

Security Report FY 2018-19

Board Meeting – September 26, 2019

Karen Garcia

Security and Emergency Management Manager



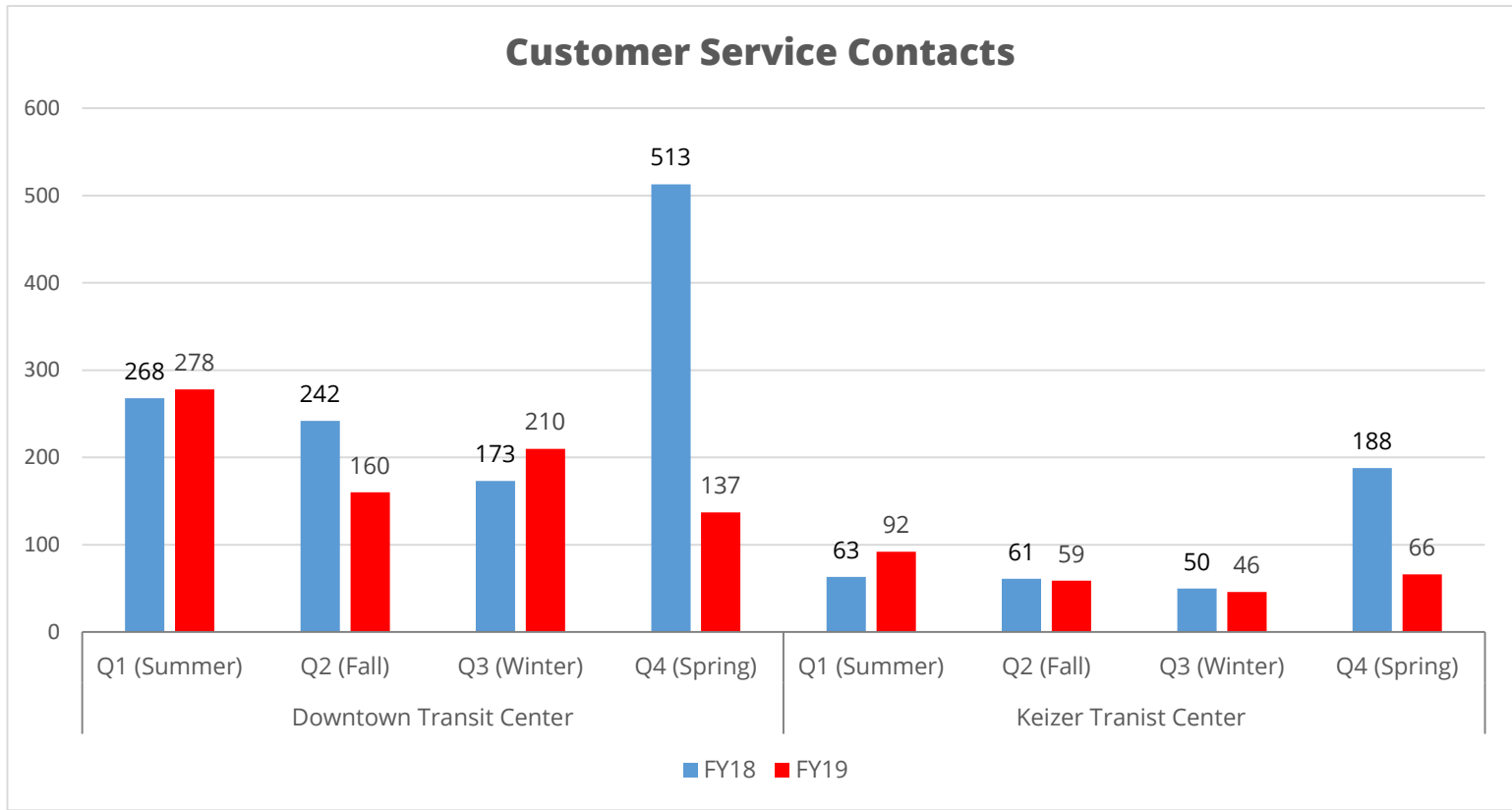
Multi-Agency Security Team





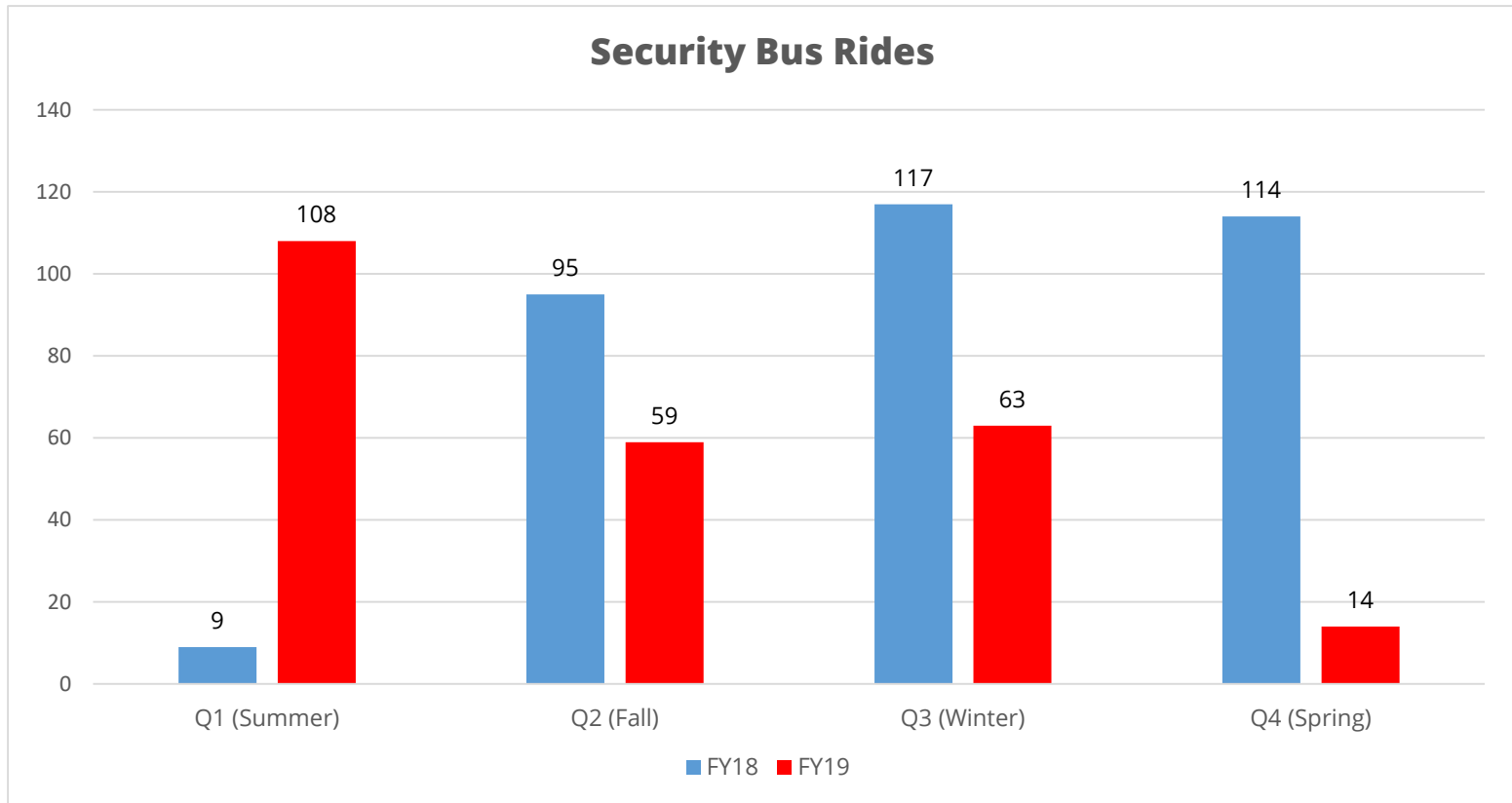
Security Team Responsibilities

- 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



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

Cherriots Customer Service staff and Transit Hosts also provide this information to riders.



**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 year was due to increased activity at the Downtown Transit Center. With more focus placed on the transit center, fewer security resources were available to conduct bus rides.

