

Security Report FY 2017-18

Board Meeting – September 27, 2018

Karen Garcia

Security and Emergency Management Manager



Multi-Agency Security Team



Transit Security Services Contract

- G4S Secure Solutions, Inc. (G4S)
- July 2017 through December 2017



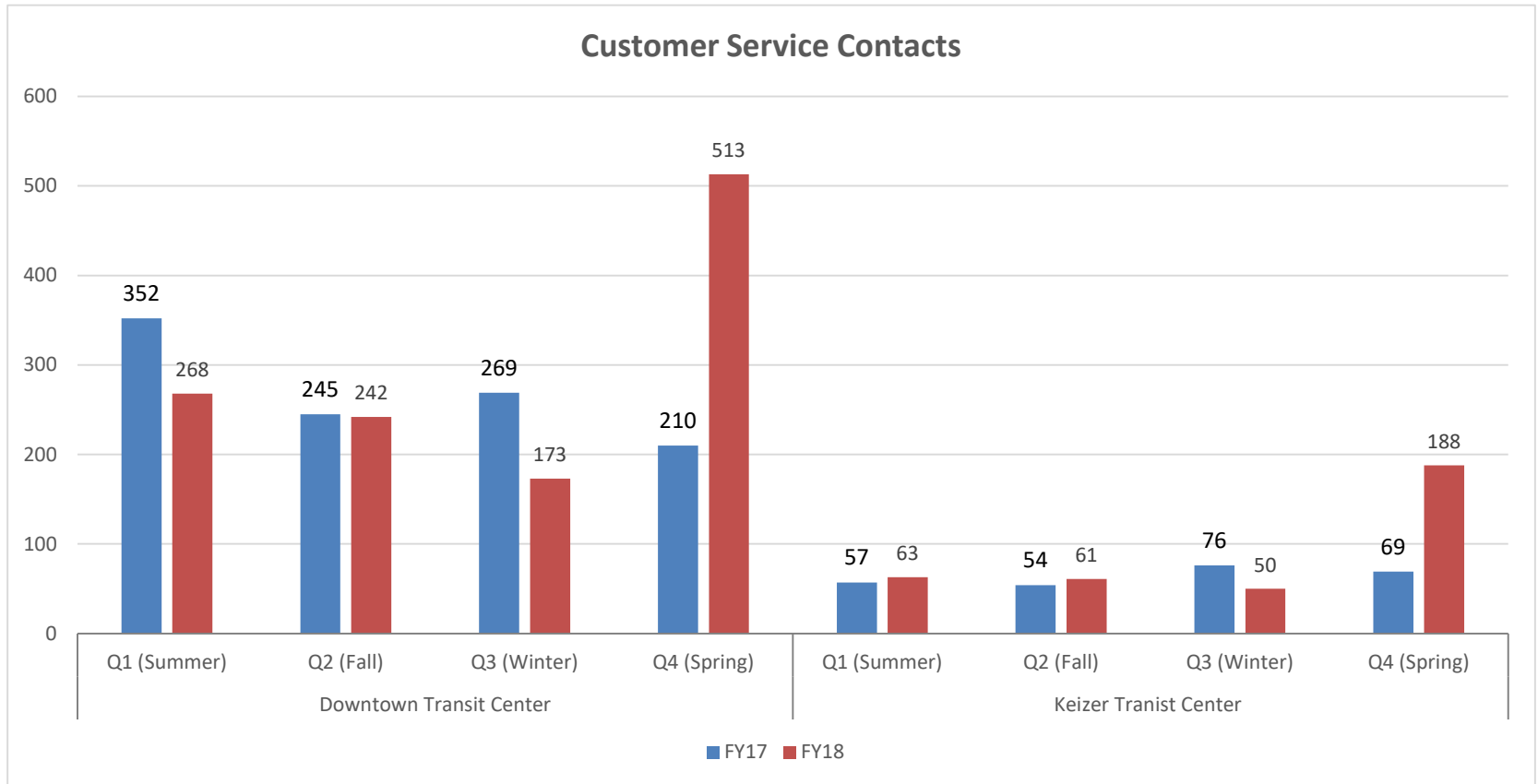
- Allied Universal Security Services (AUS)
- January 2018 through June 2018





