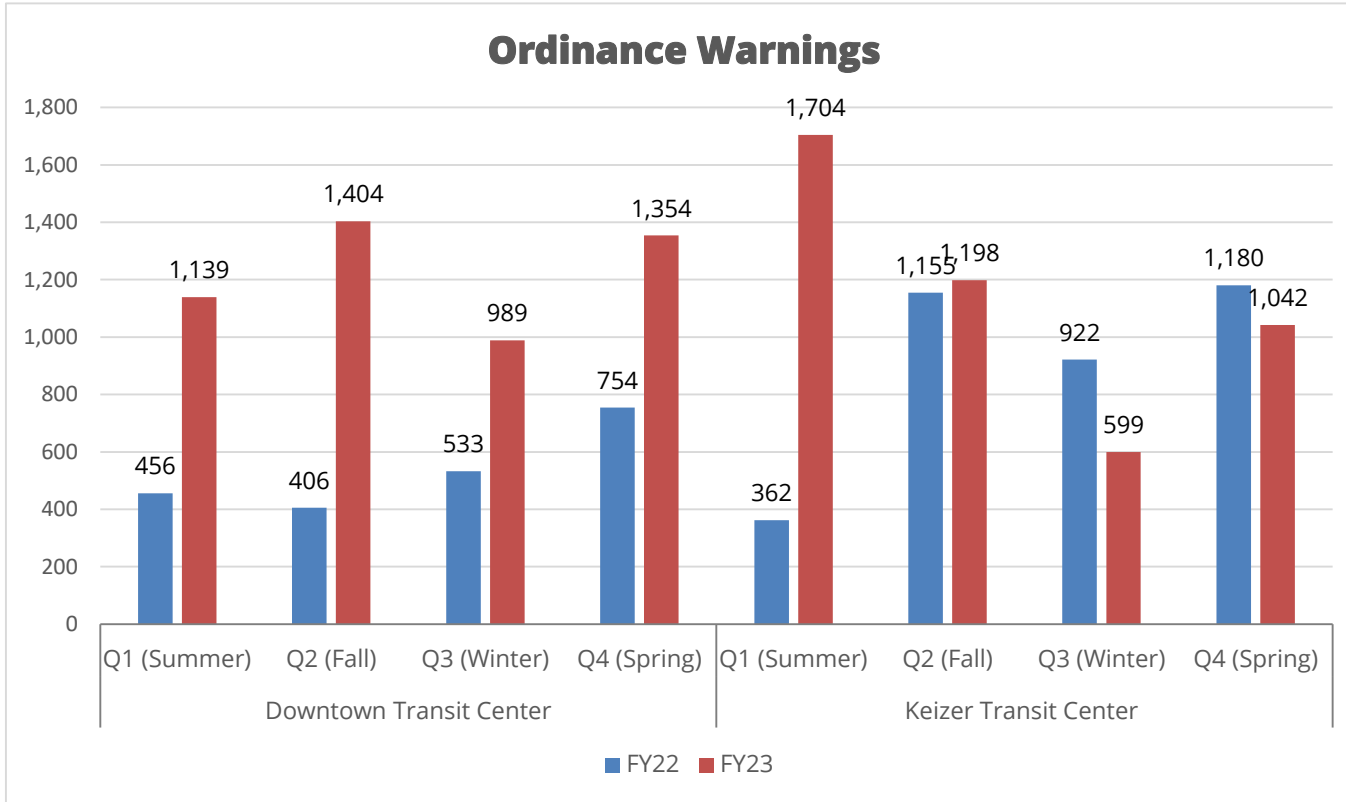
Disorderly Conduct (yelling, cursing, threatening), Trespassing, Loitering, Drug and Alcohol Violations, Theft, etc.

## Warnings

Safety Violations, Solicitation, etc.

