



SFMTA

SFMTA Security, Investigations & Enforcement and Muni Security Incidents

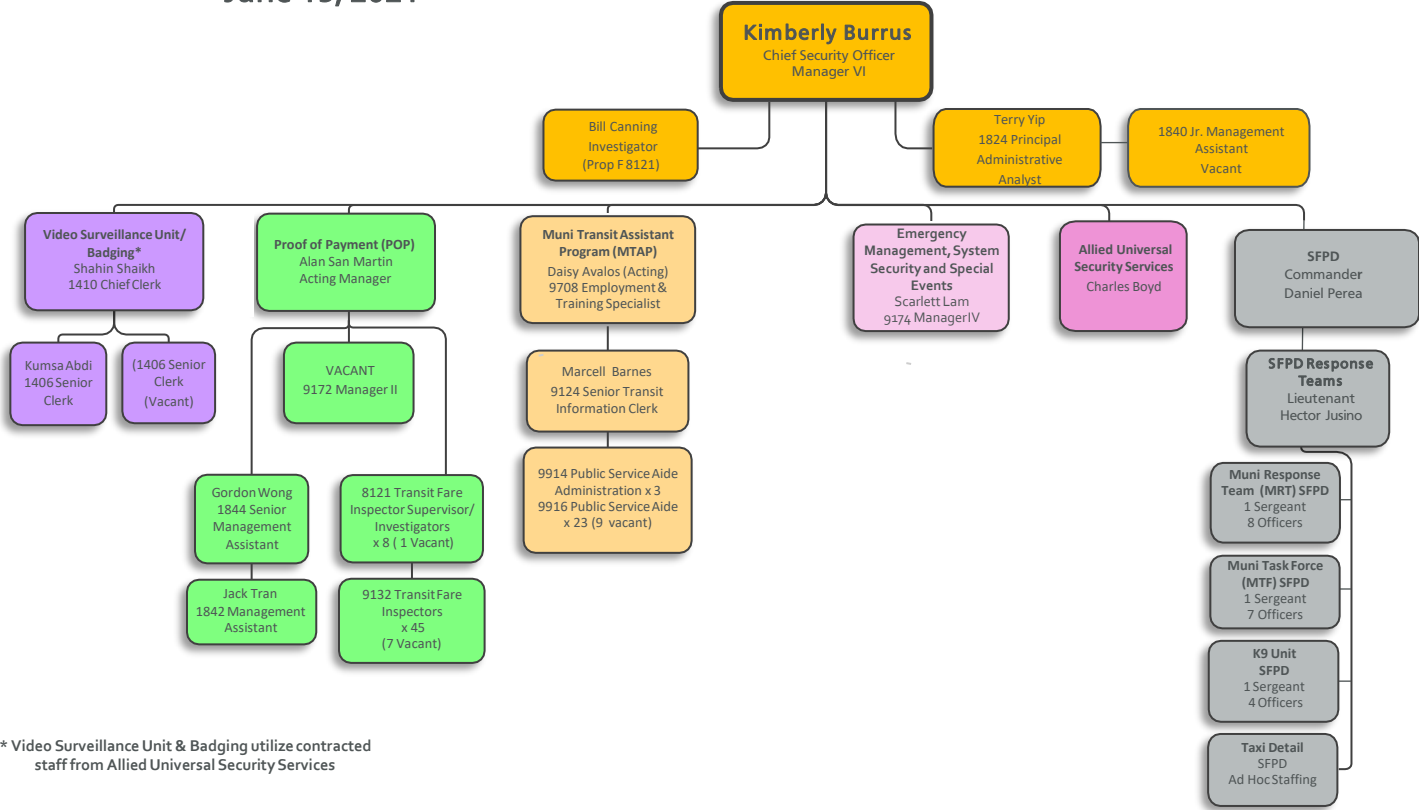
Security, Investigations, and Enforcement

