

Safety & Security

Milwaukee County Transit System



Submitted December 30, 2022

Today's Agenda



- **Safety, Security & Training Department Overview**
- **Employee Survey Results**
- **2022 Key Initiatives**
- **2022 Bus Incident Statistics**
- **Safety and Security Improvements in 2023**

2022 Key Initiative – New Department Created



The **Safety, Security & Training Department** is a NEW department. Safety and security requires its own focus and attention.

The Safety, Security & Training Department is committed to increasing safety for our employees and passengers.

Safety, Security & Training Department Highlights



- Created new tracking system to assist operators who were involved in a security incidents and to walk them through the legal process.
- Hired a Safety & Security Coordinator who came directly from Law Enforcement to provide guidance and assistance on all security related issues.
- Recently created new policy that will remove Operators from engaging with passengers over non-payment.
- Launched the SAFER System.

SAFER Data System



Safe, Accountable, Focused, Effective, Reporting

- Created in collaboration with all departments by the MCTS IT Department
- Central clearing house from which all data regarding accidents and incidents is housed.
- The detailed information allows for deeper analysis of incidents

Agency Safety Plan - Safety Management System



What is SMS (Safety Management System)?

SMS is a formal, organizational process for managing safety risks and addressing safety concerns with the following end goals:

- Senior management has **quantifiable information** to allocate resources based on the unique safety priorities of MCTS.
- Lines of safety **decision-making & accountability** are established throughout MCTS to resolve safety concerns and promote a safety culture.
- **Organizational factors** that may lead to safety breakdowns, identify system-wide trends in safety, and manage hazards before they result in accidents or incidents are addressed.

2022 Updates

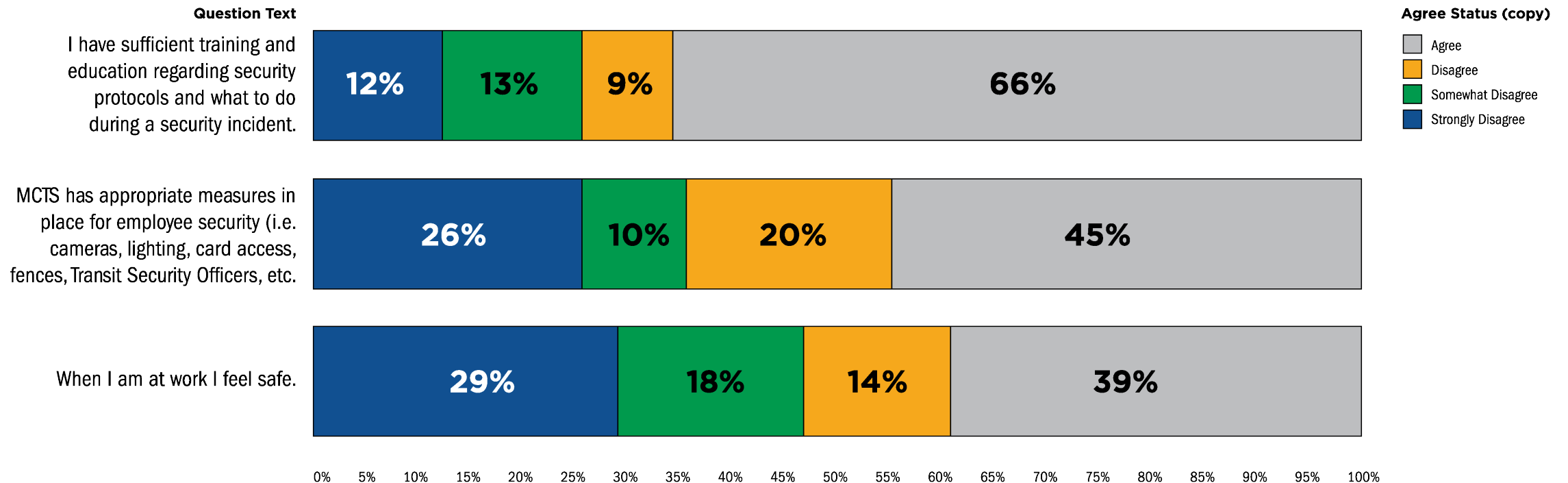
- Updated Organizational Chart
- Added section for infectious diseases
- Added information for de-escalation training for maintenance workers
- Modified Safety Assurance Committee to include 50/50 membership of front-line workers

MCTS Employee Survey Results



Employee feedback is an essential part of our culture. Our goal is 100 percent participation.

Operator Security Perception



The following is a summary of priority projects the Safety, Security & Training Department has implemented in 2022



2022 Key Initiatives – Red Kite Project



All operators will be trained



Three-day Course includes:

- Trauma-informed education
- Conducted in circle processes rather than top-down education
- Interactive (role play, simulations, movement)
- Teach skills for both the professional and personal aspects of an employee's life
- Address operators' physical wellness and mental health
- Conflict resolution steps for win/win solutions

Early results indicate that calls for service from operators who have participated have reduced.

