



SFMTA

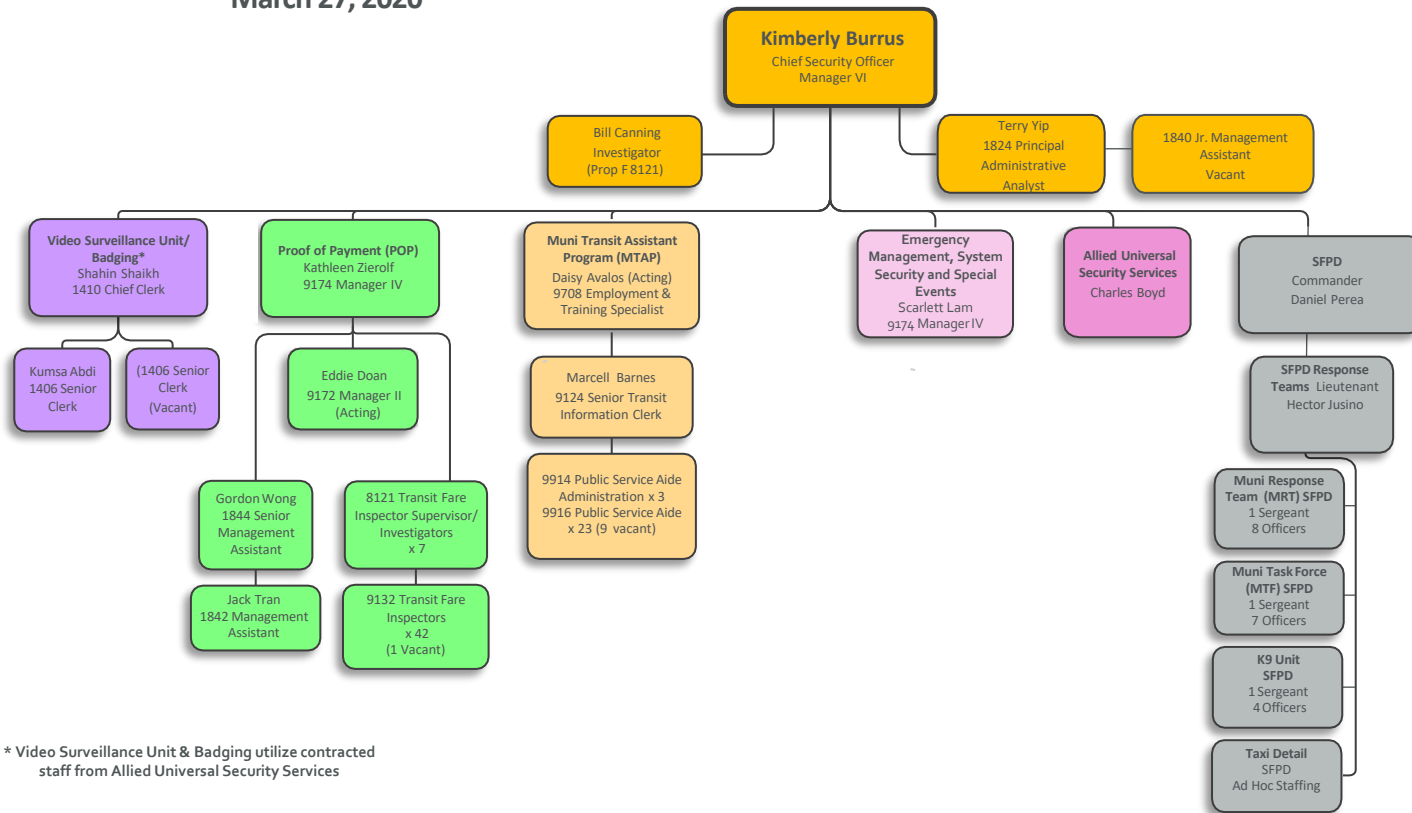
# Security, Investigations, and Enforcement (SIE) Division