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Organizational Chart



Security, Investigations and Enforcement June 15, 2021



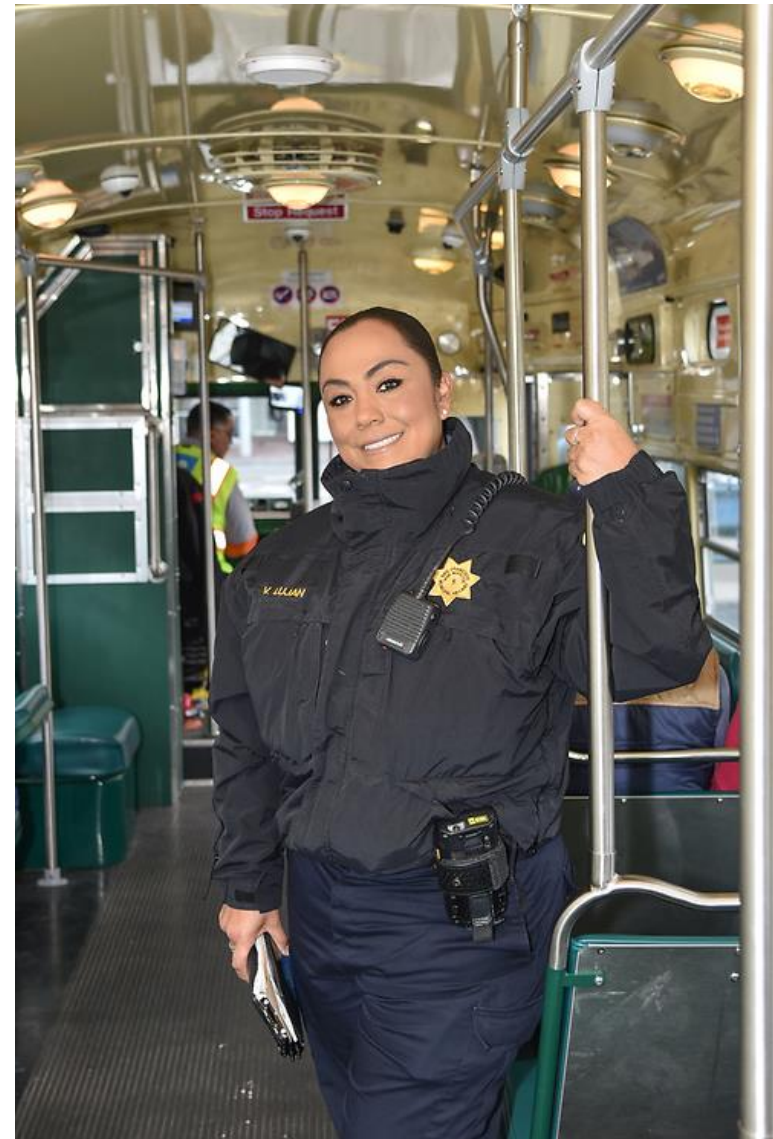
* Video Surveillance Unit & Badging utilize contracted staff from Allied Universal Security Services

Security, Investigations, & Enforcement

1. **Proof of Payment Unit (POP)**– ensure fare compliance on all SFMTA vehicles, subway stations and bus stops.
2. **Muni Transit Assistance Program (MTAP)**– Community-based staff to minimize juvenile disturbances and provides overall support to our operators and riders on SFMTA routes, vehicles and bus stops.
3. **Video Surveillance Unit** – Records and stores all video footage from SFMTA vehicles, subway stations, facilities for use in investigations and legal action.
4. **Emergency Preparedness Department** – Responsible for agency-level all-hazard emergency management, training and exercises.
5. **Contract Security Service and SFPD-SFMTA Work Order**

Proof of Payment Unit (POP)

- Conducts inspections for fare compliance on all SFMTA vehicles, bus stops, rail platforms, and subway stations
- Transit Fare Inspectors are responsible for checking fares on the transit system as well as providing customer service and assistance to transit riders. The unit also supports special events, like the SF Giants
- Fare Inspectors presence in the MUNI system helps deter fare evasion and criminal behavior
- Pre-Pandemic - On average, this unit inspects 71,820 passengers for fare compliance, issues 3,575 citations, and gives 815 warnings per month
- (POP) is deployed 7 days a week from 6:30 AM to 11:00 PM



Proof of Payment (POP) - Fare Inspection Reimagined

- Helping patrons with fare compliance rather than focus solely on fare enforcement
- Eliminate the raid-style fare enforcement approach toward patrons
- Emphasis on customer service and de-escalation techniques
- Recognize and refer patrons in need of assistance to various city social and transit programs and services
- Improved daily briefings to ensure information flow and increased focus
- Data-driven deployment with equitable assurance

Muni Transit Assist Program (MTAP)

- MTAP is responsible for reducing youth violence and other disruptive behaviors on the San Francisco transportation system
- Transit Assistants monitor high schools, junior high schools, bus stops, and bus lines throughout the City with a focus on juvenile safety and order
- This includes riding transit lines with high incidences of graffiti and juvenile disturbances, assisting (SFPD) school resource officers, providing crowd control, and customer service during special events
- On average, MTAP interacts with 246,820 passengers, boards 931 vehicles, and documents and reports 11 security incidents per month
- MTAP is deployed Monday-Friday from 9:00 AM to 5:00 PM



