



# Public Security Committee Agenda

Click link to access the meeting:

<https://us02web.zoom.us/j/98762800751>

Zoom Meeting ID

## Ways to Join



**Computer:** Click the link above. You will be prompted to run the Zoom browser or Zoom application. Once signed on to the meeting, you will have the option to join using your computer audio system or phone.

### Webinar Features:

	▶	Use the <b>raise hand</b> feature every time you wish to make a public comment.
	▶	Participants can enable <b>closed captioning</b> by clicking the CC icon. You may also view the full transcript and change the font size by clicking 'subtitle settings'. These features are not available via phone.
	▶	This symbol shows you are <b>muted</b> , click this icon to unmute your microphone.
	▶	This symbol shows you are currently <b>unmuted</b> , click this button to mute your microphone.
	▶	The chat feature should be used by panelists and attendees solely for "housekeeping" matters as comments made through this feature will not be retained as part of the meeting record. See the <b>Live Verbal Public Comment</b> for instructions on how to make a public comment.



**Smartphone or Tablet:** Download the Zoom app and join the meeting by clicking the link or using the webinar ID (found in the link).



### Phone:

1. If you are joining the meeting audio by phone and viewing the meeting on a device, dial the number provided in the 'join audio' phone call tab of the initial pop-up, and enter the Meeting ID (found in the link).
2. If you are joining by phone only, dial: **+1-669-900-9128** or **+1-253-215-8782** and type the meeting ID found in the link, press #. You will have access to the meeting audio, **but will NOT be able to view the PowerPoint presentations.**



### Live Verbal Public Comments:

Use the 'Raise Hand' icon every time you wish to make a public comment on an item. Raise your hand once the agenda item you wish to comment on has been called. In person public comments will be taken first, virtual attendees will be taken in the order in which they raise their hand. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting. Two-minutes of time is allotted per speaker, unless otherwise directed by the Chair.

### Public Comments Made Via Zoom

1. Click the link found at the top of this instruction page
2. Click the raise hand icon located in the bottom center of the platform
3. The Clerk will announce your name when it is your turn to speak
4. Unmute yourself to speak

### Public Comments Made by Phone Only

1. Dial **+1-669-900-9128**
2. Type in the zoom meeting ID found in the link and press #
3. Dial \*9 to raise your hand via phone
4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial \*6 to unmute yourself



**Written Public Comments (before the meeting):** Written public comments will be recorded in the public record and will be provided to MTS Board Members in advance of the meeting. Comments must be emailed or mailed to the Clerk of the Committee\* by 4:00pm the day prior to the meeting.

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**Translation Services:** Requests for translation services can be made by contacting the Clerk of the Committee\* at least four working days in advance of the meeting.

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**In-Person Participation:** In-person public comments will be heard first. Following in-person public comments, virtual attendees will be heard in the order in which they raise their hand via the Zoom platform. Speaking time will be limited to two minutes per person, unless specified by the Chairperson. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

**Instructions for providing in-person public comments:**

1. Fill out a speaker slip located at the entrance of the Board Room;
2. Submit speaker slip to MTS staff seated at the entrance of the Board Room;
3. When your name is announced, please approach the podium located on the right side of the dais to make your public comments.

Members of the public are permitted to make general public comment at the beginning of the agenda or specific comments referencing items on the agenda during the public comment period. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting.

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**Assistive Listening Devices (ALDs):** ALDs are available from the Clerk of the Committee\* prior to the meeting and are to be returned at the end of the meeting.

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**Reasonable Accommodations:** As required by the Americans with Disabilities Act (ADA), requests for agenda information in an alternative format or to request reasonable accommodations to facilitate meeting participation, please contact the Clerk of the Committee\* at least two working days prior to the meeting.

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**\*Contact Information:** Contact the Clerk of the Committee via email at [jasiel.estolano@sdmts.com](mailto:jasiel.estolano@sdmts.com), phone at (619) 595-4966 or by mail at 1255 Imperial Ave. Suite 1000, San Diego CA 92101.



# Agenda del Comité de Seguridad Pública

Haga clic en el enlace para acceder a la reunión:

<https://us02web.zoom.us/j/98762800751>






## Formas de Participar



**Computadora:** Haga clic en el enlace más arriba. Recibirá instrucciones para operar el navegador de Zoom o la aplicación de Zoom. Una vez que haya iniciado sesión en la reunión, tendrá la opción de participar usando el sistema de audio de su computadora o teléfono.

ID de la reunión  
en Zoom

## Funciones del Seminario En Línea:

 Levantar la mano	▶	Use la herramienta de <b>levantar la mano</b> cada vez que desee hacer un comentario público.
	▶	Los participantes pueden habilitar el <b>subtitulado</b> haciendo clic en el ícono CC. También puede ver la transcripción completa y cambiar el tamaño de letra haciendo clic en “configuración de subtítulos”. Estas herramientas no están disponibles por teléfono.
	▶	Este símbolo indica que usted se encuentra en <b>silencio</b> , haga clic en este ícono para quitar el silenciador de su micrófono.
	▶	Este símbolo indica que su micrófono se encuentra <b>encendido</b> . Haga clic en este símbolo para silenciar su micrófono.
	▶	La herramienta de chat deben usarla los panelistas y asistentes únicamente para asuntos “pertinentes a la reunión”, ya que comentarios realizados a través de esta herramienta no se conservarán como parte del registro de la reunión. Consulte el <b>Comentario público verbal</b> en vivo para obtener instrucciones sobre cómo hacer un comentario público.



**Teléfono Inteligente o Tableta:** Descargue la aplicación de Zoom y participe en la reunión haciendo clic en el enlace o usando el ID del seminario web (que se encuentra en el enlace).



## Teléfono:

1. Si está participando en la reunión mediante audio de su teléfono y viendo la reunión en un dispositivo, marque el número indicado en la pestaña de llamada telefónica “unirse por audio” en la ventana emergente inicial e ingrese el ID de la reunión (que se encuentra en el enlace).
2. Si está participando solo por teléfono, marque: **+1-669-900-9128** o **+1-253-215-8782** e ingrese el ID de la reunión que se encuentra en el enlace, pulse #. Tendrá acceso al audio de la reunión, **pero NO podrá ver las presentaciones en PowerPoint.**



**Comentarios Públicos Verbales en Vivo:** Use la herramienta “levantar la mano” cada vez que desee hacer un comentario público sobre alguno de los artículos. Levante la mano una vez que el artículo de la agenda sobre el que desea comentar haya sido convocado. Los comentarios públicos en persona se escucharán primero, se escuchará a los asistentes virtuales en el orden en el que levanten la mano. No se aceptarán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción. Comentarios públicos generales, únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión. Se otorga dos minutos de tiempo por persona que desee hablar, a menos de que el presidente instruya de otra forma. *(Consulte la página 2 para obtener instrucciones sobre cómo hacer un comentario público.)*

## Comentarios Públicos a Través de Zoom

1. Haga clic en el enlace que se encuentra en la parte superior de esta página de instrucciones
2. Haga clic en el ícono de levantar la mano en el centro inferior de la plataforma
3. El secretario anunciará su nombre cuando sea su turno de hablar
4. Desactive el silenciador para que pueda hablar

## Comentarios Públicos Realizados Únicamente por Teléfono

1. Marque el **+1-669-900-9128**
2. Ingrese el ID de la reunión en Zoom que se encuentra en el enlace y pulse #
3. Marque \*9 para levantar la mano por teléfono
4. El secretario indicará los últimos 4 dígitos de su número de teléfono para anunciar que usted será el siguiente en hablar
5. Marque \*6 para desactivar el silenciador



**Comentarios Públicos por Escrito (Antes de la Reunión):** Los comentarios públicos por escrito se registrarán en el registro público y se entregarán a los miembros de la Junta de MTS antes de la reunión. Los comentarios deben enviarse por correo electrónico o postal al secretario del Comité\* antes de las 4:00 p.m. el día anterior a la reunión.



**Servicios de Traducción:** Pueden solicitarse servicios de traducción comunicándose con el secretario del Comité\* por lo menos cuatro días hábiles antes de la reunión.



**Participación en Persona:** Los comentarios públicos en persona se escucharán primero. Después de los comentarios públicos en persona, se escuchará a los asistentes virtuales en el orden en el que levanten la mano a través de la plataforma de Zoom. El tiempo para hablar se limitará a dos minutos por persona, a menos de que el presidente especifique de otra forma. No se recibirán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción.

### Instrucciones para brindar comentarios públicos en persona:

1. Llene la boleta para personas que desean hablar que se encuentran en la entrada de la Sala de la Junta.
2. Entregue la boleta para personas que desean hablar al personal de MTS que se encuentra sentado en la entrada de la Sala de la Junta.
3. Cuando anuncien su nombre, por favor, acérquese al podio ubicado en el lado derecho de la tarima para hacer sus comentarios públicos.

Los miembros del público pueden hacer comentarios públicos generales al inicio de la agenda o comentarios específicos que hagan referencia a los puntos de la agenda durante el periodo de comentarios públicos. Los comentarios públicos generales únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión.



**Dispositivos de Asistencia Auditiva (ALD, por sus siglas en inglés):** Los ALD están disponibles con el secretario del Comité\* antes de la reunión y estos deberán ser devueltos al final de la reunión.



**Facilidades Razonables:** Según lo requerido por la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), para presentar solicitudes de información de la agenda en un formato alternativo o solicitar facilidades razonables para facilitar su participación en la reunión, por favor, comuníquese con el secretario del Comité\* por lo menos dos días hábiles antes de la reunión.



**\*Información de Contacto:** Comuníquese con el secretario del Comité por correo electrónico en [jasiel.estolano@sdmts.com](mailto:jasiel.estolano@sdmts.com), por teléfono al **(619) 595-4966** o por correo postal en **1255 Imperial Ave. Suite 1000, San Diego CA 92101.**



**Metropolitan  
Transit  
System**

## **Public Security Committee Agenda**

June 7, 2024 at 1:30 pm

**In-Person Participation:** James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

**Teleconference Participation:** (669) 444-9171; Webinar ID: https://zoom.us/j/98762800751, <https://zoom.us/j/98762800751>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	<b>Roll Call</b>	
2.	<b>Public Comments</b>	
3.	<b>Approval of Minutes</b> Action would approve the March 29, 2024 Public Security Committee Meeting Minutes.	Approve
DISCUSSION AND REPORT ITEMS		
4.	<b>Prevention and Deterrence of Lewd Acts on Public Transit (Karen Landers and Dan Brislin)</b>	Informational
5.	<b>Assaults on Employees (Tim Curran)</b>	Informational
6.	<b>Single Text Security Phone Number (Tim Curran and Mark Olson)</b>	Informational
7.	<b>Fare Evasion Revenue Impact Analysis (Karen Landers)</b>	Informational
OTHER ITEMS		
8.	<b>Committee Member Communications and Other Business</b>	
9.	<b>Next Meeting Date: September 20, 2024 and 1:30 pm</b>	
10.	<b>Adjournment</b>	

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San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.