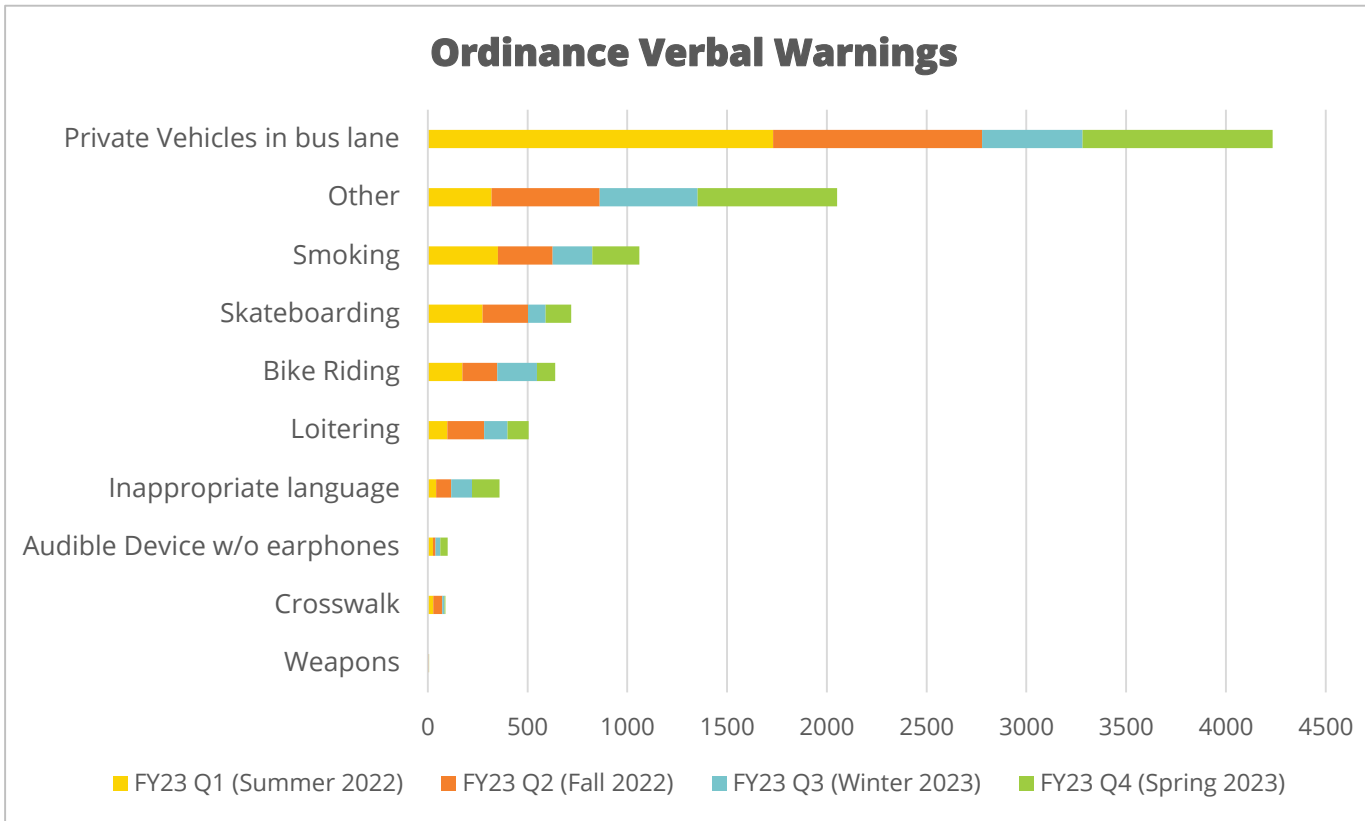
As overall ridership and youth ridership have increased, we have seen a rise in unwanted behavior, resulting in significantly more exclusion than in FY22.





**Public education of rider behavior expectations.** Compliance for personal safety and comfort of other customers, including mask and physical distancing expectations.