2022 Key Initiatives – Monthly Meetings with ATU



- Safety Assurance Committee
 - Meets monthly to discuss safety hazards that were reported,
 - Membership: 50/50 management and ATU Local 998
- Monthly Security meetings
 - Meets monthly with ATU with open attendance to discuss security related concerns.
 - Review and updates on all major incidents and Operator Security Report (OSR).

2022 Key Initiatives – Non Enforcement Policy for Fares



- We are no longer requiring operators to act as the fare police and confront passengers for fare, which can lead to a fare dispute requiring security.
- Fare enforcement will now be done using location data and will be enforced by placing transit security in these locations.
- This change has positive impacts:
 - Removes the bus operator from confrontation with passengers which will improve operator safety.
 - Reduces the number of potential operator assaults or disorderly subjects.
 - Reduces the verbal arguments on board which other passengers see as a security threat to themselves.
 - Reduces the use of transit security resources so they can be available to respond to more higher priority calls with a better response time.



2022 Key Initiatives – Step-by-Step Assault Charge Process



- This new program helps track and follow through with reported incidents.
- We have educated operators about the legal process of getting the offender charged.
- We established relationships with the local Police Departments, District Attorney's Office and even the probation / parole department with repeat offenders.
- Since program inception (third quarter of 2022):
 - 11 riders cited
 - 3 riders issued state charges

Other 2022 Key Initiatives to Address Security



- New camera system at facilities
- Upgraded security fencing and lighting.
- Overnight security personnel at garages and stations.
- Added training classroom to FDL, will add classroom to KK in 2023.
- Partnering with community and county partners to address homelessness and extended riders on MCTS buses.
- Service Development also removed relief points from 4 routes – these routes are now all pull/out pull/in.
- QR code project.

Operator Security & Service Reports



- Operator Security Reports
 - Information referred over to AUS for follow-up.
 - TSOs will ride with the operator at least 3 times to ensure no future problems exist.
- Operator Service Reports
 - Currently being made into a digital online form that operators can directly use on station kiosks.

Bus and Bus Stop Safety



Top Routes for Security Calls

Green	51
Purple	36
30	28
19	23
Gold	19

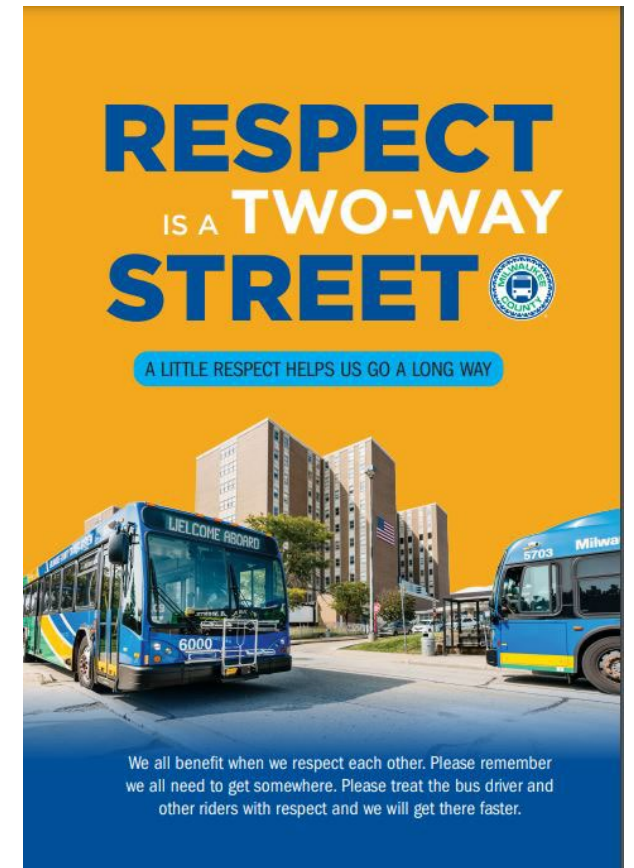
TSO Ride-Alongs (unannounced random rides)

Green	97
Purple	106
30	133
19	71
Gold	82
Total	489

2023 Planned Initiatives



- Annual Employee Survey – March
- Safety promotion committee
 - Will kick off Jan 5th
 - Includes a member from each department from each work location that will be the safety promoters in that work location.
 - They will be the go-to for all safety related issues in their respective areas.
 - Supports the safety pillar of our Agency Safety Plan as required by the FTA.
- New passenger behavior campaign
 - Audio PSAs
 - Bus Shelters
 - Videos for social media
 - New “Rules for Riders”



2023 Planned Initiatives Continued



- Re-Connect Classes (paused during the pandemic)
 - Open forum of employees with various backgrounds and experience.
 - Operators and Mechanics have a seat at the table... influence decision making.
 - Attendees have experienced fewer passenger disputes.

