



Transit Police Security Update

Chief Deirdre R. Jones

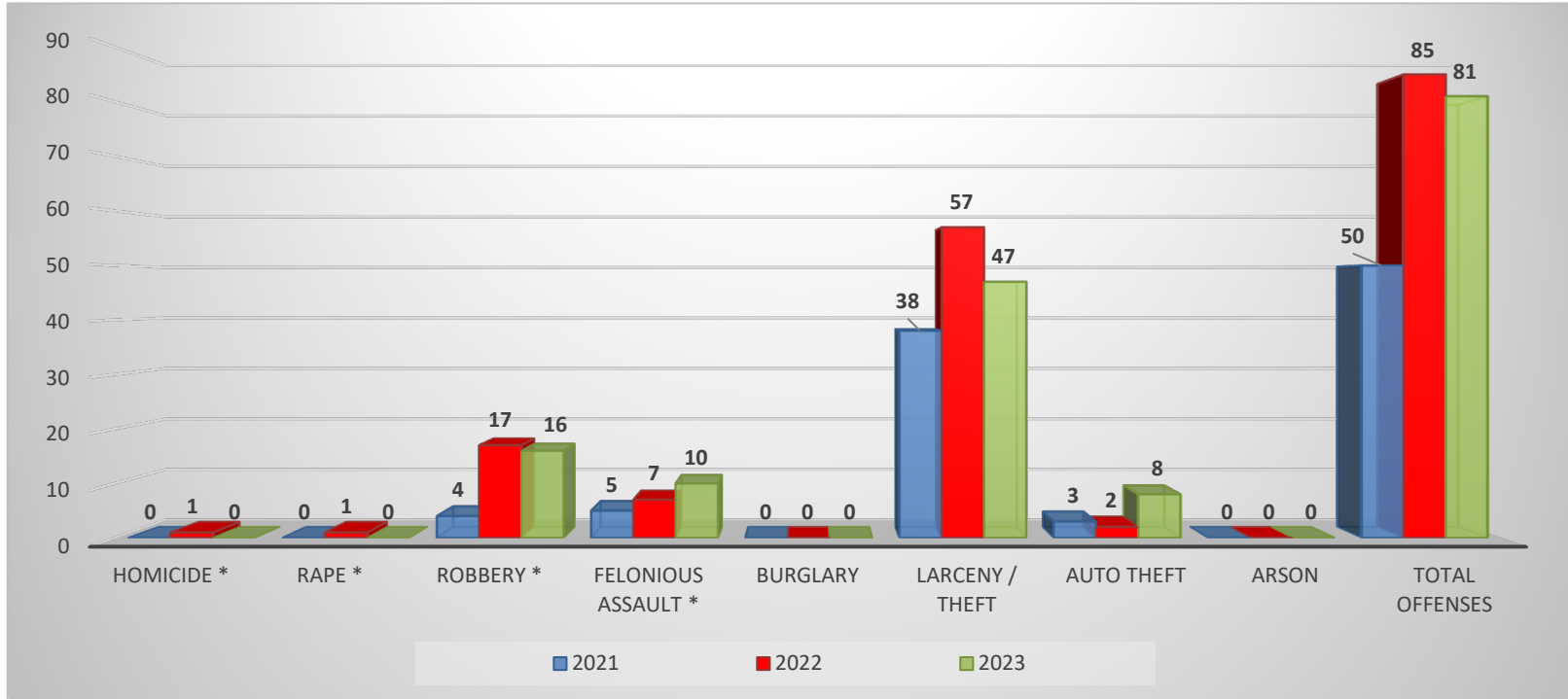
Deputy Chief Michael Gettings