MINUTES  
MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE (PSC)

March 29, 2024

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased. The full comment can be heard by reviewing the recording at the [MTS website](#).]

**1. Roll Call**

Chair Montgomery Steppe called the Public Security Committee meeting to order at 2:01 p.m. A roll call sheet listing Public Security Committee member attendance is attached.

**2. Public Comments**

There were no Public Comments.

**3. Approval of Minutes**

Board Member Hall moved to approve the minutes of the September 28, 2023, MTS Public Security Committee meeting. Board Member Donovan seconded the motion, and the vote was 6 to 0 in favor.

**DISCUSSION ITEMS**

**4. Annual Security Report (January 1, 2023, through December 31, 2023) (Tim Curran)**

Tim Curran, MTS Director of Transit Security and Passenger Safety, and Daniel Brislin, MTS Deputy Director of Transit Security and Passenger Safety, presented on the annual security report for the 2023 calendar year. They presented on: the overview of the department, security service area, trolley and bus crime statistics, assaults throughout the system, non-compliant arrests, fare inspections and citations, Narcan administrations, encampment details, ridership experience campaigns, Bus Enforcement Support Team (B.E.S.T.), outreach efforts, special enforcement, first responder awareness education, Security & Passenger Safety Community Advisory Group (CAG) 2024 priority items, and departmental updates for 2024.

**Committee Comments**

Board Member Gonzalez thanked staff for the report and asked if the homeless outreach team enforced citations for loitering. Mr. Curran answered that no enforcement is done from inspectors on loitering. However, the outreach team promotes homeless services and resources to those in need. Board Member Gonzalez asked how they proactively coordinate with other agencies to remove illegal encampments across MTS properties. Sharon Cooney, MTS Chief Executive Officer, explained that the agency is in constant communication with other agencies regarding encampment locations, depending on the location, the department designates a team to provide support and remove the encampment. Board Member Gonzalez encouraged the continued coordination with partner agencies to address encampment issues and commended the future supply of Narcan with contract security. Mr. Curran stated that management is discussing supplying contracted security with Narcan due to the rising demand.

Chair Montgomery Steppe asked about the security details conducted for fare validation and if the data presented captured the 2023 calendar year. Mr. Curran responded that it did. Chair Montgomery Steppe asked how the percentage for fare evasion was calculated and how patrons that had interest in purchasing a fare were included in the evasion rate data and asked that the information become available. Mr. Curran responded that the evasion rate percentage was a calculation between the amount of fare citations, PRONTO validations and fares purchased in the PRONTO machines. Any patrons with interest in purchasing a fare would fall under fares purchased.

Chair Montgomery Steppe suggested that staff bring forward the American Public Transportation Association (APTA) Peer review recommendations to reassess their initial review of the implementations and have that topic be agendaized for both the CAG and PSC. She asked the committee to share any priority items that they would like the CAG to review. Board Member Hall requested the CAG discuss reasonable enforcement for fare evaders.

Board Member Rodriguez asked if MTS works with Caltrans to address encampments along the rail corridor. Mr. Curran confirmed that the camp team works directly with Caltrans to clear camps. Board Member Rodriguez asked if the camp team participated with the First Responder Awareness education team. Mr. Curran will discuss future opportunities for involvement of the camp team with the First Responder Awareness Team and Caltrans.

Board Member Dillard recommended that the upcoming CAG meetings also discuss options for patrons who have received continuous citations from Transit Enforcement and what they would consider appropriate action for offenders with multiple citations. Board Member Dillard was concerned that compounding citations could affect a fare evader's record or credit in the future and would keep them in a cycle of crime and possible financial instability. Karen Landers, MTS General Counsel, mentioned she has been in contact with a member of the CAG who works with the Public Defender's Office and the homeless outreach court. Staff can work to prepare a presentation showing the resources available for patrons that have acquired numerous citations. Board Member Dillard supported the presentation to avoid any possible inequities. Ms. Landers added that the current MTS Diversion Program provides for citation forgiveness through community service hours in lieu of the fine, and she noted that staff could present on the Diversion Program at future CAG and PSC meetings.

Chair Montgomery Steppe also asked that CAG contribute feedback related to the Diversion Program.

Board Member Gonzalez added that the CAG Committee should have proactive involvement on recommendations regarding Transit Enforcement, and noted how it would be helpful to hear their ideas since these have mostly been delivered by staff.

### **Action Taken**

Informational item only. No action taken.

## **5. Fare Evasion and Special Enforcement Details (Karen Landers and Tim Curran)**

Karen Landers, MTS General Counsel, and Mr. Curran presented on Fare Evasion Special Enforcement Details. They outlined: Special Enforcement Projects in reference

to Fare Evasion, data analysis after the special details are enforced and the process Code Compliance Inspectors follow to begin fare inspection in stations, PRONTO education efforts, PRONTO data analysis from prior years up to the beginning of the Diversion Program, and ridership experience campaigns. They also presented the next steps on the analysis of the Diversion Program and noted that SDSU Graduate Program students are currently working on a Capstone Project focused on the MTS Diversion Program.

### **Committee Comments**

Board Member Gonzalez acknowledged that the data gathered from the program raises the question of whether it is generating an increase on patrons not paying their fare before boarding. Board Member Gonzalez asked MTS staff if they will be providing recommendations to change the outcome. Ms. Cooney confirmed that after staff receives feedback from CAG, staff will present a recommendation to the PSC and noted that MTS supports the continued Diversion Program. Board Member Gonzalez said he looks forward to additional ideas and questioned if there was a possibility of offering an on-the-spot fare payment with a higher toll before a citation is provided. Ms. Landers said that it has been considered and that at one point MTS did not have the technological ability to do a change like that example, but now the PRONTO system has improved, and that the option of a higher on-the-spot fare could be implemented. Ms. Cooney mentioned that part of the problem with offering on the spot purchases is that riders usually choose to walk away instead of purchasing a fare.

Chair Montgomery Steppe asked what the percentage of folks that walk away without paying a fare is. Ms. Landers replied that she did not have the data in front of her and that she would follow up with the requested information.

Board Member Hall asked if the department initiated enforcing fares before boarding, what the data analysis would be. Ms. Landers acknowledged that previously, the agency had a 3% fare evasion rate. Now that the agency does not enforce fares, data suggests that patrons are realizing there are no repercussions for not having a fare. Ms. Cooney referenced the previous MTS fare system, Compass, that also required validation prior to boarding. Ms. Cooney shared that the marketing team continues to work on education efforts. Ms. Cooney noted that now it is time to become more stringent in the fact that patrons must validate their fare or deboard. Board Member Hall requested to have a financial analysis on fare revenue in the case that enforcement increases and what that percentage would be. Board Member Hall referenced Part 1 and Part 2 crime incidents and asked if there was a possibility to review how many of these patrons that commit crimes have paid their fare. He asked if it was possible to issue a service ban from the system. Mr. Curran responded that the priority of the Code Compliance Inspectors is to clear the incident, provide aid, keep patrons safe and let the transportation continue its course. After the incident, the security team will provide citations to each party involved. Board Member Hall mentioned the crimes happening are a concern, and he encouraged monitoring patterns of patrons who commit crimes and evade fare and consider a service ban with an appeal process for the ban.

Board Member Dillard feels that allowing patrons the opportunity to walk away does not allow for accountability. Ms. Landers clarified that after encountering a patron without a valid fare, the Code Compliance Inspectors deboard the patron and advise that they are not free to leave until a citation has been issued. After this interaction, the patron has the



option to participate in the Diversion Program by paying a fine, performing community service or appealing the citation. The goal is that once a patron has experienced this repercussion, they would be motivated to pay their fare to avoid going through the program again. Mr. Curran added that the security team performs de-escalation tactics. He stated that if an interaction creates an unsafe environment, security will act, otherwise, they allow folks to walk away. Board Member Dillard thanked staff for the presentation and clarification of the program.

Board Member Rodriguez referenced the PRONTO data graph and asked staff about the correlation between low fare purchases in 2022 and early 2024. Ms. Landers stated that the 2022 data is not as precise since the program had only been active for six months since the analysis was performed. However, for this year, patrons have become comfortable with little to no repercussions when fare evading. Board Member Rodriguez recommended MTS to investigate the fare evasion issue by making public transit more accessible. He also suggested working with non-governmental organizations and cities to support public transit ridership subsidies to make transit as affordable as possible to residents.

Chair Montgomery Steppe provided historical context on MTS's Legislative Program - Priority 6, which is to support legislation that will eliminate the requirement of transit agencies to meet fare box recovery ratios and replace it with state or federal funding providing a sustainable mechanism to allow for free public transit. Chair Montgomery Steppe mentioned that prior to the Diversion Program, Transit Enforcement was issuing large amounts of citations. After the first SDSU Graduate program analysis on MTS fare enforcement, it was discovered that the majority of patrons were Hispanic or Black patrons with multiple infractions and were unable to continue with their lives due to the number of citations received. The discovery of this data informed MTS to make changes to their practices, including the creation of the Diversion Program. The main goal of the program is to provide reliable options for patrons that wish to avoid a fare citation impacting their record with the court system. Chair Montgomery Steppe stated that the program should be considered a middle ground for those patrons who do not comply with purchasing a fare. She noted it is important to acknowledge that change might also involve enforcement as long as order and compliance is honored, and good morale is maintained throughout the Transit Enforcement team. Chair Montgomery Steppe spoke about the customer satisfaction surveys received and changes MTS has made from receiving additional feedback from patrons and said that more informative data will come along after the delivery of the SDSU Graduate Analysis. Chair Montgomery Steppe thanked staff for the presentation and requested historical context from the last six years. Chair Montgomery Steppe recommended to finding the reason for why these numbers changed so drastically and looks forward to the CAG meeting for further discussion and recommendations.