Coordination with Local Municipalities



Milwaukee County Sheriff's Office

- Continuing to engage with MCSO about providing services to MCTS
- Sworn law enforcement on buses would provide benefits such as a team that can arrest, issue citations, respond to incidents with faster response times.

Milwaukee Police Department

- Continue to work in partnership with MPD for improved response times and services
- Safe Place supporting LGBTQ community and victims of human trafficking
- Work daily with MPD and all Police Departments within Milwaukee County to provide video resources and support as necessary

Coordination with the Office of the District Attorney



- Working directly with the DA's office:
 - Avoids delays in waiting for MPD to contact the DA.
 - Once MPD finishes their report, MCTS will start the process with the DA.
 - Refer cases for charges.

Safety & Security Investments



MCTS has invested over \$6.8 million in security upgrades to facilities and buses. This does not include any projects in the Administration building.

Project	Year Complete	Total Budget
New HD 10-camera system on board buses	2018	\$4,923,001
Vehicle security gates with card access at FDL, KK and Fleet	2018	\$316,299
New parking lot with LED lighting at FDL	2019	\$834,040
New CCTV cameras at Fleet Maintenance	2021	\$199,678
New parking lot with new fence and LED lighting at KK	2022	\$306,406
New CCTV cameras at FDL	2022	\$237,754
Total:		\$6,817,178

Coming in 2023

New CCTV Cameras at KK

New fencing at FDL

Annual Rider Survey

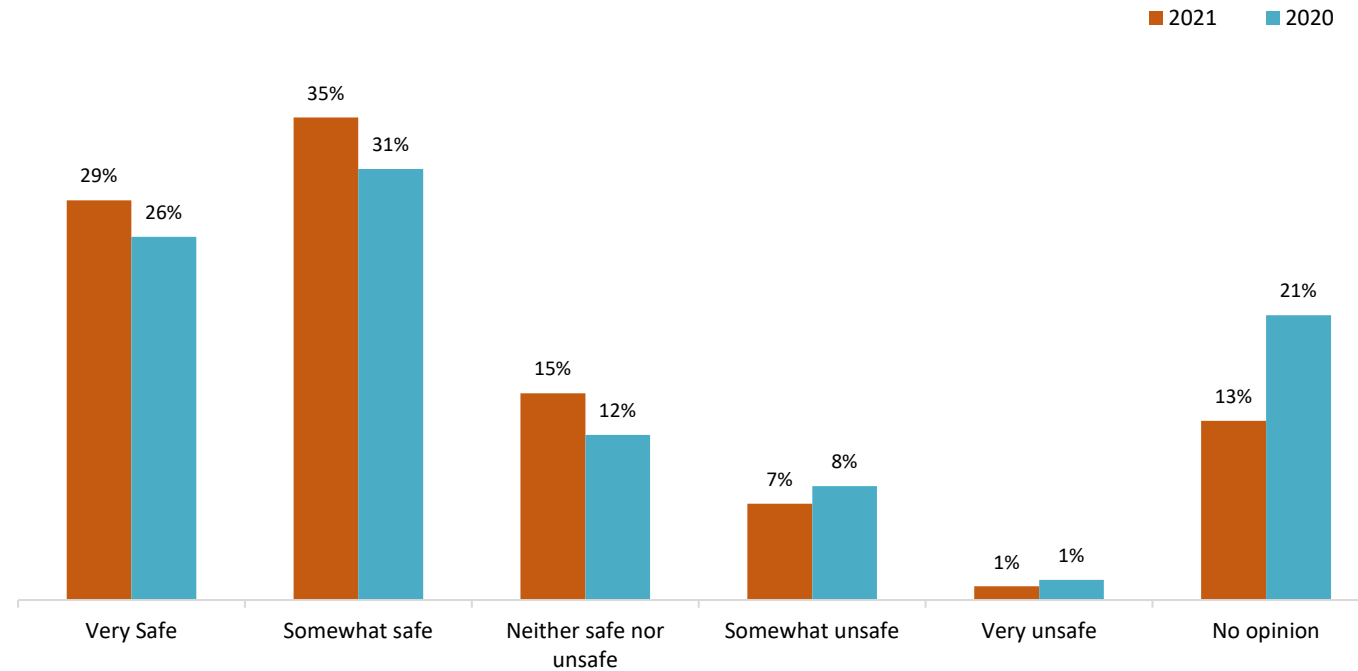
**October-November
Results delivered by end of December**



2021 Rider Survey – Security Feedback



PERSONAL SAFETY



- 64% of respondents report they feel very safe or somewhat safe
- 78% of riders agree that the security measures on the buses either meets or exceeds their needs.

Thank You



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