

RTA Committee Meetings

Tuesday, October 12, 2021

Organizational, Services & Performance Monitoring Committee

Chair: Mayor Michael P. Byrne

Greater Cleveland Regional Transit Authority



Taser 7 Program Equipment and Services

Presented to: Organizational, Services &
Performance Monitoring Committee

October 12, 2021



What is a Taser

- Conducted energy weapon
- Incapacitate targets via shocks
- Less-lethal
- Two darts used to deliver a charge
- Designed to disrupt voluntary control of muscles
- Allow target to be handled in an unresisting manner



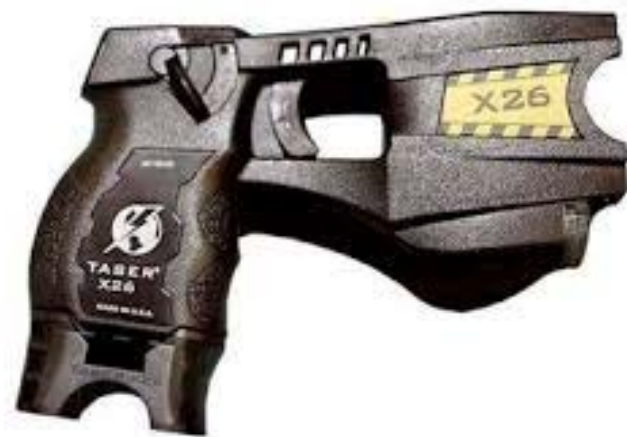
Benefits of Taser Deployment

- Useful in taking people into custody that would otherwise be subjected to more significant amounts/levels of force
- Reduces the likelihood of officers being injured while dealing with violent/combatative subjects
- Decreased uses of lethal force



Current Taser Program – Model X26

- 48 Tasers
- Outdated
 - 17 Units 20+
 - 31 Units 10+
- Shared between officers
- Constant transfer of tasers creates higher risk of damage to cartridges and tasers
- No replacement parts



New Taser Program – Model 7

- 130 Tasers
- Each officer assigned taser
 - decreases wear/tear, costs associated with replacement
 - limits chances of accidental discharge
 - greater accountability for taser/parts damage
- Cartridges/replacement tasers/parts included in program

New Taser Program – Model 7

Optimized for close range

- Optimal spread when deployed in close quarters
- Contact stun with 5-second cycle
- 12 – 22 foot reach
- Higher velocity

Back-up Shot

- Removes need to manually reload
- Improves safety and performance in case of missed shot/clothing disconnect

Warning arc

- Increases voluntary surrenders
- Helps stops conflicts from escalating
- Issues audible and visual warning



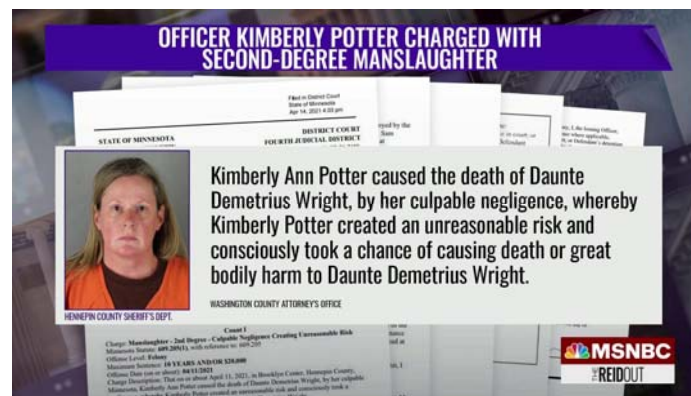
New Taser Program – Model 7

Improved Technology

- Removes need to manually reload, increasing officer safety
- Improves performance with smart weapon and smart cartridges to optimize energy output to achieve incapacitation
- Data loaded and saved in Axon Evidence.com
- Firmware and device optimization automatically updates when batteries are recharged
- Improved cartridge design for optimal success of device
- May reduce need for additional exposure
- Unlimited cartridge replacement

New Taser Program – Model 7

Minn. police officer who shot Daunte Wright apparently meant to use Taser but fired gun, police chief says



New Taser Program – Model 7

“Yellow Handle” version

- allows officers the greatest possible chance of recognizing it as a nonlethal CEW and not a lethal handgun.