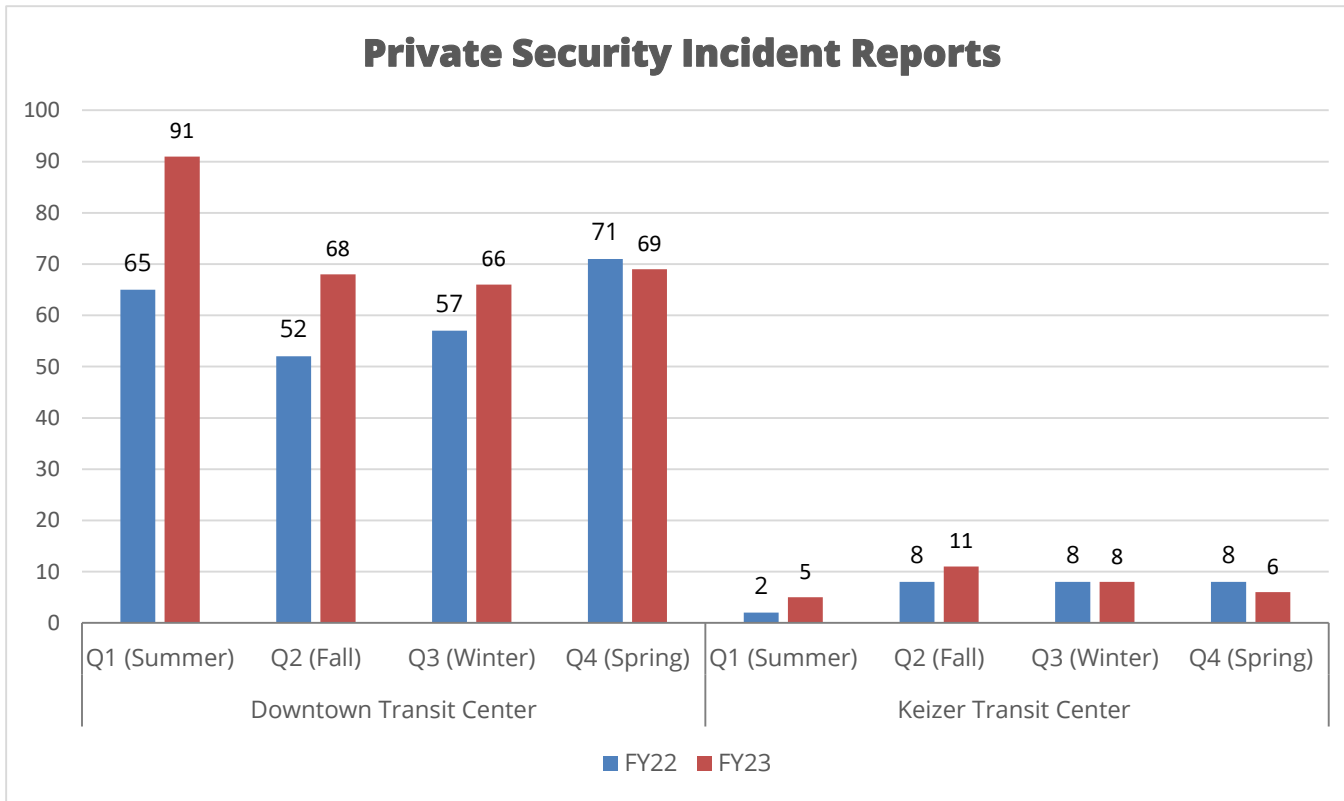
There was a significant increase at KTC in Q1 from FY22 to FY23 caused by security being asked to contact individuals driving private vehicles in the bus lane in August 2021.



You can see the high numbers of private vehicles entering the bus lane at KTC. Staff have taken steps to mitigate the risk of collision this presents, but it continues to be a concern.

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

Smoking where prohibited and bike riding/skateboarding are consistently high on the list each year.



