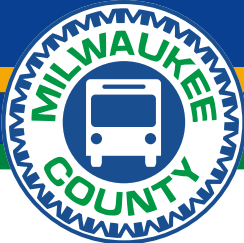


MCTS Security Update

December 2024



Security Overview



MCTS has several measures in place to ensure the safety and security of our employees and passengers. While measures are not mandated at any local or Federal level, MCTS goes above what recommended and beyond what many other systems have in place.

24/7 Dispatch Office

Dedicated Safety, Security & Project Management Dept

10 HD cameras with Live Look-In capabilities on every bus

Silent alarm system on every bus that opens up a discreet line to Dispatch

Operator shield on every bus

Internal Training Dept and Red Kite Program

MCTS Route Supervisor field personnel

Secured facilities with CCTV and access control

SAFER electronic reporting system with trend analysis

Transit Security

General Directive 24-1



On September 25th 2024, the FTA issued a [General Directive](#). General Directive 24-1: Required Actions Regarding Assaults on Transit Workers that requires more than 700 transit agencies nationwide to take action and address ongoing incidents of assaults on transit workers.

General Directive 24-1 requires these agencies to take the following steps:

1. Conduct a Safety Risk Assessment

- Determine the likelihood and severity of Transit Worker Assaults.

2. Identify Safety Risk Mitigations

- Identify safety risk mitigations or strategies necessary as a result of the agency's safety risk assessment. Each transit agency serving a large urbanized area must involve the joint labor-management Safety Committee when identifying safety risk mitigations to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment.

3. Submit the findings to the FTA within 90 days

- Deadline of December 26th, 2024

Transit Worker Assault Definition



[From the Federal Transit Administration:](#)

The term “assault on a transit worker” means a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.

[Physical Assault on a Transit Worker:](#) An assault in which the attack involves physical contact with the transit worker. This could include any physical contact with the victim from the attacker's body, a weapon, a projectile, or other item.

Examples of Correlating MCTS Dispatch Codes:

- 312- Operator Struck by Person
- 313 - Operator Struck by Object
- 323 – Liquid Thrown at Operator
- 325 – Operator Spit On
- 326 – Operator assaulted off bus

[Non-Physical Assault on a Transit Worker:](#) An assault in which the attack involves no physical contact with the transit worker. This could include threats or intimidation that do not result in any physical contact with the transit worker.

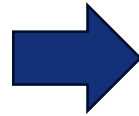
Examples of Correlating MCTS Dispatch Codes:

- 324 – Operator Spit At
- 466 – Weapon (shown/threatened)
- 467 – Operator Threatened/Harassed

Security Incident Reporting



The Dispatcher will speak with the operator, utilizing live-look or live-listen features if needed. The call will be coded with a 3-digit code to identify what is happening. Maintenance Security, Route Supervisors, Police, Fire or EMT's will be sent to assist the operator based on the situation.



After the situation is safely resolved, MCTS staff will review video, dispatch logs, recorded calls, reports and other information to determine how/if an incident should be reported to the FTA, utilizing the S&S 40 or 50 reporting form.



If an operator experiences an issue on the road, they call into our 24/7 Dispatch office by utilizing the onboard CAD system, the silent alarm button or their personal cell phone. **All calls are recorded and logged.**



As required by the Federal Transit Administration, MCTS reports to the National Transit Database on a monthly basis.

Reported Assaults October 2023 - September 2024



<u>Category</u>	<u>Count</u>
Passenger Trips/Rides	26,871,380
Non-Physical Assaults	248
Physical Assaults	33
Weapon Incidents	52
Total	333

- Based on the numbers above, for every 80,694 ride an MCTS worker is assaulted per the FTA definition.
- Please note that the FTA definition does not mirror the Wisconsin State Statute definition and majority of these assaults, while unacceptable, are non-criminal in nature.

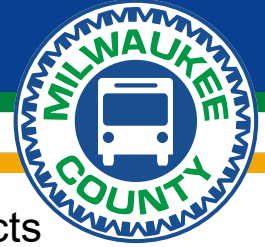
Security Overview



As part of Federal Transit Administration (FTA) General Directive 24-1, the FTA lists several possible measures to mitigate Operator Assaults:

FTA Recommended	Implemented at MCTS?
Operator Area Protective Barriers	X
Signage Informing Riders of Surveillance/Penalties	X
Personal Security Training	X
De-Escalation Training	X
Operating Policies and Procedures (e.g., policies governing operator barrier deployment; policies and procedures to permit discharging passengers between designated stops upon request; policies that operators should only state the agency fare policy once and not attempt to enforce fare payment; policies on response to interference; policies on taking de-escalatory action during incidents)	X
Video/Audio Surveillance	X
Covert/Overt Emergency Alarms (e.g., silent button to contact operations control center, a system for coded/covert operator communication with operations control center, exterior bus signage alerting the public to emergency onboard/call law enforcement)	X
Automatic Vehicle Location	X
Patrol Strategies (e.g., fare enforcement, security, transit police, local law enforcement)	X
Communication Protocols (e.g., only request fare payment once)	X
Public Awareness Campaigns	X

