



Milwaukee County Transit System

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Milwaukee County Transit System Safety and Security Task Force

Wednesday May 3, 2023

4:00 PM

International Learning Center
639 N 25th Street
Milwaukee, WI 53233

Minutes- DRAFT

1. Call To Order at 4:07pm

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
Donell Shorter, ATU Local 998 President
Todd Pisarski, Milwaukee County Parks Safety, Security & Training Manager

Other Attendees:

County Board Legislative Assistant: James Halverson
MCTS Training Manager: Jennifer Ortega

2. Approval of Previous Minutes (March 24, 2023)

- a. No additional comments from team; minutes approved.
 - i. Motion to approve by Todd Pisarski, Milwaukee County Parks Safety, Security & Training Manager
 - ii. All favored
 - iii. No opposition

3. Review of Task Force's Purpose

- a. Jennifer Ortega, Training Manager read the task force purpose from the December 2022 meeting.
- b. No comments or discussion on the purpose at this time.

4. Member Updates

- a. None – will give departmental updates

5. Departmental Updates

- a. **Communication from MCTS Security, Safety and Training Program**
 - i. Brian Kading, MCTS SST Director

1. Review of action items from previous meeting
 - a. Dispatch Codes & Call flow
 - i. Submit Dispatch call workflow for upload
 - ii. Submit Dispatch problem codes for upload
 - b. Incident Report
 - i. Submit categories for upload
 - c. Route 80
 - i. Verified using video checks and personal drive that the MATC lights are on during nighttime hours
 - ii. Schedule and Planning looking into modifying service during out of session times
 - d. Sleeper / Extended Rider Policy
 - i. MCTS and ATU meet 5/2/23 to review current policy and create a clearer one going forward.
 - e. HR Bus Operator Separation Data
 - i. Will provide at the next meeting 5/15/23
- ii. Open comments from the public:
 1. Operator Testimonial – Route 80
 - a. Pitch dark when school is not in session and there could be unknown issues waiting for Operators. I sign up at 4am and I've been very scared to go to MATC
 2. ATU Testimonial – SAFER Report Code Review
 - a. There are a lot of codes on MCTS reporting and a lot fall into "Other" – it's a lot to sort through
 - b. ATU has a QR code for the bus operators to report issues on the bus and then are comparing it to MCTS reporting
 3. Connect Teams
 - a. Other transit agencies are using this technology and appears might have a use for MCTS to help alleviate issues
 4. Operator Testimonial
 - a. Operators typically do not say anything when issues arise on the bus because scared of the riders – security response takes awhile
 - b. ATU cards are helpful but still cannot help me immediately while the issue is on the bus
 5. Operator Testimonial
 - a. Last year, October 2022, I was spit on. Transit Security cannot hold them and this person is still out walking on the streets. We have signage on the bus stating something will happen, but it does not seem to happen. San Antonio has security as well that can actually do something – such as removal not ticketing. Ticketing does not do anything. We need help getting defended. This incident will forever stick with me, regardless of therapy, and we need a way to keep me secure.

iii. Discussion:

1. Has MCTS reached out to County Housing to help with the Sleeper/Extended riders?
 - a. Yes, MCTS is working with County Housing & ATU
2. Has there been any coordination between Allied Universal and Housing yet?
 - a. Not yet, but MCTS has given Operators cards with resources to hand out to individuals
3. PRTT button vs Silent Alarm
 - a. An assault incident years ago took 30 minutes to respond
4. Sleeper & Extended Riders
 - a. Bus operators are not trained to handle these situations & more should be done
5. SAFER Reporting
 - a. Can an operator have access to a copy of this report?
 - i. MCTS will check into and provide update
6. Connect Teams
 - a. Connect Teams should be looked into
 - i. This is used by other agencies
7. Transit Agency Cleveland / Milwaukee
 - a. MCSO stated at a minimum would need 60 sworn officers
8. MSCO Ride Along / Allied Universal Ride Along
 - a. Supervisor Burgelis rode with MCSO and insightful to understand what they do
9. Have to spend the money for good security – it' required – look at Home Depot – they wouldn't have it if it wasn't needed

iv. Action Item:

1. MCTS will review MATC Route 80 early, dark mornings and verify safety of area by next meeting 5/15/23
2. MCTS will check into see if can provide Operator a copy of the SAFER report at next meeting 5/15/23
3. All task force members should review Connect Teams to see if it may be a possible solution to help mitigate issues
4. Supervisor Burgelis and Michael Brown ATU VP, will ride with Allied Universal to see what they do by ideally by next meeting 5/15/23

b. Communication from Milwaukee County Parks' Ranger Program

- i. Todd Pisarski Milwaukee County Parks Safety, Security & Training Manager review of department
 1. Revamped Ranger training program to 3 weeks
 - a. Evaluations each day before completing program to ensure readiness
 - b. If not ready, then extend training another week

- 2. Park Ambassador focus
- 3. Community
 - a. Events
 - i. China lights, July 3rd / 4th fireworks, Air Show, Wehr nature center events
 - b. Patrolling in the parks area
 - i. Write citations / Fee compliance / collecting from iron stations
 - c. Staffing
 - i. Now are at full staff: full time and 10 seasonal (Labor Day – Memorial Day)
 - ii. EMS training
 - d. Rangers
 - i. Cannot detain, restrain or use force
- ii. Discussion:
 - 1. Park Ranger direct contact #
 - a. This is helpful as the person needing help is assisted by the Park Ranger who answered.
 - b. Still new program (7-8 months) will evaluate effectiveness after 2023 Summer
 - c. Currently rings about 2-3 times per day; interesting to see how it will be during 2023 Summer
 - 2. Transit Ambassadors
 - a. L.A. has transit ambassadors (about 300) who are hands-off and their presence is noted – they can call police if situation is escalated
 - b. APTA conference – Akron, OH / Bay Area, CA
 - 3. How many calls does MCTS dispatch receive?
 - a. Weekly is in the thousands
- iii. Open Comments from the Public:
 - 1. None
- iv. Action Items:
 - 1. None
- c. **Communication from City of Milwaukee Office of Violence Prevention**
 - i. Not present
- d. **Communication from Milwaukee County Office of Equity**
 - i. Not present
- e. **Communication from Milwaukee County Housing**
 - i. Not present

6. Public Comment

- a. Public Comment
 - i. Supervisor Clancy's is the only viable option right now and cannot keep waiting – Transit Ranger Idea seems solid and is a good step forward

7. Discussion of Proposed Task Force Recommendations

- a. Action item:
 - i. Come to the next meeting with a list of recommendations to narrow the focus so action can be taken.
- b. No further comments

8. Meeting Calendar Proposal

- a. Public Hearing
 - i. May 15th 11am-1pm
 - ii. Kosciuszko Community Center, 2207 S 7th Street, Milwaukee, WI 53215
- b. Public Hearing
 - i. June 8th 1pm-3pm
 - ii. Brown Deer Park Boathouse, 7835 N Greenbay Ave, Milwaukee, WI 53209
- c. MCTS Marketing & Milwaukee County Marketing will send out social updates for meetings
- d. Recommendations: Late June
- e. Final Recommendations: Early July

9. Adjournment at 5:09PM