

Minutes

RTA Audit, Safety Compliance & Real Estate Committee Meeting

9:54 a.m. September 14, 2021

Committee Members: Moss (Chair) Koomar, Weiss

Other members: Byrne, Lucas, Pellot, Serrano **Not present:** Duarte, Joyce, McCall (virtual)

Staff: Benford, Birdsong, Burney, Catalusci, Caver, Coffey, Cottrell, Dangelo, Davidson, Dimmick, Fields, Gautam, Gettings, Ghanem, Johnson, Lively, Miller, Mothes, Muti, Petit, Sutula, Talley, Tarka, Togher, Walker-Minor

Public: Gibbons, Loh

The meeting was called to order at 9:54 a.m. There were three (3) committee members present.

This meeting was live-streamed on RTA's Facebook page (www.facebook.com/rideRTA) for staff and members of the public. Members of the public were allowed to attend in-person.

Based on Centers for Disease Control (CDC) guidance to continue to avoid large events and gatherings and Ohio Department of Public Health advice that businesses and other entities may continue to require mitigation measures, as well as RTA's interest in protecting community and employee health and safety, several measures were put in place for in-person attendance, which are spelled out in the meeting notice.

Transit Police Enhancement Update

Mike Gettings, Commander, Transit Police and Mike Lively, Manager of Intelligent Transportation Systems (ITS) gave the presentation. The ITS department is in the Operations department under Dr. Caver's leadership. Less than a year ago they discussed with the Board enhancing technology through the TP department. Three pillars were developed:

1. Dispatch Center upgrade
 - Two dispatch consoles in main office
2. Portable Radios
 - 130 portable radios for officers
3. Body Worn Cameras
 - 130 body worn cameras for officers

A 4th pillar was implemented which will be explained later.

The purpose of the body worn cameras:

- improve evidence collection
- strengthen officer performance and accountability
- enhance agency transparency
- investigate and resolve complaints and officer-involved incidents

In 2019, nearly 9,000 out of the 18,000 law enforcement agencies utilized body worn cameras. RTA will have all the benefits and will learn from other agencies. The system we purchased is through Motorola, Watch Guard. The Board was given sample radios to look at. The radios are waterproof with a long battery life. During the officer's shift they will have the camera on at all times. In the event

they need to record, they press record. It turns red when recording. After their shift, they put the radio on a transfer station, which uploads the video footage to our cloud storage through Motorola. We have unlimited cloud storage and video management software that allows for redacting information. The cloud based system is great because it doesn't have to be put on a cd or flash drive. The footage can be sent out as a secure link.

They rolled out the dispatch consoles in early spring. Our previous base station had no redundancy to it so if the communication system failed there was no regular communication to the dispatch center. The new consoles have a 3-tier redundancy system. All officers have received their portable radios, improving their coverage throughout the County as well as improving the technology. All the body worn cameras are in, programmed and inventoried. The admin staff has received training. The BWC policy and update is still to be presented to the Board. After that, a 30-day pilot program will begin with traffic officers. After that, any changes will be rolled out. The 4th pillar is the cruiser routers. The mobile routers in our cruisers were outdated and wouldn't support the BWC. We are purchasing new routers with FirstNet and AT&T service in the cruisers. This allows us to put cameras in the router and upload the footage directly from the cruiser. The router has other tech benefits for their CAD and computer system in the cruiser. The routers will be installed this Fall.

The BWC system will provide an unbiased video/audio account of events that take place during an incident or interaction between the Transit Police and the public. The recordings will be used for evidence, report preparation, and testimony in court. The Transit Police Administration of the program includes:

- **BWC Administrative Staff** – Personnel who are responsible for maintaining the BWC system, including the Administrative Commander, the BWC Sergeant and additional Personnel identified by the Chief of Police.
- **BWC Administrative Sergeant** - Sergeant appointed by the Chief of Police who is responsible for administration of the BWC system and any ancillary responsibilities. These responsibilities include the distribution, accountability and maintenance of the WatchGuard V300, Evidence Library software and media contained within. Chief Jones is in the process of interviewing for the BWC Sergeant.