### **Action Taken**

Informational item only. No action taken.

### **6. For-Hire Vehicle Administration (Leonardo Fewell)**

Leonardo Fewell, MTS Manager of For-Hire Vehicle, presented on For-Hire Vehicle Administration. He presented on: For-Hire Vehicle legal authority, MOUs with Cities, FHVA Budget, Permitted Vehicles, Taxi and Non-Taxi Permits Over Time, FHVA

Regulatory Responsibilities, Regulatory Responsibility from San Diego Sheriff's Department in correlation with FHVA, Driver's Badge, Vehicle markings and Permit Decals, Field Inspections and Benefits, Field Contact Statistics, Communication with Law Enforcement agencies, Taxicabs and Requests for Emergency Assistance, Wheelchair Accessible Vehicles, NEM and Charters, Low-Speed Vehicles, Jitneys and MTS Efforts to Assist the For-Hire Vehicle Industry, Emerging Issues, Driver Licensing and Contact Information.

### **Committee Comments**

Board Member Rodriguez asked why Uber or Lyft vehicles are not considered under the same transportation category as taxicabs. Mr. Fewell responded that Uber and Lyft are a particular type of transportation regulated by the state and fall under the California Public Utilities Commission regulations. Board Member Rodriguez asked if there was a current state bill that would change Uber and Lyft to be considered under the same range as a For-Hire vehicle. Mr. Fewell responded that there were no current bills working towards adding local control over transportation network companies like Uber or Lyft. Board Member Rodriguez asked to confirm the amount of permits MTS provides. Mr. Fewell responded with 838 permits. Board Member Rodriguez made a comparison on the amount of vehicles Uber and Lyft have operating and noticed how they had an unfair advantage over the taxicab industry. He expressed interest in having MTS set up a legislative platform where there is a competitive playing field between transportation network companies and the taxicab industry in San Diego.

### **Action Taken**

Informational item only. No action taken.

### **OTHER ITEMS**

#### **7. Committee Member Communications and Other Business**

There was no Committee Member Communications and Other Business discussion.

#### **8. Next Meeting Date**

The next Public Security Committee meeting is scheduled for June 7, 2024, at 1:30 p.m.

#### **9. Adjournment**

Chair Montgomery Steppe adjourned the meeting at 3:39 p.m.

/S/ Monica Montgomery Steppe

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Chairperson  
San Diego Metropolitan Transit System

/S/ Jasiel Estolano

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Committee Clerk  
San Diego Metropolitan Transit System

SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE MEETING

ROLL CALL

MEETING OF (DATE): March 29, 2024 CALL TO ORDER (TIME): 2:01 p.m.

ADJOURN: 3:39 p.m.

REPRESENTING	BOARD MEMBER	ALTERNATE	PRESENT (time arrived)	ABSENT (time left)
Chair	Montgomery Steppe <input checked="" type="checkbox"/>	no alternate	2:01 p.m.	3:39 p.m.
Committee Representative	Dillard <input checked="" type="checkbox"/>	no alternate	2:01 p.m.	3:39 p.m.
Committee Representative	Donovan <input checked="" type="checkbox"/>	no alternate	2:01 p.m.	3:39 p.m.
Committee Representative	Gonzalez <input checked="" type="checkbox"/>	no alternate	2:01 p.m.	3:39 p.m.
Committee Representative	Rodriguez <input checked="" type="checkbox"/>	no alternate	2:01 p.m.	3:39 p.m.
Committee Representative	Hall <input checked="" type="checkbox"/>	no alternate	2:01 p.m.	3:39 p.m.

COMMITTEE CLERK: /S/ Jasiel Estolano



**Metropolitan  
Transit  
System**

## **Agenda Item No. 4**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE (PSC)

June 7, 2024

**SUBJECT:**

Prevention and Deterrence of Lewd Acts on Public Transit (Karen Landers and Dan Brislin)

**INFORMATIONAL ONLY**

Budget Impact

None at this time.

**DISCUSSION:**

Prevention and deterrence of criminal acts on MTS property or vehicles is a top priority for MTS and central to MTS's efforts to maintain a safe and enjoyable transit experience for our community, visitors, and employees. In recent years, MTS has expanded our transit security workforce and worked with local community groups to identify areas or issues of concerns and develop strategies to address those concerns.

MTS stations and vehicles are equipped with state-of-the-art camera systems that allow MTS to investigate most complaints or incidents that come to our attention, providing reliable and impartial evidence of what occurred. Our passengers are also responsive in identifying concerning behavior by flagging down a security officer or other MTS employee, texting or calling the MTS Ride-Assured phone number, or reporting an incident through customer service and other channels. Often, MTS staff is able to identify witnesses who can provide statements of what they saw or heard, which can provide context and corroboration of what the video showed. Through this process, MTS is often able to identify the individual who committed the criminal act being investigated.

However, this information is not always enough to initiate a criminal prosecution, even for highly concerning conduct such as lewd acts, indecent exposure, and sexual battery. These crimes are most often categorized as misdemeanors. Generally, for misdemeanor crimes, an arrest can only be made if an MTS officer personally witnessed the conduct, or if a judge issues an arrest warrant. Most often, an incident is reported to MTS by a passenger and not directly witnessed by the responding officer. This means that the path to prosecution would require an arrest warrant be requested by the local police or sheriff's department and/or the prosecutor's office after an investigation is conducted.



An additional hurdle to building a prosecution case related to misdemeanor criminal acts occurring at MTS stations and on vehicles is that the police and prosecutors have historically required that there be a “victim” to press charges. Many MTS passengers and employees who would be identified as the traditional “victim” of various crimes (witnessing lewd acts, being assaulted, etc) are deterred from taking on this status because it comes with additional burdens: (a) fear of being targeted by the accused; (b) asked to wait hours for responding police officers to come to the station and take witness statements; and (c) unclear expectations of what agreeing to “press charges” means. Unfortunately, this means that in many cases the person will report the incident but decline to press charges. Normally, that means the case goes nowhere.

An example from a recent MTS Safety & Security Report:

05-08-2024 Wednesday	1451	Lewd Act	Palm Avenue Trolley Station Blue Line South	A male was masturbating on-board a southbound Blue Line trolley at the Palomar Street Trolley Station. SDTE responded. <b>No patrons or employees wished to press charges. The male was interviewed &amp; released by SDTE.</b> Report generated by SDTE.
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This unfortunate reality has frustrated MTS. Over the past year we have been having discussions with the San Diego City Attorneys’ office about strategies and options to preserve and present evidence so that these cases can be prosecuted. In a general sense, MTS and the broader community is the “victim” in these cases. Nobody should be required to witness somebody engaging in a lewd act while they are simply trying to get to work, school, or other local activities. It is unfair for MTS to put the burden for prosecuting such acts on the shoulders of an individual passenger. And it is untenable that without an independent “victim”, MTS is powerless to deter and prevent this conduct from happening on its transit system. Fortunately, the City Attorney’s Office shares this priority with MTS and is actively engaged in seeking a better process to address these cases.

Over the next year, MTS and the City Attorney’s Office will be working on a pilot project focused on prosecution of lewd acts on public transit. This project will include:

1. Training from the City Attorney’s Office on the witness statements, video, and other evidence that must be identified and preserved to meet the essential elements of a crime;
2. Updating MTS Ordinance No. 5 to authorize MTS officers to enforce Penal Code section 314 (lewd acts in public)<sup>1</sup>. These revisions will be presented to the MTS Board of Directors for adoption on June 20, 2024.
3. Providing MTS with the ability to directly file cases with the City Attorney’s Office, instead of requiring it to come from local law enforcement;
4. Removing the requirement that an individual witness be required to “press charges” for any action to be taken;
5. Monitoring the cases from submission through trial to identify any procedural or operational changes that should be made;
6. Seeking legislative changes if there are legal limitations that cannot be overcome by process changes at MTS or the prosecutor’s office.

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<sup>1</sup> Penal Code section 314 prohibits a person from “willfully and lewdly” exposing “his person, or the private parts thereof, in any public place, or in any place where there are present other persons to be offended or annoyed thereby”. A first offense is a misdemeanor and subsequent offenses are categorized as felonies.

MTS will also be reaching out to the District Attorney's office to discuss similar initiatives in jurisdictions covered by their office.

Lewd conduct, indecent exposure, and sexual battery cases were identified as the first area of focus for this initiative. In 2023, MTS logged 104 reports of these incidents – equating to 2 per week. So far in 2024, we have received 48 reports, which shows a similar pace:

	2023	YTD 2024 (Jan-Apr)
Lewd Acts	52	22
Indecent Exposure	34	19
Sexual Battery	18	7
<b>TOTAL</b>	<b>104</b>	<b>48</b>

/S/ Sharon Cooney

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Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)



Metropolitan  
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Item 4, 06/07/2024

# Prevention and Deterrence of Lewd Acts on Public Transit

Public Security Committee



# Lewd Conduct on Public Transit is Unacceptable

- Penal Code section 314 prohibits a person from “willfully and lewdly” exposing “his person, or the private parts thereof, in any public place, or in any place where there are present other persons to be offended or annoyed thereby”.
  - A first offense is a misdemeanor and subsequent offenses are categorized as felonies.
  - Generally, for misdemeanor crimes, an arrest can only be made if an MTS officer personally witnessed the conduct or if a judge issues an arrest warrant



Incidents reported to MTS Security an average 2 per week

	2023	YTD 2024 (Jan-Apr)
Lewd Acts	52	22
Indecent Exposure	34	19
Sexual Battery	18	7
<b>TOTAL</b>	<b>104</b>	<b>48</b>

# Barriers to Prosecution / Accountability

05-08-2024 Wednesday	1451	Lewd Act	Palm Avenue Trolley Station Blue Line South	A male was masturbating on-board a southbound Blue Line trolley at the Palomar Street Trolley Station. SDTE responded. <b>No patrons or employees wished to press charges. The male was interviewed &amp; released by SDTE.</b> Report generated by SDTE.
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- Traditionally, law enforcement requires a “victim” that agrees to press charges for reports of lewd conduct, indecent exposure, and sexual battery
  - Because victim is normally the only witness who can testify to what happened, some of the only evidence to be presented at trial
  - If no victim to press charges, case goes nowhere and no arrest is made
- “Victim” label presents burdens on the passenger reporting the incident:
  - Must wait (sometimes hours) for law enforcement to respond and take the report
  - Being asked to “press charges” places responsibility on the passenger to carry the prosecution, keep the pressure on, solve this societal wrong
  - Creates fear that passenger will be targeted by angry suspect