Transit Police Department

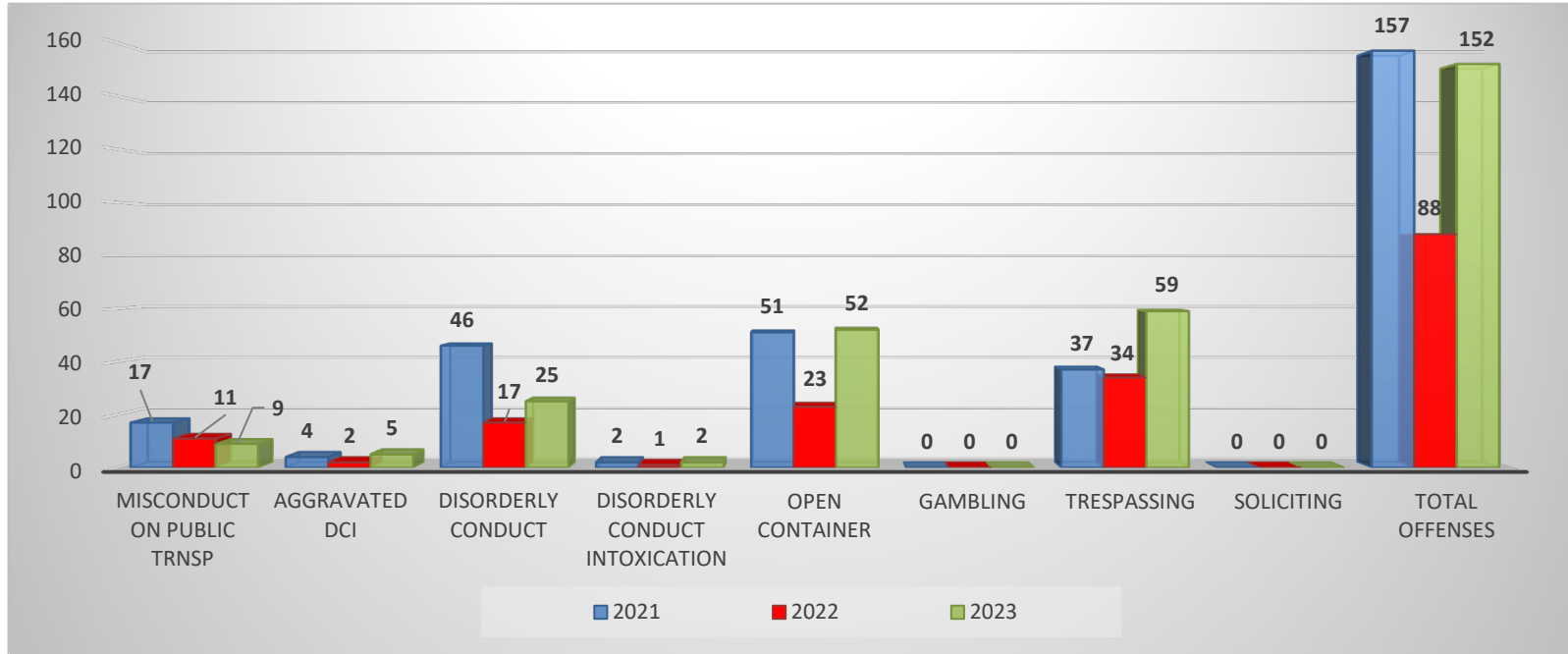
Presented to: Audit, Safety Compliance and
Real Estate Committee

