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## MEMORANDUM

To: Transportation Authority Citizens Advisory Committee  
From: Kimberly Burrus, Chief Security Officer  
Re: SFMTA Security Overview  
Date: March 10, 2020

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This memorandum provides background on the safety and security response for the San Francisco Municipal Transportation Agency

### Overview

The SFMTA provides security, investigations and enforcement through a multi-prong approach. Our response is layered. We use contract security, San Francisco Police Department, fare inspectors, Municipal Transit Assistant Program and our Video Surveillance Program to secure our transit system.

### Contract Security

- Unarmed guards patrol our facilities and subway platforms
- Armed guards are reserved for revenue services only

### SFPD

- MRT/Surge- uniformed officers who provide a presence on our system to prevent crime incidents
- MTF- plainclothes detectives that respond to lines with increased activity who investigate crime specific incidents to identify those responsible and prevent further occurrences
- K9- uniformed officers with a canine that conduct threat assessments and deploys detection measures on the transit system.



### Transit Fare Inspectors

- Travel the system to inspect and monitor fare compliance
- Provide transit information to customers
- Provide assistance during special events

### Municipal Transit Assistance Program (MTAP)

- Travel the transit lines most ridden by our youth riders
- Resolve, diffuse, and deter conflict
- Provide assistance and information to customers
- Crowd control and customer service at special events

### Video Surveillance Program

- Monitors our facilities and vehicles
- Review video footage to identify safety and security trends and patterns
- Process public information request

To be effective, we must be deliberate in our deployment response. In determining the when, where and why, we review reported incident data, fare evasion data, video monitoring and customer feedback. With the compiled information, we assign our security personnel, based on their capabilities, to locations that are dictated by the analytical summary. We continuously monitor our response so that we adjust based on any trends or variations in our deployment factors.