# Why Can't MTS be the “Victim”?

- Lewd Conduct specially affects MTS, its passengers, and its employees
- Inability to take any effective action to prevent or deter such conduct damages MTS and dissuades people from riding transit
- MTS should be able to take the lead on requesting prosecution of lewd conduct at its transit stations and in its vehicles
  - MTS should be able to protect its passengers
  - MTS is more capable and prepared to bear burden and workload associated with requesting prosecution and providing evidence to law enforcement and prosecutors
  - MTS has extensive closed circuit video system evidence that can be provided to prove the unlawful conduct occurred
  - MTS officers can collect witness reports and identify suspects
  - MTS can act as a liaison with passenger witnesses to navigate the court system & also show that MTS cares and is taking action to prevent and deter lewd conduct

# Pilot Project with San Diego City Attorney's Office

1. Training from the City Attorney's Office on the witness statements, video, and other evidence that must be identified and preserved to meet the essential elements of a crime;
2. Providing MTS with the ability to directly file cases with the City Attorney's Office, instead of requiring it to come from local law enforcement;
3. Removing the requirement that an individual witness be required to "press charges" for any action to be taken;
4. MTS created an investigator position from its CCI ranks and is currently recruiting to fill that position; will improve MTS ability to investigate incidents, take witness statements, and work with City Attorney's Office.

# Pilot Project with San Diego City Attorney's Office

5. Updating MTS Ordinance No. 5 to authorize MTS officers to enforce Penal Code section 314 (lewd acts in public). These revisions will be presented to the MTS Board of Directors for adoption on June 20, 2024.
6. Monitoring the cases from submission through trial to identify any procedural or operational changes that should be made;
7. Seek legislative changes if there are legal limitations that cannot be overcome by process changes at MTS or the prosecutor's office. *(may require amendment to approved MTS Legislative Program)*



**Metropolitan  
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## **Agenda Item No. 5**

**MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE (PSC)**

June 7, 2024

**SUBJECT:**

Assaults on Employees (Tim Curran)

**INFORMATIONAL ONLY**

Budget Impact

None at this time.

**DISCUSSION:**

The department Director will provide an update on the number of employee assaults during calendar year 2023 through May 1, 2024.

/S/ Sharon Cooney

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Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)





**Metropolitan  
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Item 5, 06/07/2024

# **Assaults on Employees**

**Public Security Committee**



# Assaults on CCI's

Simple Assaults  
Hit/Strike  
Spat  
Throw  
Bite  
Aggravated Assault  
**Total:**

Calendar Year 2023 Total Assaults	Calendar Year 2024 Total Assaults (Jan-Apr)
59	11
32	7
9	4
8	0
10	0
4	2
<b>122</b>	<b>24</b>



# Assaults on TSO's

Simple Assaults  
Hit/Strike  
Spat  
Throw  
Bite  
Aggravated Assault  
**Total:**

Calendar Year 2023 Total Assaults	Calendar Year 2024 Total Assaults (Jan-Apr)
88	32
55	24
14	5
14	2
5	1
7	3
<b>183</b>	<b>67</b>

# Assaults on Trolley Operators

	Calendar Year 2023 Total Assaults	Calendar Year 2024 Total Assaults (Jan-Apr)
Simple Assaults	3	0
Hit/Strike	2	0
Spat	1	0
Throw	0	0
Bite	0	0
Aggravated Assault	0	0
<b>Total:</b>	<b>6</b>	<b>0</b>

# Assaults on Bus Operators

	Calendar Year 2023 Total Assaults	Calendar Year 2024 Total Assaults (Jan-Apr)
Simple Assaults	23	14
Hit/Strike	12	3
Spat	5	6
Throw	6	5
Bite	0	0
Aggravated Assault	1	0
<b>Total:</b>	<b>47</b>	<b>28</b>

# Assaults on Other MTS Employees

	Calendar Year 2023 Total Assaults	Calendar Year 2024 Total Assaults (Jan-Apr)
Simple Assaults	7	4
Hit/Strike	4	3
Spat	2	0
Throw	1	1
Bite	0	0
Aggravated Assault	1	0
<b>Total:</b>	<b>15</b>	<b>8</b>

# MTS Rail Division Training

- De-Escalation Training is provided during initial and recertification training.
- Identifying or recognizing a negative interaction such as tone and body language
  - Disruptive behavior, crossed arms, pacing, clinched fist, yelling or bullying.
- Situational awareness on reasons and how to handle potential conflict.
  - Fare disputes, service delays, vandalism, harassment, trespassing.
  - Keep safe distance, remove self, return to cab, contact dispatch.
- Communication techniques to defuse individuals in distress
  - Remain calm but firm, avoid using authority/titles, long explanations or excuses, don't argue or attempt to persuade.
- Refrain from attempting to enforce agency policies.
  - Security is responsible for enforcement of agency policies as it relates to safety and security.

# MTS Rail Active Shooter & Emergency SOPs

## ACTIVE SHOOTER:

- RUN, if possible, HIDE if escape is not possible, and as a last resort FIGHT.

## EMERGENCY PROCEDURES:

- SOP 102.11 Emergency Radio Codes are used to communicate with dispatch
- SOP 102.12 Silent Alarms on trains and how to use them.
- SOP 106.13 Firearms on board trains, Code 95
- SOP 106.14 Hijacking
- SOP 106.15 Bomb Threats
- SOP 106.16 Emergency response to biochemical hazard and terrorist activity
- SOP 107.03 Evacuation of passengers

# MTS Bus Risk Reduction Program

## Employee Training

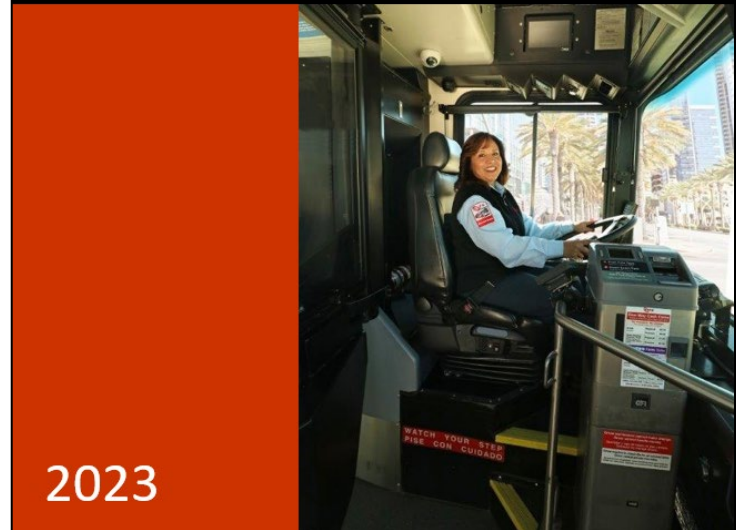
- Customer service
- De-escalation / Conflict Resolution
- Inform don't enforce policies
- Reporting procedures
- Job specific scenarios (Bus Operator, Mechanic, Passenger Support Rep)
- Initial training & annual refresher

## Post Assault Support

- Medical treatment
- Counseling & Employee Assistance Program (EAP)
- Assignment change option
- Workers Comp waiting period waived (3 days)



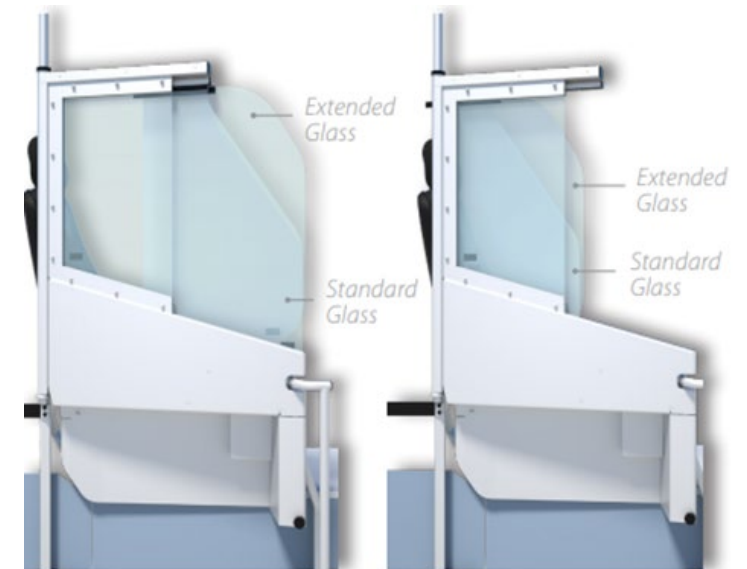
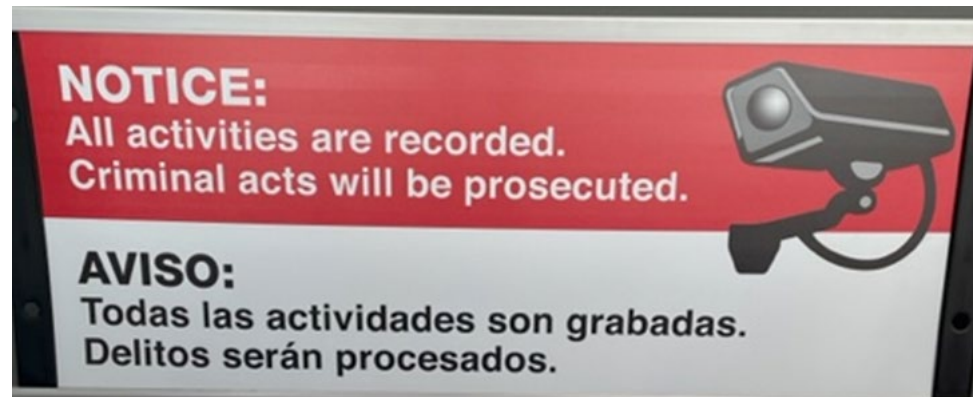
## Transit Worker Assault Risk Reduction Program



# MTS Bus Risk Reduction Program

## Bus Equipment

- Driver barriers
- Camera system (remote live view)
- Passenger Awareness Display
- Communication system (Radio, GPS, Panic button)
- Passenger signage







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## **Agenda Item No. 6**

**MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE (PSC)**

June 7, 2024

**SUBJECT:**

Single Text Security Phone Number (Tim Curran & Mark Olson)

**INFORMATIONAL ONLY**

Budget Impact

None at this time.