Procurement Overview

- Sole source with Axon Enterprise Inc.
 - Procurement received proposal on September 14, 2021
 - 0% DBE Goal

Procurement Overview

- Section 306.43 (H)(3) of the Ohio Revised Code states that a sole source procurement is authorized when “the expenditure is for a renewal or renegotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns”.

Procurement Overview

- Sole source with Axon Enterprise Inc.
- Only vendor that manufactures and sells the Taser 7 Plan with Virtual reality
- Upgrade from old taser models to new Taser 7
 - Total trade-in value - \$17,010.00
 - 31 Model X26P Tasers - \$450 Each
 - 17 Model 26 Tasers - \$180 Each

Procurement Overview

Company Strengths and Experience:

- Extensive work with law enforcement agencies
- Thorough understanding of conducted energy equipment and related services
- Prior experience with GCRTA
- Understanding of the Authority's needs and expectations

Procurement Overview

Clients include:

- Greater Cleveland Regional Transit Authority (GCRTA)
- Metropolitan Atlanta Rapid Transit Authority (MARTA)
- New York City Metropolitan Transportation Authority (NYCMTA)
- Maryland Transit Authority (MTA)
- Bay Area Rapid Transit (BART)
- Houston Metro Transit (HMT)

Procurement Overview

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to Axon Enterprise Inc. for Taser 7 Program Equipment and Services in an amount not to exceed \$515,890.00 for a period of five years.

Questions?