BWC Operation:

- Personnel assigned a BWC shall keep the unit powered on for the entirety of their shift and may power the unit off only on personal breaks (i.e. meal, restroom, and personal phone calls).
- BWCs shall be worn in a manner that reasonably captures the most accurate account of an incident. (The cameras will be worn on the chest so it can capture what they see.)
- Personnel utilizing a BWC should announce when they are recording as close to the start of the recording as possible unless it is unsafe, impractical, or unnecessary.
- Personnel shall activate the BWC at the start of any enforcement activity.
- Enforcement activities include:
 - Calls for service and self-initiated field activity
 - All investigatory stops/detentions
 - Traffic and pedestrian stops
 - Any pursuit
 - All searches, including inventory searches of vehicles
 - Use of Force
 - Arrests

- When more than one Transit Police officer is present at an enforcement activity or other event requiring activation of the BWC, all Personnel present must activate and maintain their BWC in active status.
- The BWC interfaces directly with the CAD/RMS reporting system and will automatically document when BWC video/audio is available for an incident.
- All data shall be classified according to policy and training, then uploaded to the Evidence Library prior to the end of the current shift

As you get video, some of it will be of a conversation, which doesn't need to be saved. But when there is evidence or serious incident, that will be saved for 20 years. An overdose incident could be saved forever. The Chief, Commander and Sergeant can decide to save the video indefinitely.

Mr. Serrano asked if the sergeant and admin staff are new positions. Commander Gettings said the positions were reassigned. They are budget neutral. They are not increasing the budget at this time. President Lucas asked if every officer will have a camera. Gettings confirmed that every officer will have a camera. They will be responsible for maintaining and recharging the cameras. Mr. Serrano asked if the record button can accidentally be turned off. Mike said the camera off button is underneath the camera so it's hard to turn it off. The cameras have a function called "Record After the Fact" so it's always recording with 128GB or two days of footage, attached to it. Staff can capture footage at any time. If the record button is not pressed, the footage is still there for a two-day period. The record starts 30 seconds prior to the conversation. Ms. Moss asked if everything is being recorded, why do you have to press the record button. Mike said the record button tags the incident and uploads the footage to the software with an incident number.

Ms. Pellot asked if this is high definition video and if the models are current. Mike said that it has three settings. We have it at 1080p. It has the field of vision of the officer. If there are two officers recording, it will show both recordings/points of view. Commander Gettings likes the RATF feature. The models are new. Mayor Weiss applauded this program. He asked if we have dash cams and if the two systems work together. Gettings said we do not have dash cams, but that is the next step in the process. They would have the ability to link the two. The cams are sold by Motorola. Adding the capability provides benefits, additional angle and time stamp. They are looking to add this within the next few years. Gettings added that going from no cams to cams, you are closing that gap. The gap for Transit Police is significantly smaller because a majority of incidents happen on our property and vehicles and trains which already have cameras.

Ms. Birdsong asked them to talk about the durability of the equipment and the research behind creating the policy. Mike added that the radios are durable and waterproof. In the event that something brakes, we have a six-year warranty and maintenance plan. After year three, we get new cameras. Gettings said research to create the policy was done locally and nationally. We are certified under the Ohio Collaborative. We are also going through the Commission on Accreditation of Law Enforcement Agencies (CALEA) process. Our standards for policies are higher with this accreditation. They looked at policies for the City of Cleveland, Columbus and Mentor. They looked at national policies also. Columbus and Mentor use the same program. The policies will be reviewed in six years or sooner if needed. They are working with legal to ensure the policy is good. Mayor Koomar asked for the cost of one camera and the cost of cloud storage. Mike said one camera cost \$1,000. Today's program (cameras, storage, warranty, replacement of equipment) cost \$800,000. Total program cost is \$1.3 million over six years. Ms. Moss thanked the staff for their work. She agreed that since we have some video support that this was not as urgent as with other police departments.

Internal Audit Quarterly Report

Anthony Ghanem, Audit Manager, gave the report. He is Acting Executive Director for Anthony Garofoli who is out on medical leave.