**DISCUSSION:**

Staff will present how the new single text and voice telephone number is being utilized by MTS patrons, including the number of calls and text messages received as well as response times.

*/S/ Sharon Cooney*

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Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)





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Item 6, 06/07/2024

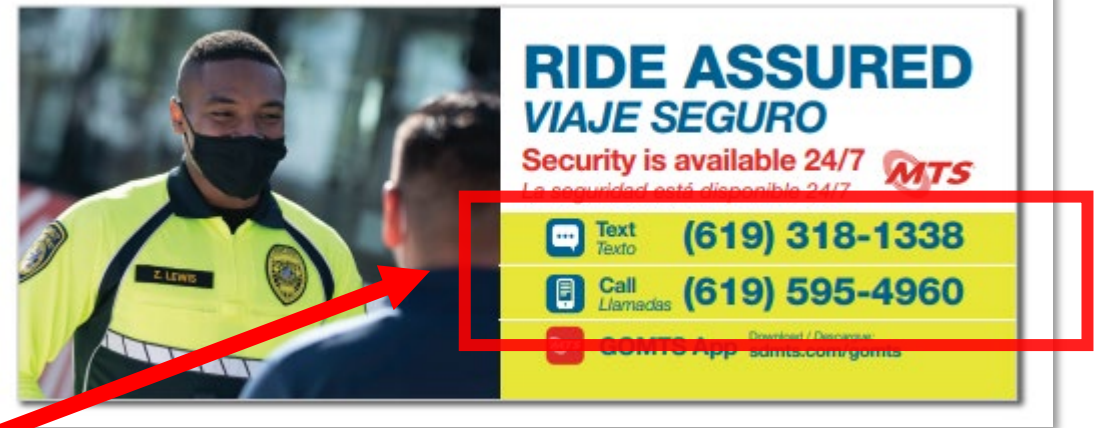
# **Single Text Security Phone Number**

**Public Security Committee**



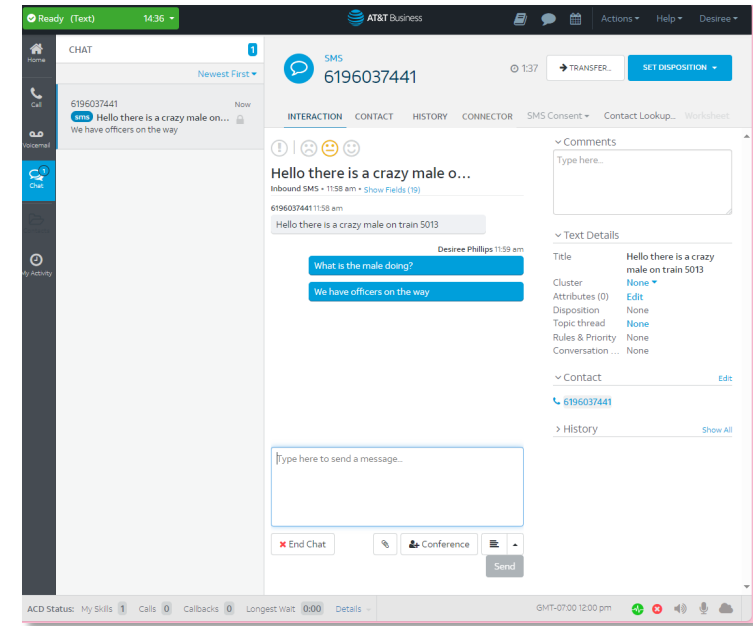
# Challenges

- Riders not familiar with security hotline numbers
- Two number system made it confusing for riders
- Outdated technology
  - Text message received on a phone
  - Calls received on a landline



# Evaluation and Selection

- Reviewed system with MTS Customer Service
- Compared cost/need to law enforcement systems
- Worked with IT and ATT to customize the needs for Dispatch



# Awareness Campaign

- Reprioritize messaging, look, and feel
- Central piece to 2024 Security Initiatives Launch

**SECURITY**  
*SEGURIDAD*

**TRANSIT ENFORCEMENT**  
SAN DIEGO METROPOLITAN TRANSIT SYSTEM

**Officers are available 24 hours, every day.**  
*Oficiales están disponibles las 24 horas, todos los días.*

**CALL or TEXT**  
*Llamadas o Texto*  
**619-595-4960**

Be prepared. Save the number  in your phone today.  
*Prepárate. Guarda el número en tu teléfono hoy.*

**RIDE ASSURED**  
**VIAJE SEGURO**

**Security is available 24/7**  
*La seguridad está disponible 24/7*

Contact us for issues of harassment, suspicious or illegal behavior.  
*Contáctenos en situaciones de hostigamiento y comportamiento sospechoso o ilegal.*

 **TEXT** (619) 318-1338  
*Texto*

 **CALL** (619) 595-4960  
*Llamadas*

 **GOMTS App** Download / Descargue  
[sdmts.com/gomts](https://sdmts.com/gomts)

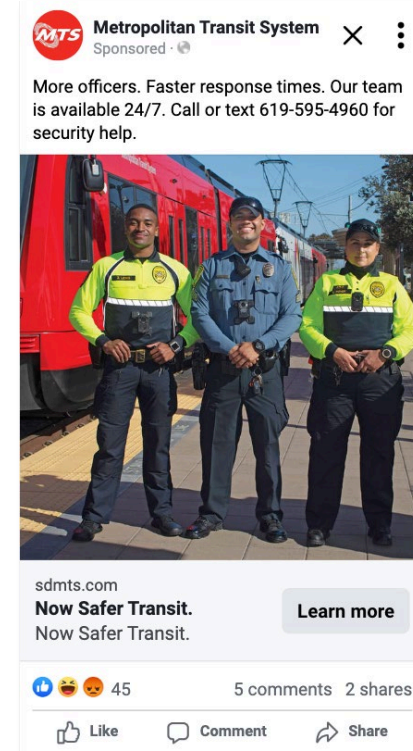
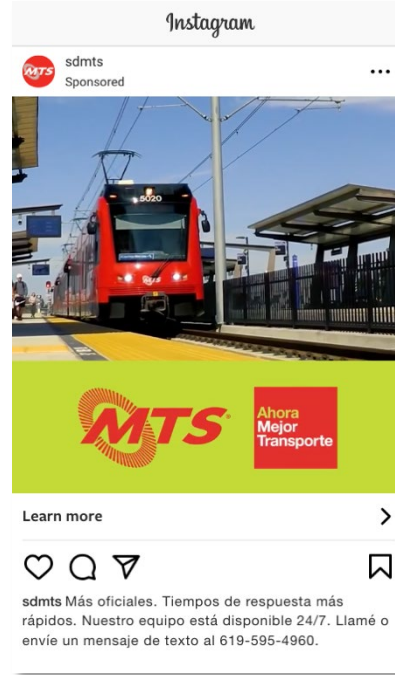
# Tactics

- Paid advertising
- MTS system advertising
- Rider communications



# Paid Advertising

- Radio
- Streaming
- Social media
- Digital ads
- Billboards

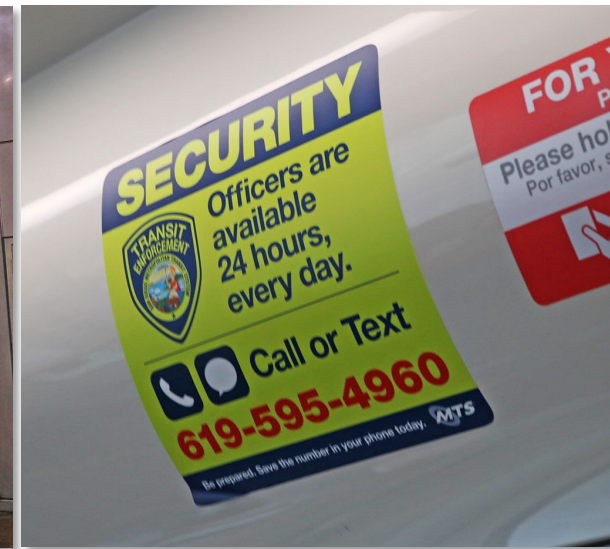
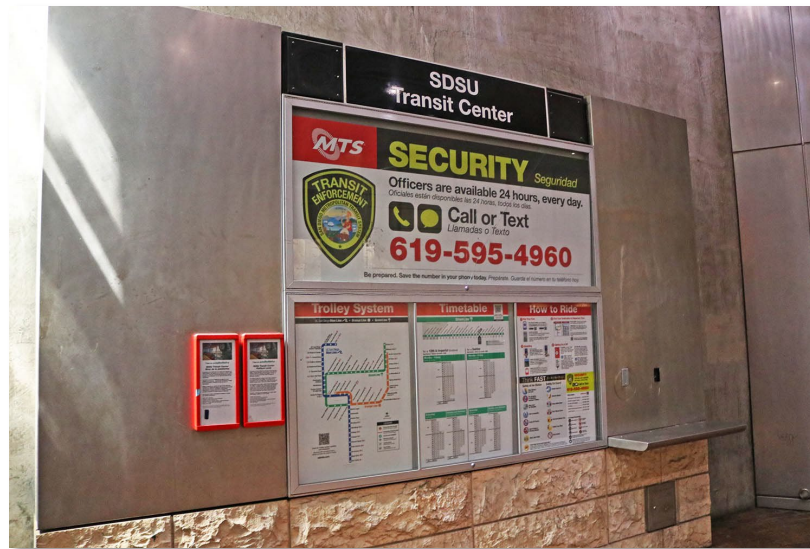


- 7,607,789 impressions
- 10,899 clicks
- 205,202 engagements



# MTS Advertising

- Trolley Interior Decals – 1,000
- Kiosk Panels – 200
- Broadway Pylons - 25
- Interior Bus Cards – 1,000
- Business Cards - 20,000




