

Security and Emergency Management Report FY 2021-22

Board Meeting – September 22, 2022

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

Private Security Provider - The DPI Group (DePaul Industries)

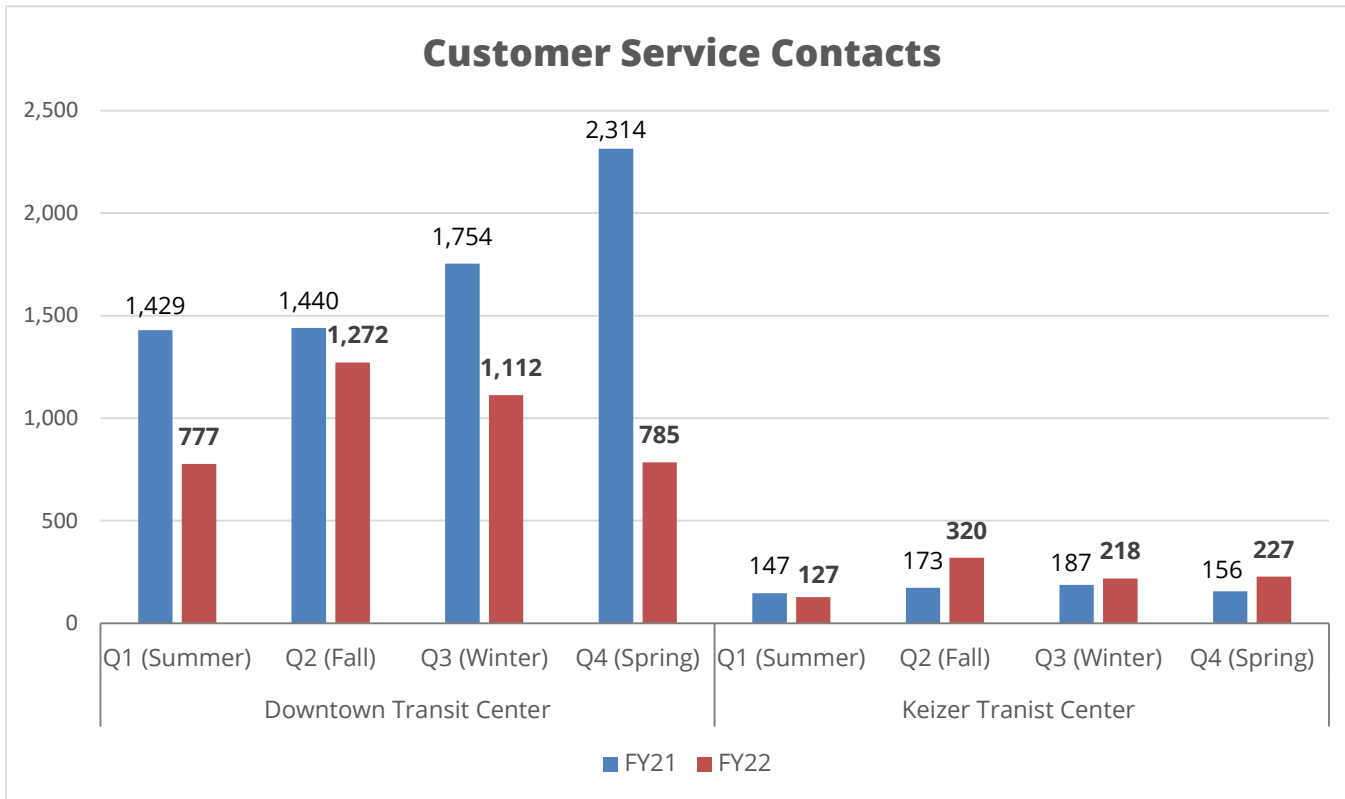
- State certified unarmed security professionals
- Staff the Del Webb Operations Headquarters
- Provide coverage 24 hours per day, 7 days per week
- Provide a visible security presence
- Primarily responsible for monitoring access to the property
- Respond to incidents as requested
- Request police,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

Intergovernmental Agreement – Salem Police Services

- Direct access to an on-call sworn police officer Monday-Friday 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

