

MCTS Security Review

March 2024



Security Overview



MCTS has several measures in place to ensure the safety and security of our employees and passengers. While measure 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

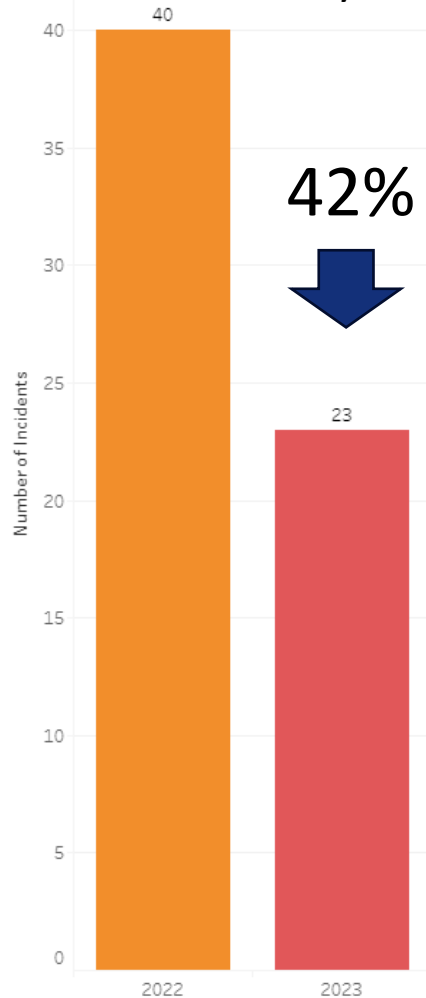
SAFER electronic reporting system with trend analysis

Allied Universal contracted security

Accomplishments



Physical Assault on Operators



Assaults counted here include when an operator is struck, liquid is thrown or when an operator is spit on or at.

- **42% reduction in physical assaults**
- Better communication with DA's office resulting in 10 cases currently in the process of being charged since fall of 2022
- Security bulletins featuring photos posted at high traffic locations on the MCTS employee portal to keep operators better informed of problem passengers has helped to identify multiple suspects for charges
- Updated extended rider policy with input and collaboration from ATU-998
- Updates to CCTV and physical security at all MCTS facilities to better secure properties

2024 Budget Overview



The current annual budget **\$3,095,193** for the Allied Universal Security (AUS) contract managed by MCTS provides all vehicles, uniforms, insurance, smart devices, administrative costs and wages and fringe benefits for staff. Thanks to the budget increase, we are able to increase TSO hours 30% and add an additional squad. Staff hours are listed below:

Position	2023 Base hrs/week	2024 Base hrs/week
Transit Security Officers	1624	1880
Shift Supervisors	160	160
Account Manager	40	40
Assistant Account Manager	40	40
	1864	2120

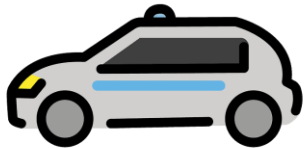
Security Contract Overview



Highest Critical Security Incident Routes:
Purple Line
Route 30
Green Line



TSO's ride buses for the majority of their shift. A squad follows the bus while the other TSO is on board. This ensures a presence on board buses, as well as access to the squad car for faster incident response times.



Peak weekday patrol is 6 squads from 12pm-8pm because data shows that our highest level of calls for service is during that time



Resources are focused on the highest incident routes in the highest incident areas. In 2023 over 50 Operator Requests for Security were fulfilled.

2024 Budget Overview



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 expected on board in March 2024

Public Safety Supervisors - Candidates expected on board in March 2024

Equipment

Two security vehicles for Public Safety Supervisor – Working with vendor to place order

IT equipment – Working with IT to order and install all required Dispatch and vehicle equipment

Uniform/equipment – Equipment identified, pending candidates to confirm sizes, etc.