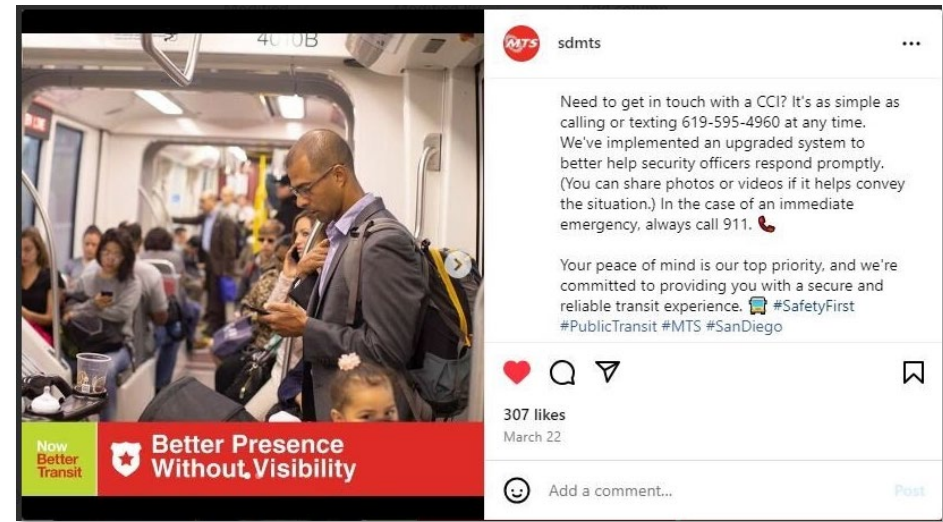


# Rider Comments

- 11 social media posts
  - 32K reach
- Rider Insider newsletters

## Comments generally involved:

- Supportive of enhanced security measures
- Requests to add even more security officers
- Concerns about crime on system




### Get Security Help with One Text or Call

In our ongoing commitment to make the system safer for our riders, we're making it easier to contact security when you need them. **Riders can text or call security 24/7 at 619-595-4960.** (We previously had different numbers for texting or calling, but streamlining this number will make contacting security and responding to riders a better experience for all.)

Rider should save this number in their phones so that in an emergency, they can swiftly and directly contact security dispatch for assistance. In the case of an immediate emergency, always dial 911 first.


And, in more security news, more Code Compliance Inspectors (CCI) have joined the team! In case you missed the news, we're increasing our CCI staff by 60% this year, meaning you'll see more bright yellow shirts on the system – providing better coverage and faster response times.

[Tap and Hold to Add to Contacts](#)



**San Diego MTS** @sdmts · Feb 14

Help is just one call away. We've simplified reaching security. Text or call 24/7 at 619-595-4960. Our updated system will help speed up response times and allow photo/video sharing. Save this number in your phone 📞 for emergencies. Always call 911 during an immediate emergency.





**Call or Text**  
**619-595-4960**

0:07

3 10 1.4K

# Single Text Security Phone Number

- Approximately 33 calls per day
- Approximately 20 text message per day
- Previous text number still active

		<b>SINGLE NUMBER</b> <b>619-595-4950</b> January - April 2024
	<b>Phone calls</b> for assistance	3,945
	<b>Text messages</b> for assistance	2,438
<b>TOTAL:</b>		<b>6,383</b>

# Next Steps

- Upcoming Customer Satisfaction Survey
- Measure awareness
- Continue to gather and monitor call/text data
- Develop KPIs for response times



# 2024 Security Initiatives

- Improve staffing levels
- Boost coverage
- Increase visibility



## SECURITY HOTLINE

New system for faster response times.



**CALL or TEXT**



**619-595-4960**



**Metropolitan  
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## **Agenda Item No. 7**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
PUBLIC SECURITY COMMITTEE (PSC)

June 7, 2024

**SUBJECT:**

Fare Evasion Revenue Impact Analysis (Karen Landers)

**INFORMATIONAL ONLY**

Budget Impact

Current PRONTO system data analyses estimate that MTS lost between \$14 million and \$19 million in fare revenue between May 2022 and April 2024 from fare evasion. The revenue impact has increased each year and is estimated at \$10 million to \$13 million for calendar year 2024.

**DISCUSSION:**

The MTS Fare Evasion Diversion Program currently includes an option to buy a one-way fare on-the-spot when caught without a valid fare during MTS fare inspection checks. This generally is done by having an officer pull the cost of a one-way fare from the customer's PRONTO stored value balance using a Validation App. Other options are to purchase a one-way fare from a ticket vending machine at the next stop. Passengers electing this option never officially enter the Diversion Program – no citation is written, no fine is paid, or community service completed. Instead, the fare that should have been paid up front is simply paid at time of inspection. Only between 3% and 5% of passengers are inspected for a fare.

As MTS transit ridership increases, but fare revenue is not keeping pace, the Board has asked MTS staff to conduct additional data analysis to determine if the on-the-spot payment option is contributing to fare revenue loss.

Data from the PRONTO system has allowed MTS staff to better understand the nature and scope of the problem. Staff will review the results of recent data analysis with the Committee.



The current top line analysis shows:

	<b>May 22 - Dec 22</b>	<b>2023</b>	<b>Jan 24 - Apr 24</b>	<b>Total May 22 - Apr24</b>	<b>Annualized 2024</b>
Security Enforcement Details - Fare Evasion Rate	n/a	30.99%	27.70%		27.70%
Stored Value Customer Fare Evasion Rate <i>(PRONTO App Data)</i>	22.47%	29.13%	32.32%		32.32%
Estimated Revenue Loss <i>(based on SV Customer Evasion Rate * Trolley Fare Revenue)</i>	\$ 4,401,727	\$ 6,678,740	\$3,460,833	\$14,541,300	\$ 10,382,500
Estimated Revenue Loss <i>(based on PRONTO On-the-Spot Payments * Average Fare *inspection ratio)</i>	\$ 6,150,471	\$ 8,864,232	\$4,379,147	\$19,393,850	\$ 13,137,440

/S/ Sharon Cooney

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Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachment: A. PRONTO App Analysis May 2022 – April 2024

PRONTO INSPECTION APP AND VALIDATION APP DATA ANALYSIS

Att.A, AI 7, 06/07/24

	Average Fare (Systemwide)	Trolley Ridership	% of Ridership Inspected	Total Inspections Inspection App Total	Total Valid Fare (Properly Tapped) Inspection App Total Ok	% Total Valid Fare Inspection App Total Relative %	Total Stored Value - Valid Fare Inspection App Ok - Stored Value	% Total Stored Value - Valid Fare Inspection App - Ok SV Relative %	Total - NO VALID FARE Inspection App No Ticket Total
May 2022	\$ 0.99	3,008,486	1.61%	48,326	32,469	67.19%	17,089	35.36%	14,563
June 2022	\$ 1.10	2,762,477	2.49%	68,683	46,772	68.10%	26,318	38.32%	20,061
July 2022	\$ 1.07	2,842,092	2.28%	64,783	44,197	68.22%	25,718	39.70%	18,846
August 2022	\$ 0.97	2,977,044	2.25%	66,835	45,504	68.08%	27,337	40.90%	19,634
September 2022	\$ 0.90	3,030,847	2.94%	89,161	60,118	67.43%	34,953	39.20%	26,825
October 2022	\$ 0.94	3,252,261	2.67%	86,926	59,474	68.42%	33,660	38.72%	25,430
November 2022	\$ 1.00	2,923,866	4.93%	144,007	98,648	68.50%	54,983	38.18%	42,318
December 2022	\$ 1.06	2,760,489	4.46%	123,252	80,947	65.68%	47,765	38.75%	39,267
January 2023	\$ 0.97	2,879,854	4.86%	140,053	93,677	66.89%	50,854	36.31%	43,381
February 2023	\$ 0.99	2,813,615	4.33%	121,823	79,449	65.22%	42,518	34.90%	39,631
March 2023	\$ 0.96	3,114,372	4.64%	144,566	94,078	65.08%	52,207	36.11%	47,472
April 2023	\$ 0.97	3,146,989	5.17%	162,719	104,886	64.46%	59,289	36.44%	55,349
May 2023	\$ 0.98	3,226,094	4.67%	150,703	91,572	60.76%	54,460	36.14%	56,950
June 2023	\$ 1.05	3,078,785	4.50%	138,600	79,389	57.28%	51,867	37.42%	56,796
July 2023	\$ 1.06	3,112,738	4.61%	143,639	87,442	60.88%	56,967	39.66%	53,946
August 2023	\$ 0.96	3,277,448	4.48%	146,714	86,117	58.70%	55,705	37.97%	58,477
September 2023	\$ 1.02	3,174,762	4.64%	147,152	85,137	57.86%	54,790	37.23%	59,982
October 2023	\$ 0.88	3,484,453	3.68%	128,084	71,688	55.97%	43,781	34.18%	54,343
November 2023	\$ 0.88	3,627,617	3.75%	136,045	76,264	56.06%	46,592	34.25%	57,709
December 2023	\$ 0.96	3,500,506	3.04%	106,517	59,959	56.29%	37,803	35.49%	45,055
January 2024	\$ 0.94	3,081,191	3.36%	103,598	57,603	55.60%	35,165	33.94%	44,310
February 2024	\$ 0.92	3,078,361	3.55%	109,270	58,325	53.38%	34,557	31.63%	49,037
March 2024	\$ 0.95	3,273,513	3.93%	128,512	69,651	54.20%	43,762	34.05%	56,685
April 2024	\$ 0.95	3,486,417	3.73%	130,069	70,557	54.25%	43,521	33.46%	57,507
Average May-Dec 2022	\$ 1.00	2,944,695	2.95%	86,497	58,516	67.70%	33,478	38.64%	25,868
Average Jan-Dec 2023	\$ 0.97	3,203,103	4.36%	138,885	84,138	60.45%	50,569	36.34%	52,424
Average Jan-Apr 2024	\$ 0.94	3,229,870	3.64%	117,862	64,034	54.36%	39,251	33.27%	51,885
Total May 2022- Apr 2024	\$ 0.98	74,914,277	3.77%	2,830,037	1,733,923		1,031,661		1,043,574