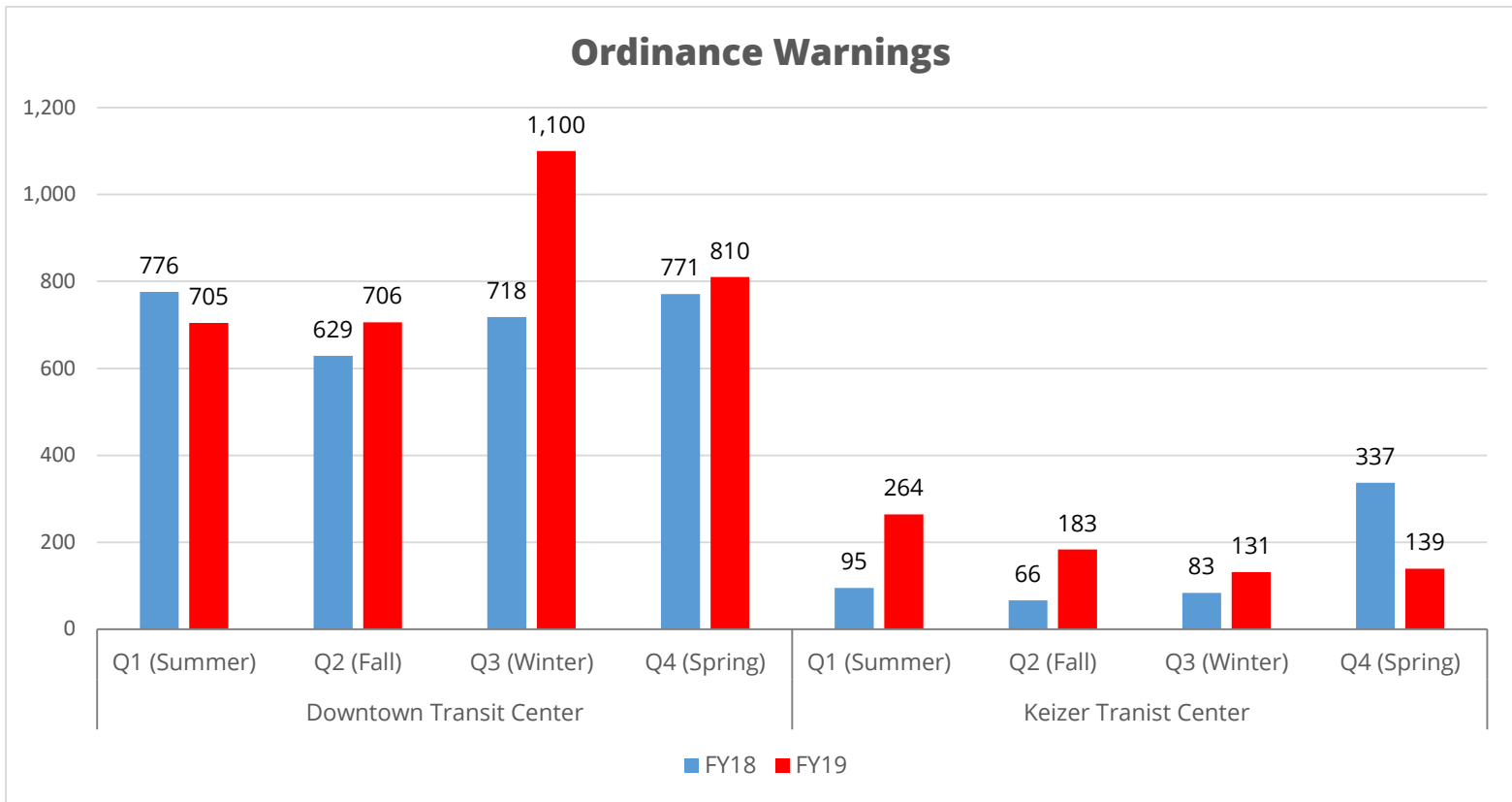


Exclusions

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

Warnings

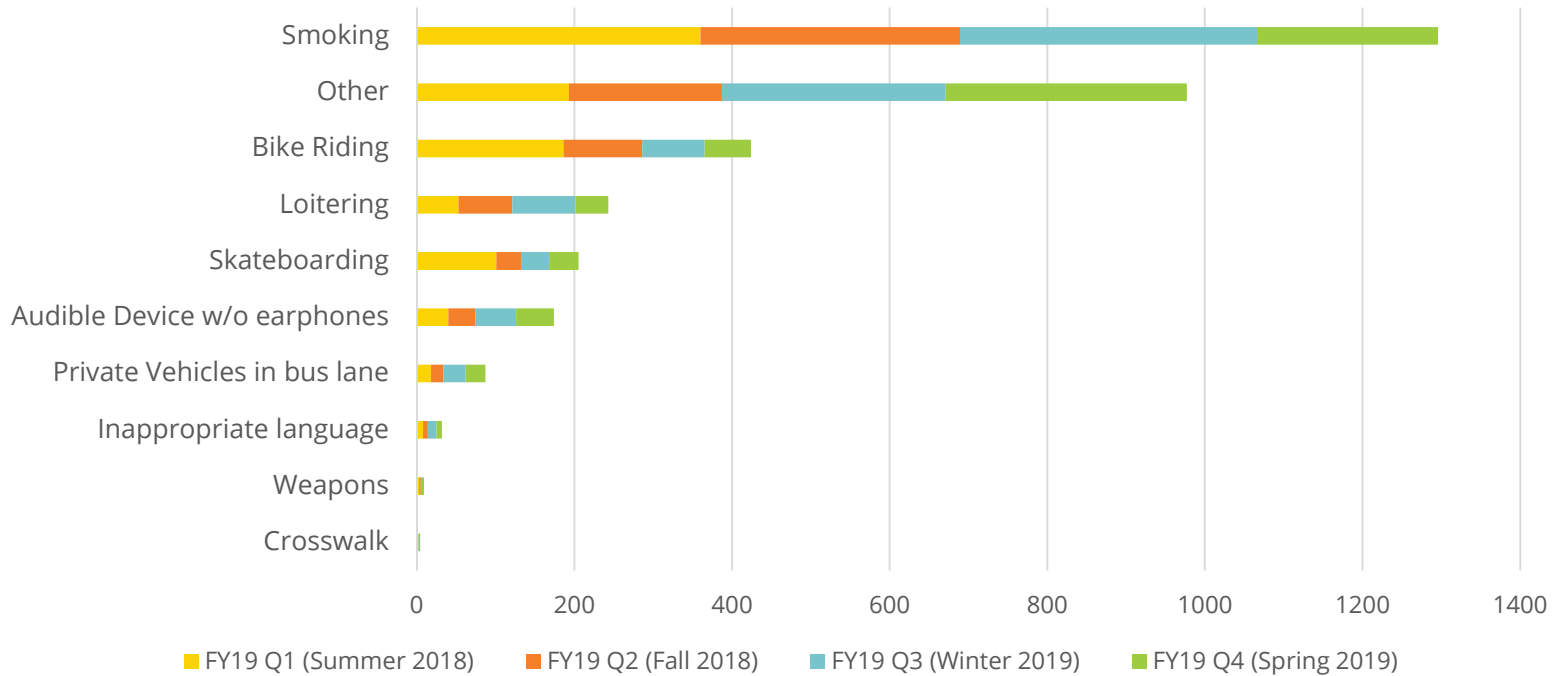
Safety Violations, Solicitation, etc.



Public education of rider behavior expectations.

Compliance for personal safety and comfort of other customers.