Training

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

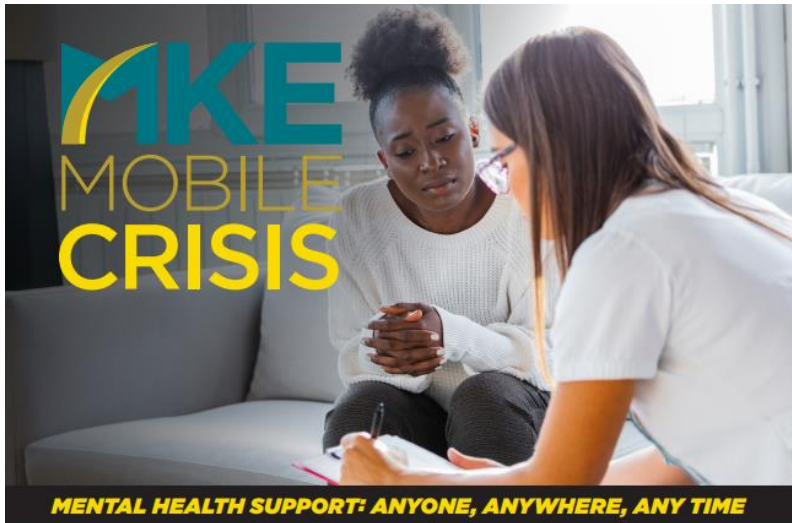
- Coordinating with County resources (Behavioral Health Dept & OEM Harm Reduction Education staff) on training for Operators and TSO's
- Expanding Safety/Security training during operator training
- Identifying other internal and third-party training for Dispatch

Future Initiatives



- 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 Tableau 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)
- 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 – coming in June 2024
- QR Codes on all buses and shelters** - Allow passengers to report unsafe conditions and other issues
- Improved oversight of AUS** – More direct oversight in the field and more direct communication with AUS leadership to set expectations and enforce contract requirements
- Pilot new security features on buses** – Select a small group of buses to test out CCTV monitors and expanded “New York Style” shields

Mobile Crisis Hotline



MENTAL HEALTH SUPPORT: ANYONE, ANYWHERE, ANY TIME

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.

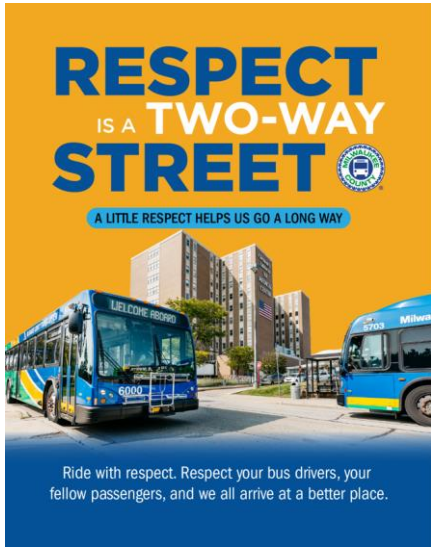
Individuals and family members of any age facing a mental health or co-occurring crisis can call 414-257-7222 to reach Milwaukee Mobile Crisis 24/7. Mobile Crisis Clinicians may be dispatched anywhere within the community seven days a week to provide services such as:

- 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.
- Moving forward we will be training key staff on how to utilize the hotline to connect passengers who are in need of these services
- BHD staff have also offered to partner with MCTS to help train staff key staff on how to recognize and respond to someone having a mental health crisis