Transit Worker Assault Reporting



- MCTS staff regularly receive updates and training to ensure MCTS is compliant with all FTA reporting aspects
- There is some subjectivity to what is reported and what is not – when in doubt, the incident is reported
- Safety/Security reported incidents are regularly audited by MCTS staff to ensure accuracy
- Transit systems who receive federal funding, including MCTS, get regularly audited by the FTA to ensure accuracy and compliance across a number of categories, including Safety and Security
- There is no direct penalty or incentive to under report or over report incidents to the FTA. As long as MCTS is reporting the incidents as required and can justify how the definitions are understood and used, it is highly likely MCTS would be found to be in compliance. If not, updates or adjustments would be requested/required by the FTA, and MCTS would be allowed to make any required adjustments at that time
- **MCTS is confident that the reporting is fully compliant and that justification could be provided as to why or why not any incident was reported or not reported. MCTS is fully transparent and there would be no reason or advantage not to be**

2024 Security Changes



As part of the 2024 budget process, additional funds were provided for other in-house security enhancements at MCTS.

New MCTS positions

Security Dispatcher – Candidate currently in training

Public Safety Supervisors – Two Supervisors hired and out on the road

Public Safety Officers – Currently have hired five officers and plan to hire five more by the end of the year.

Equipment

Three security vehicles for Public Safety staff – Purchased and out on the road

IT equipment – Purchased and deployed

Uniform/equipment – Purchased and in use

Training

Additional training regarding mental health/working with unhoused population for key personnel

- Coordinating with County resources (OEM Harm Reduction Education staff) training for Operators started in May
- Expanded Safety/Security training during New Operator training
- Identifying other internal and third-party training for Operators and Public Safety staff

Public Safety Supervisors



Edward Chaim

Edward has extensive law enforcement experience, including over two decades with MPD, rising as high as the rank of Detective before his retirement. After leaving law enforcement, Edward became a bus operator with MCTS. With his unique skill set not only does he understand the world of law enforcement and emergency response, but also the unique challenges of being a bus operator, all which make him an invaluable asset when providing support to our operators and passengers during a security incident.



Matt Kennedy

Matt has extensive experience with private security and has worked in the past as a transit security manager who oversaw all daily activities of the contracted security provider for MCTS at that time. After leaving that role and gaining even further security experience, Matt is now on the client side at MCTS and will use his extensive knowledge of private and transit security to provide close oversight and to recommend improvements to the current AUS contract.

Public Safety Vehicles



Current Initiatives



Recent Initiatives

- ❑ **Improved oversight of AUS** – More direct oversight in the field and more direct communication with AUS leadership to set expectations and enforce contract requirements
- ❑ **Public outreach campaign** – Engage the MCTS Marketing Department to educate the riding public on rules of the bus and to discourage disrespectful and dangerous behaviors – launched in June 2024
- ❑ **QR Codes on buses and shelters** - Allow passengers to report unsafe conditions and other issues
- ❑ **Legislation update request** – Request to the state to include bus operators in the “Public Safety Workers” class regarding the discharge of bodily fluids. This would make spitting/throwing discharging bodily fluids at bus operators a felony.

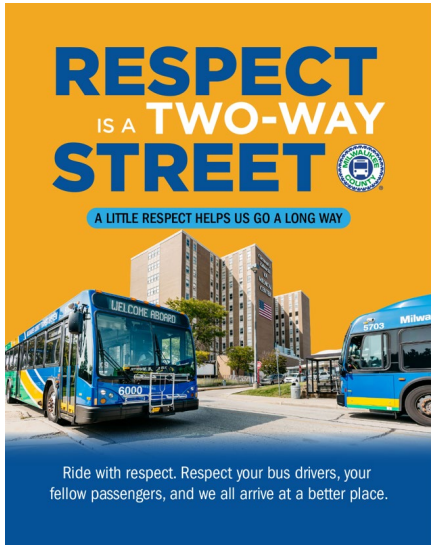
In Progress

- ❑ **Pilot new security features on buses** – Select a small group of buses to test out CCTV monitors and expanded “New York Style” shields

Ongoing

- ❑ **Continue to review policies and procedures to further reduce incidents** – MCTS operations staff meet each week to discuss policies and other opportunities for improvement, monthly security meetings with ATU-998
- ❑ **Continue outreach to other community partners** – We will continue to reach out to other agencies and resources, like OEM, DHHS and Dept of Behavioral Health, to provide better resources to challenged riders. This also includes MPS or other large customers that share responsibilities for our safe operations. We continue to coordinate with the DA’s office and local law enforcement as well.
- ❑ **Improve data visualizations** -MCTS Safety and Security staff will continue to leverage MCTS IT resources to improve access to dashboards to track trends at a glance and make better proactive decisions
- ❑ **Continue peer research** – Many transit systems across the country experience the same issues, we will continue our research utilizing the types of studies referenced in this PPT and reach out to those system who have found success (MTA, MARTA)