In addition to the Audit Plan, they continue to focus on the challenges the Pandemic presented. They expect those challenges to presume through the calendar year. Page 4-5 refer to the Audit Plan the Board approved in February of this year. They continue to execute this risk based audit plan. Pages 6-8 are audits related to the Pandemic. They completed a lot of the audits mentioned. Management and internal controls are working effectively for the drawdown of funds from the CARES Act and CRRSAA. Pages 9-11 are the risk based audit plan projects. They completed audits on travel expense and reimbursements, FTA pre-award Buy America review for the 20 CNG vehicles approved by the Board under Contract 2020-071 with Gillig and the Buy America review for the 10 Paratransit vehicles approved by the Board under Contract 2021-064 with Myers Equipment. Both of those are in compliance with federal regulations. Supporting activities for the State Auditor during the recent fiscal year 2020 Single Audit was presented to the Board in June. The State Auditor did rely on their findings for several of their detailed analysis.

Pages 12-15 are Continuous Auditing programs where they developed audit scripts to interrogate data systems. They completed 100% script writing. They included an update section for this section to address the lack of resources they have currently. This position is vacant. They executed the fare collection script for the 1st and 2nd quarters of this year. They are evaluating the data to share with management. They also executed the Employee Nepotism script for this quarter and are evaluating the data to share with management. On pages 16-24 are eighteen projects in various stages of completion. They added update sections to provide readers transparency and information status on each project. This section includes projects where field work is complete where they are waiting for management responses to release their reports. Or where projects are actively completed or suspended projects due to lack of audit resources.

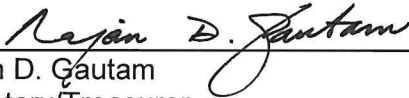
Page 25-27 are details of Special Requests and Emerging Issues. They allocate 25% of their audit plan to this area. There are two investigations they worked on with the crime insurance carrier. One was settled, the Compound Drug Fraud investigation for \$1.9 million. The other for the Board Healthcare investigation claim was denied. They are working on four other projects in this section. Pages 28 includes External Audit Coordination. The State Auditors released the 2020 single audit results on July 31. They are scheduled to bring in the interim work this fall. The remainder of the report is informational. Page 30 has some other projects they are working on. Page 32 has staff training information. Page 33 has their staff profiles. They have three current vacant positions. They are filling one on September 20. She was a candidate of the Transit Development Program this summer.

Ms. Moss said this department works really hard and has eight employees. They do a lot of hard work with limited resources with three vacancies. President Lucas asked if there is a reason the positions haven't been filled. Mr. Fields said one position is being filled for the Staff Auditor position. They are continuing the search for the other Staff Auditor position and Information Technology Specialist. The Staff Auditor is an entry into the department. The Specialist is more specialized to IT. It's taken time to find the right person. Mayor Weiss identified at least seven areas where work was suspended due to lack of resources. He asked if those projects will be picked up by the end of the year. If not, which projects will be incomplete by the end of the year. Tony said the IT Specialist position requires scripting knowledge and understanding of how to interpret and formulate data and put into a script to yield results quickly. They need someone with this experience. That has been a challenge in this market. The person who previously had the position was in a new position. They did not have

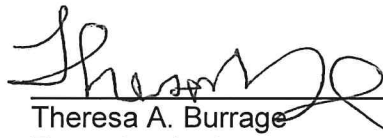
scripting knowledge. It took them two years to learn to create and execute a script with training and peer group support. Some projects were in progress. They had one staff resignation earlier this year. This person was responsible for six projects. Those projects were suspended. The one staff auditor has five projects, with one-year experience and who is still learning. They are trying to address all the risk areas with Tony Garofoli being out. They had to prioritize all their risk based projects and areas of exposure to the organization, as well as supporting management and the objectives of the organization.

Ms. Birdsong suggested that HR work with IA to talk about succession planning since it is a specialized area. Look at intern programs to groom auditors. Tony added that HR has been cooperative and supporting their needs. The candidate pool has not been strong. Chief McCall suggested staff raise this issue at the APTA level to see what peer agencies are doing to recruit auditors. Ms. Birdsong mentioned that IA does have a relationship with APTA and can connect with them.

The meeting was adjourned at 10:30 a.m.



Rajan D. Gautam
Secretary/Treasurer



Theresa A. Burrage
Executive Assistant