REVISED

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: December 17, 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

In providing a vital service for the community, MCTS strives to maintain a safe and secure environment for passengers and transit employees. To accomplish this goal, MCTS has numerous security measures in place including emergency alarms, surveillance cameras and a radio communications system on buses. Transit personnel and transit security also coordinate security activities with local law enforcement agencies. Additionally, we routinely compile and analyze information about security related incidents occurring on or around MCTS buses. This significantly assists our security team by revealing 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. We note that high severity incidents are rare in relation to the 40 million passenger trips per year taken on MCTS buses. 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:

- **G4S** responded to or assisted in more than one-half of all security incidents in 2010, 2011 and 2012.
  - To ensure a high level of effectiveness of the security program, 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.

- Since January 2012, **Milwaukee Police** 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 are down 7.6 percent from 2011.
  - Of the roughly 40 million passenger trips on MCTS buses through November 20, 2012, there were 1326 low security incidents.
  - G4S security officers respond to the majority of low severity incidents (85.5 percent) on buses.
  - Strategic deployment and bus riding by security officers continues to be emphasized as part of our prevention strategy. In addition, the 2013 requested transit budget included increased funding for added hours of security personnel on buses.

- **High severity** incidents are down in 2012 compared to 2011 and represent 6.0 percent of all security incidents.
  - There was an increase in objects or liquids thrown at bus drivers during the very hot summer in 2012. The bus fleet will be equipped with driver protective shields in 2013 which should substantially reduce or eliminate incidents of this nature.
  - Through November 20, 2012, there were 5 driver assaults related to paper transfers of which 1 involved a driver being physical struck by another person.

RECOMMENDATION

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

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

Approved by:

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
Vince Masterson, Fiscal and Budget Analyst, Department of Administrative Services

Milwaukee County Transit System Operator Security Calls				
Category	2010	2011	2012*	Included in Category
Security Issues	257	238	323	Police stop bus, Passenger security issues
Thefts	45	163	103	Theft (not counterfeit)
Ordinance Violations	554	697	680	Other ordinance violations, Sleepers, Suspicious activity, Music or Loud students
Disorderly Conduct	994	865	718	Lewd conduct, Vulgar language, Weapon, Operator threatened, Intoxicated passengers
Off Bus Incidents	166	236	177	Off bus incidents
Vandalism or Graffiti	532	573	479	Vandalism/Graffiti, Objects thrown at bus
Fare Disputes	682	621	504	Fare disputes, Counterfeit passes
Passenger Altercations	216	261	217	Any assault on passenger on bus, fights
Operator Struck by Person	3	6	6	May or may not have needed medical attention
Operator Struck by Object	13	15	22	
Liquid Thrown at Operator	12	8	12	
Operator Spit on or at	8	4	10	
Operator Assaulted Off Bus	1	1	2	
	3483	**3688**	**3253**	

*Through 11/10/12

Security Calls fromMCTS Bus Operators

	2010	2011	2012*
Any assault on operator	37	34	52
Any assault on passenger on bus	51	51	45
Theft (not counterfeit)	45	163	103
Weapon	33	41	24
Off bus incidents	166	236	177
Counterfeit passes	125	44	17
Fights	165	210	172
Intoxicated passengers	524	487	372
Lewd conduct	19	22	22
Music or loud students	101	162	170
Operator threatenened	135	123	118
Other ordinance violations	62	52	43
Sleepers	352	436	430
Vulgar language	283	192	182
Objects thrown at bus	269	312	289
Passenger security issues	199	187	242
Police stop bus	58	51	81
Suspicious activity	39	47	37
Fare disputes	557	577	487
Vandalism/Graffiti	263	261	190
	3483	**3688**	**3253**

*Through 11/10/12

High Severity Incidents
Moderate Severity Incidents
Low Severity Incidents

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 needed.