Kimberly Burrus – SFMTA Chief Security Officer

# Organizational Chart

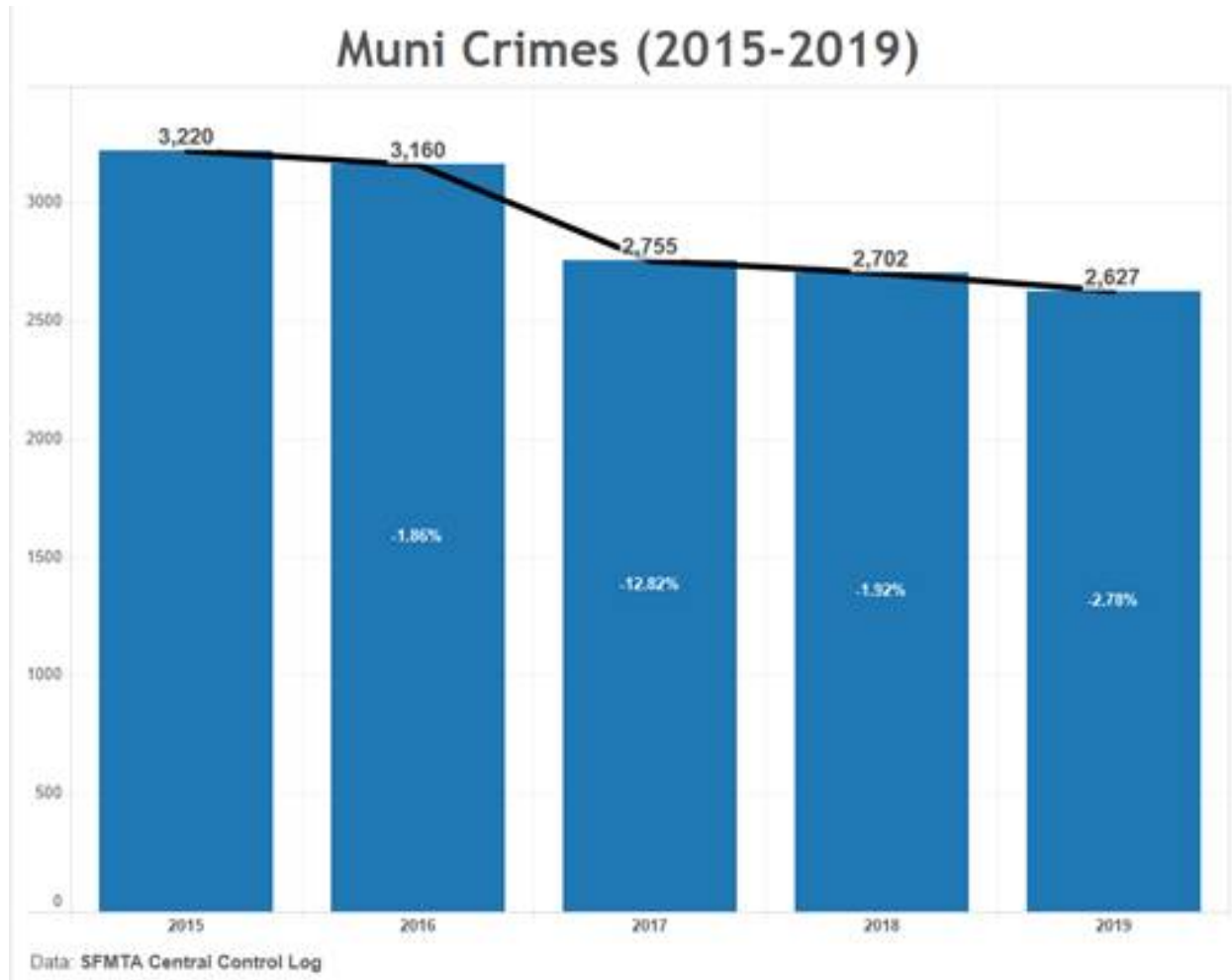


## Security, Investigations and Enforcement March 27, 2020



\* Video Surveillance Unit & Badging utilize contracted staff from Allied Universal Security Services

# Muni Crimes (2015-2019)



# Video Surveillance Unit / Badging

- This unit is responsible for maintenance, retrieval, analysis, distribution, and storage of the Agency's videos.
- All video footage are from SFMTA vehicles, subway stations, rail and bus divisions, and rail platforms for use in investigations and legal actions.
- This unit processes an average of 1,100 monthly requests for video footage.



# Proof of Payment Unit (POP)

- Conducts inspections for fare compliance on all SFMTA vehicles, bus stops, rail platforms, and subway stations.
- Transit Fare Inspectors are responsible for checking fares on the transit system as well as providing customer service and assistance to transit riders. The unit also supports special events, like the SF Giants.
- Fare Inspectors presence in the MUNI system helps deter fare evasion and criminal behavior.
- On average, this unit inspects 71,820 passengers for fare compliance, issues 3,575 citations, and gives 815 warnings per month.
- (POP) is deployed 7 days a week from 6:30 AM to 11:00 PM



# Muni Transit Assist Program (MTAP)

- MTAP is responsible for reducing youth violence and other disruptive behaviors on the San Francisco transportation system.
- Transit Assistants monitor high schools, junior high schools, bus stops, and bus lines throughout the City with a focus on juvenile safety and order.
- This includes riding transit lines with high incidences of graffiti and juvenile disturbances, assisting (SFPD) school resource officers, providing crowd control, and customer service during special events.
- On average, MTAP interacts with 246,820 passengers, boards 931 vehicles, and documents and reports 11 security incidents per month.
- MTAP is deployed Monday-Friday from 9:00 AM to 5:00 PM.



