



Milwaukee County Transit System

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(414) 344-4550 • RideMCTS.com

Milwaukee County Transit System Safety and Security Task Force

Friday, March 24, 2023

10:00 AM

Milwaukee County Courthouse
901 N 9th Stret, Room 203-R
Milwaukee, WI 53233

Minutes DRAFT

1. Call To Order at 10:08am

Members in Attendance:

Co-Chairperson Supervisor Peter Burgelis
Co-Chairperson Supervisor Ryan Clancy
Brian Kading, MCTS Director of Safety, Security & Training
Michael Brown, ATU Local 998 Vice President
Todd Pisarski, Milwaukee County Parks Safety, Security & Training Manager

Other Attendees:

MCDOT Deputy Director: Julie Schuetz Esch
County Board Legislative Assistant: James Halverson
County Board Legislative Assistant: Ethan Masarik
MCTS Training Manager: Jennifer Ortega
MCSO Inspector: Doug Holton
Milwaukee County Housing Director: James Matthey

2. Approval of Previous Minutes (February 23, 2023)

- a. No additional comments from team; minutes approved.

3. Review of Task Force's Purpose

- a. Co-Chair Supervisor Clancy read the task force purpose from the December 2022 meeting.
- b. No comments or discussion on the purpose at this time.
- c. Ground Rules for the meetings
 - i. Would like to have as much discussion as possible with public comment; please wait until the summary is delivered, raise hand to approach table with microphone to deliver comments as sign-up cards are not present.
 - ii. Feel free to engage.

4. Communication from MCTS Security, Safety and Training Program

- a. MCTS SST Director Kading gave an overview of the MCTS Safety and Security.
- b. Open comments from the public:

- i. Reporting of dispatch calls – Is there a standardized process when the call arrives?
 - 1. MCTS Director Kading Response: MCTS Dispatch has a list of codes that may be used. Initial call may have arrived as “Fare dispute” and later may be coded by dispatcher something different that reflects the nature of the call. MCTS has the ability to change/update the original call code to reflect the nature of the call.
- ii. KK Operator Testimonial: Safety Concerns
 - 1. Security Ride A-longs are not conducted in the problem areas and need to be realigned to help. Recently, they have met Operators at the intersections to check, but not as prevalent before. Route 80 layover at MATC, about 20-25 minute layover, if MATC is closed what should I do when I have a mental health person who is creating issues on the bus? Need to be more proactive than reactive. MATC Oak Creek shuts off the lights at night presenting issues:
 - a. Deer /Animals, Icy roads, Unable to completely see area
 - 2. SAFER Report
 - a. Operators do not want to fill out at the end of shift as it takes 20-25 minutes time to fill out and do not receive feedback as to the outcome once filed. Would like follow up as to how incident is being addressed.
 - 3. Route 80
 - a. Had a person with an issue and told to return to the station and felt this person poses an issue by having access to steering wheel. Once returned to station met by security and alighted but there is a fear about passenger retaliation when walking from KK Station across the street to the employee parking area.
- c. Discussion:
 - i. Sleeper / Extended Rider Policy
 - 1. MCTS is currently working to create a more consistent policy to address sleepers on the bus.
 - 2. Action Item:
 - a. MCTS is holding internal meetings to create a clear policy going forward
 - b. MCTS is checking into passengers riding back to station to then be intercepted by TSO team
 - ii. SAFER Kiosk
 - 1. Could there be updated incident codes to address assaults with more detail as to what type of weapon, type of assault: spit on, etc...?
 - 2. Action Item:
 - a. MCTS to provide ATU Local 998 and the Task Force a copy of the SAFER codes from MCTS Dispatch and walk through in the next meeting.
 - b. MCTS to bring the SAFER fields to help address any gaps and opportunities for improvement

- iii. Route 80
 - 1. MATC Layover
 - a. Friday nights (10pm) and spring breaks are problematic
 - 2. Action Items:
 - a. MCTS will look into modifying service during Spring Breaks.