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%
Wauwatosa	21	0.60%
Non-police	1025	29.44%
Total	3483	

2011

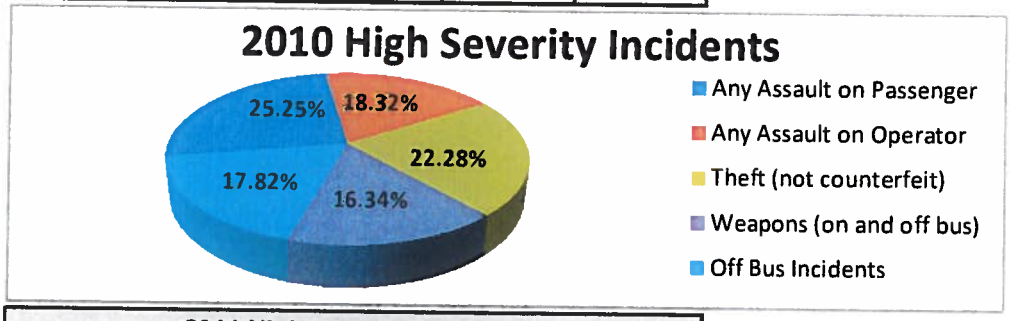
Sheriff	154	4.18%
MPD	393	10.66%
CPO	1960	53.15%
West Allis	6	0.16%
Cudahy	2	0.05%
Greendale	3	0.08%
Glendale	12	0.33%
Wauwatosa	14	0.38%
Non-police	1144	31.02%
Total	3688	

2012*

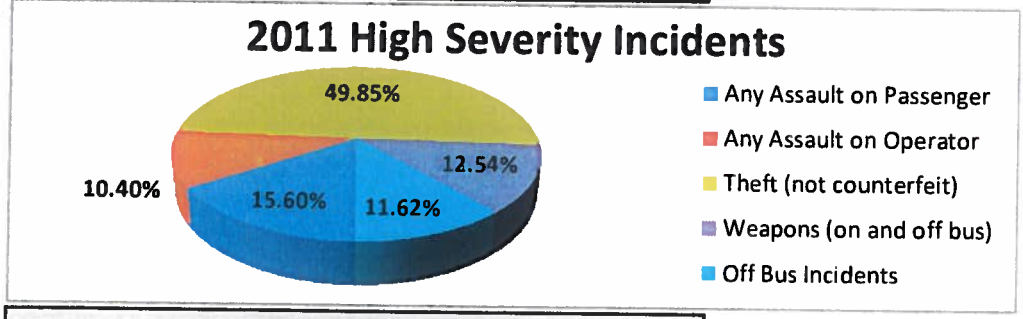
Sheriff	14	0.43%
MPD	421	12.94%
CPO	1811	55.67%
West Allis	7	0.22%
Cudahy	5	0.15%
Greendale	3	0.09%
Glendale	5	0.15%
Wauwatosa	22	0.68%
Brookfield	4	0.12%
DC off the bus	961	29.54%
Total	3253	

*Through 11/10/12

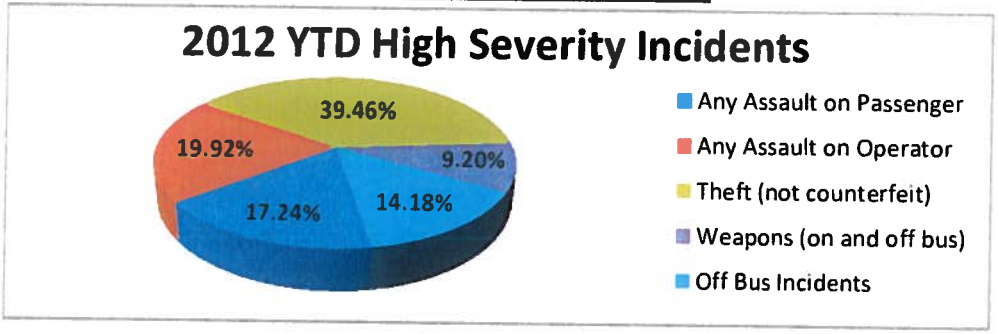
2010 High Severity Incidents		
Any Assault on Passenger	51	25.25%
Any Assault on Operator	37	18.32%
Theft (not counterfeit)	45	22.28%
Weapons (on and off bus)	33	16.34%
Off Bus Incidents	36	17.82%
Total	202	