August 8, 2023

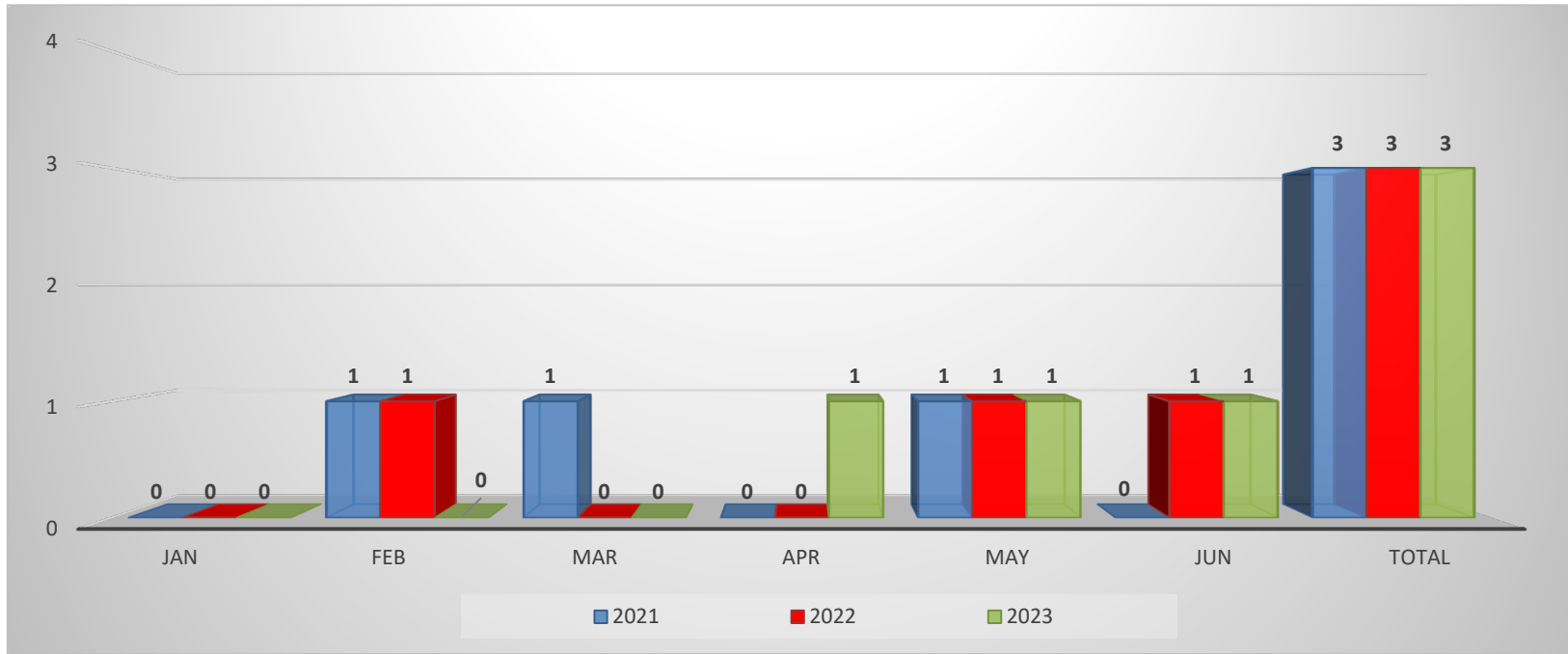
Part 1 Crimes: Jan - Jun 3 Year Comparison