	<b>% Total - NO VALID FARE</b> Inspection App - Relative % No Ticket	<b>Total - NO VALID FARE STORED VALUE</b> Inspection App - No Ticket SV	<b>% Total - NO VALID FARE STORED VALUE</b> Inspection App - No Ticket SV Relative %	<b>Total - STORED VALUE PAYMENT ON- THE-SPOT</b> Validation App - Ok - Stored Value	<b>% Total - STORED VALUE PAYMENT ON- THE-SPOT</b> Validation App - Ok SV / Total Inspections	<b>% Total - STORED VALUE PAYMENT ON THE SPOT</b> Validation App - Ok SV Relative %	<b>Total - STORED VALUE INSUFFICIENT FUNDS ON- THE-SPOT</b> Validation App - Err Insuff Credit SV	<b>% Total - STORED VALUE INSUFFICIENT FUNDS ON-THE- SPOT</b> Validation App - ErrInsCr SV / Total Inspections
<b>May 2022</b>	30.13%	10,082	20.86%	14,333	29.66%	52.37%	3,156	6.53%
<b>June 2022</b>	29.21%	14,462	21.06%	20,171	29.37%	55.21%	4,122	6.00%
<b>July 2022</b>	29.09%	14,082	21.74%	21,241	32.79%	57.36%	3,956	6.11%
<b>August 2022</b>	29.38%	14,975	22.41%	18,599	27.83%	59.51%	3,602	5.39%
<b>September 2022</b>	30.09%	20,540	23.04%	21,725	24.37%	60.72%	3,865	4.33%
<b>October 2022</b>	29.25%	19,566	22.51%	19,968	22.97%	59.62%	3,979	4.58%
<b>November 2022</b>	29.39%	33,260	23.10%	34,381	23.87%	84.01%	4,661	3.24%
<b>December 2022</b>	31.86%	30,874	25.05%	21,458	17.41%	57.96%	4,152	3.37%
<b>January 2023</b>	30.97%	34,565	24.68%	26,681	19.05%	57.52%	5,067	3.62%
<b>February 2023</b>	32.53%	31,029	25.47%	25,523	20.95%	56.95%	4,444	3.65%
<b>March 2023</b>	32.84%	36,860	25.50%	32,638	22.58%	59.00%	5,411	3.74%
<b>April 2023</b>	34.02%	44,010	27.05%	34,302	21.08%	59.10%	5,238	3.22%
<b>May 2023</b>	37.79%	43,977	29.18%	28,597	18.98%	56.75%	4,941	3.28%
<b>June 2023</b>	40.98%	43,297	31.24%	32,194	23.23%	59.12%	5,384	3.88%
<b>July 2023</b>	37.56%	42,707	29.73%	32,204	22.42%	57.86%	6,117	4.26%
<b>August 2023</b>	39.86%	46,627	31.78%	37,330	25.44%	58.78%	6,204	4.23%
<b>September 2023</b>	40.76%	47,365	32.19%	30,958	21.04%	60.24%	4,789	3.25%
<b>October 2023</b>	42.43%	39,627	30.94%	35,317	27.57%	53.07%	5,235	4.09%
<b>November 2023</b>	42.42%	41,325	30.38%	42,053	30.91%	58.62%	6,218	4.57%
<b>December 2023</b>	42.30%	33,420	31.38%	32,463	30.48%	60.45%	5,165	4.85%
<b>January 2024</b>	42.77%	33,017	31.87%	36,286	35.03%	60.84%	5,664	5.47%
<b>February 2024</b>	44.88%	35,316	32.32%	42,988	39.34%	60.12%	6,168	5.64%
<b>March 2024</b>	44.11%	42,121	32.78%	44,945	34.97%	61.35%	6,525	5.08%
<b>April 2024</b>	44.21%	42,013	32.30%	45,370	34.88%	59.94%	6,495	4.99%
<b>Average May-Dec 2022</b>	29.80%	19,730	22.47%	21,485	26.03%	60.85%	3,937	4.94%
<b>Average Jan-Dec 2023</b>	37.87%	40,401	29.13%	32,522	23.64%	58.12%	3,937	3.89%
<b>Average Jan-Apr 2024</b>	43.99%	38,117	32.32%	42,397	36.06%	60.56%	6,213	5.30%
<b>Total May 2022- Apr 2024</b>		795,117		731,725			120,558	



	<b>% Total - STORED VALUE INSUFFICIENT FUNDS ON-THE-SPOT</b> <small>Validation App - ErrInsCr SV Relative %</small>	<b>Total - Validation App</b>	<b>Total - Validation App (Ok)</b>	<b>Validation App Non-Stored Value</b>	<b>% Validation App Non-Stored Value</b>
<b>May 2022</b>	11.53%	27,367	22,613	9,878	36.09%
<b>June 2022</b>	11.28%	36,534	30,617	12,241	33.51%
<b>July 2022</b>	10.68%	37,028	23,270	11,831	31.95%
<b>August 2022</b>	11.53%	31,251	26,205	9,050	28.96%
<b>September 2022</b>	10.80%	35,779	30,418	10,189	28.48%
<b>October 2022</b>	11.88%	33,494	28,009	9,547	28.50%
<b>November 2022</b>	11.39%	40,925	34,381	1,883	4.60%
<b>December 2022</b>	11.21%	37,022	31,081	11,412	30.82%
<b>January 2023</b>	10.92%	46,382	39,390	14,634	31.55%
<b>February 2023</b>	9.92%	44,818	38,779	14,851	33.14%
<b>March 2023</b>	9.78%	55,321	47,846	17,272	31.22%
<b>April 2023</b>	9.03%	58,038	50,861	18,498	31.87%
<b>May 2023</b>	9.81%	50,389	43,738	16,851	33.44%
<b>June 2023</b>	9.89%	54,457	47,219	16,879	31.00%
<b>July 2023</b>	10.99%	55,657	47,357	17,336	31.15%
<b>August 2023</b>	9.77%	63,510	55,226	19,976	31.45%
<b>September 2023</b>	9.32%	51,393	45,117	15,646	30.44%
<b>October 2023</b>	7.87%	66,551	59,404	25,999	39.07%
<b>November 2023</b>	8.67%	71,741	63,248	23,470	32.71%
<b>December 2023</b>	9.62%	53,699	46,829	16,071	29.93%
<b>January 2024</b>	9.50%	59,646	52,023	17,696	29.67%
<b>February 2024</b>	8.63%	71,503	63,012	22,347	31.25%
<b>March 2024</b>	8.91%	73,261	64,295	21,791	29.74%
<b>April 2024</b>	8.58%	75,694	66,651	23,829	31.48%
<b>Average May-Dec 2022</b>	11.29%	34,925	28,324	9,504	27.86%
<b>Average Jan-Dec 2023</b>	9.63%	55,996	48,751	18,124	32.25%
<b>Average Jan-Apr 2024</b>	8.90%	70,026	61,495	21,416	30.54%
<b>Total May 2022- Apr 2024</b>		1,231,460	1,057,589	379,177	



Metropolitan  
Transit  
System

Item 7, 06/07/2024

# Fare Evasion Revenue Impact Analysis

Public Security Committee



# Fare Evasion Diversion Program Pilot

Approved by MTS Board on June 11, 2020 for September 1, 2020 implementation; extended 12 months on July 29, 2021; *expired August 31, 2022; pilot continued indefinitely January 26, 2023*

- Eligibility: all fare evasion violations unless another violation was also cited (e.g., vandalism, assault, failure to comply)
- Current Options to Resolve:
  1. Immediately purchase fare (\$2.50 one-way) at ticket vending machine or on PRONTO Validation App.
  2. Receive MTS Citation:
    - a. Pay \$25 fine within 120 days;
    - b. 3 hours of community service within 120 days;
    - c. Appeal to MTS within 15 days; or
    - d. After 120 days: citation sent to court; may appear in court to respond

# What is the Fare Evasion Rate?

*The Fare Evasion Rate tells MTS what percentage of MTS passengers are riding without paying their fare.*

- Compass Card Fare System (2009 to August 2021): encouraged purchase of pass in advance of rides → Day Pass (\$6 per day) or Monthly (\$72 per month)
  - More expensive for frequent riders to pay \$2.50 for every trip segment
- PRONTO Fare System (October 2021 to present): does not require pass purchase to earn day pass or monthly pass discount – “fare capping” allows rider to pay \$2.50 per trip segment, but to max out at the day pass or monthly pass rate

# How to Determine Fare Evasion Rates

- Special Enforcement Details (SED) (trolley)\*: security detail where officers check every passenger for a fare – closed environment = no ability to avoid inspection.
- Rider Enforcement Details (RED) (trolley): security detail where passengers are checked en masse, but not a closed environment.
- Statistics from Security Dept officers: manual statistics regarding inspections, citations, refuse to cooperate, on-the-spot payments
- PRONTO Inspection & Validation App data (trolley only)\*: statistics on every PRONTO account checked for a fare, whether it was valid, and whether they purchased an on-the-spot fare (or had insufficient funds to do so).
- SANDAG Ride Check Surveys: individual passenger surveys conducted where they are asked what type of fare they purchased (e.g., day pass, monthly pass, stored value); passengers self-report “no fare”; no verification of self-reported data

\*indicates most reliable data



# FARE EVASION RATES – PRONTO Data

Stored Value Evasion Rate  
INCREASING

Pass Product Use DECREASING

3-5% of passengers inspected  
monthly (over 95% go unchecked)

\*for same period, fare evasion on  
bus is ~3%

## PRONTO DATA

	May - Dec 2022	2023	Jan-Apr 2024
<b>Result of Fare Inspection - Individuals with PRONTO Cards</b>	<b>Percentage of All Inspections</b>	<b>Percentage of All Inspections</b>	<b>Percentage of All Inspections</b>
<b>Valid Fare</b> (i.e. valid fare and it was tapped prior to using MTS service)	67.70%	60.45%	54.36%
<b>Valid Fare - Pass Products</b> (i.e. day pass, juror pass, college pass, SDM Regional Monthly Pass, Adult Regional Monthly Pass, etc)	29.06%	24.11%	21.09%
<b>Valid Fare - Stored Value</b> (i.e., PRONTO customers using Stored Value/Best Fare system)	38.64%	36.34%	33.27%
<b>No Valid Fare - All</b> (i.e. no funds on card or pass product loaded but not tapped prior to boarding)	29.80%	37.87%	43.99%
<b>No Valid Fare - Stored Value</b> (i.e. no stored value OR stored value but pass was not tapped prior to boarding and thus MTS has not received payment)	22.47%	29.13%	32.32%