# Allied Security Services

- SFMTA is contracted with a private security firm that provides unarmed services to all of the agency's facilities, including, buses, railway, cable cars, light-rail-vehicle yards, subways, tunnels, and parking garages.
- Security services include armed protection of revenue locations and personnel.
- The private security firm also staffs the Security Operations Center and the Video Surveillance Program.
- It also provides badging services.



# San Francisco Police Department (SFPD)



**San Francisco Police Department SFMTA Work Order** – The following groups are under the command of the SFPD Traffic Company Commander, and operate in close coordination with SIE.

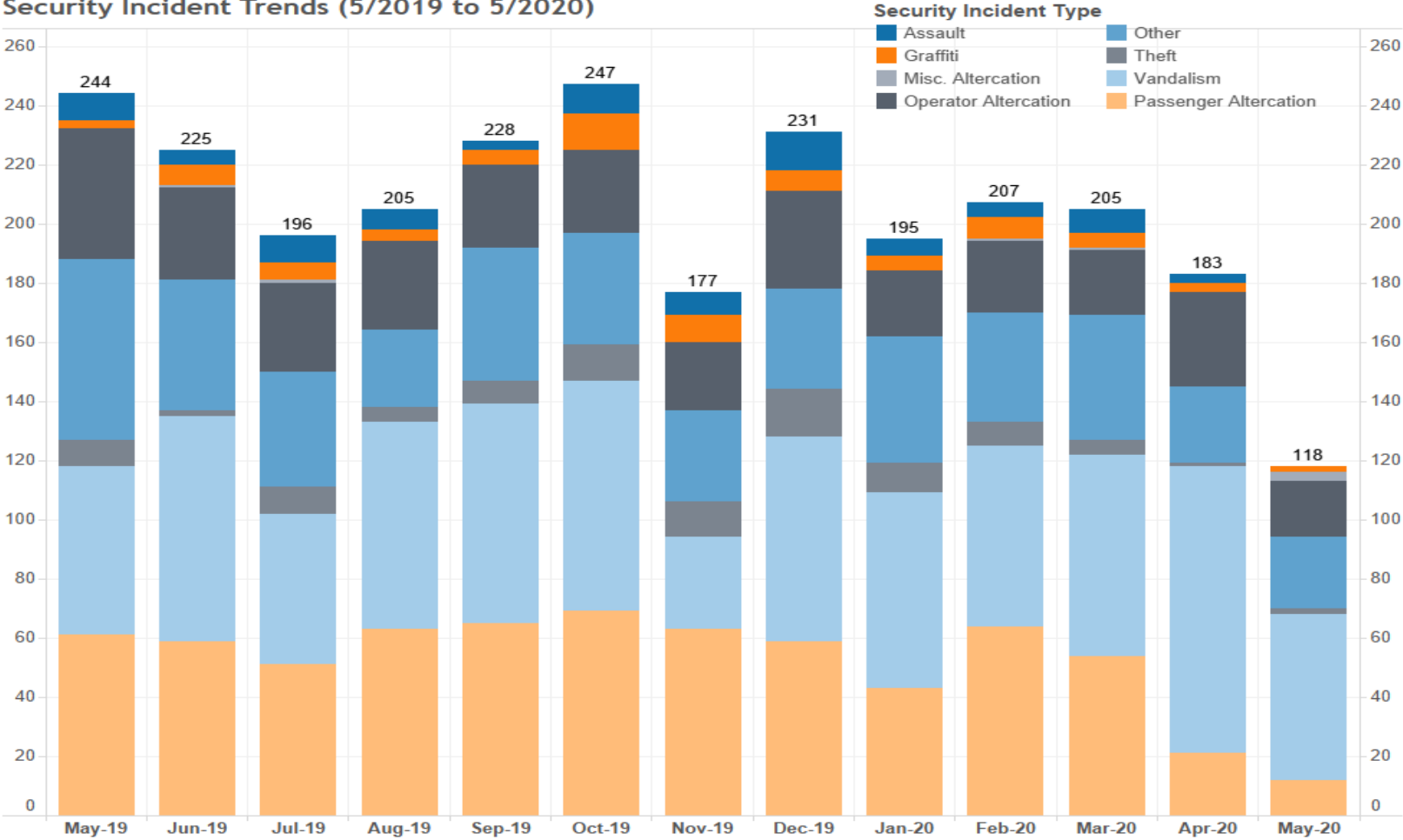
- *Muni Response Team (MRT)*: a uniformed presence in the transit system, assists with transit enforcement and special events.
- *Muni Task Force (MTF)*: Plain clothes investigative services specific to criminal activity in the transit system.
- *MTA K-9 Unit*: Explosive threat assessment and detection on the transit system.