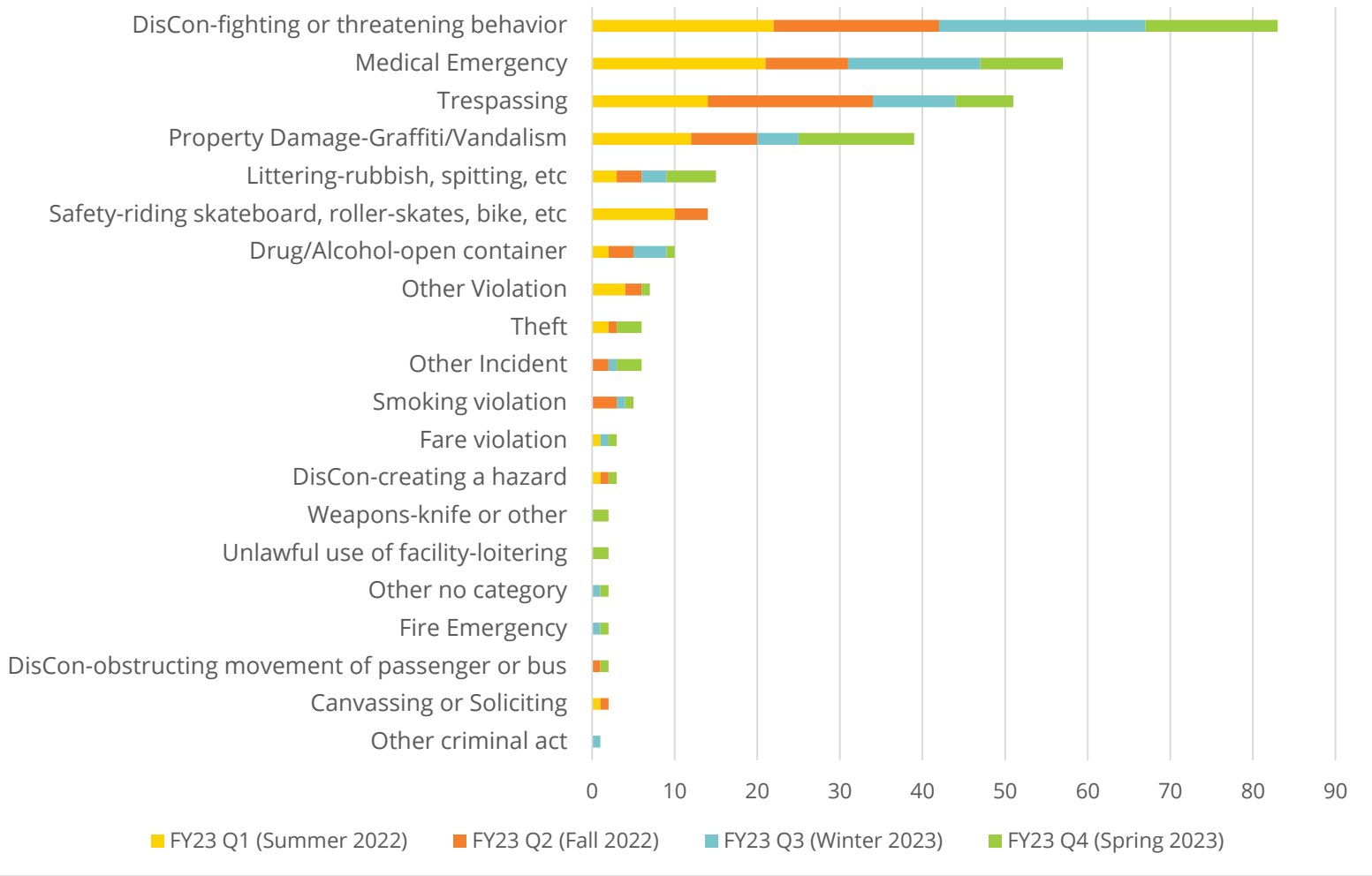
**Incident reports generated by our security services contractor only:**

