COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: November 5, 2012

TO: Michael Mayo, Sr., Chairperson, Transportation, Public Works & Transit Committee

FROM: Brian Dranzik, Interim Director, Department of Transportation

SUBJECT: Overview of Security Incidents on MCTS Buses

POLICY

The Chairman of the Transportation, Public Works and Transit Committee requested an informational report regarding security incidents occurring on MCTS buses.

BACKGROUND

MCTS strives to maintain a safe and secure environment for passengers and transit employees. To accomplish this goal, we routinely compile and analyze information about security related incidents occurring on or around MCTS buses. In an effort to understand what is happening on MCTS buses and how best to deploy available resources to maintain a safe and secure environment, incidents are coded by severity in three categories: high severity, moderate severity and low severity.

High severity incidents usually involve assistance or action by law enforcement and may result in issuance of a ticket, citation or arrest. Moderate severity incidents involve ordinance violations and disorderly conduct that do not threaten the safety of the bus driver or passengers. These incidents are typically handled by contracted security personnel to maintain order and to ensure that the problem does not escalate. Low severity incidents are quality of life issues that are not threatening and may not require intervention by security personnel. All incidents are tracked and monitored to identify patterns and to maintain a state of awareness of where problems are occurring on bus routes for daily security briefing and deployment purposes.

MCTS uses 40 individual codes to track and analyze incidents. We also analyze incident data by hour or time of day, day of week, bus route, route segment, municipality, police district, and incident severity. Furthermore, G4S and MCTS provide regular security updates and statistical information to law enforcement agencies including the Milwaukee Police Department (MPD) and the Milwaukee County Sheriff Office (MCSO). MPD has reported that this information is extremely useful to the various police districts.

Here are some highlights of the current trends:

- **Fare disputes** have consistently ranked high in terms of calls for assistance followed by **sleeper-extended rider,** and **intoxicated passenger**.

- **G4S** responded to or assisted in more than one-half of all security incidents in 2010, 2011 and 2012.

- Since January 2012, **Milwaukee Police** have made over 12,000 boardings on MCTS buses at major intersections providing reassurance to passengers and drivers of public safety on buses.

- **Low severity** incidents increased 8.2 percent from 2011.
    - We continue to emphasize strategic deployment and bus riding by security officers as part of our prevention strategy. The 2013 requested transit budget included increased funding for added hours of security personnel on buses to help address this upward trend in low severity incidents.

- **High severity** incidents are down in 2012 compared to 2011 and represent 8.0 percent of all security incidents.
    - An uptick in assaults on bus operators in 2012 was largely attributed to objects or liquids being thrown at drivers during the very hot summer period in 2012. This trend should decline as the bus fleet is equipped with driver protective shields.
    - Through September 30, there were 4 driver assaults related to paper transfers of which one involved a driver being physical struck by another person.

- **G4S** security personnel are deployed daily on buses operating on routes with a high rate of incidents.
    - The top 5 high incident bus routes are Routes 12, 19, 23, 27 and 30.
    - Incident data is reviewed daily to access what, where and when incidents are taking place to enable MCTS to effectively deploy security personnel and provide current incident information to law enforcement agencies.

RECOMMENDATION

This report is informational only unless otherwise directed by the Committee.

Prepared by: Lloyd Grant, Jr., Managing Director, MCTS

Approved by:

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Brian Dranzik
Interim Director, Department of Transportation

cc: Chris Abele, Milwaukee County Executive
Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Amber Moreen, Chief of Staff, Milwaukee County Executive Office
John Zapfel, Deputy Chief of Staff, Milwaukee County Executive Office
Pat Farley, Director, Department of Administrative Services
Craig Kammholz, Fiscal and Budget Administrator, Department of Administrative Services
James Martin, Fiscal and Budget Analyst, Department of Administrative Services