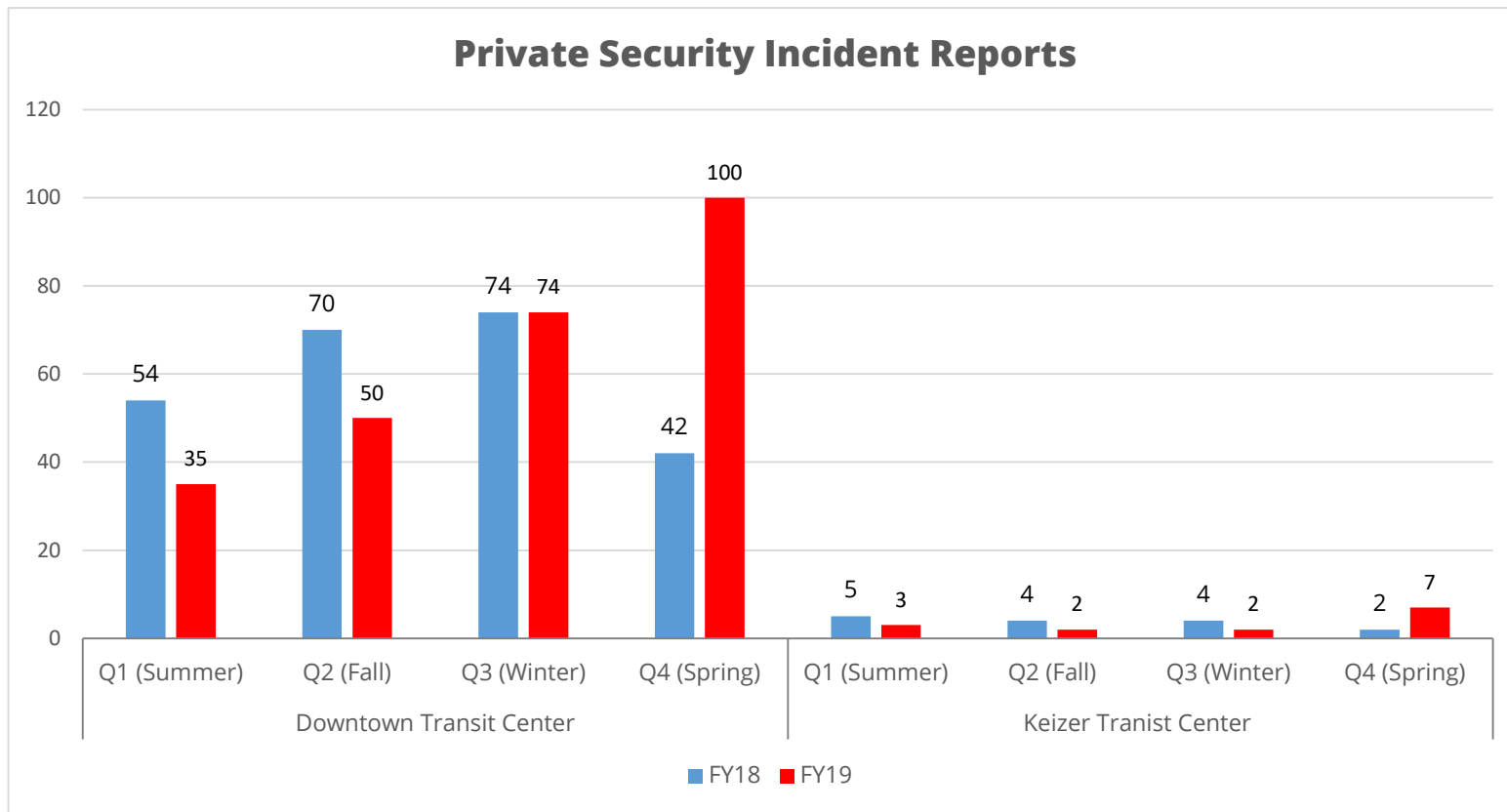
Ordinance Verbal Warnings



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

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