They are responsible for providing safety and security for the transit operators and customers. They also provide support for the Transfer Fare Inspectors, counter terrorism support and follow up investigations on criminal activity.



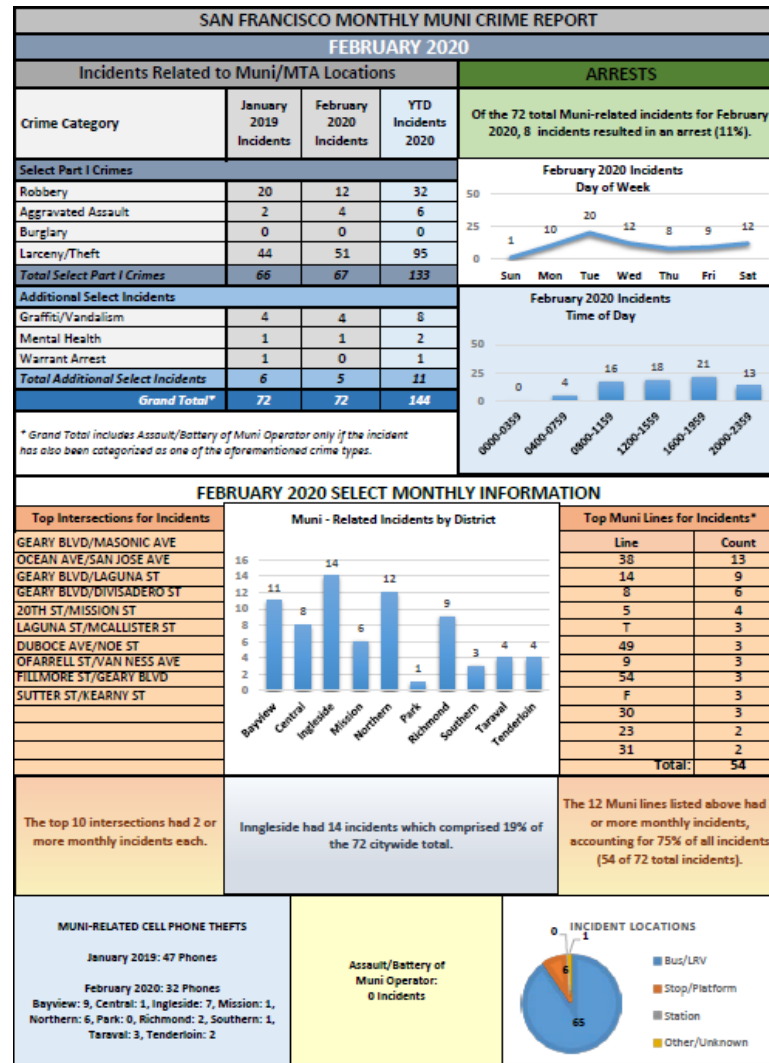
# Security Incident Trends

Security Incident Trends (5/2019 to 5/2020)



Data: SFMTA Central Control Log

# Crime Stats and Trends



# Over Utilization

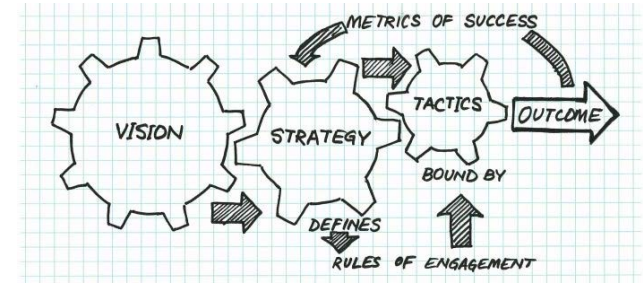
## POP & MTAP

- Provide customer service, crowd control, and sets up Clipper Card devices at Giants Baseball games.
- Utilized at special events such as Bay to Breakers and Chase Center Events.
- Provide customer service during transit emergency and/or delays.

These two units should be more focused on their core responsibilities such as fare enforcement and riding lines with high incidents of disturbance and fare evasion.

# Strategies

- Data driven
  - SFPD Monthly Muni Crime Report
  - Muni Incident Logs
  - Proof of Payment Fare Evasion Data



- Deployment of SFPD Officers with Fare Inspectors to high volume crime and fare evasion lines such as the 38 and 14 (Mobile Surge).
- MTAP works closely with the junior/high schools and community stakeholders to deter juvenile delinquent behavior on MUNI.
- Input from the public.

# Questions?