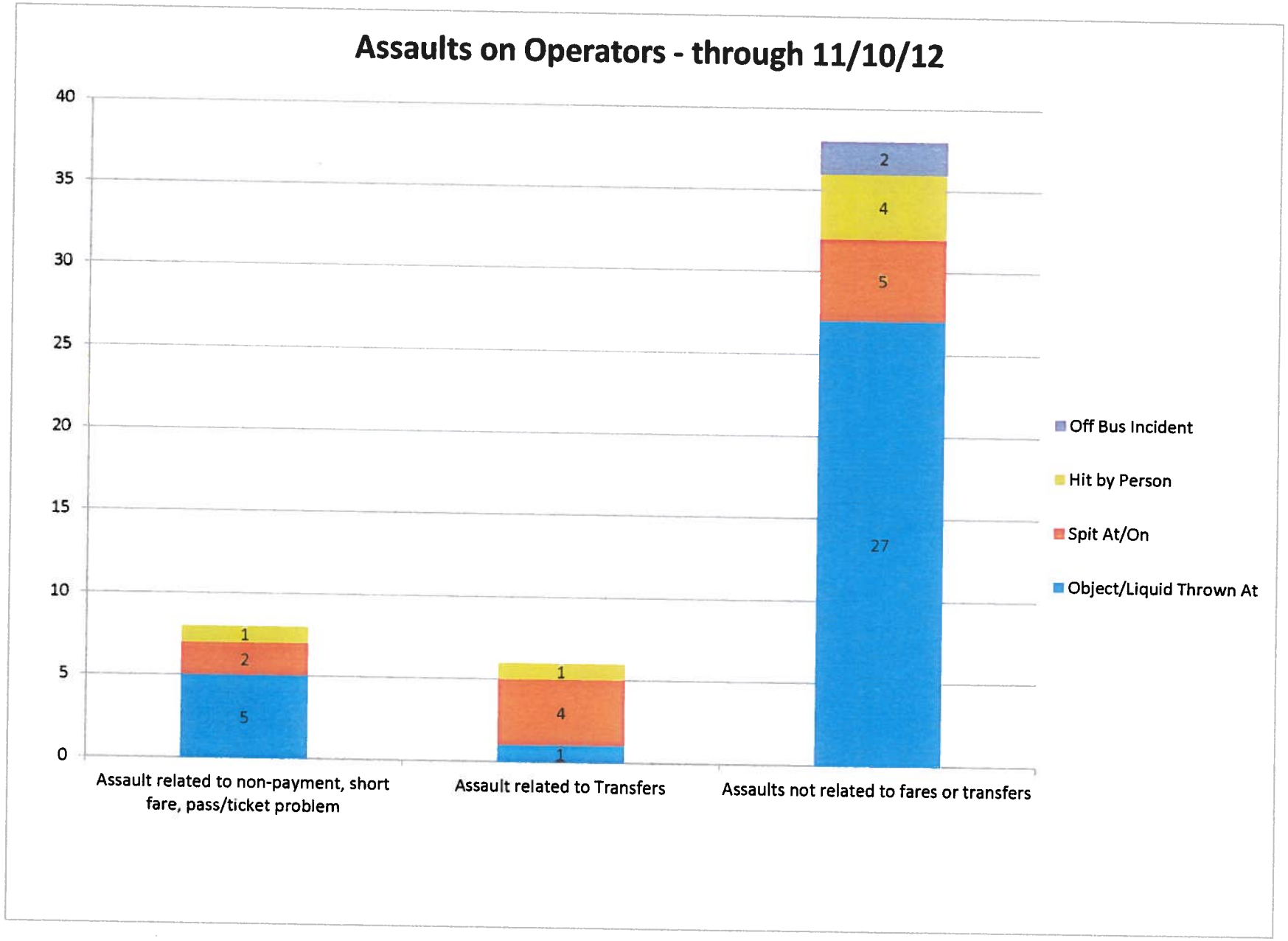


2011 High Severity Incidents		
Any Assault on Passenger	51	15.60%
Any Assault on Operator	34	10.40%
Theft (not counterfeit)	163	49.85%
Weapons (on and off bus)	41	12.54%
Off Bus Incidents	38	11.62%
Total	327	