MTAP - Enhancement

- Enhance the program by augmenting the three-year training program with a permanent unionized bridge position
- Broaden coverage to lines and locations with large juvenile's ridership, fare evasion and security incidents
- Additional non-police uniform presence to deter potential incidents and provide passengers with additional resources and support

Video Surveillance Unit / Badging

- This unit is responsible for maintenance, retrieval, analysis, distribution, and storage of the Agency's videos
- All video footage are from SFMTA vehicles, subway stations, rail and bus divisions, and rail platforms for use in investigations and legal actions
- This unit processes an average of 1,100 monthly requests for video footage



Video Surveillance Unit - Enhancement

- View videos of employee assaults daily
- Develop patterns or behaviors of the employee assaults and unwanted passenger activity
- Identify possible areas for prevention of employee assaults unwanted passenger activity by determining cause

Allied Security Services

- SFMTA is contracted with a private security firm that provides unarmed services to all of the agency's facilities, including, buses, railway, cable cars, light-rail-vehicle yards, subways, tunnels, and parking garages
- Security services include armed protection of revenue collections, sales kiosks and personnel
- The private security firm also staffs the Security Operations Center and the Video Surveillance Program
- It also provides badging services



Allied Security – Enhancement

- Increased our security contract to improve coverage to 29 major SFMTA facilities with 200 facilities overall
- Additional security presence in the subway
- Ability to move security personnel among different facilities
- Improve communication and coordination to reduce security gaps

San Francisco Police Department (SFPD)



San Francisco Police Department SFMTA Work Order – The following groups are under the command of the SFPD Traffic Company Commander, and operate in close coordination with SIE.

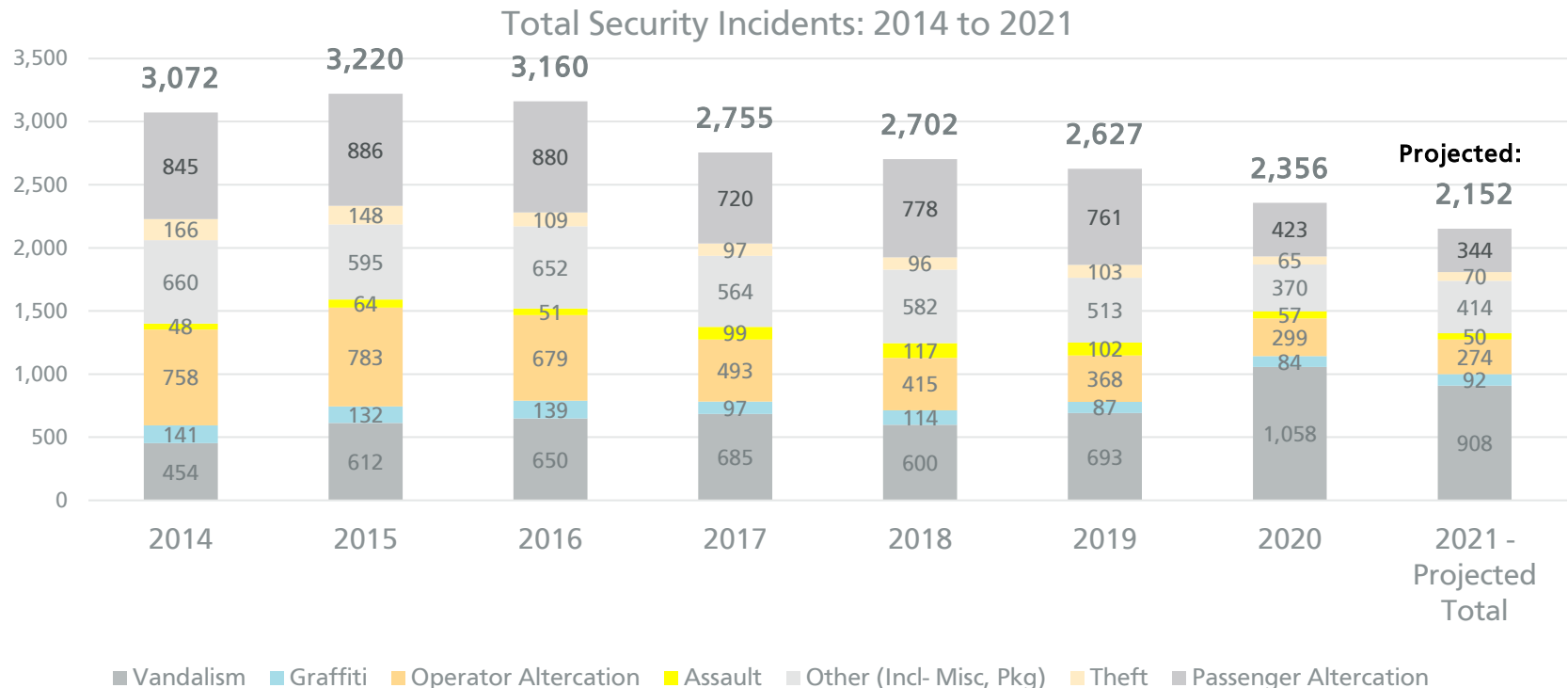
- *Muni Response Team (MRT)*: a uniformed presence in the transit system, assists with transit enforcement and special events.
- *Muni Task Force (MTF)*: Plain clothes investigative services specific to criminal activity in the transit system.
- *MTA K-9 Unit*: Explosive threat assessment and detection on the transit system.