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

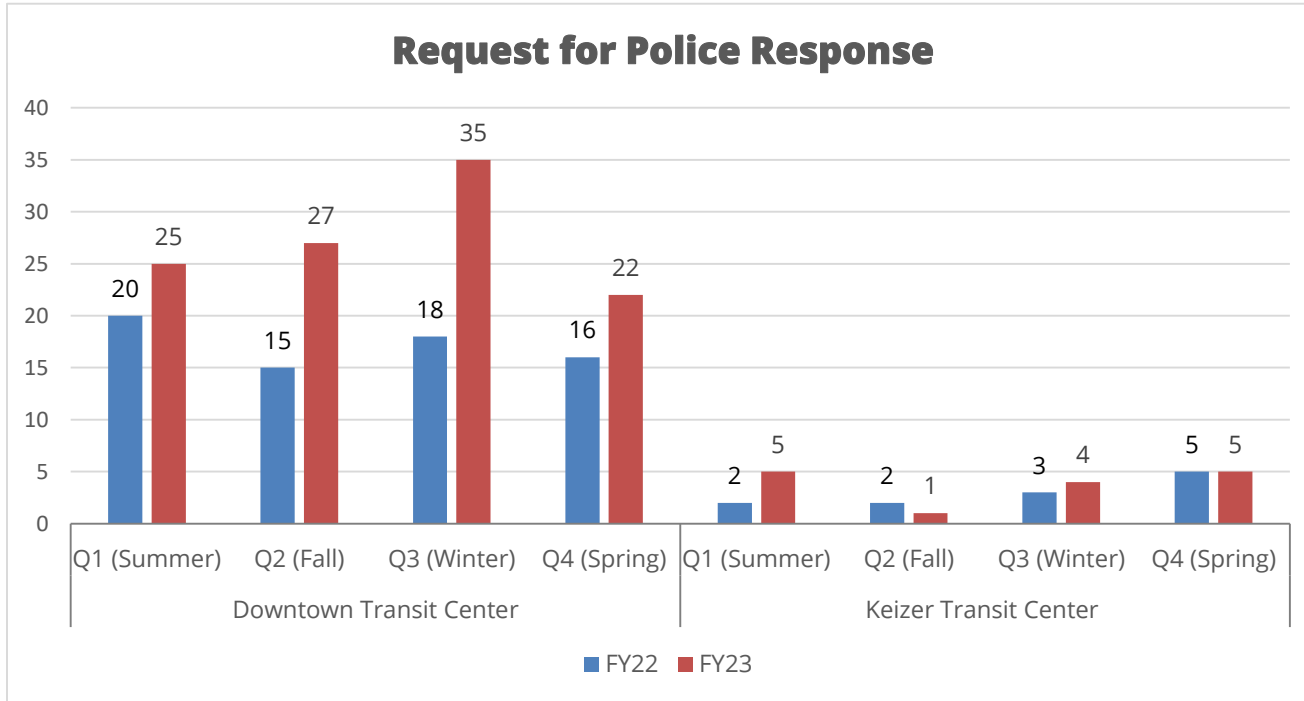
- **The top three types of incidents in FY22 were medical emergency, graffiti/vandalism and disorderly conduct.**

- **In FY23, the most common incidents were as follows:**

- Disorderly Conduct – 83 (58 in FY22)
- Medical Emergency – 57 (64 in FY22)
- Trespass – 51 (7 in FY22)

Most trespass cases were previously reported to Salem PD and were not included in the private security incident reports. Many of these incidents are repeat trespass offenders.

- Graffiti/Vandalism – 39 (59 in FY22)