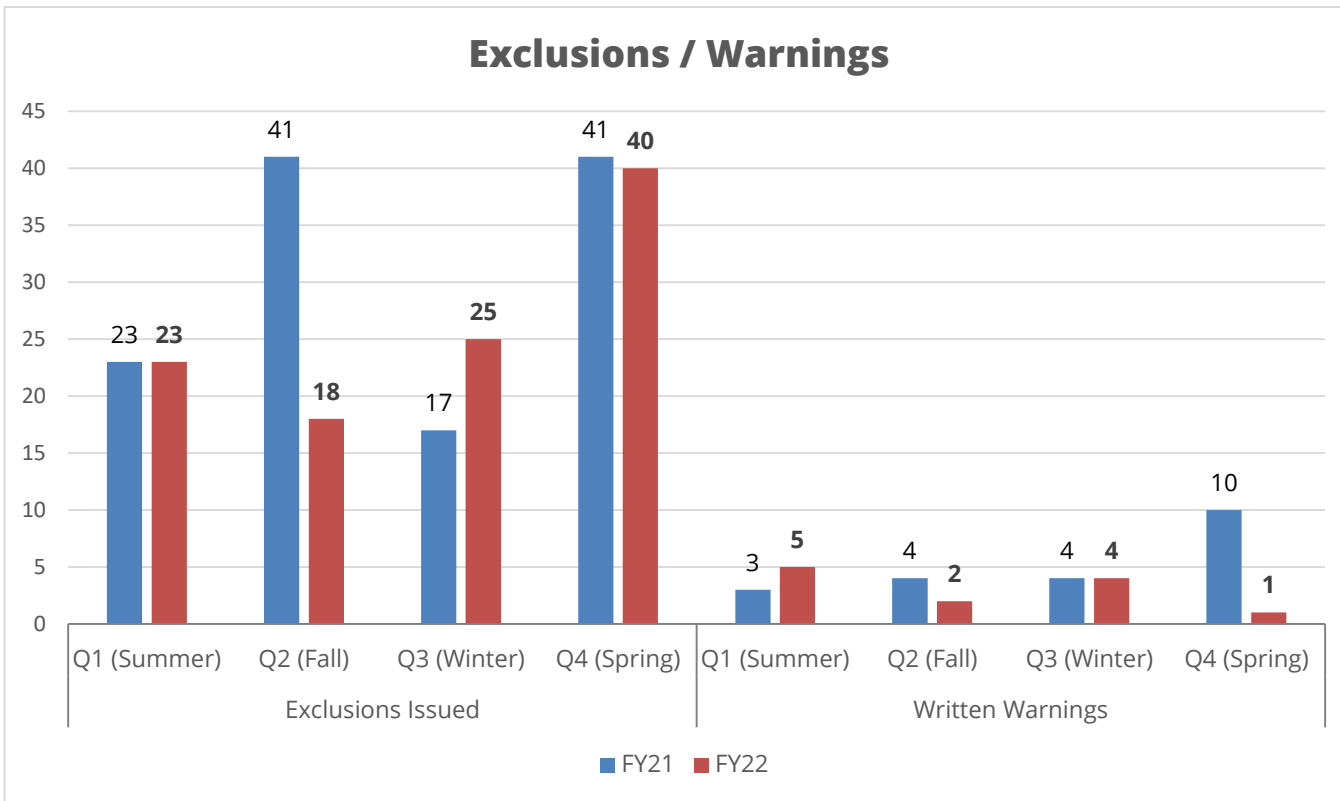
Memorandum of Understanding - Salem Police Services

- Beginning July 1, 2022 the formal relationship with Salem Police Department and the District changed
- 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
- 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. Additionally, update riders on current COVID requirements to ride and offer masks as needed.

You can see a significant drop in contacts beginning in Q1 as compared to FY21. The Customer Service Lobby reopened in July 2021 making information more accessible to riders.