Security Calls from MCTS Bus Operators

	2010	2011	2012*
Operator Struck by person	3	6	5
Operator Struck by object	13	15	22
Liquid thrown at operator	12	8	11
Operator spit on or at	8	4	10
Operator assaulted off bus	1	1	2
Passenger Struck by person	42	46	33
Passenger Touched	8	3	6
Passenger spit on or at	1	2	1
Passenger assaulted off bus	14	21	18
Theft from Operator	2	1	3
Theft off bus	22	17	16
Theft of Transfers	23	129	53
Theft from passenger	20	33	36
Counterfeit tickets	125	44	15
Transfer misuse	72	68	47
Fare dispute	472	502	409
Person Selling fare	13	7	4
One on one fight	130	176	134
Group fight	35	34	25
Fight off the bus	14	33	17
Smoking	17	17	15
Drinking	42	31	25
Music and Loud students	101	162	161
Littering	3	4	1
Off bus Ordinance violations	29	61	33
Sleeper-extended rider	352	436	388
Objects Thrown - Damage	79	87	74
Objects Thrown - No Damage	190	225	192
Vandalism when alighting	16	18	14
Shelter damage	233	234	158
Interior damage	14	9	5
Passenger security issue	199	187	229
Police stop	58	51	77
Suspicious activity	39	47	35
Lewd & Lascivious	19	22	21
Profanity	283	192	168
Intoxicated disorderly	524	487	347
Weapon	33	41	22
Operator Threatened	135	123	109
DC Off the bus	87	104	72
	3483	**3688**	**3013**

High Severity Incidents
Moderate Severity Incidents
Low Severity Incidents

*Through 10/20/12

Milwaukee County Transit System
Police and Security Response Summary

The following are calls from MCTS operators to dispatchers where Law enforcement were involved. Non-Police are those incidents that were handled by MCTS personnel or Law enforcement were not

2010

Sheriff	180	5.17%
MPD	375	10.77%
CPO	1843	52.91%
WAPD	20	0.57%
Cudahy	4	0.11%
Greendale	7	0.20%
Glendale	7	0.20%
Tosa	21	0.60%
Non-police	1025	29.44%
Total	3483	

2011

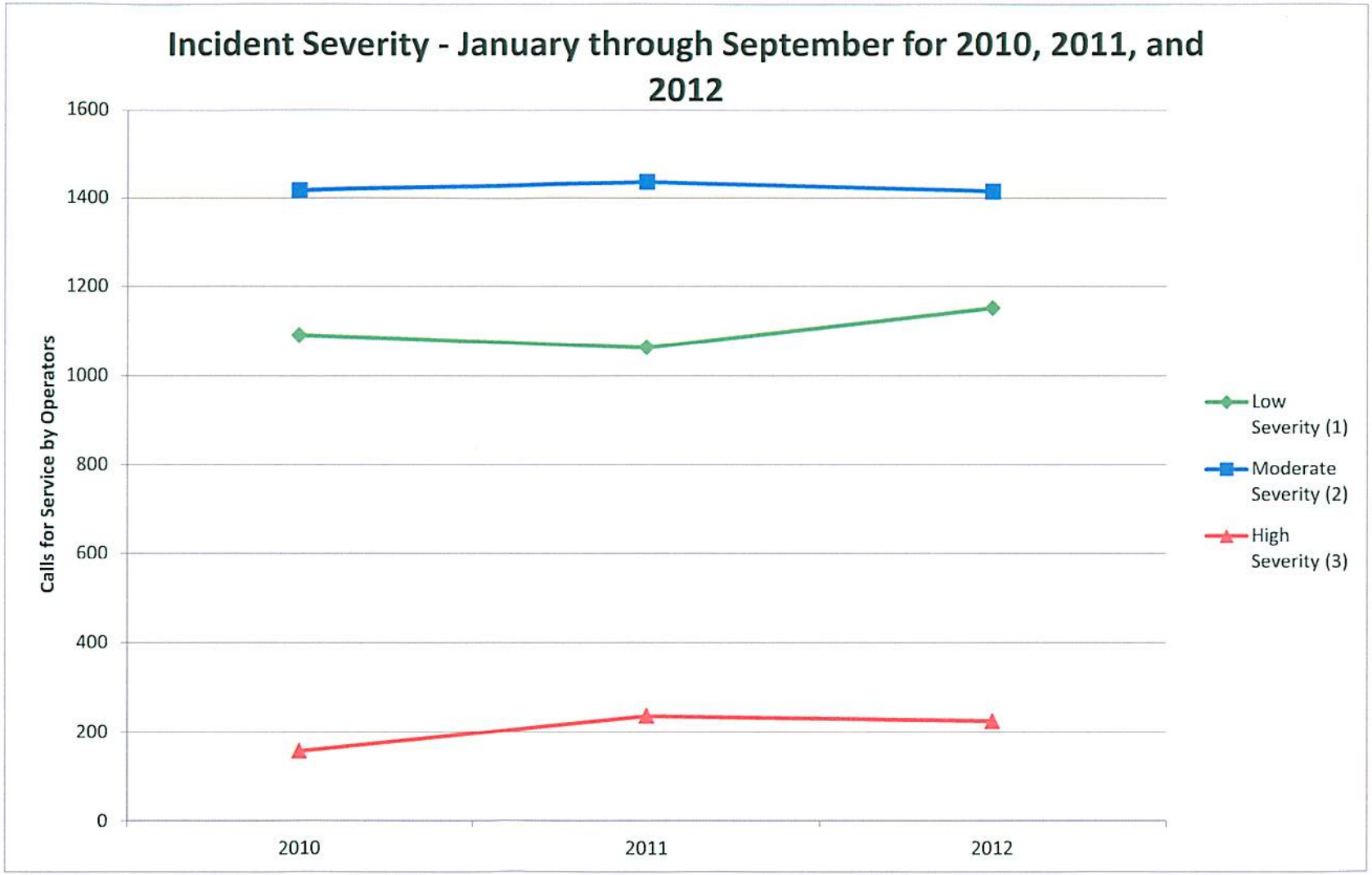
Sheriff	154	4.18%
MPD	393	10.66%
CPO	1960	53.15%
West Allis	6	0.16%
Cudahy	2	0.05%
Greendale	3	0.08%
Glendale	12	0.33%
Wauwatosa	14	0.38%
Non-police	1144	31.02%
Total	3688	