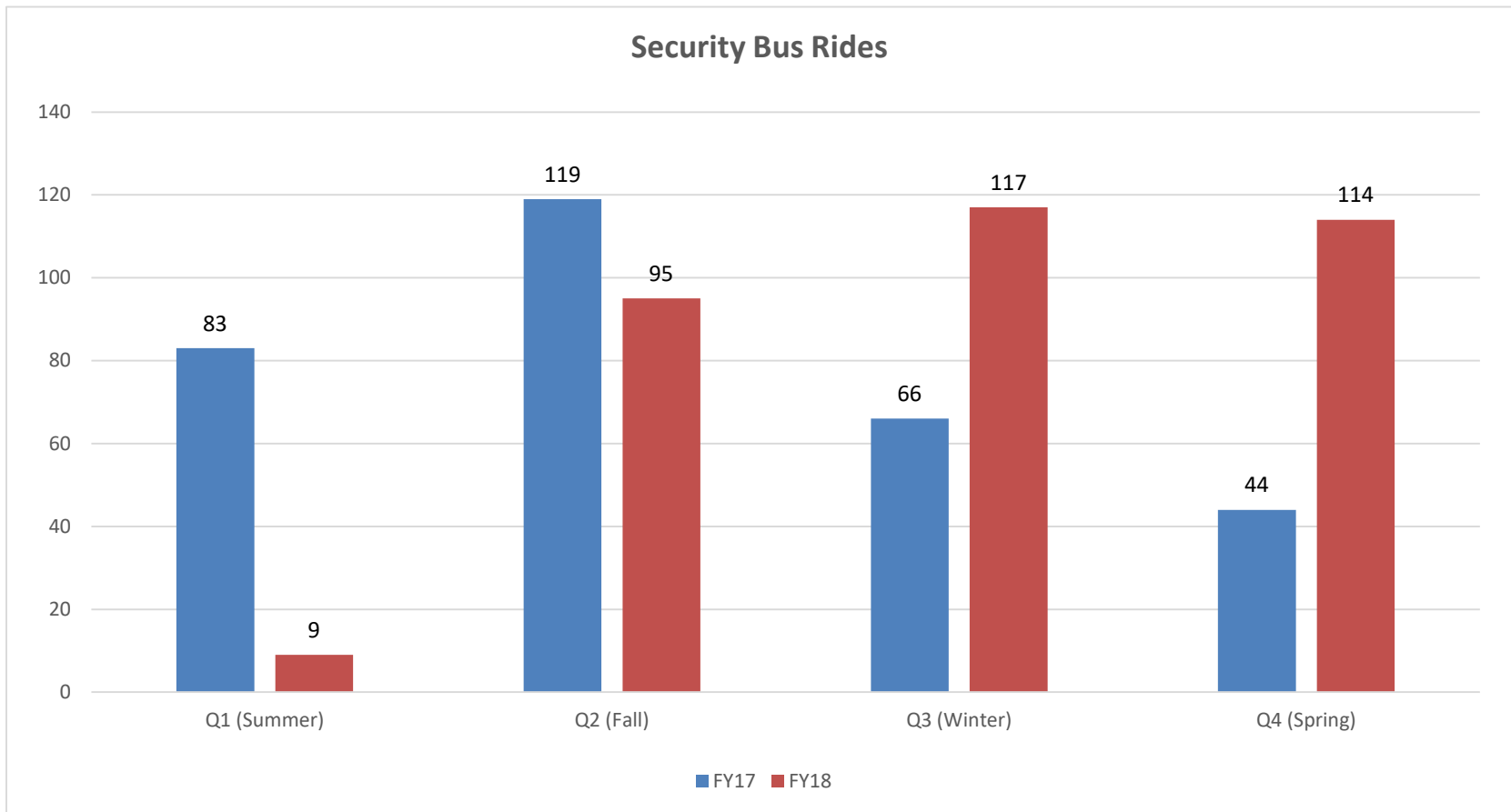
Security Team Responsibilities

- 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



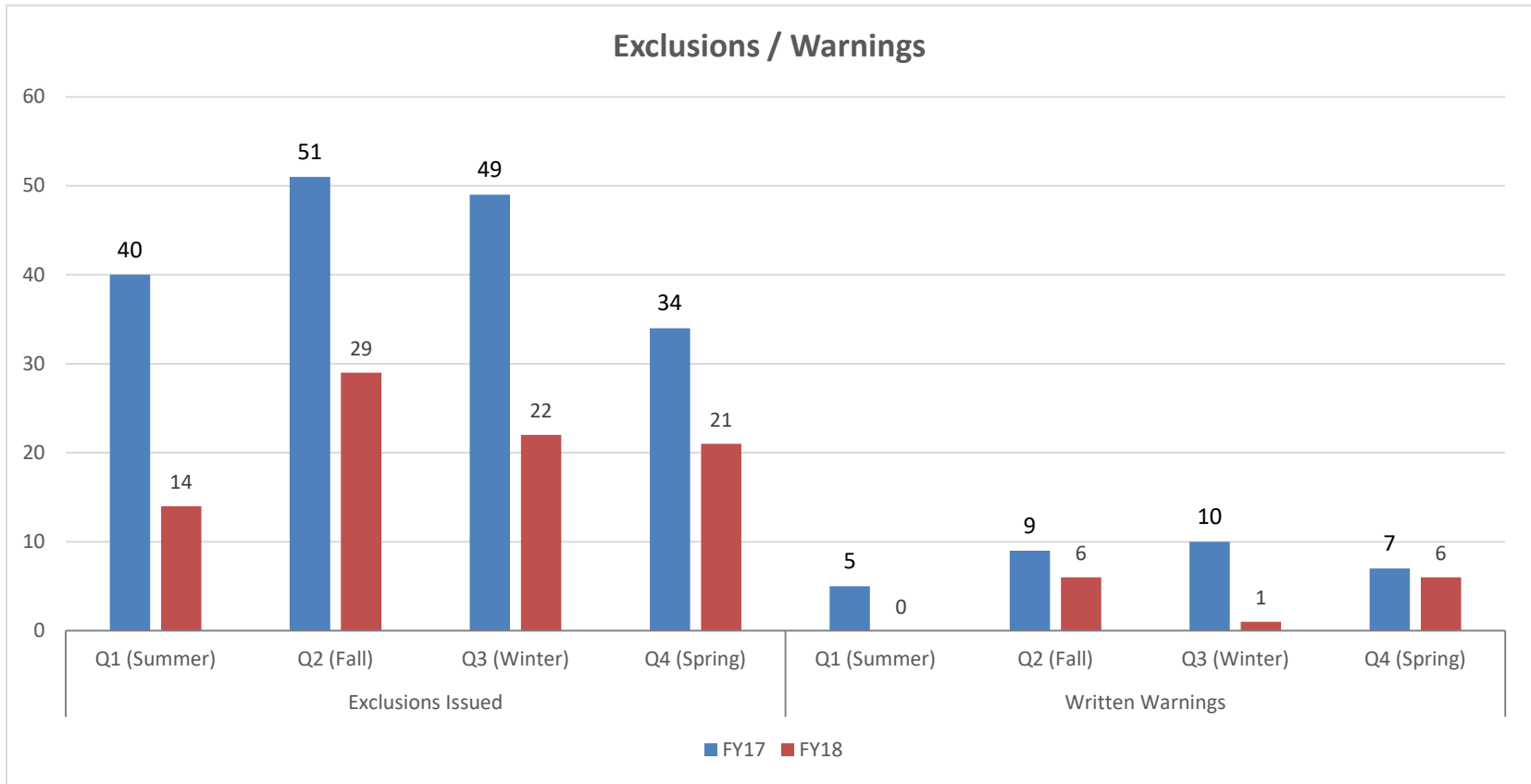
Customer Service Contacts: Assisting with route information, directions, etc.

A request was made to the new security services contractor, AUS, to increase presence on the transit centers and engage our customers more. This attributed to the large increase in Customer Service Contacts during the spring quarter.



**Safety and security of customers and operators is our priority.
A security presence deters unwanted and undesirable behavior in the system.**

The drop in bus rides during the summer quarter was due to staffing turnover with the previous security services contractor, G4S.