They are responsible for providing safety and security for the transit operators and customers. They also provide support for the Transfer Fare Inspectors, counter terrorism support and follow up investigations on criminal activity.

Formula for Success



Trend & Highlight

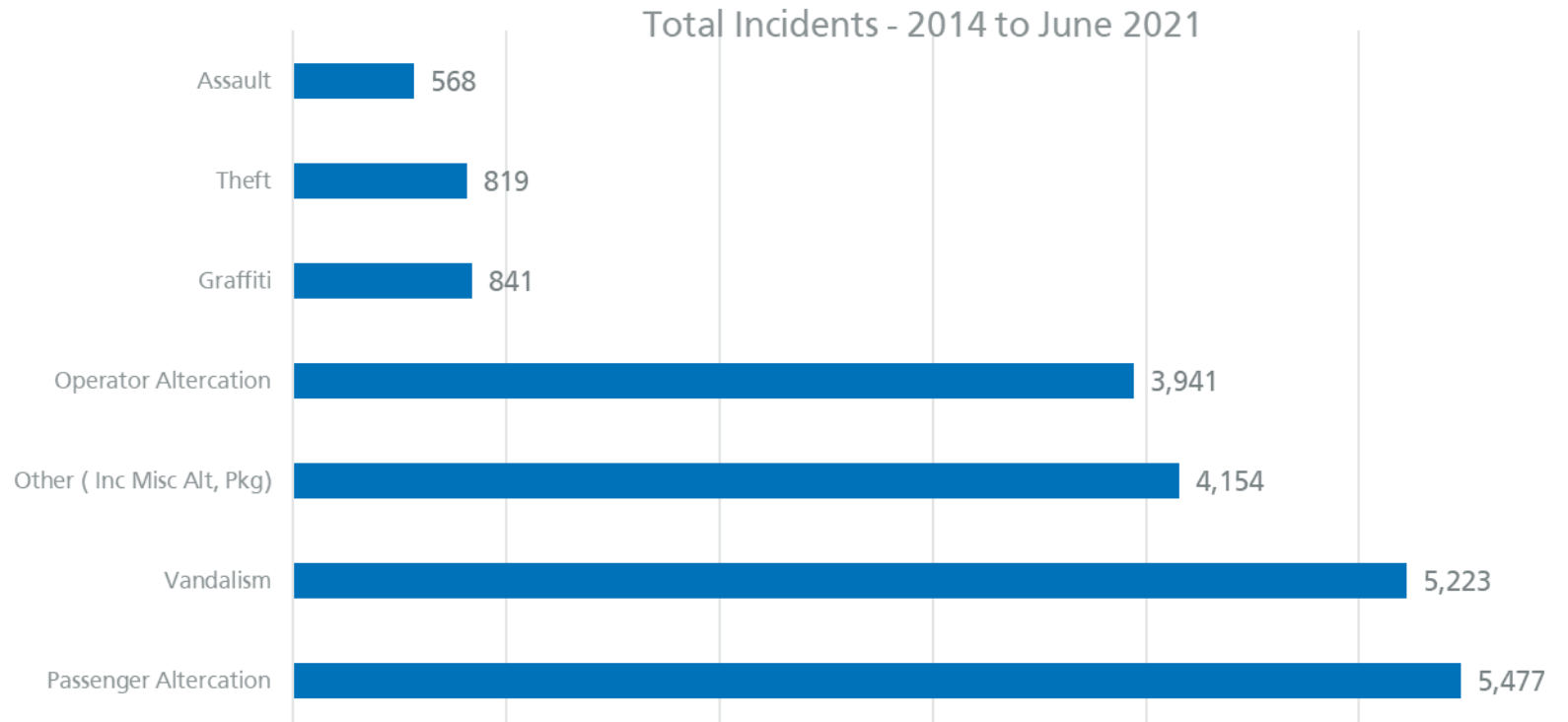


- Security incidents steadily decreased since peaking in 2015
- Most categories have decreased from 2018 to 2021
- In 2020, vandalism increase by 35% due to patron's frustration with mask compliance