2012*

Sheriff	14	0.46%
MPD	381	12.65%
CPO	1677	55.66%
West Allis	7	0.23%
Cudahy	5	0.17%
Greendale	3	0.10%
Glendale	5	0.17%
Wauwatosa	20	0.66%
Brookfield	4	0.13%
Non-police	897	29.77%
Total Calls	3013	

*Through 10/20/12

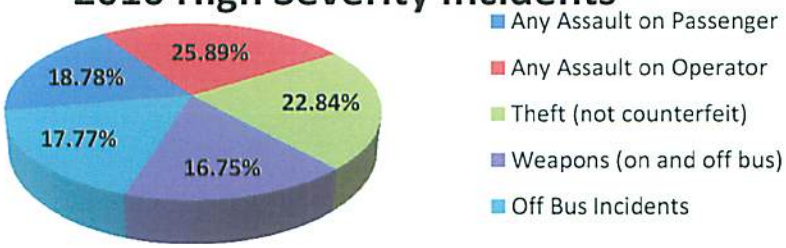
MCTS Operator Security Calls Where G4S Security Officers Responded				
Category	2010	2011	2012*	Average
Any assault on operator	24	25	41	30
Any assault on Passenger on bus	32	34	30	32
Counterfeit passes	52	11	8	24
Fare disputes	264	247	207	239
Fights	107	117	96	107
Intoxicated passenger	342	336	226	301
Lewd conduct	8	15	16	13
Music or loud students	58	92	104	85
Objects thrown at bus	188	205	183	192
Off bus incidents	63	116	89	89
Operator Threatened	92	85	75	84
Other Ordinance violations	29	22	24	25
Passenger security issues	129	117	110	119
Police stop bus	1	5	6	4
Sleepers	212	238	249	233
Suspicious Activity	21	23	15	20
Theft (not counterfeit)	27	125	66	73
Vandalism/Graffiti	12	14	13	13
Profanity	161	107	102	123
Weapon	21	26	17	21
	1843	**1960**	**1677**	



	2010	2011	2012
Low Severity (1)	1091	1063	1151
Moderate Severity (2)	1418	1436	1415
High Severity (3)	158	236	225
Total	2667	2735	2791

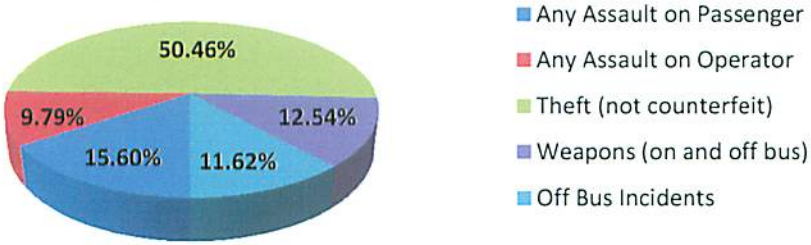
2010 High Severity Incidents		
Any Assault on Passenger	37	18.78%
Any Assault on Operator	51	25.89%
Theft (not counterfeit)	45	22.84%
Weapons (on and off bus)	33	16.75%
Off Bus Incidents	35	17.77%
Total	201	