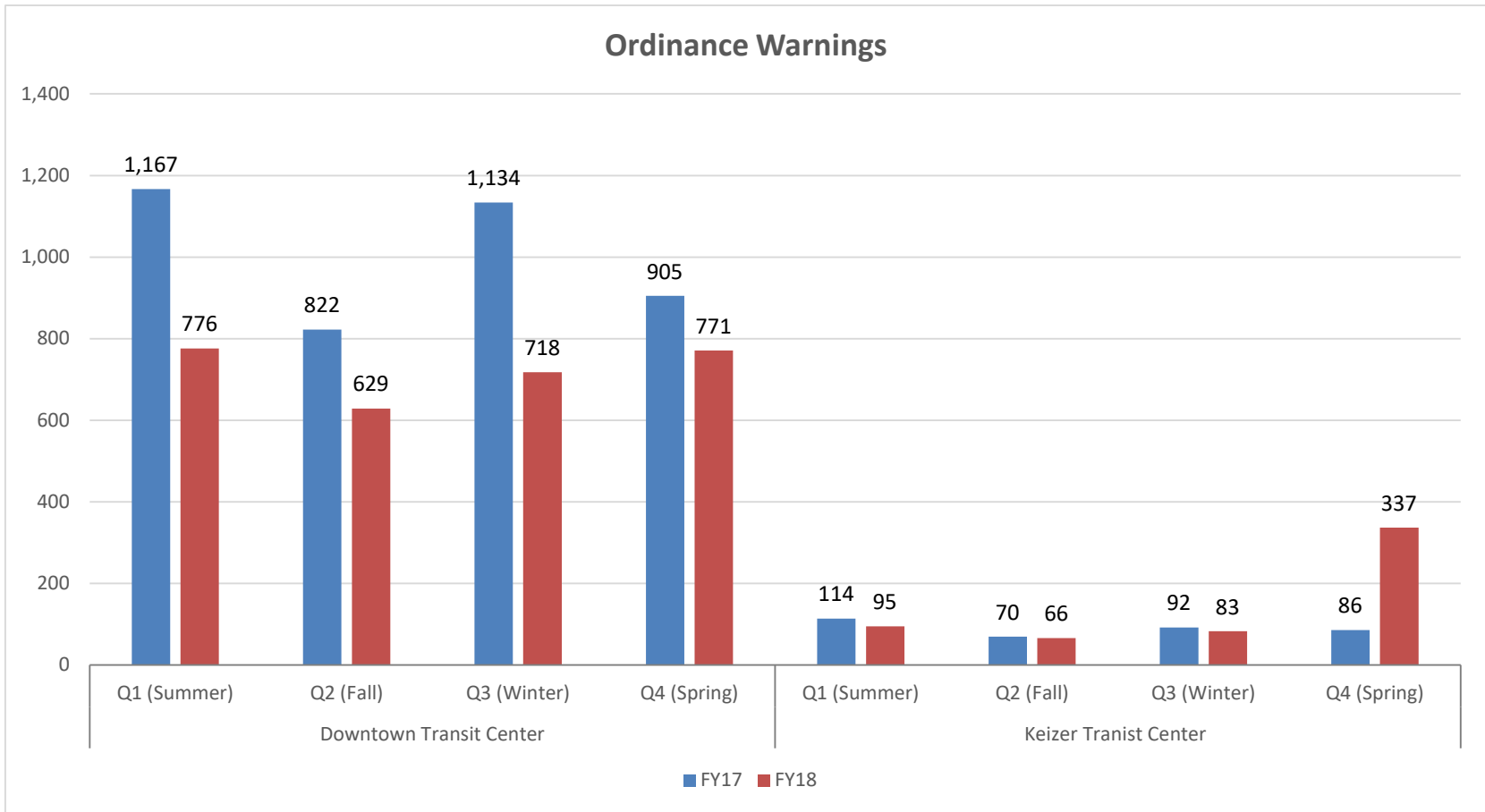


Exclusions

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

Warnings

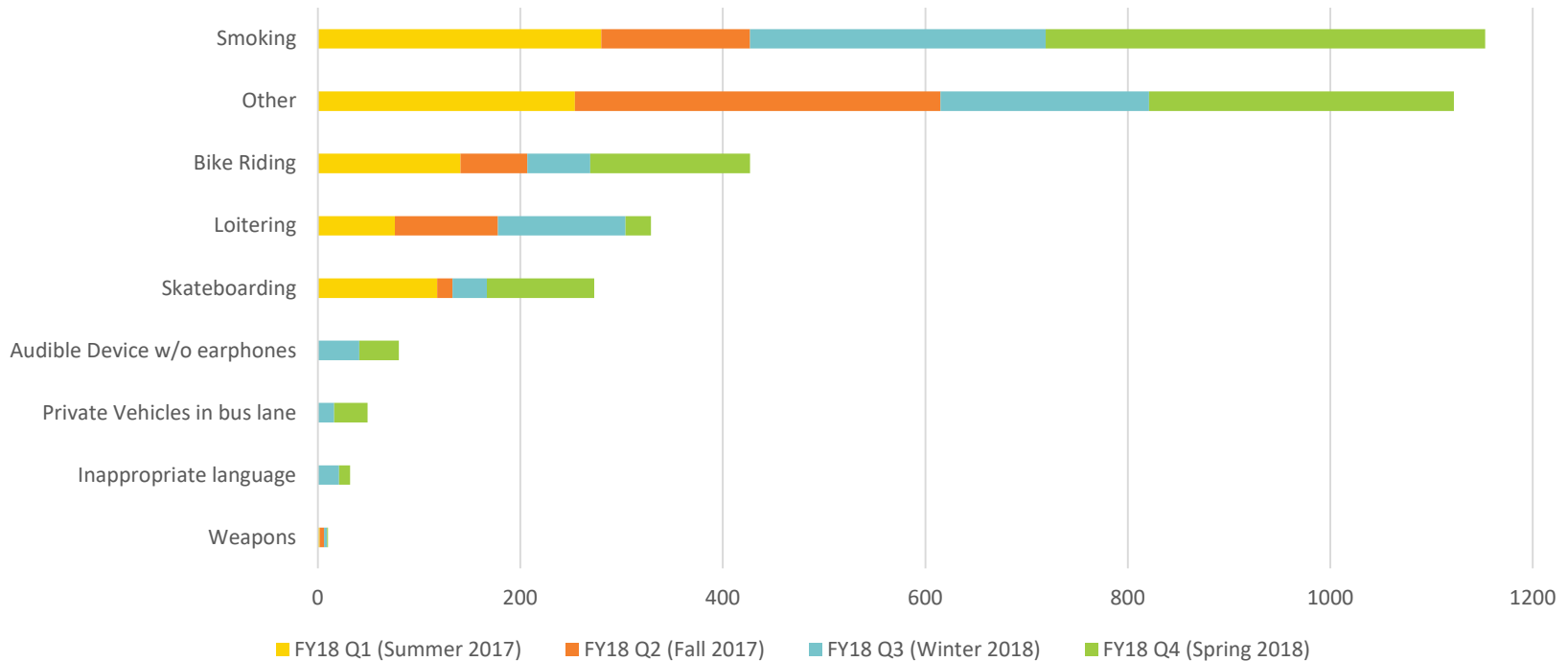
Safety Violations, Solicitation, etc.