Dominant Problem : Passenger to Passenger Altercation

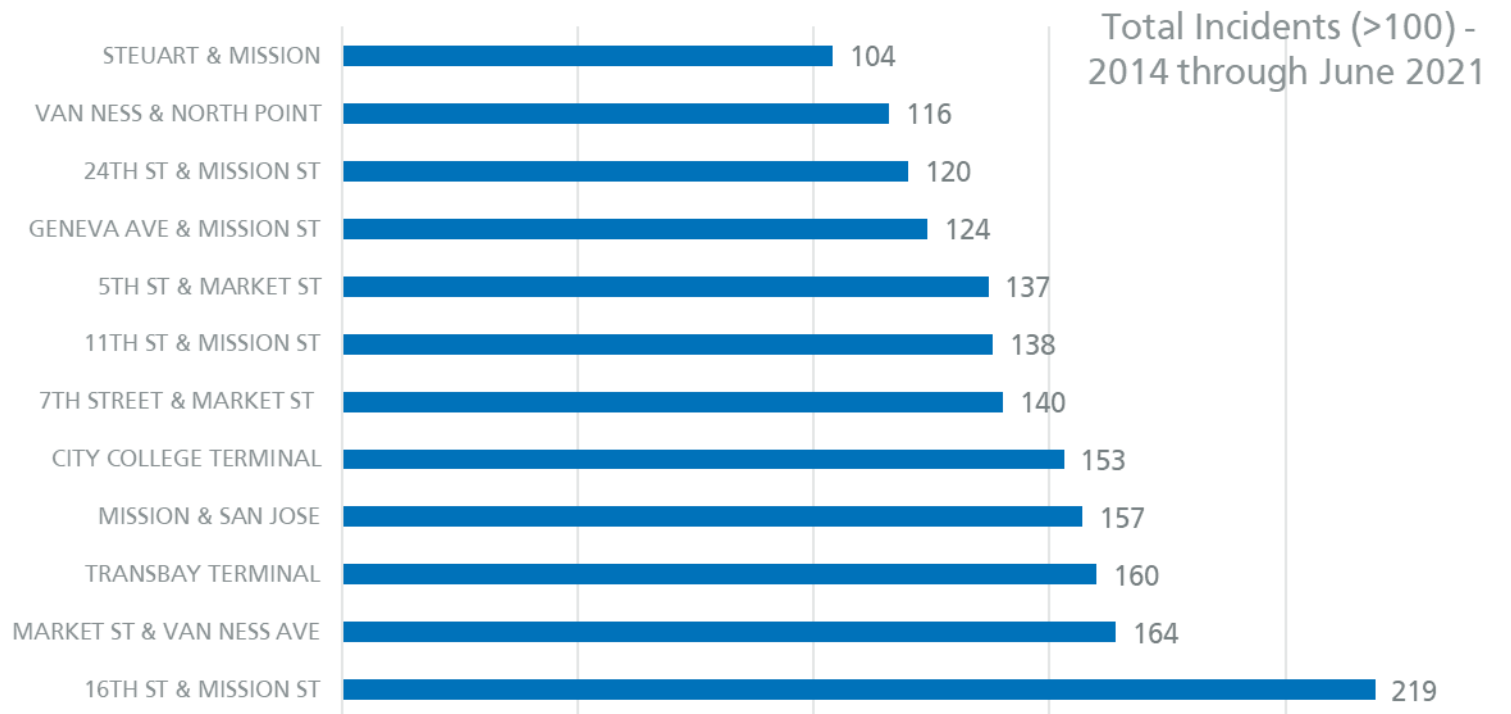
- Number #1 cause of security incidents as reported by Transit Operators
- Incidents include verbal and physical
- Mental health may contribute but is not tracked as a category within these incidents
 - Transit Operators are not trained to identify mental health issues
 - Agency does not categorize and track mental health incidents

Total Security Incidents – Rank by Type



- Each security incident averaged 30.7 minutes loss of service time for each vehicle
- 10,750 total hours of loss service time from 2013 to 2021