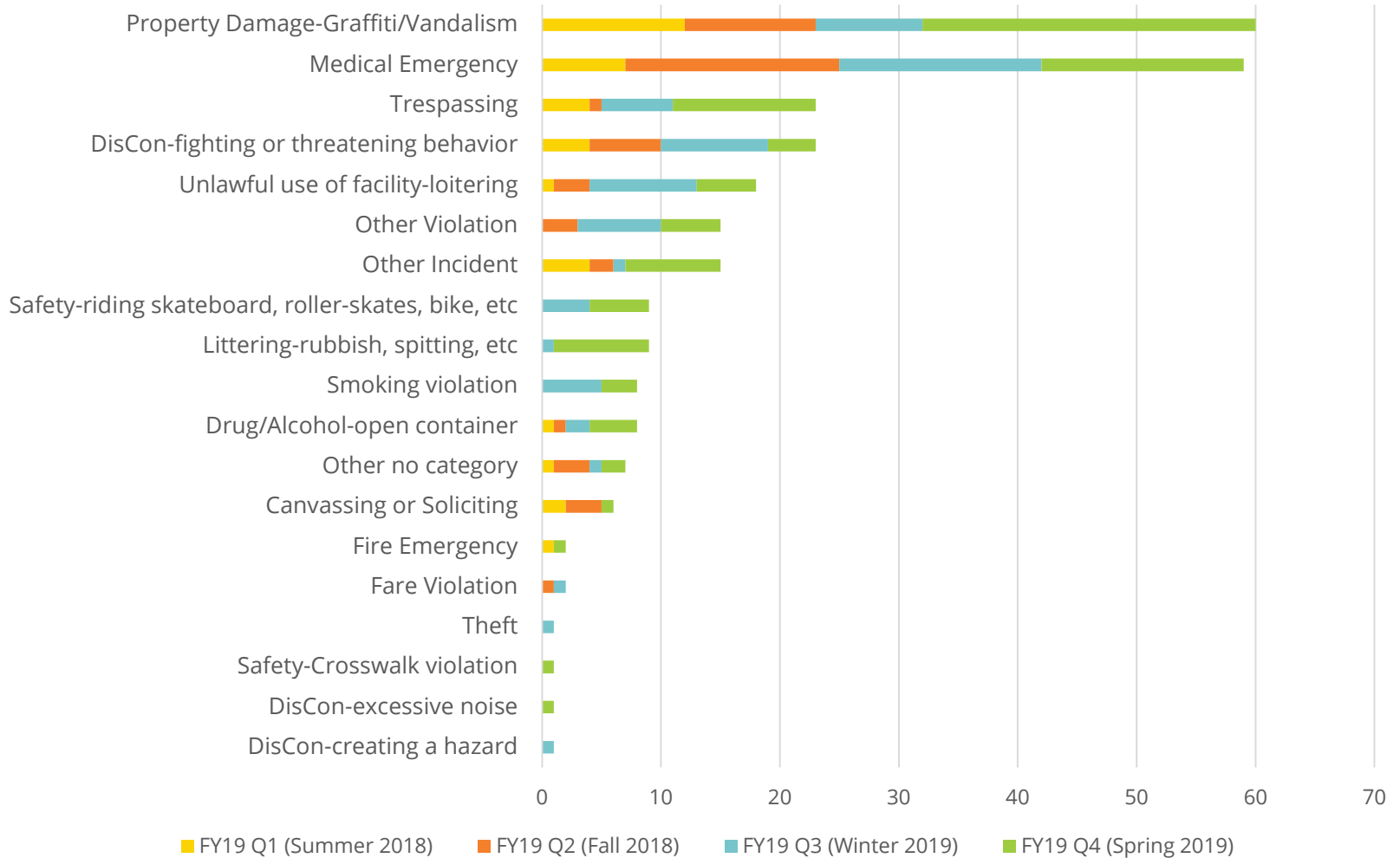




**Incident reports generated by our security services contractor only:
 Does not include Transit Operator reports
 Does not include incidents with police involvement**