Public education of rider behavior expectations.

Compliance for personal safety and comfort of other customers.

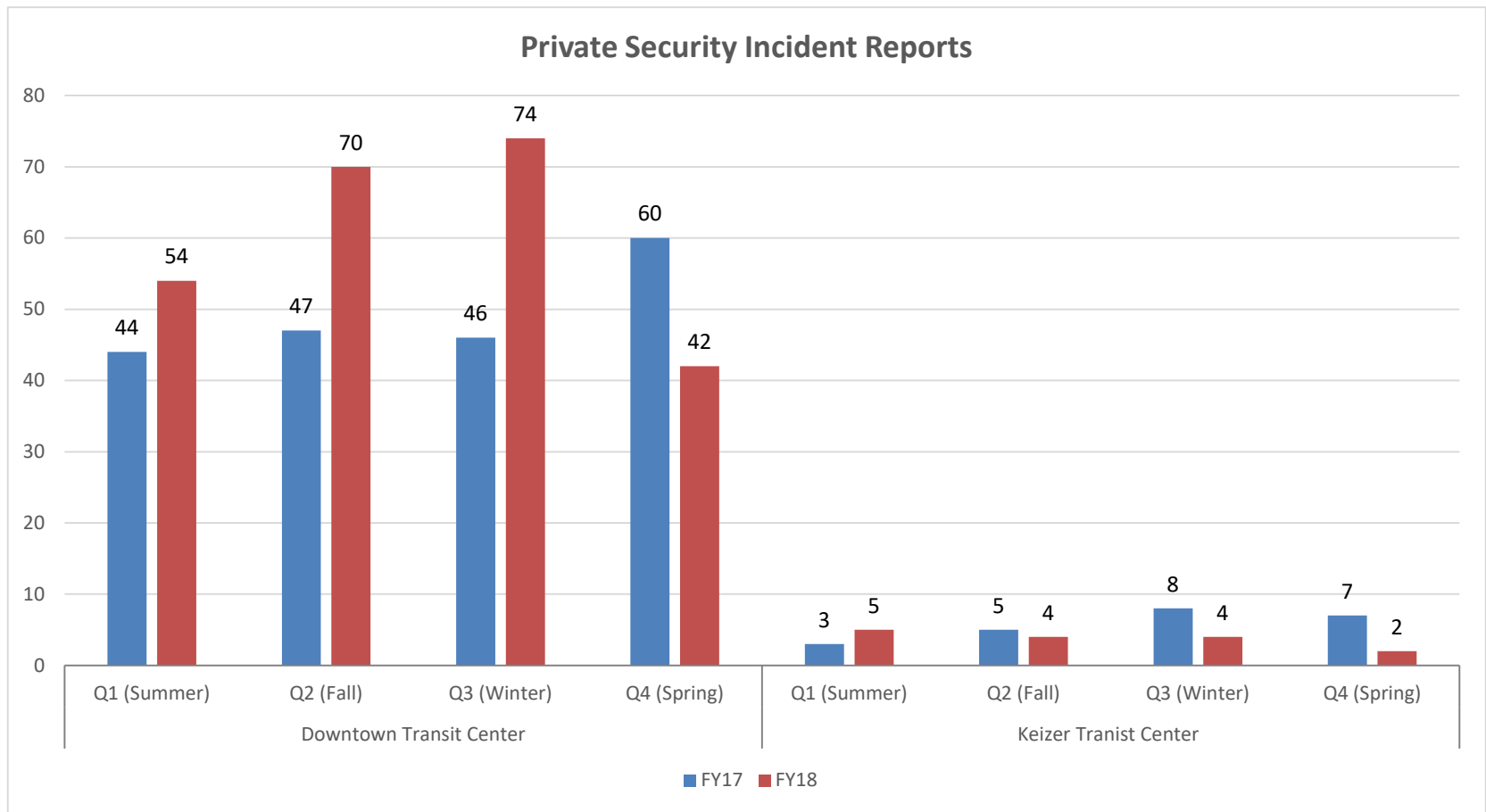
Ordinance Verbal Warnings



Smoking where prohibited and bike riding are consistently high on the list each year. “Other” category includes: private cars in bus lane, solicitation or panhandling, loud music, rough housing, spitting, etc.