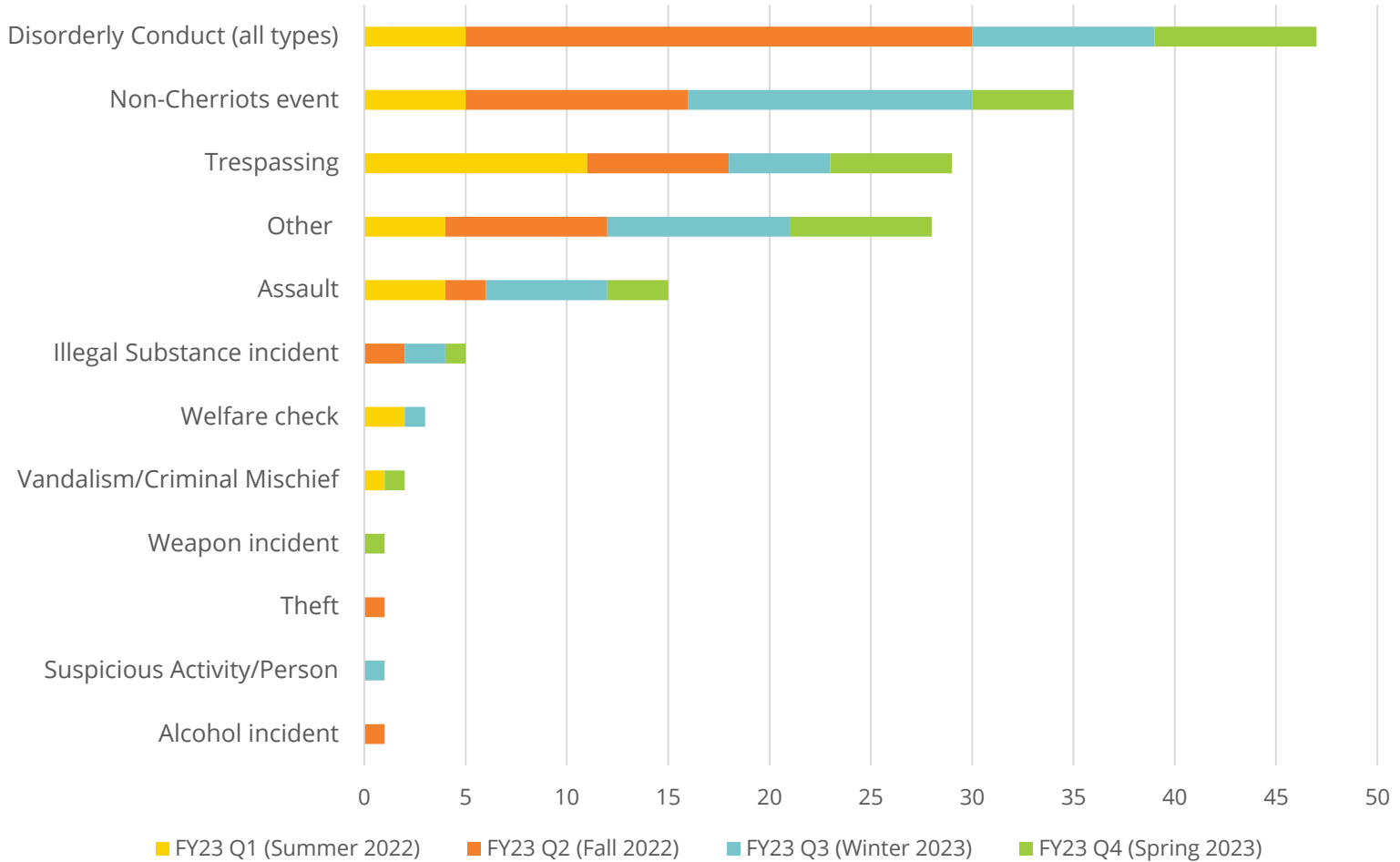


**Primarily:** Salem PD

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

Unlawful activity on High St. sidewalk, adjacent to the DTC, increased significantly during FY23, resulting in more calls for police response.

### Police Activity



# POLICE ACTIVITY

- **The most common types of activities are fairly consistent from year-to-year.**
- **There was an increase in calls for police assistance this year, 101 in FY22 and 168 in FY23:**
  - Disorderly Conduct – 47 (24 in FY22)
  - Non-Cherriots – 35 (23 in FY22)
  - Trespassing – 29 (16 in FY22)
  - Other – 28 (16 in FY22)



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

Unruly and threatening behavior, private security and law enforcement incidents combined, increased significantly in comparison to last year, with 91 in FY22 and 145 in FY23. This total does not include Incident Reports from Transit Operators.

Of all incident reports District wide, 28 involved assaultive behavior (physical contact made), a increase from 9 in FY22.

- 24 were between private citizens, either at the DTC or onboard a bus.
- 3 involved Cherriots employees. 1 involved a contract security officer.