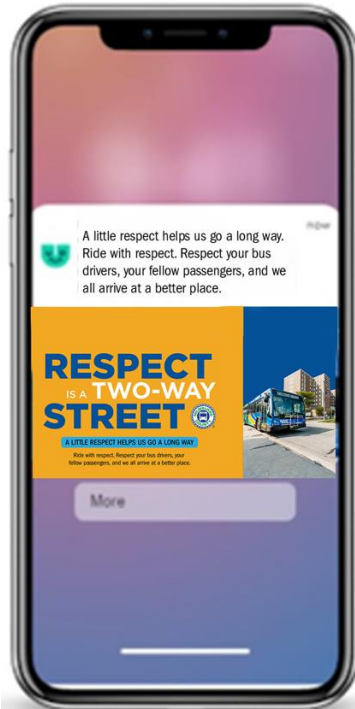
Respect Campaign



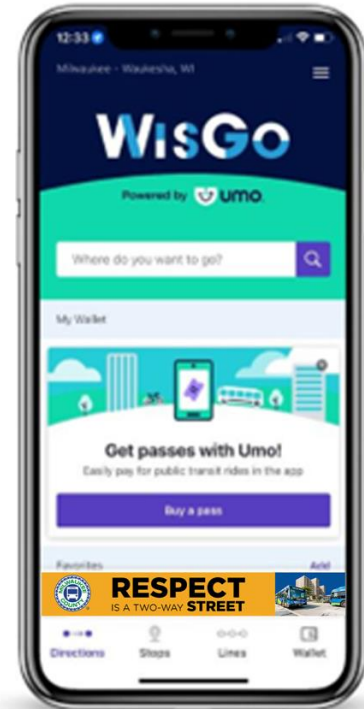
On bus print ad



Printed timetable ad



In app push notifications



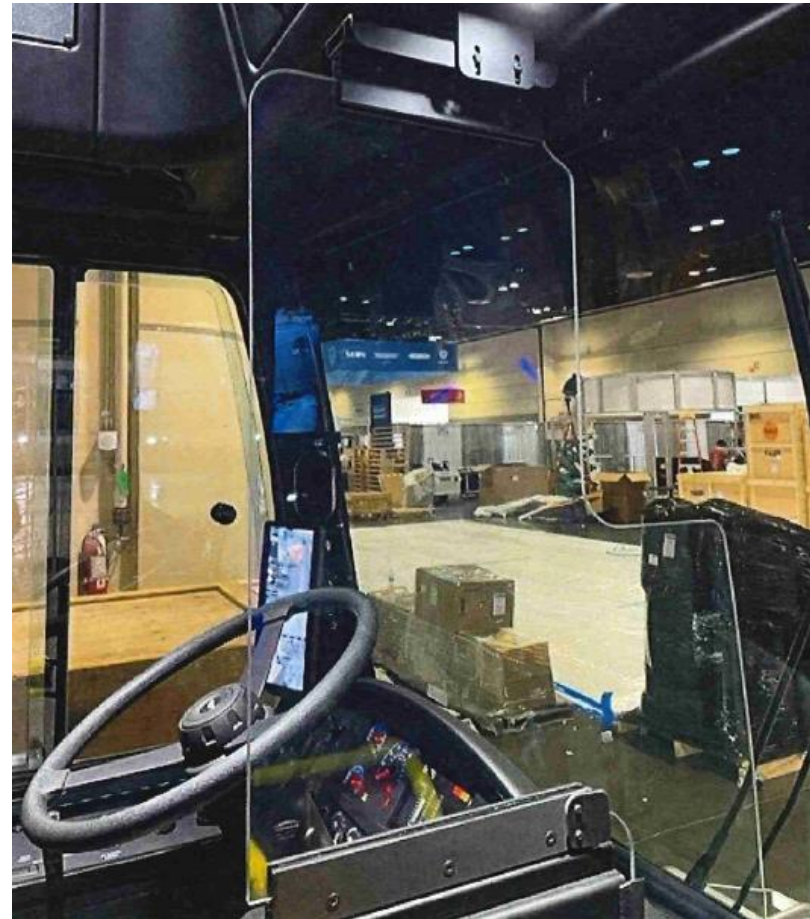
- Campaign will be launched in June 2024
- Press release, print ads on buses and timetables, in app push notifications, social media, website
- Emphasis on respect for the operator and your fellow passengers

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
- Working with current vendor on a possible pilot install on new Gillig bus order



- AROWGuard Cockpit
- Still in testing phase
- Would not be available until mid-2024
- Pilot test with full operator survey is highly suggested

Questions?