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

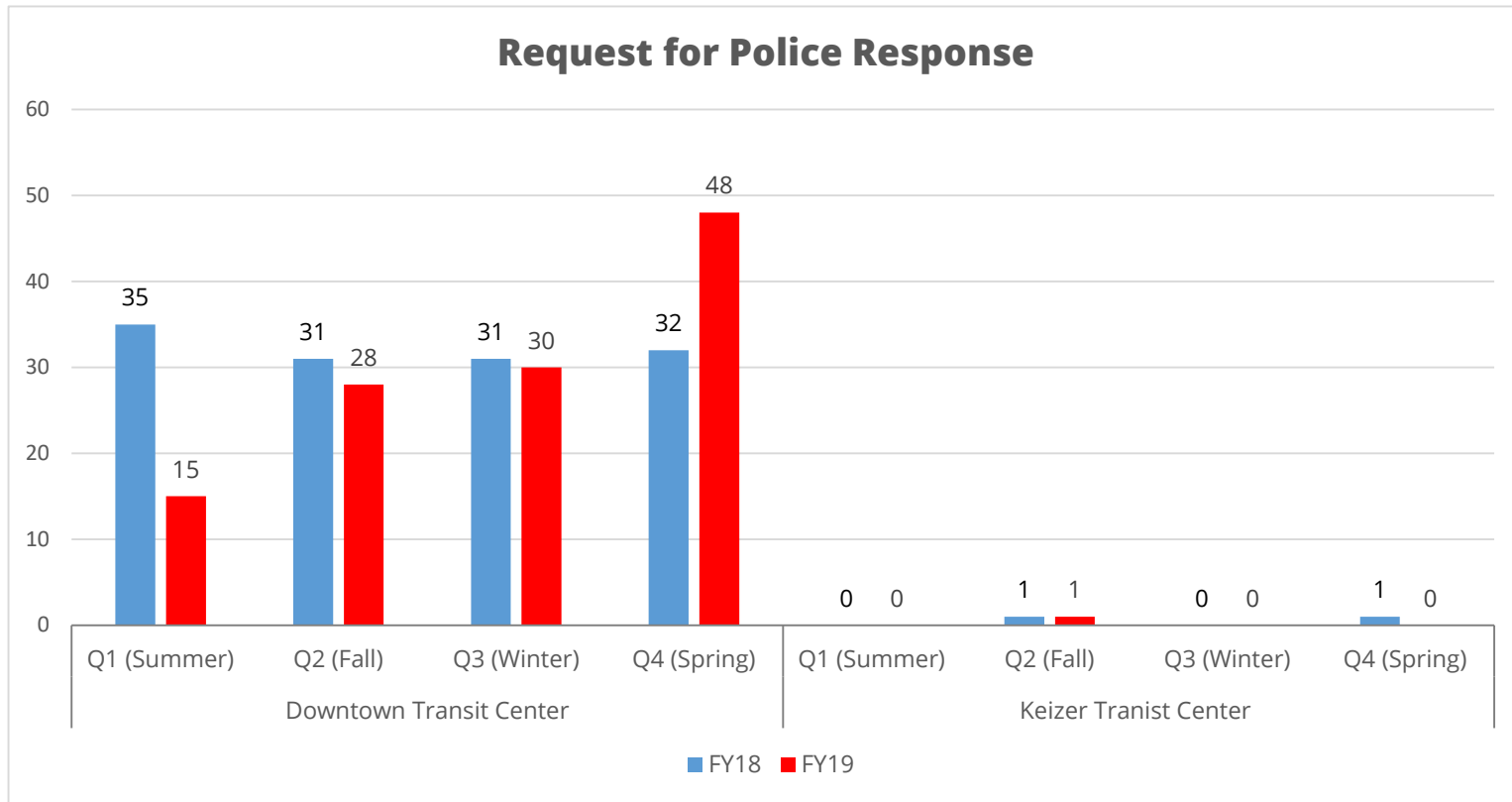
Private Security Incident Reports



MOST COMMON INCIDENTS

- **The top three types of incidents in FY18 were graffiti/vandalism, medical emergency, disorderly conduct.**
- **In FY19, the most common incidents were as follows:**
 - Graffiti/Vandalism – 60 (91 in FY18)
 - Medical Emergency – 59 (56 in FY18)
 - Trespassing – 23 (6 in FY18)
 - Disorder Conduct – 23 (21 in FY18)