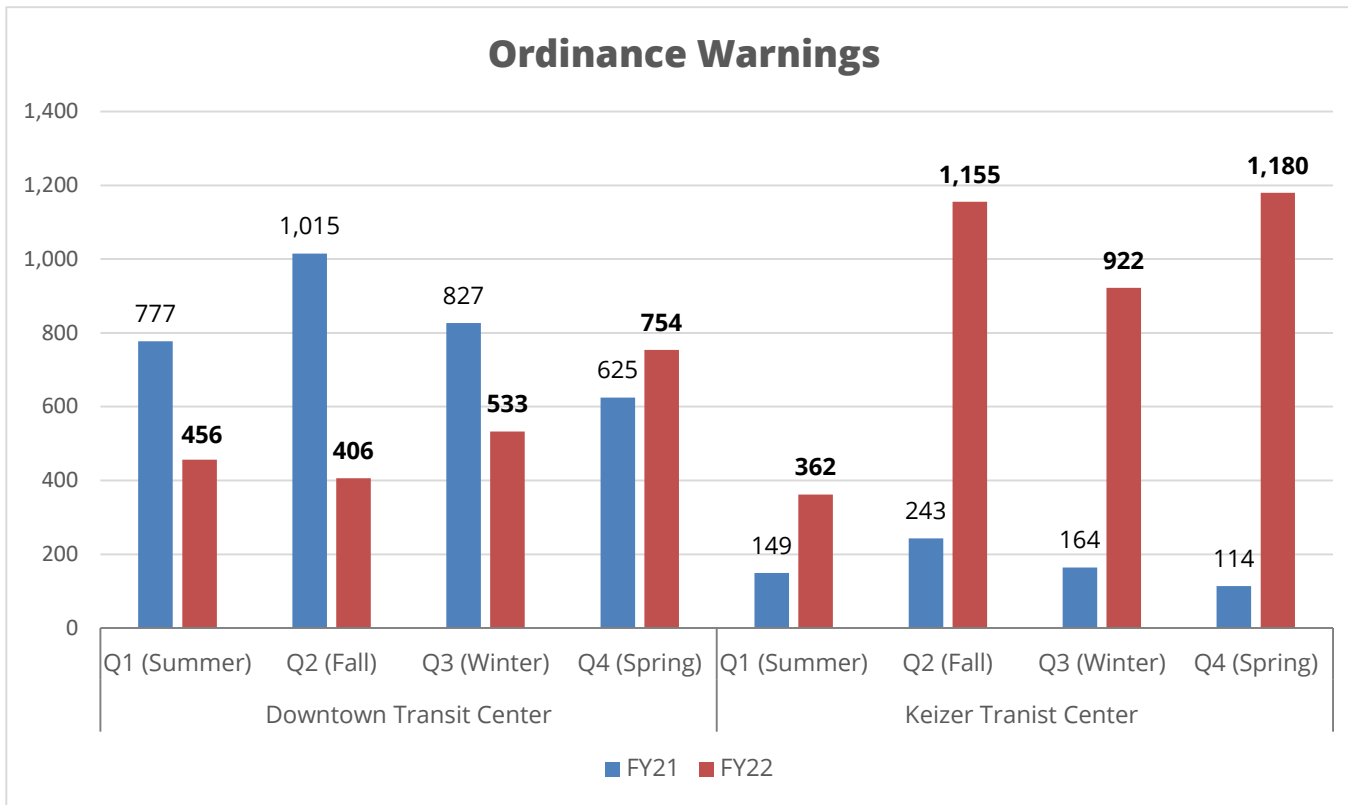


Exclusions

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

Warnings

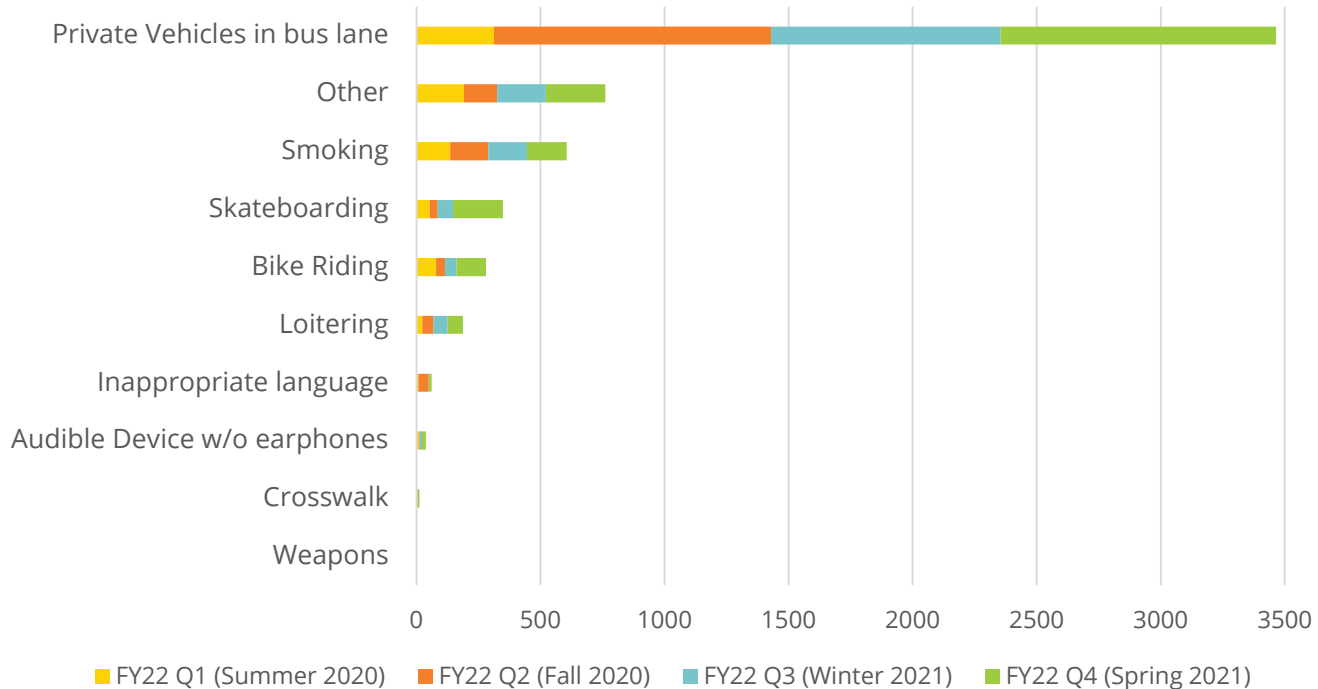
Safety Violations, Solicitation, etc.