2010 High Severity Incidents



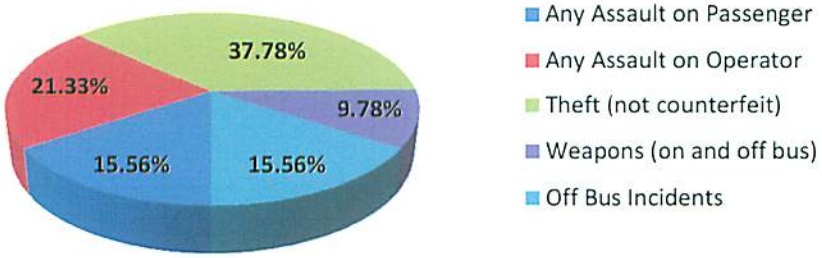
2011 High Severity Incidents		
Any Assault on Passenger	51	15.60%
Any Assault on Operator	32	9.79%
Theft (not counterfeit)	165	50.46%
Weapons (on and off bus)	41	12.54%
Off Bus Incidents	38	11.62%
Total	327	

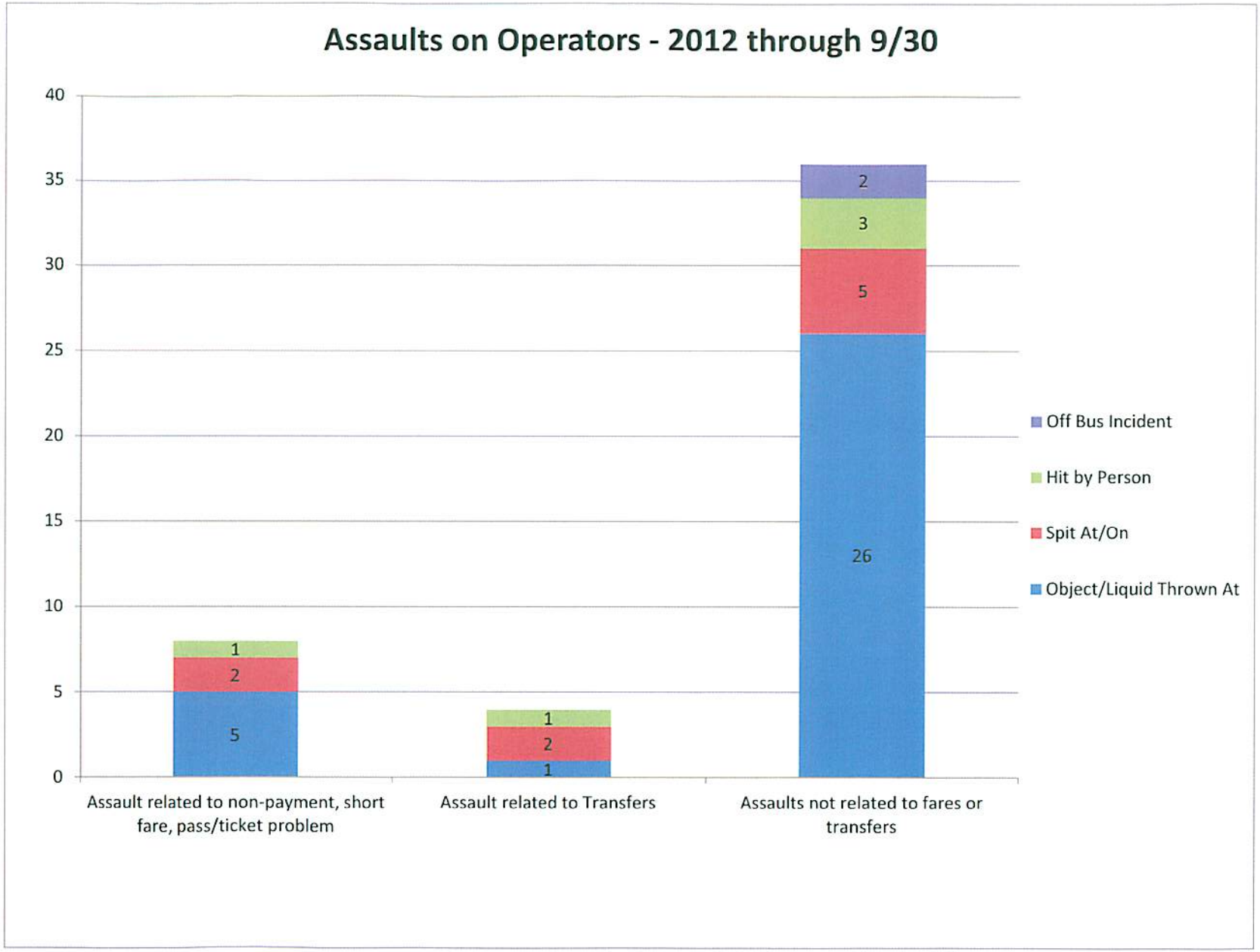