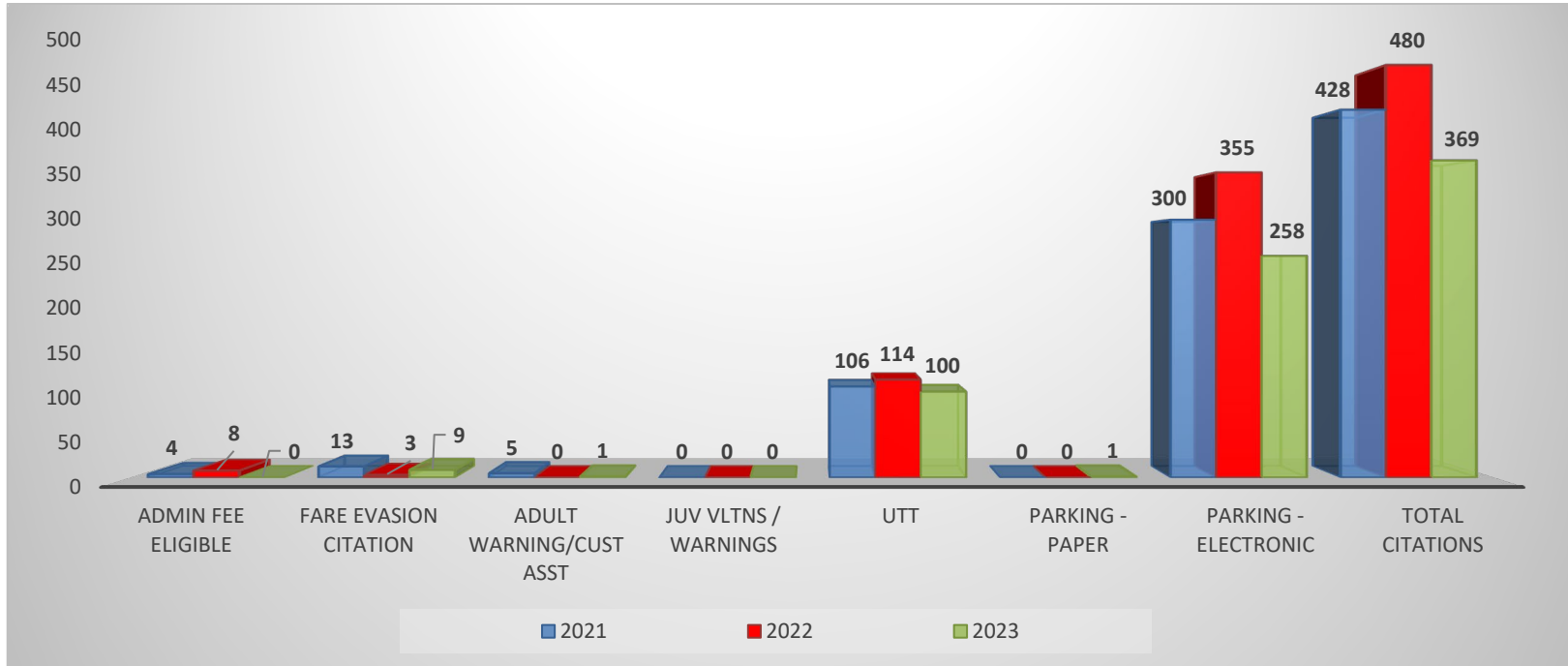
Quality of Life Crimes: Jan - Jun 3 Year Comparison



