**COUNTY OF MILWAUKEE**

**INTEROFFICE COMMUNICATION**

**DATE:** November 9, 2015

**TO:** Michael Mayo, Sr., Chairperson, Transportation, Public Works & Transit Committee

**FROM:** Brian Dranzik, Director, Department of Transportation

**SUBJECT:** UPDATE ON TRANSIT SECURITY

POLICY

This report is for informational purposes only.

BACKGROUND

The Milwaukee County Transit System (MCTS) has contracted with a private security firm for transit security. New security contracts have been established every three to five years since 1993. In April 2015, MCTS once again issued a request for proposal (RFP) for transit security. A panel of five MCTS stakeholders reviewed each proposal. AlliedBarton Security Services had the highest technical score and was also considered the best value for MCTS and Milwaukee County. A new three-year contract went into effect November 1, 2015. The MCTS contract covers 34 full time employees.

Position FTE Hours/Week

Transit Security Officers 28 1120

Working Shift Supervisors 4 160

Operations Supervisor 1 40

Account Manager 1 40

Security Officers and Working Shift Supervisors are deployed as follows.

Hours FTE

6:00 a.m. to 2:00 p.m. 6

12:00 p.m. to 8:00 p.m. 12

4:00 p.m. to 12:00 a.m. 10

10:00 p.m. to 6:00 a.m. 4

There are at least two bus riding teams per daytime shift to address targeted deployment to schools and operator security issues. In addition, MCTS ensures that two to three Transit Security patrol vehicles are on the road at all times to respond to on-bus incidents, except from 10:00 p.m. to 6:00 a.m. when there is only one two-person vehicle on duty. Transit security officers focus their bus riding efforts on bus routes with the highest number of behavior-related incidents as well as requests from bus operators or passengers to address specific security concerns. Local police departments are called to respond to and focus on crime-related incidents.

Bus riding routes and patrol deployment locations change daily based on the previous day’s incidents as well as requests from bus operators. This information is given to Security Officers at the beginning of their shift through roll call. Each day’s roll call form is shared with MCTS to ensure proper deployment.

All transit security deployment is in full uniform. According to Wisconsin State Statue 440.26 and the related Department of Safety and Professional Services guidelines, all private security officers are required to perform their duties in uniform. Private security officers may not be deployed in a “Plain Clothes” capacity.

**Security Incidents**

Incidents are tracked by the number of security-related calls to dispatch by bus operators. The dispatcher categorizes these calls by assigning one of 42 codes.

The following chart represents the most common security-related calls from bus operators grouped into broad categories. Transit Security Officers are dispatched to respond to each situation for the safety of the operator and passengers. In the last few years, there has been an average of about 340 security calls from bus operators per month.

**Transit Security Incidents January through October**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2010** | **2011** | **2012** | **2013** | **2014** | **2015** | **2010 to 2015** |
| Any assault on Operator | 34 | 31 | 51 | 24 | 23 | 13 | -62% |
| Any assault on Passenger | 38 | 43 | 45 | 20 | 30 | 30 | -21% |
| Counterfeit passes | 119 | 38 | 16 | 2 | 18 | 11 | -91% |
| Fare disputes | 475 | 485 | 475 | 583 | 834 | 864 | 82% |
| Fights (verbal or physical) | 134 | 169 | 165 | 132 | 191 | 179 | 34% |
| Intoxicated passengers | 460 | 423 | 360 | 358 | 449 | 440 | -4% |
| Lewd conduct | 15 | 19 | 22 | 15 | 36 | 24 | 60% |
| Music or loud students | 83 | 132 | 169 | 171 | 161 | 140 | 69% |
| Objects thrown at bus | 246 | 266 | 278 | 247 | 234 | 196 | -20% |
| Off-bus incidents | 140 | 199 | 166 | 175 | 163 | 126 | -10% |
| Operator Threatened | 120 | 102 | 114 | 122 | 177 | 122 | 2% |
| Other Ordinance violations | 56 | 42 | 40 | 62 | 110 | 80 | 43% |
| Passenger security issues | 154 | 147 | 240 | 92 | 65 | 53 | -66% |
| Police stop bus | 54 | 39 | 78 | 34 | 34 | 23 | -57% |
| Extended Riders (sleeping) | 277 | 341 | 407 | 455 | 633 | 919 | 232% |
| Suspicious Activity | 30 | 34 | 35 | 33 | 21 | 18 | -40% |
| Theft from Passengers and MCTS | 39 | 110 | 99 | 93 | 94 | 50 | 28% |
| Vandalism/Graffiti | 221 | 231 | 178 | 151 | 137 | 146 | -34% |
| Profanity | 233 | 158 | 175 | 237 | 293 | 311 | 33% |
| Weapon (reported) | 26 | 36 | 23 | 18 | 15 | 21 | -19% |
| Ave calls per Month (10) | **295** | **305** | **314** | **302** | **372** | **377** | **27%** |

Significant to note in 2015 is the 62 % drop in assaults on operators primarily associated with the installation of operator shields. Fare disputes and persons riding for multiple trips have increased, but these are by and large civic nuisances.

**Monthly and Quarterly Security Meetings**

Each month, the MCTS Manager of Security and Street Operations holds a transit security meeting with representatives of Amalgamated Transit Union (ATU) Local #998, Station Supervisors and the transit security contractor. These meetings include a focus on recent incidents, repeat offenders, and felony charge updates. Transit security statistics and trends are discussed in a transparent manner to foster open communications. All statistics shared are then posted at the operating stations. These meetings have been occurring for years and require participation and cooperation from all involved to achieve the greatest benefit.

On top of the monthly meeting, the County Board of Supervisors created a new Transit Security Task Force in 2015 that is scheduled to meet quarterly. This task force focusses on strategies to increase awareness and compliance with laws and ordinances designed to combat fraud and misconduct at bus stops, on buses or in connection with fare media produced by MCTS. To date, the Task Force includes representatives from the Milwaukee County Board of Supervisors, Milwaukee County Department of Transportation, MCTS, ATU Local 998, the transit security contractor, Milwaukee County Sheriff’s Office, Milwaukee Police Department, and the Milwaukee County District Attorney’s Office.

**Audit**

Finally, in 2009 the Milwaukee County Department of Audit completed an audit of the Milwaukee County Transit System’s Security Contract. Many recommendations were made and implemented to improve the response time, visibility and on-bus presence of transit security personnel. The audit concluded that “in 2008 there was a 99.76% chance of taking an MCTS bus trip without incident.” Although MCTS continues to struggle with civic nuisance issues, it continues to provide safe and secure transportation for the vast majority of passengers.

RECOMMENDATION

This report is for information purposes only.

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Approved by:

Brian Dranzik

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cc: Chris Abele, Milwaukee County Executive

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