2011 High Severity Incidents



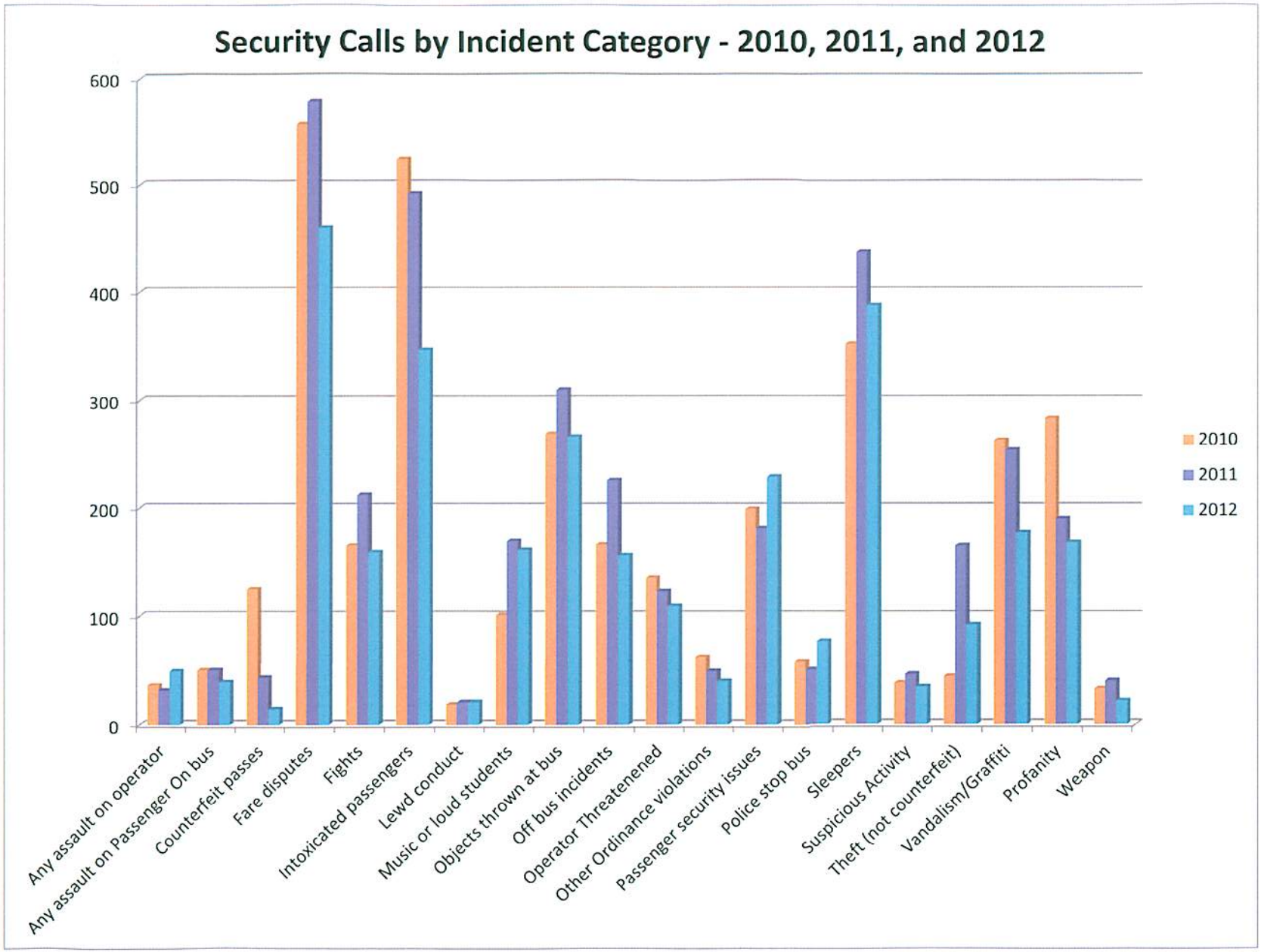
2012 High Severity Incidents YTD		
Any Assault on Passenger	35	15.56%
Any Assault on Operator	48	21.33%
Theft (not counterfeit)	85	37.78%
Weapons (on and off bus)	22	9.78%
Off Bus Incidents	35	15.56%
Total	225	