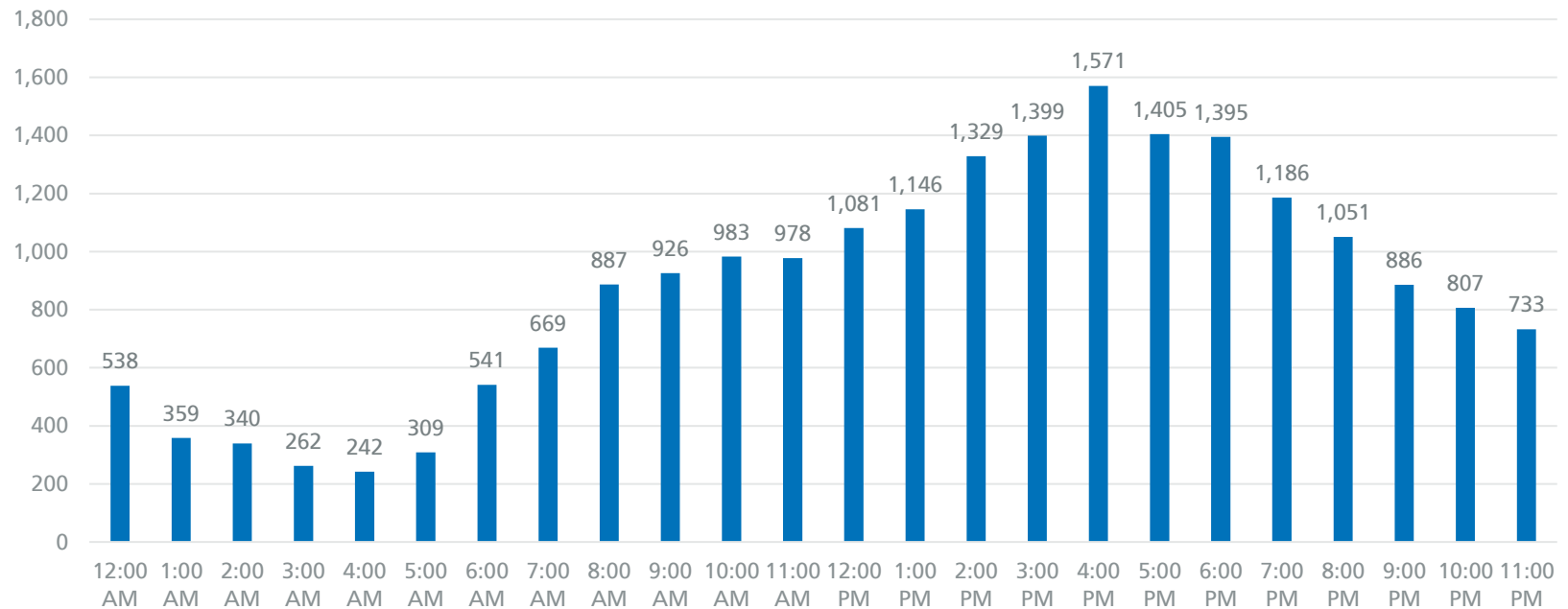
Total Security Incidents – Ranked by Location



- Locations along the Market Street and Mission Street corridor
- Locations with high passenger traffic