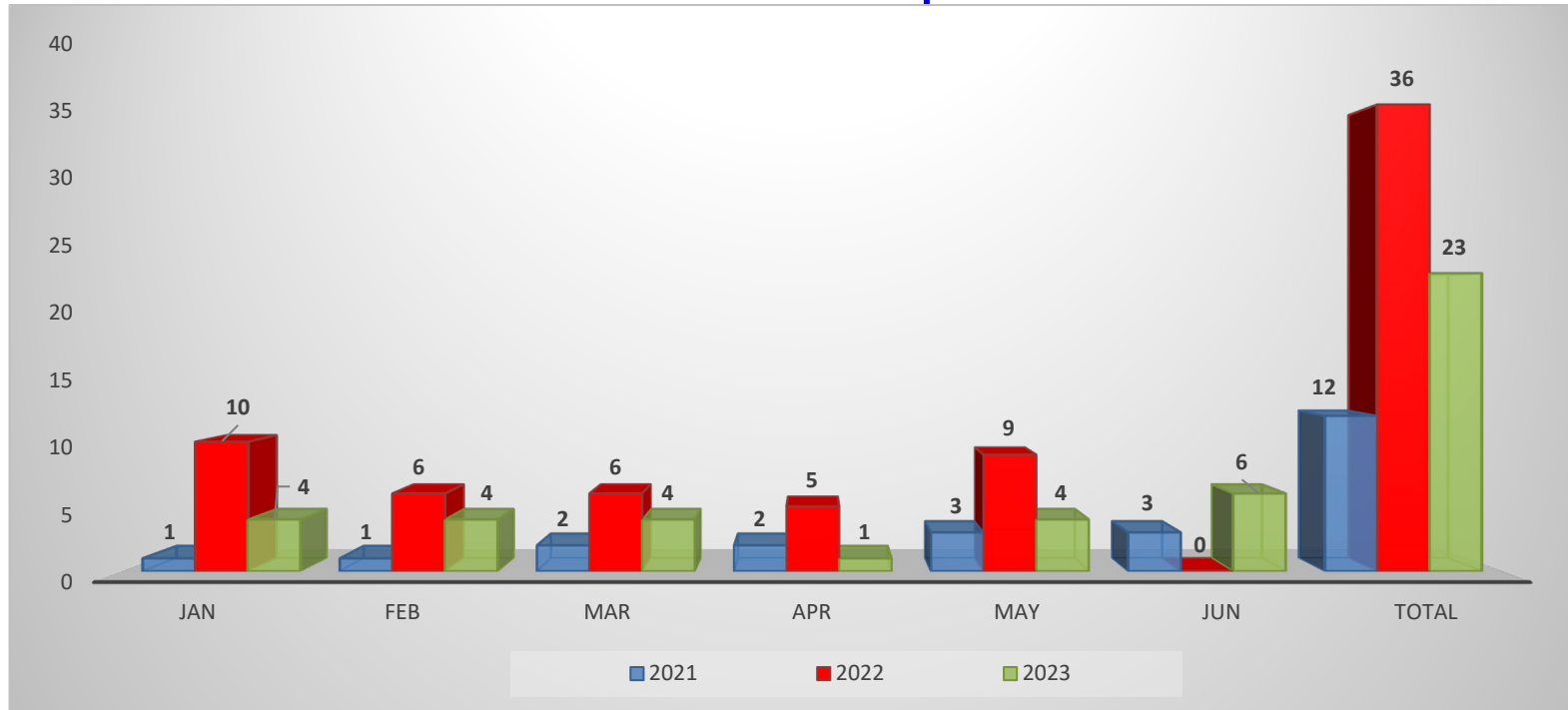
Assaults on Operators: Jan – Jun 3 Year Comparison