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

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

Ordinance Verbal Warnings

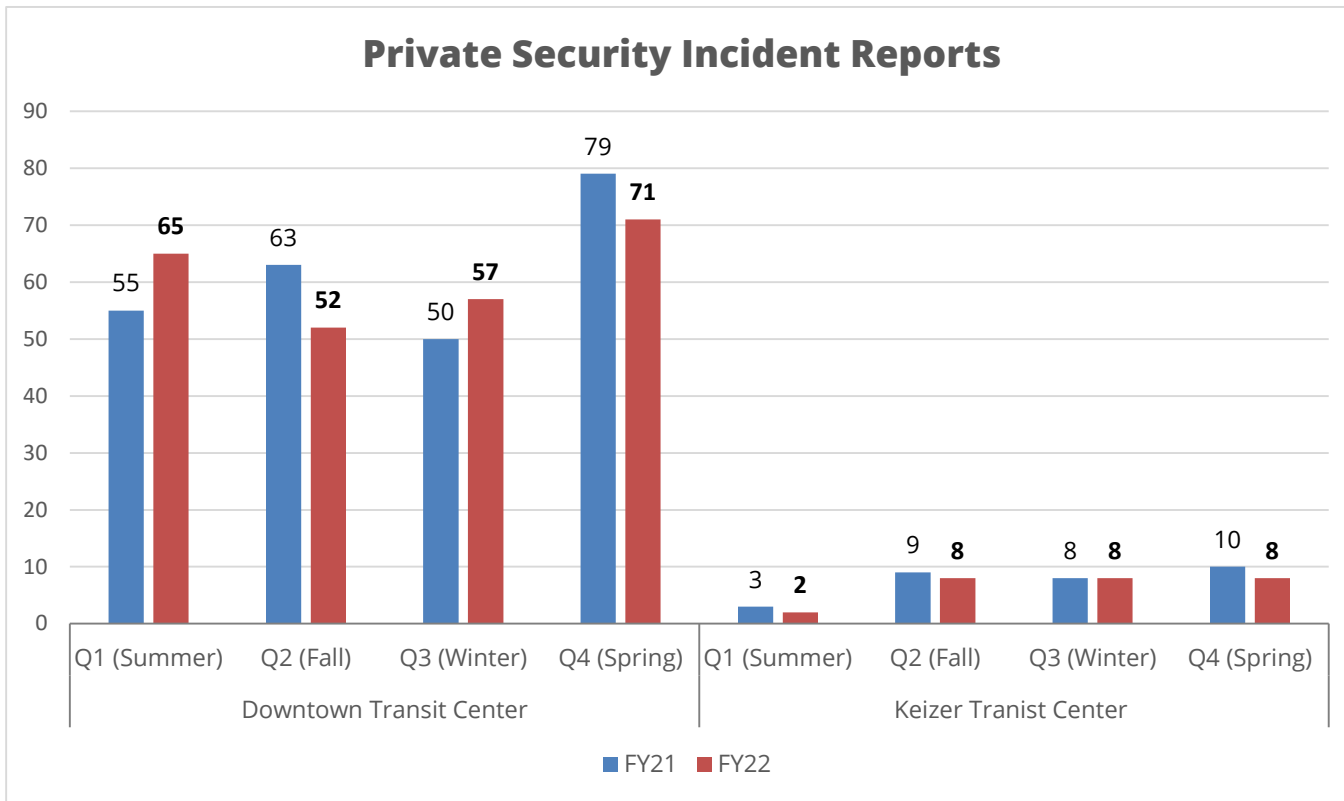


You can see the high numbers of private vehicles entering the bus lane at KTC. Staff have taken steps to mitigate the risk of collision this presents.