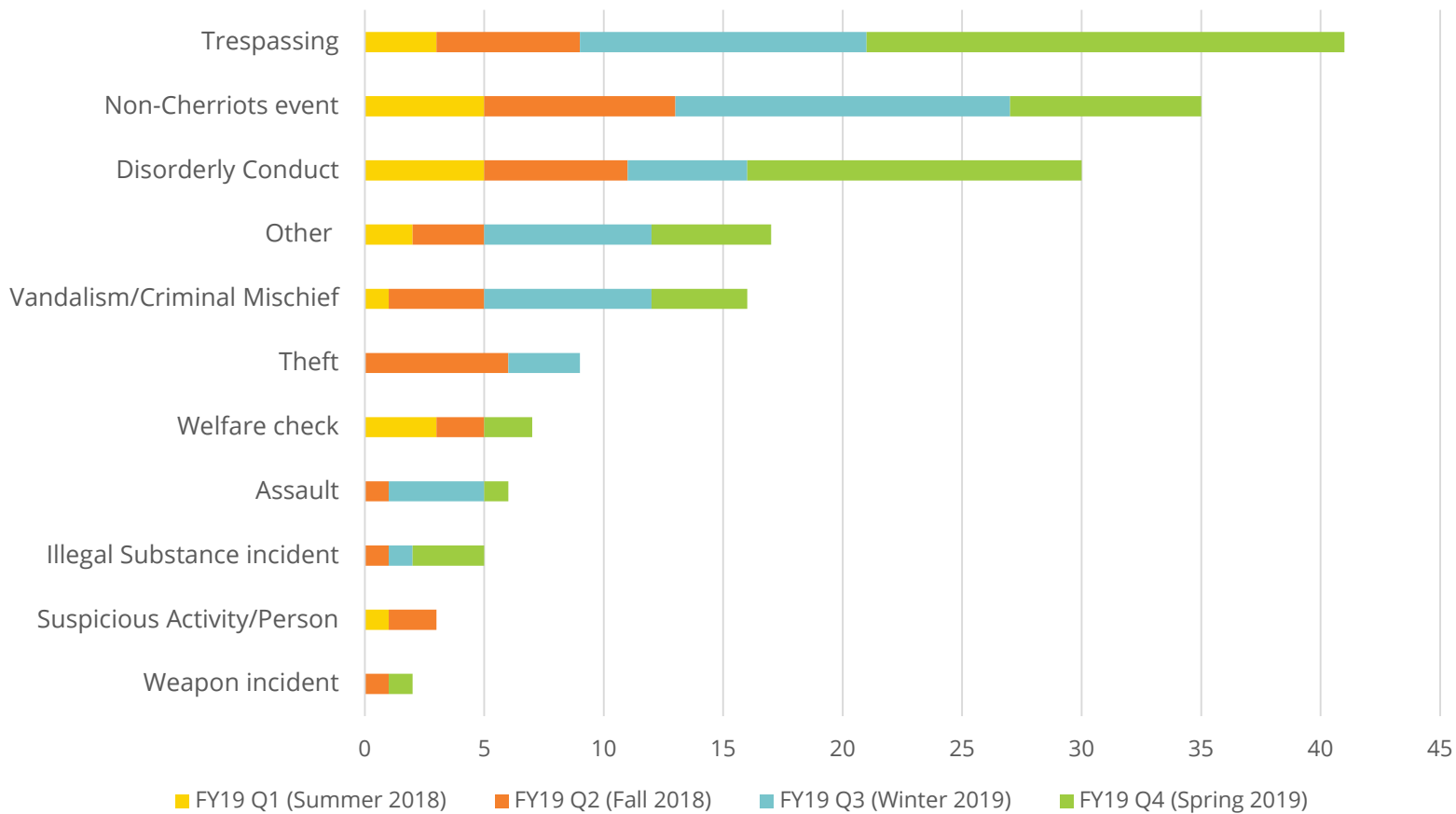




Primarily: Salem Police Department

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. Vandalism is also commonly high in occurrence, but not found in the top three in FY19.**
- **Overall, incidents involving police have decreased slightly from 184 in FY18 to 171 in FY19:**
 - Trespassing – 41 (32 in FY18)
 - Non-Cherriots – 36 (36 in FY18)
 - Disorderly Conduct – 30 (27 in FY18)

DISORDERLY CONDUCT – UNRULY OR UNWANTED BEHAVIOR

Incidents of unruly and threatening behavior increased by one in comparison to last year, with 58 in FY18 and 59 in FY19.

Of those incidents, 19 involved assaultive behavior (physical contact made), an increase from 10 in FY18.

- 18 were between private citizens, either at the Downtown Transit Center or onboard a bus
- One involved a transit operator being struck in the arm



CONTINUOUS IMPROVEMENT

- Our Customer Education Campaign will continue to increase rider awareness of behavior expectations throughout the system
- Security tools for forward facing staff to employ when in need of assistance or in the event of an emergency were installed during FY19

CONTINUOUS IMPROVEMENT

- A visitor call system was installed at our Del Webb Operations Center, which improved safety and security of staff by enabling identification of visitors prior to entry
- The need for a security presence was greatly supported by the Board, resulting in the approval of a contract modification with our private security provider and the renewal of our IGA with the City of Salem for police services in support Enhance Services

CONTINUOUS IMPROVEMENT

- Efforts are underway to develop the scope of work for a security fence upgrade at our Del Webb Operations Center
- Staff are currently evaluating video surveillance products in the market in preparation for an all-facility camera upgrade and replacement project, to enhance protection of our property and assets



Questions?