2011 High Severity Incidents		
Any Assault on Passenger	45	17.24%
Any Assault on Operator	52	19.92%
Theft (not counterfeit)	103	39.46%
Weapons (on and off bus)	24	9.20%
Off Bus Incidents	37	14.18%
Total	261	




Assaults on Operators - through 11/10/12
40
35
30
25
20
15
10
5
0
1
2
5
1
4
1
2
4
5
27
Assault related to non-payment, short fare, pass/ticket problem
Assault related to Transfers
Assaults not related to fares or transfers
Off Bus Incident
Hit by Person
Spit At/On
Object/Liquid Thrown At

Milwaukee County Transit System Operator Security Calls				
Category	2010	2011	2012*	Included in Category
Security Issues	257	238	323	Police stop bus, Passenger security issues
Thefts	45	163	103	Theft (not counterfeit)
Ordinance Violations	554	697	680	Other ordinance violations, Sleepers, Suspicious activity, Music or Loud students
Disorderly Conduct	994	865	718	Lewd conduct, Vulgar language, Weapon, Operator threatened, Intoxicated passengers
Off Bus Incidents	166	236	177	Off bus incidents
Vandalism or Graffiti	532	573	479	Vandalism/Graffiti, Objects thrown at bus
Fare Disputes	682	621	504	Fare disputes, Counterfeit passes
Passenger Altercations	216	261	217	Any assault on passenger on bus, fights
Operator Struck by Person	3	6	6	May or may not have needed medical attention
Operator Struck by Object	13	15	22	
Liquid Thrown at Operator	12	8	12	
Operator Spit on or at	8	4	10	
Operator Assaulted Off Bus	1	1	2	
	3483	**3688**	**3253**	

*Through 11/10/12

Security Calls from MCTS Bus Operators

	2010	2011	2012*
Any assault on operator	37	34	52
Any assault on passenger on bus	51	51	45
Theft (not counterfeit)	45	163	103
Weapon	33	41	24
Off bus incidents	166	236	177
Counterfeit passes	125	44	17
Fights	165	210	172
Intoxicated passengers	524	487	372
Lewd conduct	19	22	22
Music or loud students	101	162	170
Operator threatenened	135	123	118
Other ordinance violations	62	52	43
Sleepers	352	436	430
Vulgar language	283	192	182
Objects thrown at bus	269	312	289
Passenger security issues	199	187	242
Police stop bus	58	51	81
Suspicious activity	39	47	37
Fare disputes	557	577	487
Vandalism/Graffiti	263	261	190
	3483	**3688**	**3253**

*Through 11/10/12

High Severity Incidents
Moderate Severity Incidents
Low Severity Incidents

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 needed.

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%
Wauwatosa	21	0.60%
Non-police	1025	29.44%
Total	3483	

2011

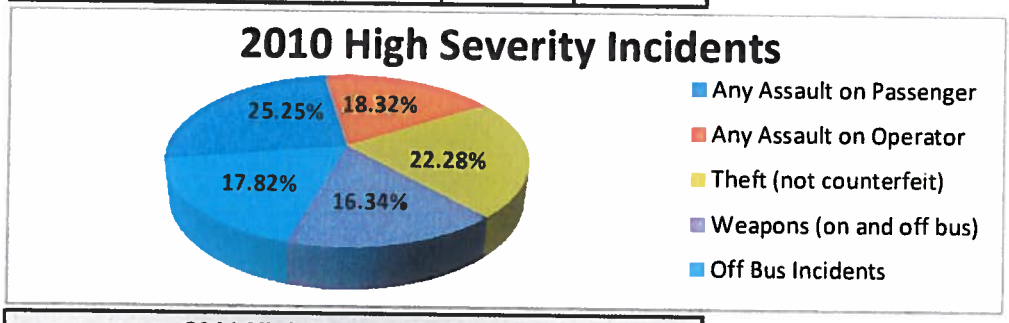
Sheriff	154	4.18%
MPD	393	10.66%
CPO	1960	53.15%
West Allis	6	0.16%
Cudahy	2	0.05%
Greendale	3	0.08%
Glendale	12	0.33%
Wauwatosa	14	0.38%
Non-police	1144	31.02%
Total	3688	