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

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

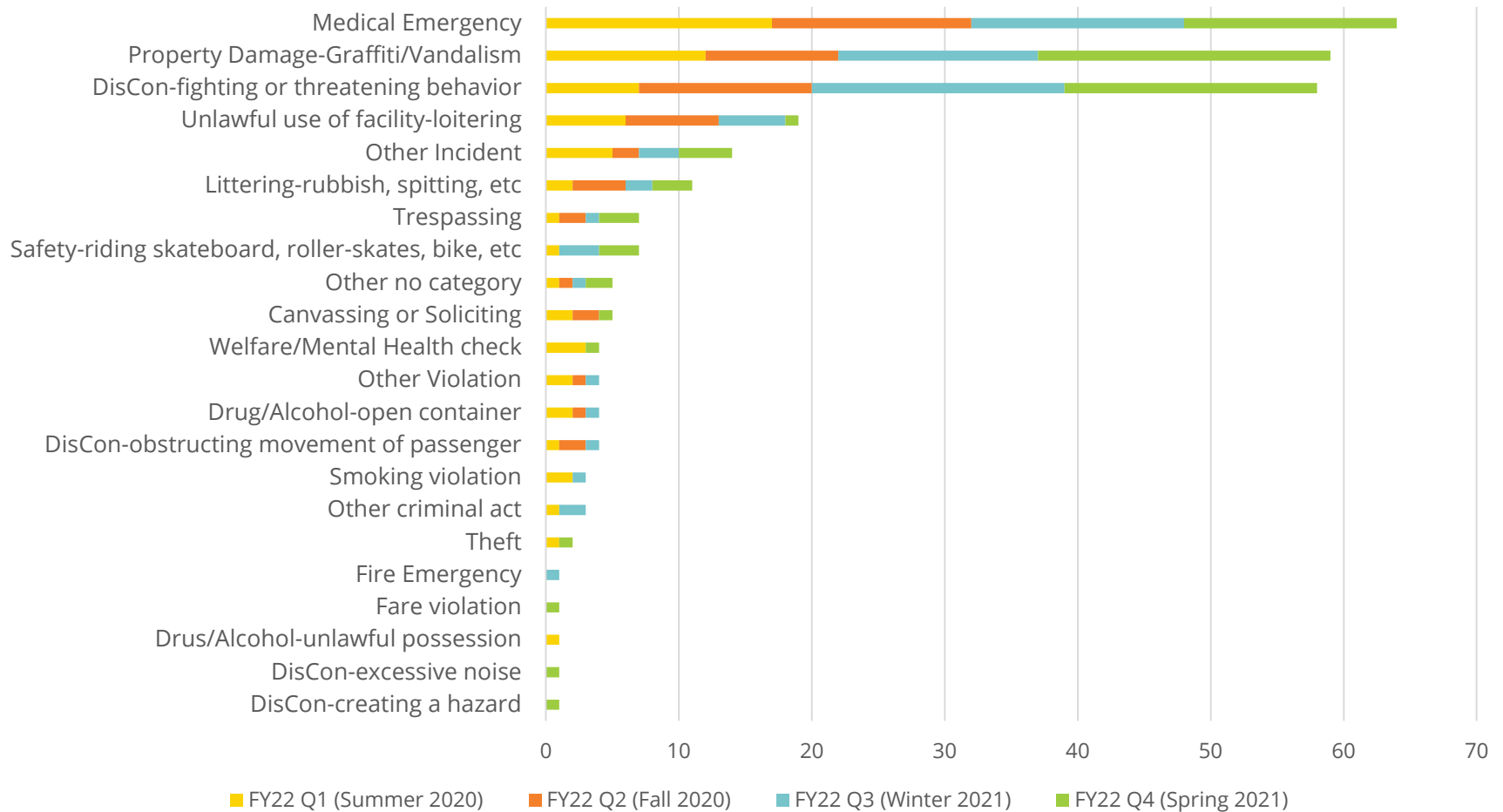




**Incident reports generated by our security services contractor only:
 Does not include Transit Operator reports
 Does not include incidents with police involvement**