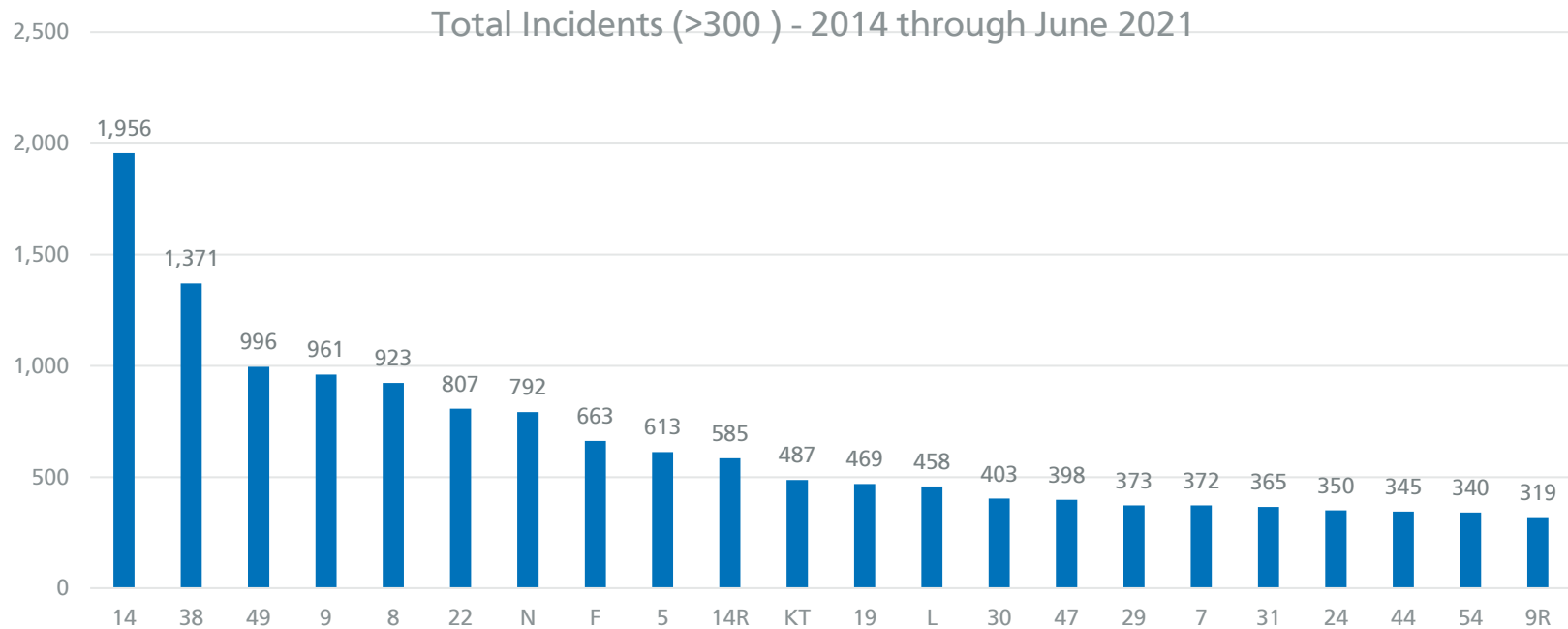
Total Incidents – Ranked by Time

Total Incident - 2014 through June 2021



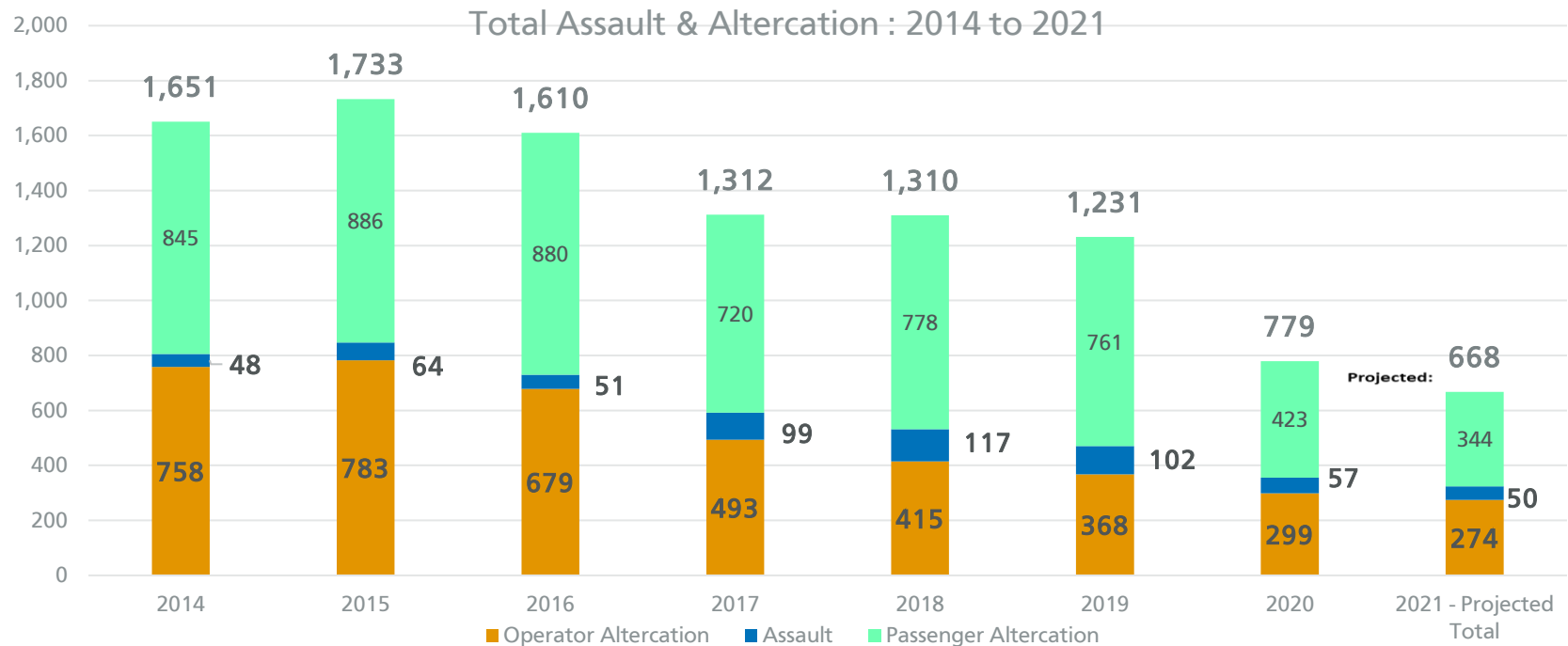
- Security Incidents frequently occurred between 8 AM to 9 PM
- Peak hours are from 2 PM to 6 PM