# Concerning Trends

- passengers gained 2022-2023:

4,428,464

→ Ridership Recovery Plan is Working

- fare revenue loss 2022-2023

\$ (592,806)

→ But more passengers are not paying

- Value of those passengers at 2022 rate:

\$3.7 million

→ net loss of \$4.3M

## Fare Evasion Historical Rates

Trolley Only					
Evasion Rate; Ridership; Fare Revenue; Average Fare					
	Evasion Rate	Trolley Ridership	Trolley Fare Revenue	average fare (trolley only)	Notes
2011	2.85%	32,748,843	\$ 34,942,546	\$ 1.07	
2012	2.80%	34,584,186	\$ 35,506,620	\$ 1.03	
2013	2.70%	38,355,687	\$ 37,474,995	\$ 0.98	
2014	3.30%	39,673,658	\$ 40,597,465	\$ 1.02	
2015	2.75%	40,706,441	\$ 42,060,857	\$ 1.03	
2016	3.28%	38,134,339	\$ 39,563,831	\$ 1.04	
2017	3.07%	37,308,350	\$ 38,787,894	\$ 1.04	
2018	2.83%	37,121,156	\$ 40,442,451	\$ 1.09	
2019	2.79%	38,030,108	\$ 43,262,793	\$ 1.14	Fare Changes Implemented Sept 2019
2020	2.82%	21,726,038	\$ 23,552,977	\$ 1.08	COVID-19 Mar 2020; Diversion Program Implemented Sept 2020
2021	2.87%	23,484,905	\$ 20,128,376	\$ 0.86	PRONTO introduced Oct 2021 after free ride Sept; MidCoast opened Nov 2021
2022	22.47%	34,008,769	\$ 28,699,168	\$ 0.84	YOP Program introduced May 2022 (SANDAG pays fare revenue for YOP)
2023	29.13%	<b>38,437,233</b>	<b>\$ 28,106,362</b>	\$ 0.73	Gained 4.4 million riders but generated less revenue million compared to 2022
YTD 2024	32.32%	12,919,482	\$ 9,620,817	\$ 0.74	Jan-Apr 2024 data



<b>Evasion Rates &amp; Revenue Loss Estimates</b>	<b>May 22 - Dec 22</b>	<b>2023</b>	<b>Jan 24 - Apr 24</b>	<b>Total May 22 - Apr24</b>	<b>Annualized 2024</b>
Security Enforcement Details - Fare Evasion Rate	n/a	31.45%	26.94%		26.94%
Stored Value Customer Fare Evasion Rate <i>(PRONTO App Data)</i>	22.47%	29.13%	32.32%		32.32%
Estimated Revenue Loss <i>(based on SV Customer Evasion Rate * Trolley Fare Revenue)</i>	\$ 4,401,727	\$ 6,678,740	\$3,460,833	\$14,541,300	\$ 10,382,500
Estimated Revenue Loss <i>(based on PRONTO On-the-Spot Payments * Average Fare *inspection ratio)</i>	\$ 6,150,471	\$ 8,864,232	\$4,379,147	\$19,393,850	\$ 13,137,440

\*note minor revisions to SED fare evasion rate from Agenda Item due to fixed formula error; prior version: 2023 - 30.99%; 2024 - 27.70%





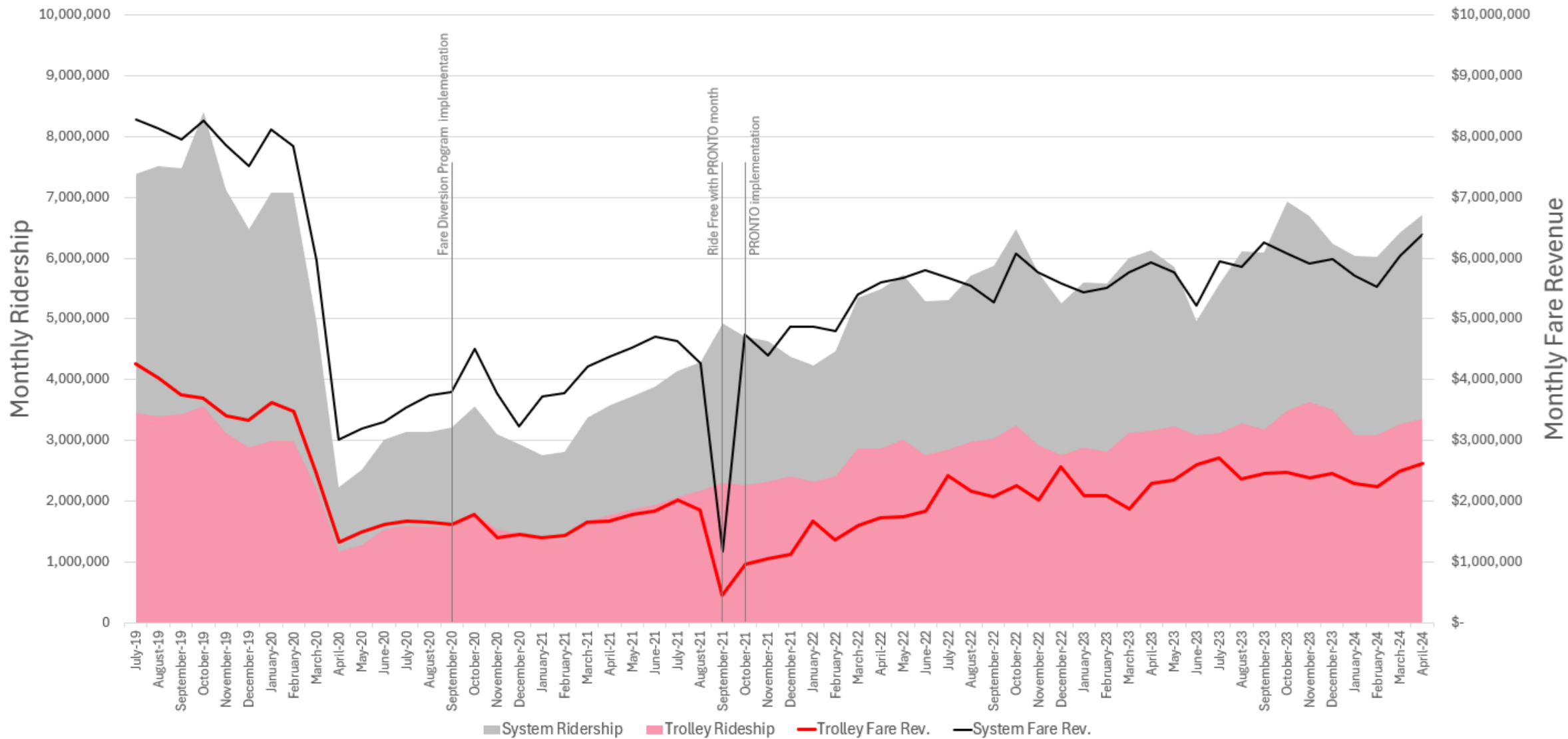
# Individual PRONTO Card Analysis

38% of Passengers who used Buy-on-the-Spot option account for 90% of Fare Evasion

= 52,903 PRONTO accounts engaging in fare evasion on a regular basis (*gaming the system because of PRONTO/Buy-on-the-Spot loophole*)

# of Validation App transactions on individual PRONTO cards (virtual and physical cards)			# of Buy-on-the-Spot Transactions	% of Fare Evasion
1	84,592	61.52%	84,592	9.93%
2-5	39,952	29.06%	767,691	90.07%
6-10	7,921	5.76%		
11-20	3,581	2.60%		
21-40	1,181	0.86%		
41-50	125	0.09%		
51+	143	0.10%		
TOTAL # PRONTO Accts	137,495	100.00%	852,283	100.00%
More than one Buy-on-the-Spot	52,903	38.48%	767,691	90.07%

### Monthly Ridership & Fare Revenue



# What does DATA tell Us?

- Buy-on-the-Spot Option, *when paired with the new PRONTO fare capping system*, created a loophole that encourages fare evasion.
  - Only purchase fare (i.e., tap PRONTO card which deducts Stored Value for that trip segment) if inspected by MTS officer
  - Only 3-5% of passengers are inspected → so MTS is not receiving the “Buy-on-the-Spot” fare payment from 95%+ of these riders
- Since Buy-on-the-Spot Option is technically part of our fare rules, passengers do not consider this to be “evasion” or breaking the rules.
  - No incentive to change behavior
  - Use of this loophole has only increased as more passengers understand how the PRONTO system and MTS fare enforcement works

# Other Research/Outreach

- SDSU Graduate Student Capstone Project – *Fair Fare Solutions (Addressing the Implementation Gap in San Diego MTS’s Fare Diversion Program) May 2024*
  - *Cites an 8% Fare Evasion Rate → Based on SANDAG’s Rider Survey Efforts which relies on passengers’ unverified self-reporting of whether they are riding with a fare (and what kind) upon being approached by the Ride Checkers*
  - *Identifies high “refuse to cooperate” segment of riders → this would not be included within the 32.32% evasion rate because they would never have presented a PRONTO Card to be inspected in the first place*
  - *Proposes that the Buy-on-the-Spot option be replaced with an immediate \$25 penalty or citation*
  - *Other recommendations & observations under review & consideration by MTS*
- Community Advisory Committee
  - June 11, 2024 Agenda

# Diversions Program Modifications under Consideration

- Remove On-the-Spot Payment Option from Diversion Program
  - Implement online and phone payment options to make paying fine easier (currently only allows payment by check via mail or in person at the Transit Store)
    - Consistent with similar parking/traffic ticket options
- Keeping On-the-Spot Payment, but increasing amount to \$25 fine is not recommended by staff
  - Would require re-programming of PRONTO Validation App & potential conflicts with Pass Products and Stored Value
  - Could result in additional escalation/conflict with officers regarding the \$25 being taken from passenger's stored value balance
    - Diversion Program alternative makes clear that a fare/tap is always required, but that there are options to avoid court and pay reduced fine
  - Many customers may not have \$25 on their stored value balance

# NEXT STEPS

- June 11, 2024 CAC meeting
- Refine Revenue Analysis based on questions/feedback received
- June 20, 2024 MTS Board Meeting
  - Review Revenue Impact Analysis
  - Diversion Program Modifications to be considered