2012*

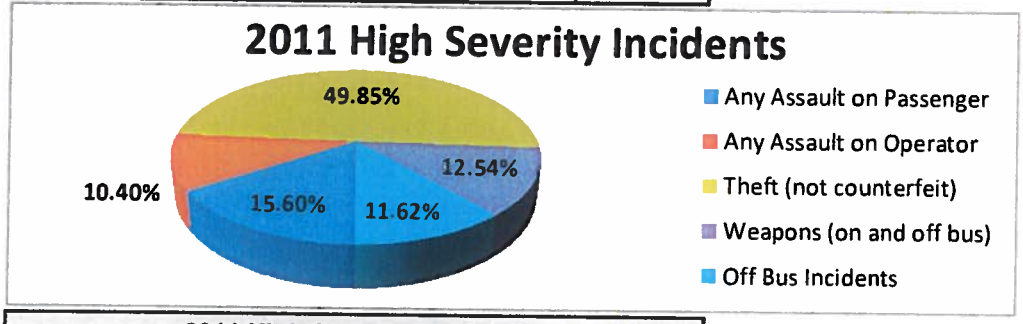
Sheriff	14	0.43%
MPD	421	12.94%
CPO	1811	55.67%
West Allis	7	0.22%
Cudahy	5	0.15%
Greendale	3	0.09%
Glendale	5	0.15%
Wauwatosa	22	0.68%
Brookfield	4	0.12%
DC off the bus	961	29.54%
Total	3253	

*Through 11/10/12

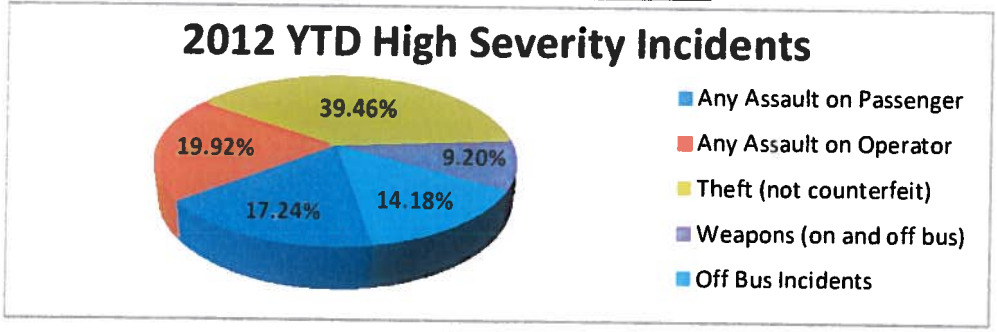
2010 High Severity Incidents		
Any Assault on Passenger	51	25.25%
Any Assault on Operator	37	18.32%
Theft (not counterfeit)	45	22.28%
Weapons (on and off bus)	33	16.34%
Off Bus Incidents	36	17.82%
Total	202	