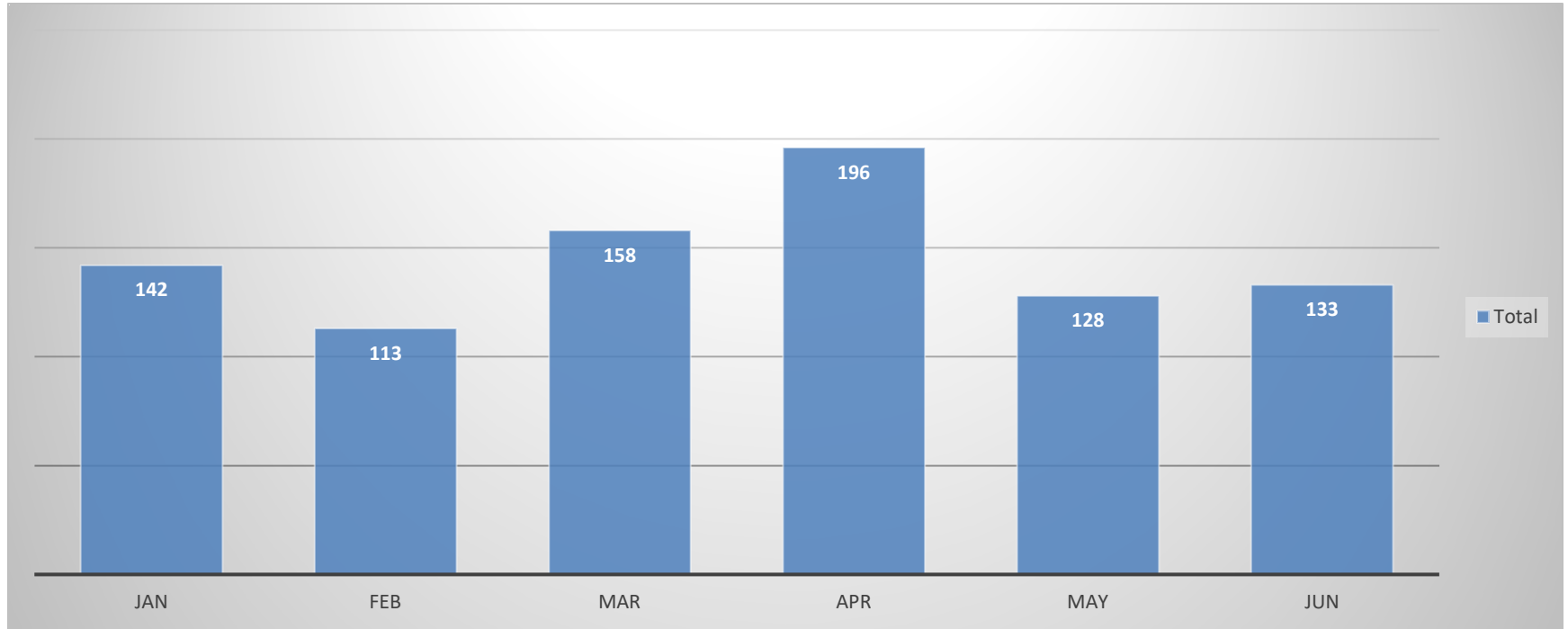
Citations: Jan - Jun 3 Year Comparison



Electronic Device Thefts: Jan - Jun 3-Year Comparison



Homeless Initiative Jan – June 2023



Transit Police

Free Steering Wheel Lock Program for Kia/Hyundai Owners

Hyundai and Kia thefts keep rising despite security fix



- Created in July 2023 to provide FREE steering wheel locks for all GCRTA employees
- Response to a nationwide theft problem acknowledged by both Kia and Hyundai
- All steering wheel locks were provided FREE OF CHARGE by Kia and Hyundai
- To date, 53 GCRTA employees with affected vehicles received a free lock

Collaboration on School Safety



- A cross-agency team was created to develop strategies to increase high school student safety
- The team included representatives from CMSD, CDP, and RTATP
- All three agencies meet bi-weekly to share intelligence, maximize visibility at hot spots, and develop proactive cross-agency solutions for emergent issues.

Cleveland Hopkins Airport



- A cross-agency team was created to develop strategies to address safety concerns at Cleveland Hopkins
- The team includes representatives from CLE, CDP, and RTATP
- Transit Police Crisis Intervention Specialists are assisting by provide crisis assistance to the unsheltered community and individuals experiencing mental health related issues.

Transit Police Staffing

- Human Resources and Transit Police met to review former practices and to understand TP leadership's needs
- Enhanced Pay Structure – FOP CBA 2023
- 12-hour shifts in October 2023
- Created a lateral transfer process that allows State certified officers to transfer from other law enforcement agencies
- Reduced TP vacancies by 41%
- We anticipate we will be fully staffed by the end of 2023



Transit Ambassador Interactions



Coach Checks, Train Checks, and Station Checks - Transit Ambassadors walk through the coaches, trains, and stations greet the operator and customers, provide customer service, and call for Transit Police assistance when needed.

Customer Service Interactions - Transit Ambassadors assist customers with buying fare at fare machines locating and identifying places of interest, and help customers map the routes they need to reach their desired locations.

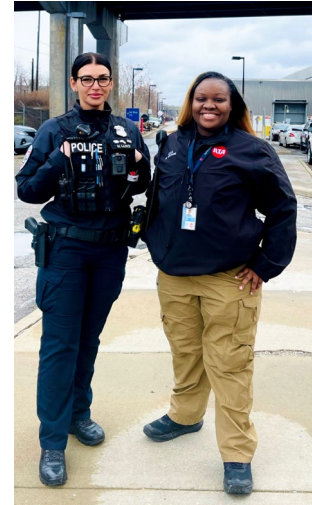
Law Enforcement Referrals - Transit Ambassadors contact Transit Police when they see crimes in progress or suspicious activity.

Service Quality Referrals - Transit Ambassadors contact Service Quality regarding bus and rail delays, when TVM's are malfunctioning, and to report issues with station cleanliness.

Crisis Intervention Specialist Interactions



- 327 Case files created since October 2022
- 307 Interactions Jan – June 2023
- We interact with 66 social service agencies in the Greater Cleveland area (NEOCH, FrontLine)
- Five Orders of Detention from the Cuyahoga County Probate Court were issued to require mandatory mental health assessments



Questions