2012 YTD High Severity Incidents

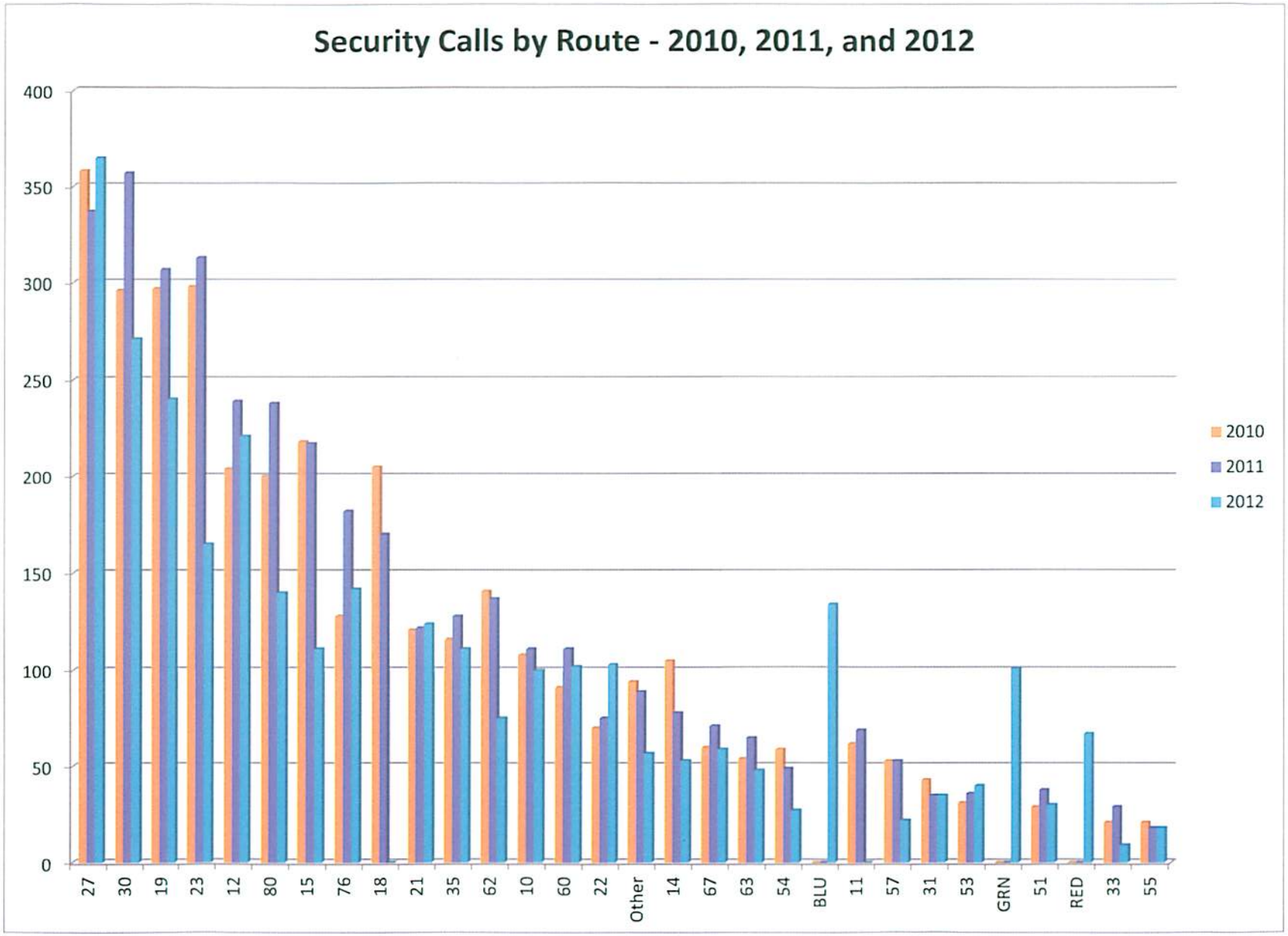




Data through 9/30/12.



All 2012 data is through 10/20/12.



All 2012 data is through 10/20/12.