The “Other” category has been significant in past years. Beginning January 2018, three violations were added to the itemized statistics count to further clarify warning activity.

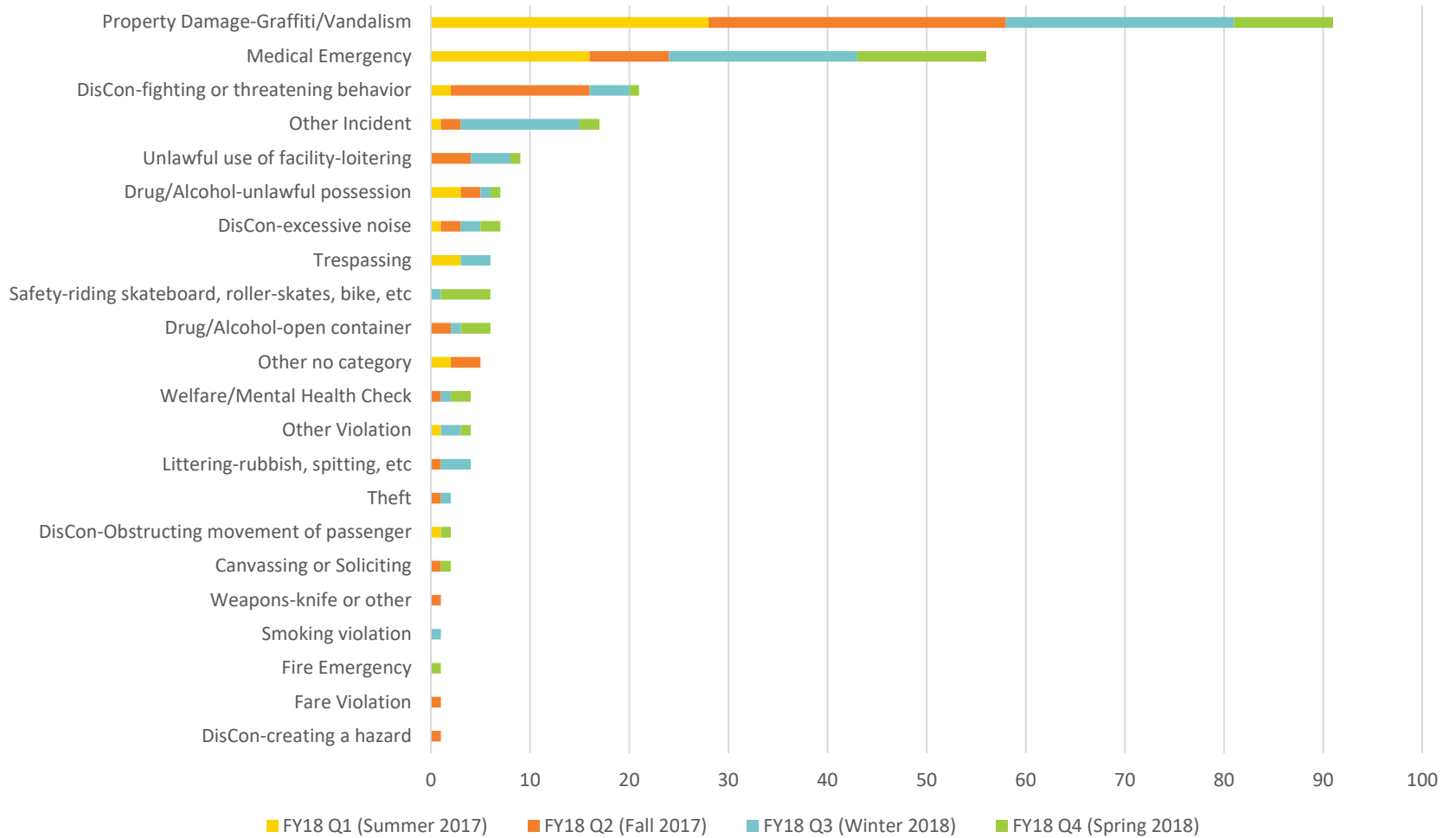




**Incident reports generated by our security services contractor only:
 Does not include Transit Operator reports
 Does not include incidents with police involvement**