5. Communication from Milwaukee County Parks' Ranger Program

- a. Parks Safety Overview given by Manager Todd Pisarski
 - i. See power point presentation.
- b. Reporting Information
 - i. 2022 After Action Report
 - 1. Has a dedicated # to reach a Park Ranger on duty 414-257-7777
 - 2. Add two new vehicles
 - 3. Reeducating and informing patrons with rules of park
 - 4. Special events throughout Milwaukee County
 - a. Drawing crowds usually have some type of Park Ranger staff
 - b. Ride-alongs with County Supervisors to see a day in the life of Park Rangers
 - 5. Parking citations: wrote over 3,000 in 2022; 118 issued at the Air Show due to vehicles parking in handicap zoned areas without appropriate vehicle signage
 - ii. Credit card machines are carried with staff to execute transactions quickly
 - iii. Park Ranger Staff participate in community events
 - iv. Communication Skills, Mental health training with county resources
- c. Open Comments from the Public:
 - i. MCTS Operator Testimonial
 - 1. Has not had a ride along for over one year and has had multiple incidents:
 - a. Shot with pellet gun; Has not heard from MCTS any feedback and this happened about two weeks ago
 - b. Drinks thrown on me
 - c. Passengers spit on me; September 2022; Filed incident, supervisor asked if okay, watched video and asked if could just have let passenger off, however following safety protocols from training could not let off in the street
 - 2. Would like to know how to keep me safe while operating
 - a. Response: This testimony is helpful for all to hear to come up with solutions and that is the purpose of the Task Force.
 - ii. SAFER Kiosk
 - 1. Would like system to have more options customized toward the Operator to describe situation, incident.
 - iii. MCTS Operator Testimonial
 - a. Passengers fighting with Tasers and called Dispatch; told to keep driving

- b. Passenger with knife called Dispatch and told to keep driving; Police only came when passenger called 911; Route subs arrived and discussing if should complete report, which did two days later, but report was not reflective of incident and more about road conditions, etc...
 - c. Stalking Passenger; Passenger was threatening me several times: death, harm, etc...; Police apprehended and worked with MCTS too; Detective informed person was wanted for homicide and apprehended
 - d. Dispatch: Needs more sense of urgency when calling with people with weapons
 - e. Help for Operators and Public: Need to keep everyone safe
 - iv. Testimonial from Sawyer Schmitt, MCTS Safety and Security Coordinator
 - 1. Came to MCTS from MU Public Safety that transitioned to sworn law enforcement department
 - 2. Park Ranger program is great and has done a lot, however not a proper answer to Transit Operations
 - 3. MCTS needs sworn officers as a solution
- d. Discussion:
 - i. Supervisor Clancy's ride along experience was met with such a patient Ranger who discovered an individual digging holes in the park. Ranger introduced self and tried to educate individual as positively as possible before stating there is an Ordinance in place and could be issued a violation.
 - ii. Unhoused individuals
 - 1. How does Park handle?
 - a. Ask if the person need help, allow to stay and connecting with county resources to help find housing and assistance
 - b. If individual is violating rules, then work to remove
 - iii. Are the Park Rangers able to remove people from bus or write citations?
 - 1. No, Park Rangers authority is only in the Parks area
 - iv. Allied Security
 - 1. Public Engagement: Can Allied TSO's provide more positive pro-active engagements rather than reactive?
 - a. MCTS Director Kading Response: Allied post orders can be modified and with the updated fare policy have been more proactive.
 - v. Previous Security Task Forces: Not a lot of resolution with previous task forces and would like to ensure something is in place to increase Operator Safety.
 - vi. ATU Safety Reporting
 - 1. Has a QR code for the Bus Operator to complete
 - 2. Encourages Bus Operators to complete the MCTS SAFER and ATU QR code to compare data
 - vii. Transit Safety Solutions
 - 1. Waukesha County Buses has a button on the bus that connects directly to Law Enforcement

- e. Action Items:
 - i. Can look into seeing if a Transit Ranger could issue citations
 - ii. MCTS Ride Along with Park Rangers to see any opportunities could implement
 - iii. Supervisor Burgelis requested a ride along with Allied TSO's