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

Private Security Incident Reports

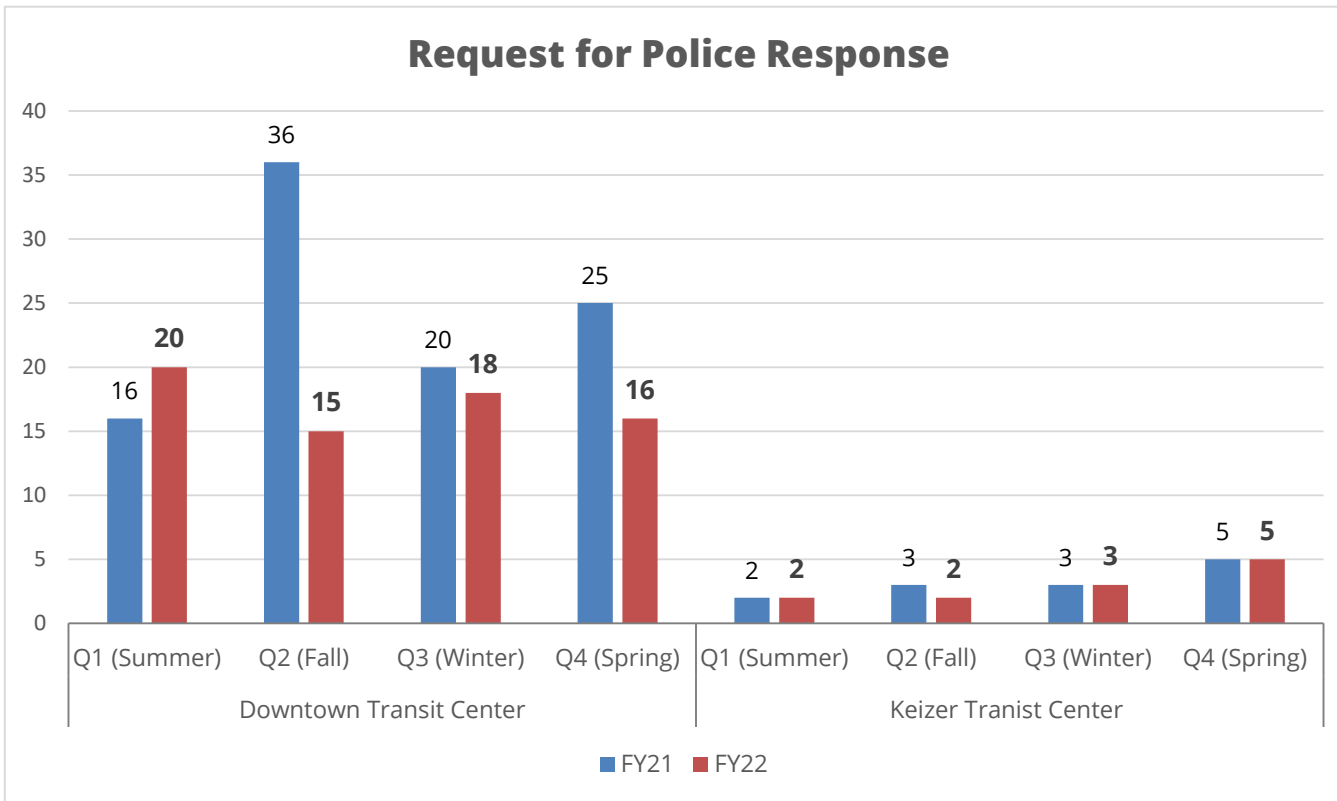


MOST COMMON INCIDENTS

- **The top three types of incidents in FY21 were medical emergency, graffiti/vandalism, and disorderly conduct.**

- **In FY22, the most common incidents were as follows:**
 - Medical Emergency – 64 (66 in FY21)
 - Graffiti/Vandalism – 59 (51 in FY21)
 - Disorderly Conduct – 58 (35 in FY21)