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

Private Security Incident Reports

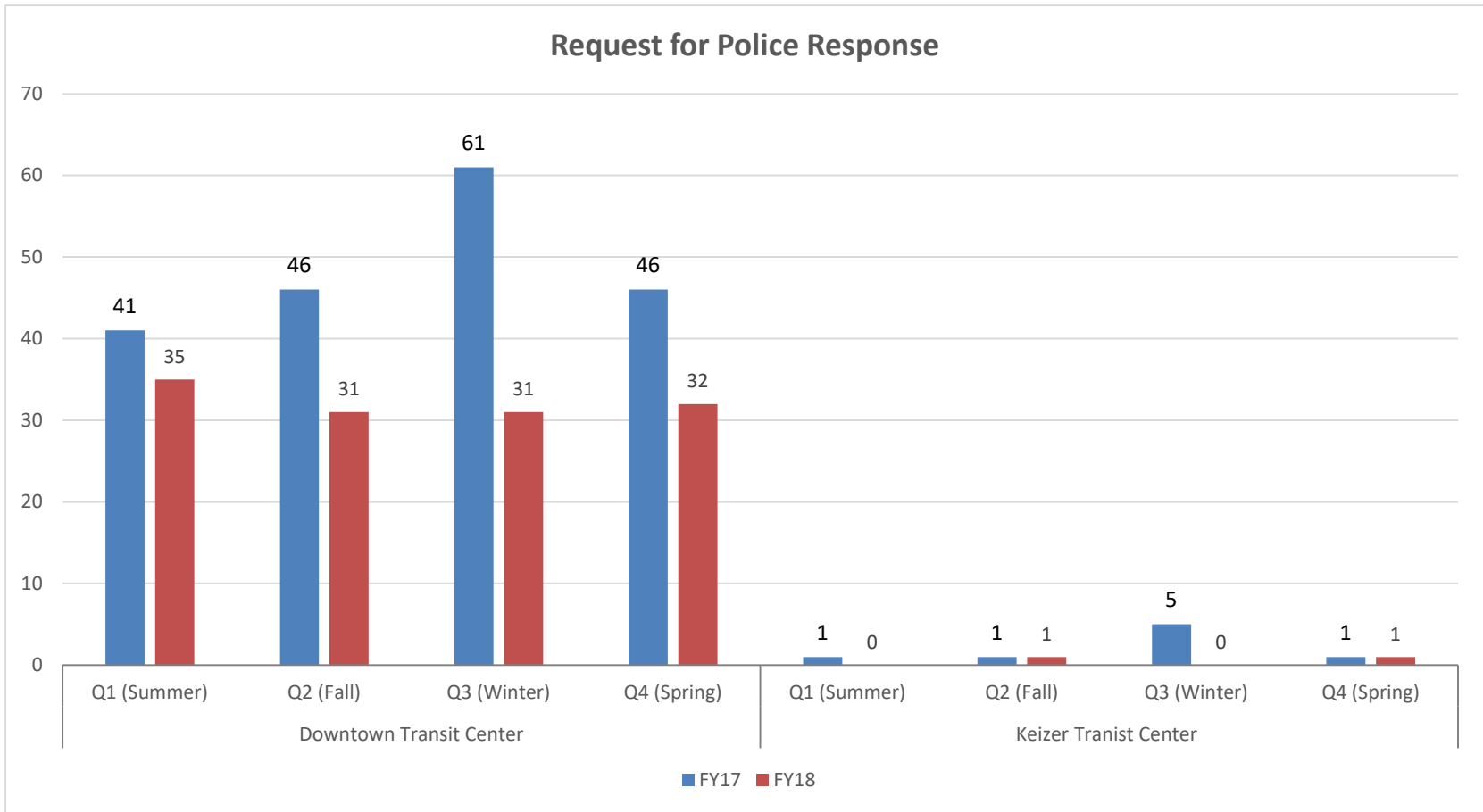


MOST COMMON INCIDENTS

- **The top three types of incidents in FY17 were medical emergency, graffiti, and loitering**

- **In FY18, the most common incidents were as follows:**
 - Graffiti/Vandalism – 91 (53 in FY17)
 - Medical Emergency – 56 (46 in FY17)
 - Disorder Conduct – 21 (17 in FY17)