Total Security Incidents – Ranked by Line

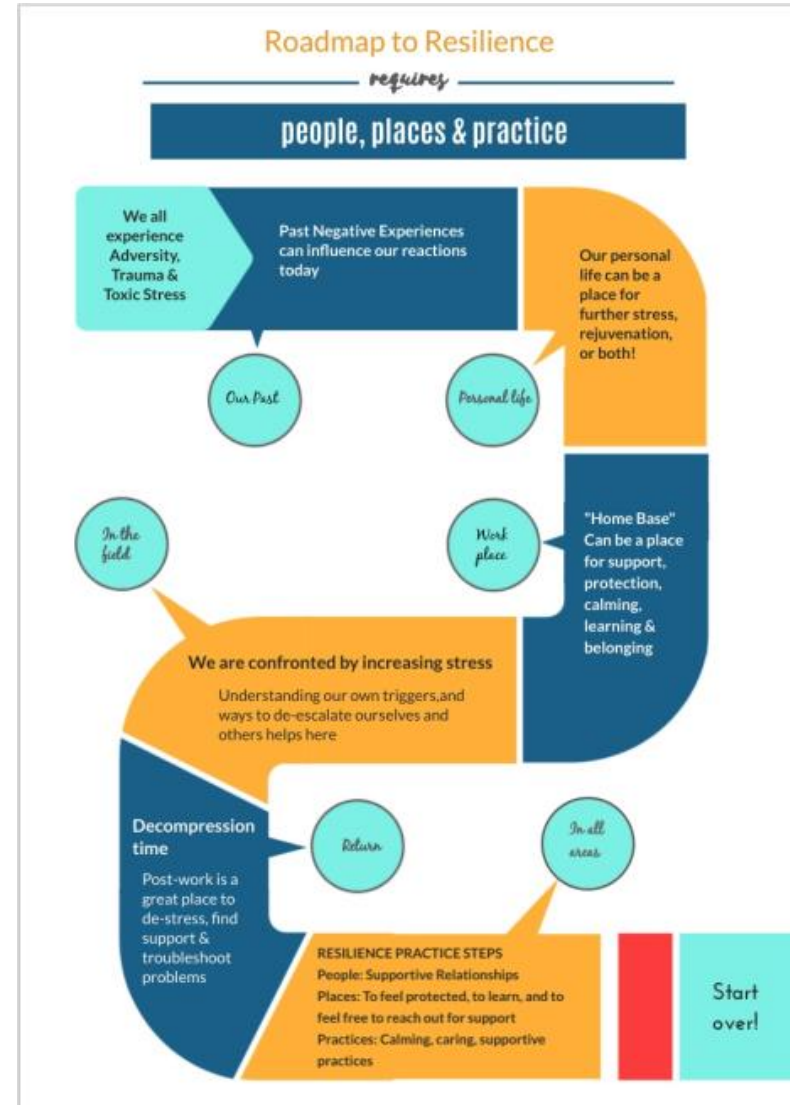


- Lines operating along the Market and Mission Street corridors
- Lines with high ridership

Total Assaults and Altercations - 2013 to 2021



- Total Assaults, Passenger Altercations, and Operator Altercations have trended downward
- From 2017 to 2019, the total number has stayed flat before dropping 36% in 2020
- More importantly, the number of assaults decrease by 44% in 2020



Future Goals 1 – Intelex Reporting Software

- Transition from recording incident in a digital logbook to an incident management system
- Enhance incident reporting and data collection
- Improve data categorization process
- More detail record – crime, demographic data of victims and perpetrators
- Leveraging data to improve the deployment of staff to high incident spots
- Continue to improve intel sharing with public safety partners

Future Goals 2 - New Training

- Mental health training for public facing employees
- Partnership with BART and Homeless Supportive Housing for mental health training focusing on 3 R's
- Instill the 3 R's – Recognize, Response, and Resource

Future Goals 3 – Security Expansion

- Explore the viability of a Transit dedicated Street Crisis Response Team (SCRT)
- Augment our security staff with advanced technology
- Advance our community outreach efforts to better understand the needs of our riders
- Continue to expand the role of our video surveillance unit by going from being reactive to proactive

Questions