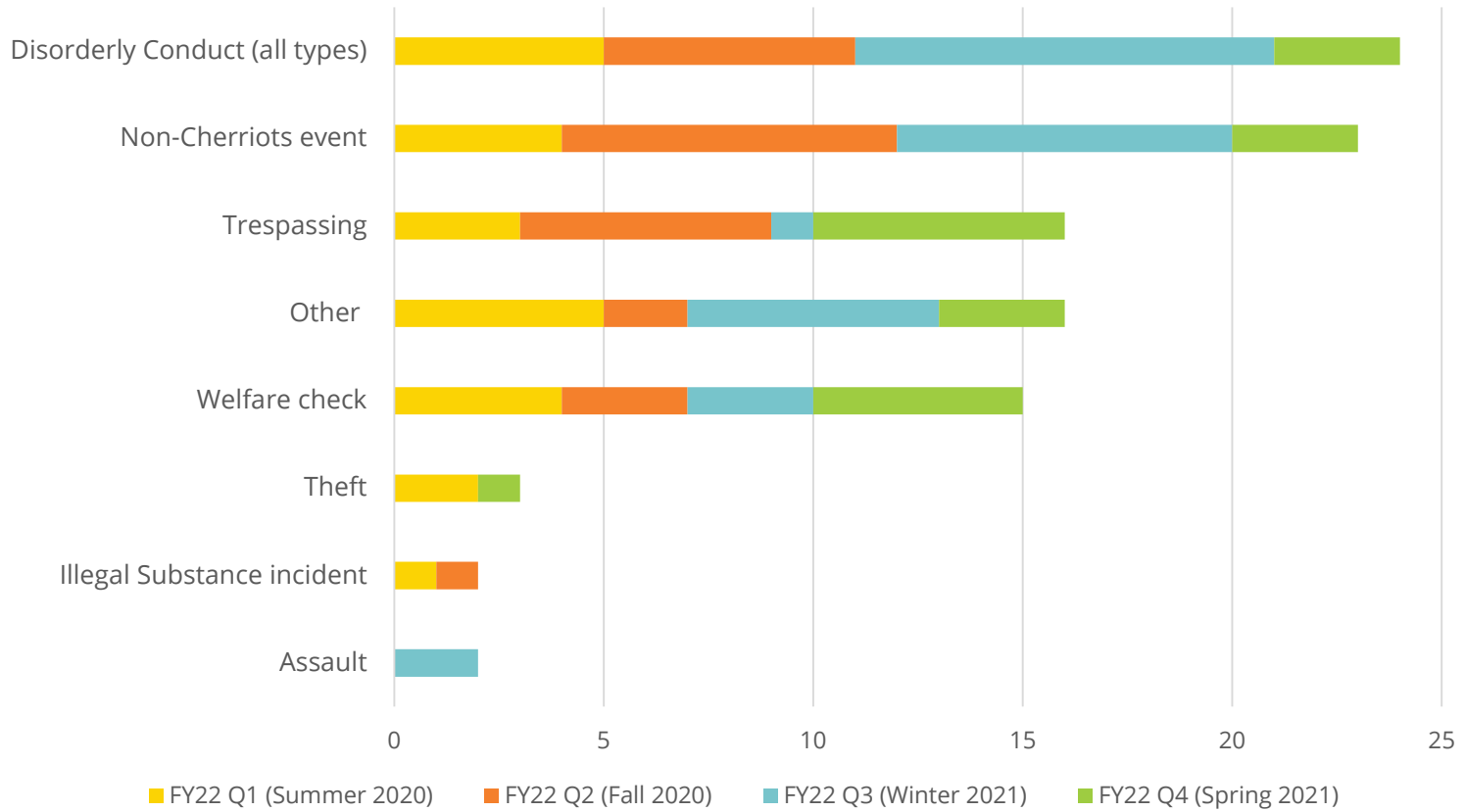




Primarily: Salem Police Department

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 144 in FY21 and 101 in FY22:
 - Disorderly Conduct – 24 (59 in FY21)
 - Non-Cherriots – 23 (19 in FY21)
 - Trespassing – 16 (23 in FY21)
 - Other – 16 (17 in FY21)

DISORDERLY CONDUCT – UNRULY OR UNWANTED BEHAVIOR

Incidents of unruly and threatening behavior dropped slightly in comparison to last year, with 94 in FY21 and 91 in FY22. This total does not include Incident Reports from Transit Operators.

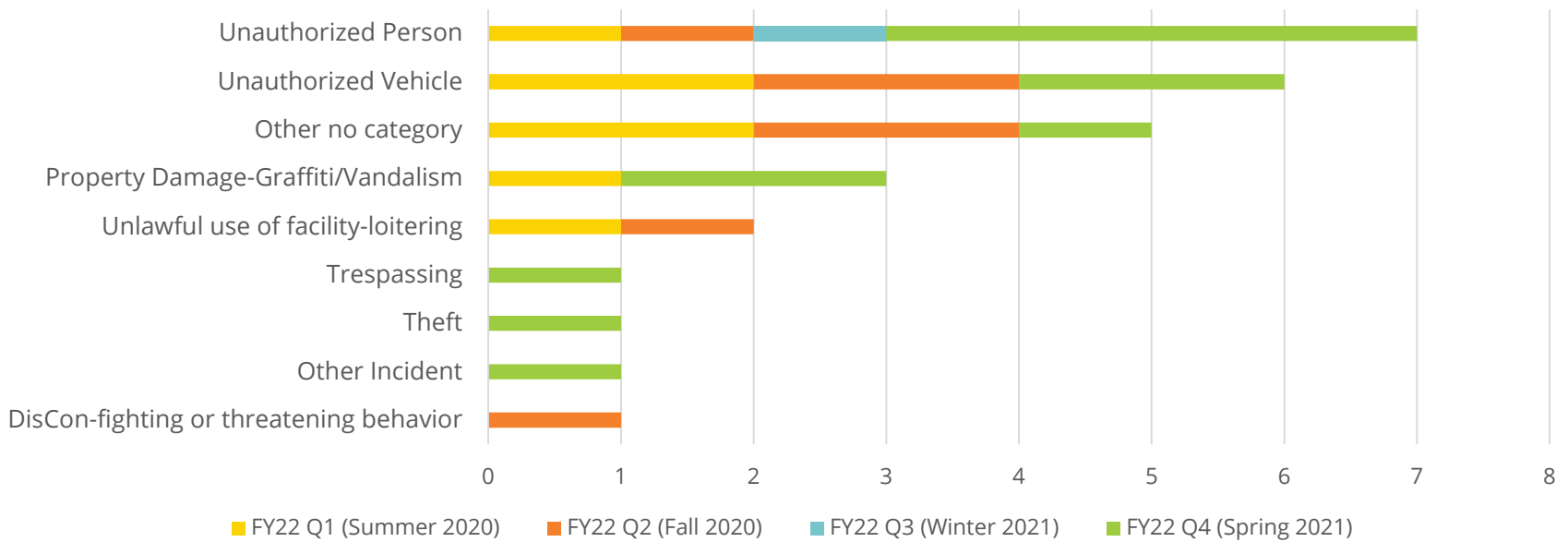
Of all incident reports District wide, 9 involved assaultive behavior (physical contact made), a decrease from 16 in FY21.