# DPI SECURITY

- **On-site security at the Del Webb Operations Headquarters.**
- **There were 10 incidents reported during FY23, down from 27 in FY22.**
- **The most common type of incidents were as follows:**
  - Unauthorized Person and Unauthorized Vehicle on the property

# **NATIONAL TRANSIT DATABASE**

## **New Reporting Requirement**

- **Beginning April 1, 2023, agencies are required to report to the NTD any assaults, physical or non-physical, against transit operators or other transit workers**
- **Physical assaults involve physical contact with the transit worker.**
- **Non-Physical assaults could include threats or intimidation that do not result in any physical contact with the transit worker.**
  
- April: no reportable events
- May: 1 physical assault against a transit operator
- June: 3 non-physical assaults against a transit operator

# SYSTEM SECURITY INITIATIVES

- Security Committee
  - In February 2022, an internal safety and security workgroup was established comprised of various internal team members with an emphasis on frontline staff.
  - At the end of CY23, the role of the workgroup was transitioned to the Cherriots Safety Committee. The members of the Safety Committee comprise the Cherriots Security Committee.
  - The committee meets monthly to review security concerns and make recommendations to leadership in an effort to improve security for the transit system, employees and riders.
- Agency Safety Plan updates to address internal actions to reduce security risks

# SYSTEM SECURITY INITIATIVES

- Enhance agency-wide security training, to include de-escalation and awareness skills for all public facing staff
- Increase stakeholder coordination by facilitating quarterly meetings to address common concerns and propose viable solutions
- Work with our new private security provider to deliver a trusted and reliable security presence
- Expand upon existing relationships to develop alternative approaches to addressing behavioral issues
- Publish System Safety and Security campaigns to inform and educate riders and members of the public

# EMERGENCY PLANNING ACTIVITIES

- **A number of emergency planning activities have taken place over the past year.**
  - Earthquake Preparedness:
    - In October 2022, Cherriots participated in the Great Shake Out, a world-wide earthquake preparedness exercise.
    - Earthquake education and preparedness presentations and exercises were held at all three facilities.

# EMERGENCY PLANNING ACTIVITIES

- Facility evacuation preparedness:
  - Various communications exercise have been conducted at Courthouse Square. These exercises provided an opportunity for Cherriots Floor Monitors and Incident Commanders to practice their emergency response communication skills. Periodically, the exercises include collaboration with Marion County staff.
  - Presentations are provided to staff to provided best practices and safe evacuation procedures for all Cherriots facilities.

# EMERGENCY PLANNING ACTIVITIES

- Continuity of Operations Refresh Project
  - In August 2022, a COOP refresh project kick-off event was held, which included training and exercise material to prepare staff for the long process of refreshing the agency wide COOP
  - Phase 1 was the People Component. This phase included updating all staff information, delegation of authority and succession plans.
  - Phase 2 followed with the Essentials, which included updates to all essential functions, facilities and listing of resources and records.
  - Phase 3 encompassed the Ancillaries, which included access and security of facilities as well as communication and alert systems.
  - The last phase will include an exercise to test the new plan and help leadership prioritize and address gaps in preparedness.



# EMERGENCY PLANNING ACTIVITIES

- Staff Preparedness Campaigns
  - In 2022, the Resolve to Be Ready campaign informed staff of actions they could take to prepare for emergencies and disasters.
  - In January 2023, the Get Ready Be Ready campaign was launched to enhance staff preparedness.
  - Each month the campaign offers information on a unique preparedness topic. The goal is to encourage improved personal and family preparedness.

# EMERGENCY PLANNING INITIATIVES

- Formalize response procedures through development of a comprehensive Emergency Operations Plan
- Annual Exercise Plan
  - Develop plans, train staff, conduct drills and exercises, evaluate and improve
  - Inclement weather, earthquake, power outage, fire, system security emergencies like suspicious package and community threat
  - Engage community partners, to include City of Salem, Marion County, Fire Departments
- Battery Electric Bus disaster response
  - Train internal staff and local responders on new technology

**Questions?**