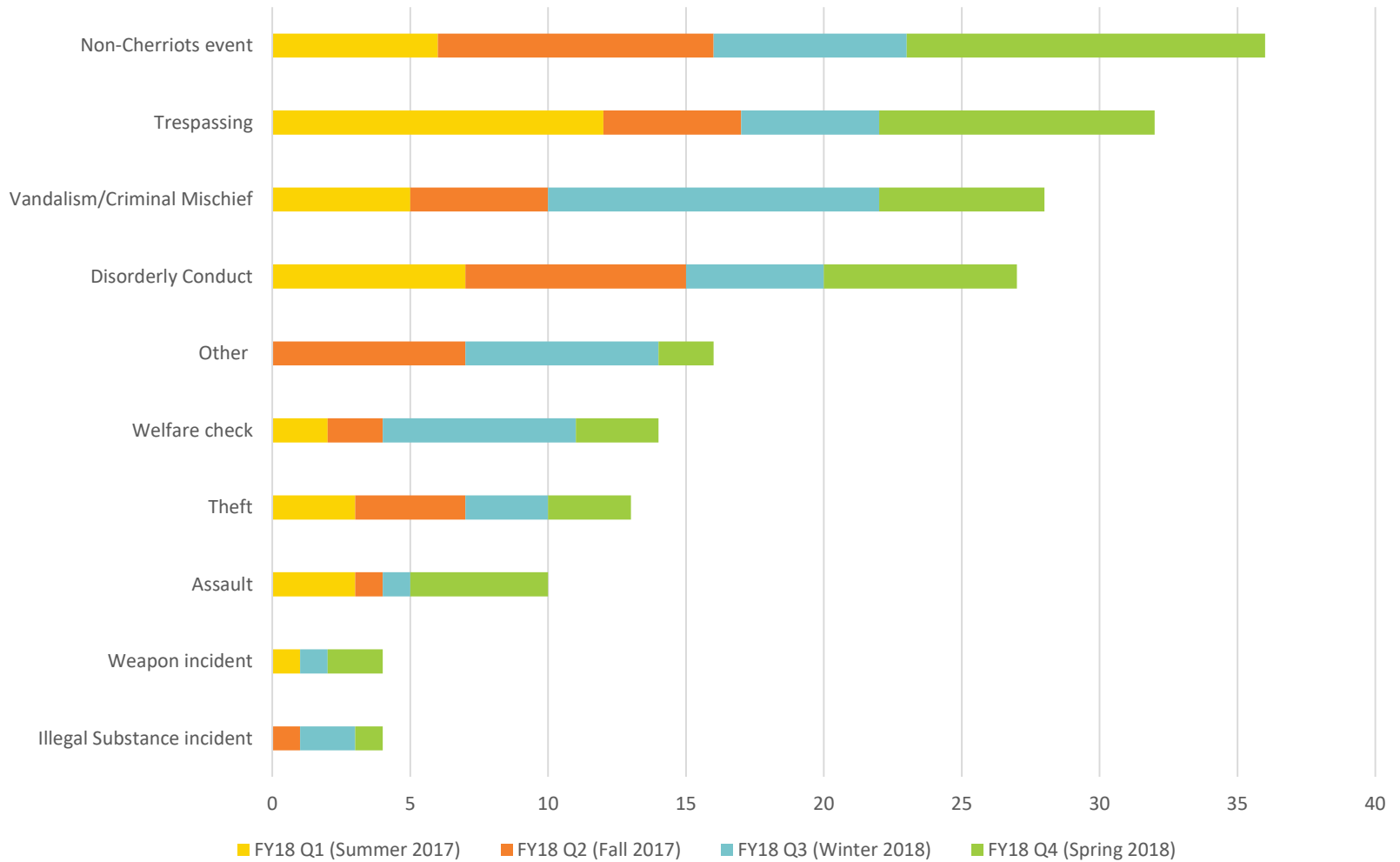




Primarily: Salem Police Department

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

Police Activity



POLICE ACTIVITY

- **The top four types of activities have remained the same during the past two fiscal years. Overall, incidents involving police have decreased significantly from 252 in FY17 to 184 in FY18:**
 - Non-Cherriots – 36 (47 in FY17)
 - Trespassing – 32 (66 in FY17)
 - Vandalism – 28 primarily shelter damage (26 in FY17)
 - Disorderly Conduct – 27 (40 in FY17)

DISORDERLY CONDUCT – UNRULY OR UNWANTED BEHAVIOR

Incidents of unruly and threatening behavior have decreased from last year, with 57 in FY17 and 48 in FY18.

Assaults (physical contact made): increased from 4 in FY17 to 10 this year.

- Five were between private citizens, either at the Downtown Transit Center or onboard a bus
- Five involved non-riders: One was a security services officer, two Salem Police officers, and two involved transit operators.



CONTINUOUS IMPROVEMENT

- We continue to work on our Customer Education Campaign which will increase rider awareness of behavior expectations throughout the system
- Cherriots will test our Continuity of Operations Plan by conducting a table top exercise
- Staff are currently defining our needs related to an Incident Reporting software tool, which will allow for greater analysis of safety and security data

CONTINUOUS IMPROVEMENT

- A visitor call system will be procured for the Del Webb Operations Center, which will improve safety and security of staff and enable identification of visitors prior to entry
- We continue to increase security awareness among our staff, by updating policies and procedures for access to our secure spaces
- Incorporate security tools for forward facing staff to employ when in need of assistance or in the event of an emergency

Questions?