- 7 were between private citizens, either at the Downtown Transit Center or onboard a bus.
- 2 involved Cherriots employees, one employee was injured during the incident.

DPI SECURITY

- **In August 2021, a security services contract began at the Del Webb Operations Headquarters.**
- **There were 27 incidents reported during FY22.**
- **The most common type of incidents were as follows:**
 - **Unauthorized Person – 7**
 - **Unauthorized Vehicle – 6**

Private Security Incident Reports at the Del Webb Operations Headquarters



INTERNAL SYSTEM SAFETY AND SECURITY WORKGROUP

In February 2022, an internal workgroup was established comprised of various internal team members with an emphasis on frontline staff.

The goal of the group is to better understand safety and security concerns, as well as what our frontline staff are seeing and experiencing throughout their day.

The group aspired to collaboratively develop ways for the organization to respond to issues; implement policy, procedures and training for staff; and take actions necessary to address concerns to the greatest extent possible.

SERVICE DISRUPTIONS

The community experienced various incidents in the proximity of the transit centers that impacted operations.

- In December 2021, a suspicious package was investigated by Salem Police at the Equitable Center, located north of the Downtown Transit Center. Multiple road closures impacted operations; however, a full evacuation of the transit center was not necessary.
- In March 2022, a shooting occurred at the Salem Center Mall. The investigation and resulting road closures impacted the operation of the Downtown Transit Center and a shelter in place was called by Marion County for the Courthouse Square Building.

SERVICE DISRUPTIONS

- In March 2022, a suspicious package was reported on an inbound Cherriots bus. The bus was stopped and evacuated on Chemeketa St. prior to arrival at the Downtown Transit Center. Salem Police Department conducted an investigation and determined the incident was a false alarm.
- Additionally in March 2022, a fight occurred at the Downtown Transit Center, which proceeded into the middle of Church St. One of the suspects was cut with a knife. Salem Police Department responded and conducted an investigation, shutting down portions of Church St. The last departure of the service day was impacted due to the investigation.

SERVICE DISRUPTIONS

- In April 2022, a large rally event occurred at the Volcano Stadium in Keizer Station. The heavy volume of traffic resulted in Keizer Transit Center being inaccessible. Operations were temporarily moved to an alternate location until traffic cleared.
- In June 2022, a shooting occurred approximately one block north of the Downtown Transit Center. The Salem Police Department conducted an investigation, which impacted operations because the victim came to the North Block after being shot.



EMERGENCY PLANNING ACTIVITIES

- A number of emergency planning activities have taken place over the past year.
 - In October 2021, 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.
 - Also in October, floor monitor training was conducted at Courthouse Square to prepare leaders for a building evacuation and educate them on their role in an emergency.

EMERGENCY PLANNING ACTIVITIES

- More exercises
 - In November 2021, a Winter Operations Emergency Operations Center exercise was conducted to prepare staff for inclement weather. This event better prepared staff to deliver vital transportation services even when serious weather strikes.
 - In February 2022, the Emergency Coordinator worked closely with the Customer Service staff to develop a relocation readiness plan that can be activated without notice to ensure our ability to provide a World Class Customer Experience during disruptions.
 - In June 2022, Incident Commander training was conducted at Courthouse Square. This training was followed by a functional exercise to practice radio protocols with floor monitors during a building emergency.

EMERGENCY PLANNING ACTIVITIES

- In January 2022, the Resolve to be Ready campaign was launched to enhance staff preparedness.
- Each month, topic specific information is provided to staff in an effort to improve personal and family preparedness. With the peace of mind that their families are safe and cared for, staff will be more likely to report to work in an emergency and support the Continuity of Operations Plan.
- An Emergency Preparedness web page was created on the employee portal, where information on various topics can be found. This page also includes links to local, state and federal preparedness resources.



Questions?