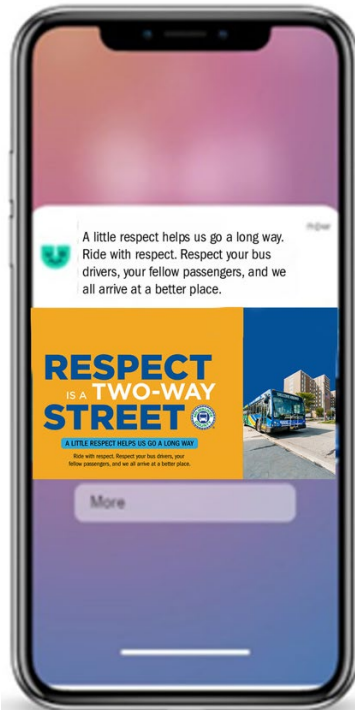
Respect Campaign



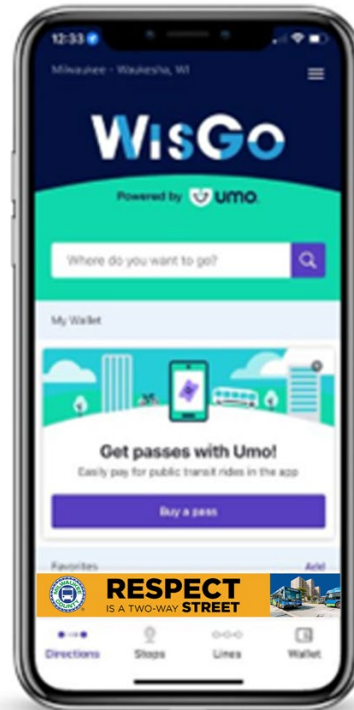
On bus print ad



Printed timetable ad

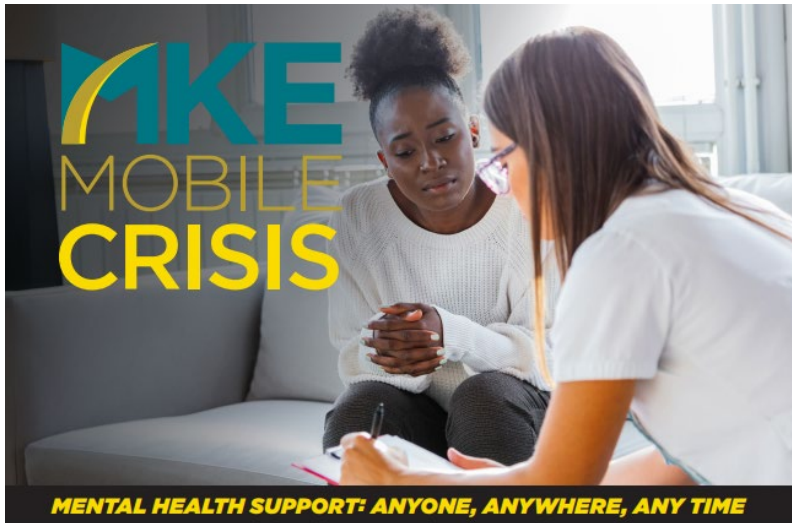


In app push notifications



- Campaign launched in June 2024
- Press release, print ads on buses and timetables, in app push notifications, social media, website
- Emphasis on respect for the operator and your fellow passengers

Mobile Crisis Hotline



MILWAUKEE MOBILE CRISIS

Meeting you wherever you are regardless of your age

Milwaukee County Behavioral Health Services' adult Crisis Mobile Team is merging services with Children's Mobile Crisis Team to form one program, rebranded as Milwaukee (MKE) Mobile Crisis. Previously, these separate mobile teams were contacted through different crisis lines depending on the age of the individual needing services. The merger into one comprehensive program delivers easier access to care for adults, youth and families by providing community members with one crisis number to call for mental health support regardless of age.

Individuals and family members of any age facing a mental health or co-occurring crisis can call 414-257-7222 to reach Milwaukee Mobile Crisis 24/7. Mobile Crisis Clinicians may be dispatched anywhere within the community seven days a week to provide services such as:

- In-person assessment
- Stabilization
- Connections to additional services
- Appropriate follow-up

**IF YOU OR SOMEONE YOU KNOW IS EXPERIENCING A MENTAL HEALTH CRISIS
CALL OUR CRISIS LINE AT 414-257-7222**

- In January MCTS staff met with staff from the Milwaukee County Behavioral Health Division.
- Key staff now utilize the hotline to connect passengers who are in need of these services
- MCTS has deployed these services on multiple occasions and have been successful in getting those in need long term assistance.

Operator Shield and CCTV Monitors



Photos courtesy of MARTA

- CCTV monitors to provide situational awareness to passengers and to further alert public they are being recorded
- Monitors will be installed on new Gillig buses expected to arrive in 2025



- AROWGuard Cockpit
- Still in testing phase
- Pilot test with full operator survey is highly suggested

Questions?