6. Communication from Milwaukee County Sheriff Department – Transit Office Study

- a. Transit Officer Study Overview presented by Inspector Doug Holton
 - i. See document for details
 - ii. Would take 24 months to hire and train 60 sworn deputies
 - 1. Transit position would be more desirable and easier to staff than other sworn positions
 - 2. Jail is difficult to hire / retain
- b. Open Comments from Public
 - i. 2010 MCSO Transit Division
 - 1. Derived from a previous Milwaukee County Task Force
 - 2. 2010 – 2014 approximate years
 - 3. 6 Sheriffs were effective
 - ii. Operator Testimonial:
 - 1. World has changed since 1995, Operators would feel safer if there was a Sherriff's presence onboard
 - 2. Red Kite Program at MCTS
 - a. Trauma discovery is key and teaches people how to deal with the past and prepares how to act in the future
 - 3. Safety for the Operators needs to be put back into the budget; everyone's life is worth it.
- c. Discussion
 - i. Pro-active Policing Approach
 - 1. Undercover deputies worked well in the past; request 6 instead of 60?
 - 2. Does the Sheriff's office have capacity now to dedicate any resources?
 - a. No, does not have the capacity to staff; do not have resources
 - b. Long-term undercover sheriffs may not be effective
 - ii. Need Transit Sheriffs Division for the buses
 - 1. Dedicated funding is necessary
 - a. State appears to have a funding surplus, could the state help with funds for a MSCO Transit Division?
 - i. Would hope so, however cannot answer for the state.
 - 2. Creating a 60 sheriffs Transit Officer Division
 - a. Takes about 2 years, Can train 30 per class
 - b. Need to account for relief time
 - 3. Would these positions have issues being filled?
 - a. No, it's as close to a street cop
 - iii. How much does it cost if the buses were made free?
 - 1. Supervisor Clancy believes he read in a previous report that it was about \$20M
 - iv. MCTS Camera System

1. MCSO finds it very useful as it captures a lot of events
2. Over 300 requests for video footage during 2022

7. Communication from City of Milwaukee Office of Violence Prevention

- a. Not present, no report

8. Communication from Milwaukee County Office of Equity

- a. Not present, no report
- b.

9. Communication from Milwaukee County Housing

- a. Director James Matthey
- b. Review report
- c. Open comments from Public:
 - i. Supervisor Juan Miguel Martinez
 1. Advocated for the Transit Task Force
 - a. Will ensure there are actions taken on this Task Force to help keep Bus Operators safe
 2. Labor organizer for years
 - ii. Airport & UMW Unhoused Issues
 1. Housing works weekly with MCSO and the Airport
 2. Increased service to Airport to reduce unhoused issues
- d. Discussion:
 - i. Allied Security
 1. Is there a direct relationship with them?
 - a. Not aware of any; open to one.
 - ii. Need to quantify issues to best allocate appropriate resources:
 1. Un-housed, Mental health issues, Addiction issues
 - iii. Additional training for Bus Operators
 1. Help educate on how to communicate with the homeless people
 2. Partnership with Milwaukee County Housing and MCTS
 - iv. Park Rangers
 1. Park Ranger interactions, approach, and overall appearance are stronger than Allied.
 2. Public appears to respect the Rangers more than Allied
 - v. DHS on buses
 1. Airing ad on buses soon
 2. Resources provided to Allied by MCTS Security Coordinator- are they being used?
 - vi. Wackenhut Security Company
 1. This was one of the best security companies in the past
 2. They were purchased by Allied Universal
 3. Most of the private security companies have now gone hands-off, cannot physically remove individuals, due to lawsuits.
 4. Not aware if there are any other private security officers out there that will physically remove individuals.

- vii. Park Ranger
 - 1. Do they perform escort holds? No, the Rangers deescalate and remove self from situation due to having space available.
 - 2. Training: Detain as a citizen but not as a Ranger
 - 3. 18-21 year olds have started as the Park Ranger to get experience – 10-15 hours per week
 - a. Either hire if openings or they move onto other security fields: MPD or Private Security companies.
- e. Action Items:
 - i. Milwaukee County Department of Housing to reach out to Allied before next Security Task Force meeting to develop relationship.
 - ii. MCTS SST Director will provide HR hiring and exit interview data for the next meeting.

10. Other Items

- a. Allied Vehicles
 - i. Some now display “Transit Security.” It’s part of the contract that the permanent vehicles are marked as “Transit Security”
- b. Closing
 - i. Task force will work to ensure there is resolution and thanked everyone for their time and testimonials

11. Meeting Calendar Proposal

- a. Public Hearings April / May / June: Saturday morning, Mid-week day, Mid-week eve
- b. Varied locations through Milwaukee County
- c. Circulate dates, times and locations which will be an addendum to next meeting.

12. Adjournment at 1:00pm

Note: Next meeting will be Wednesday May 3, 2023 4pm -6pm at Neighborhood House, Central United Methodist Church (639 N 25th St, Milwaukee, WI 53233); Lower Level