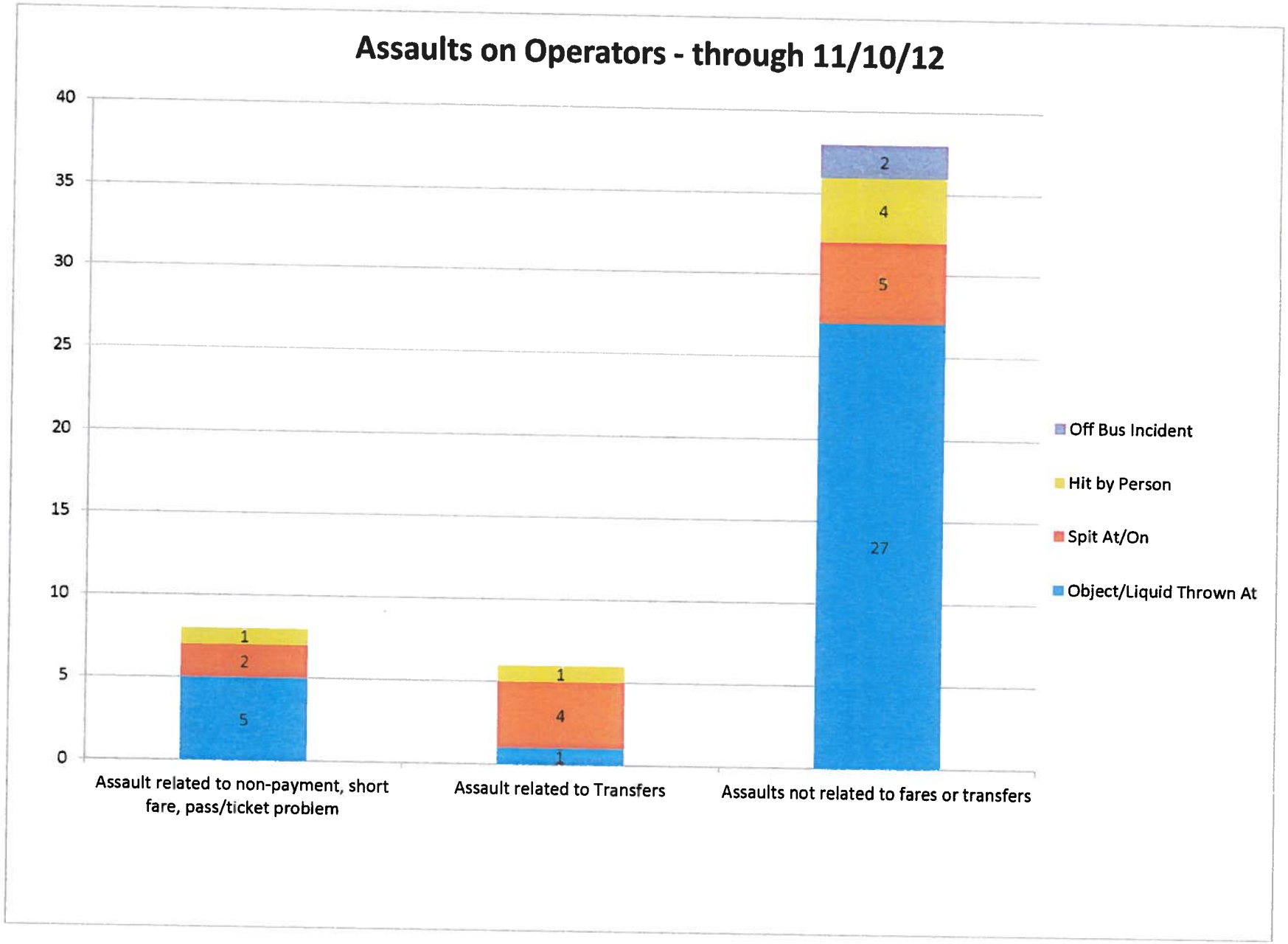


2011 High Severity Incidents		
Any Assault on Passenger	51	15.60%
Any Assault on Operator	34	10.40%
Theft (not counterfeit)	163	49.85%
Weapons (on and off bus)	41	12.54%
Off Bus Incidents	38	11.62%
Total	327	



2011 High Severity Incidents		
Any Assault on Passenger	45	17.24%
Any Assault on Operator	52	19.92%
Theft (not counterfeit)	103	39.46%
Weapons (on and off bus)	24	9.20%
Off Bus Incidents	37	14.18%
Total	261	




Assaults on Operators - through 11/10/12
40
35
30
25
20
15
10
5
0
1
2
5
1
4
1
2
4
5
27
Assault related to non-payment, short fare, pass/ticket problem
Assault related to Transfers
Assaults not related to fares or transfers
Off Bus Incident
Hit by Person
Spit At/On
Object/Liquid Thrown At