Audit, Safety Compliance & Real Estate Committee

Chair: Karen Gabriel Moss

Crime Stats

GCRTA Audit, Safety Compliance & Real Estate Committee

October 12, 2021

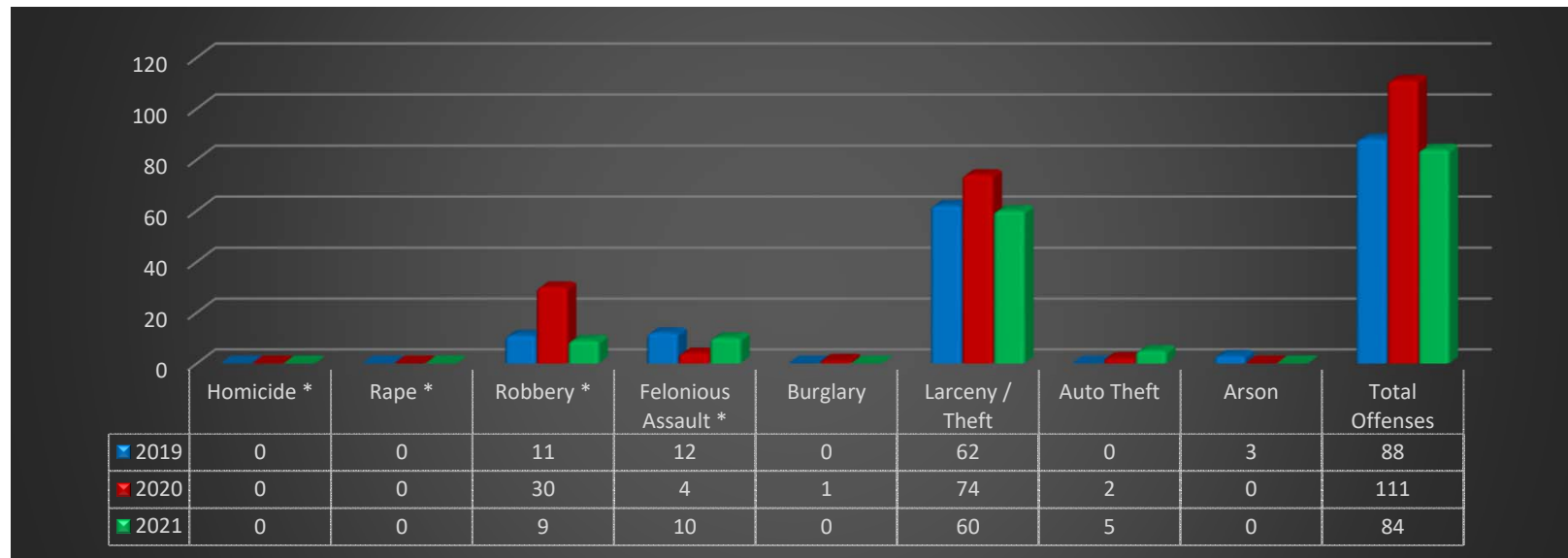
Transit Police



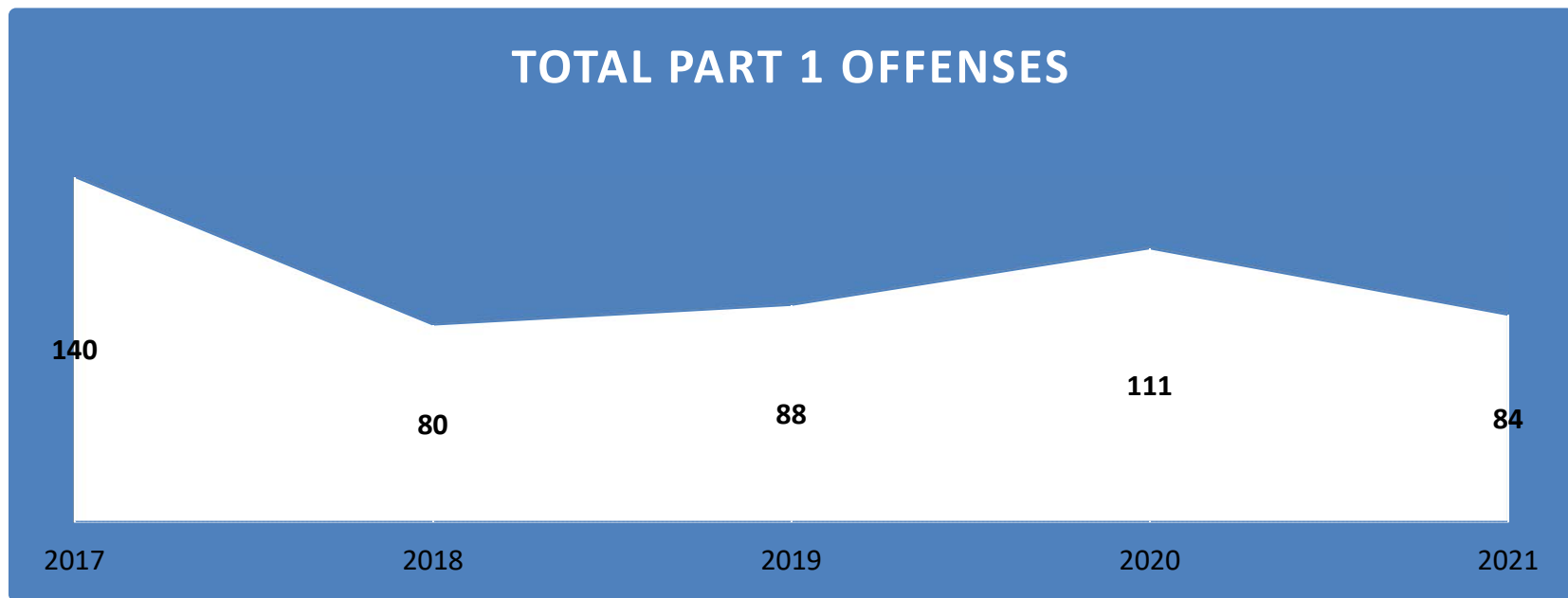
Greater Cleveland Regional Transit Authority



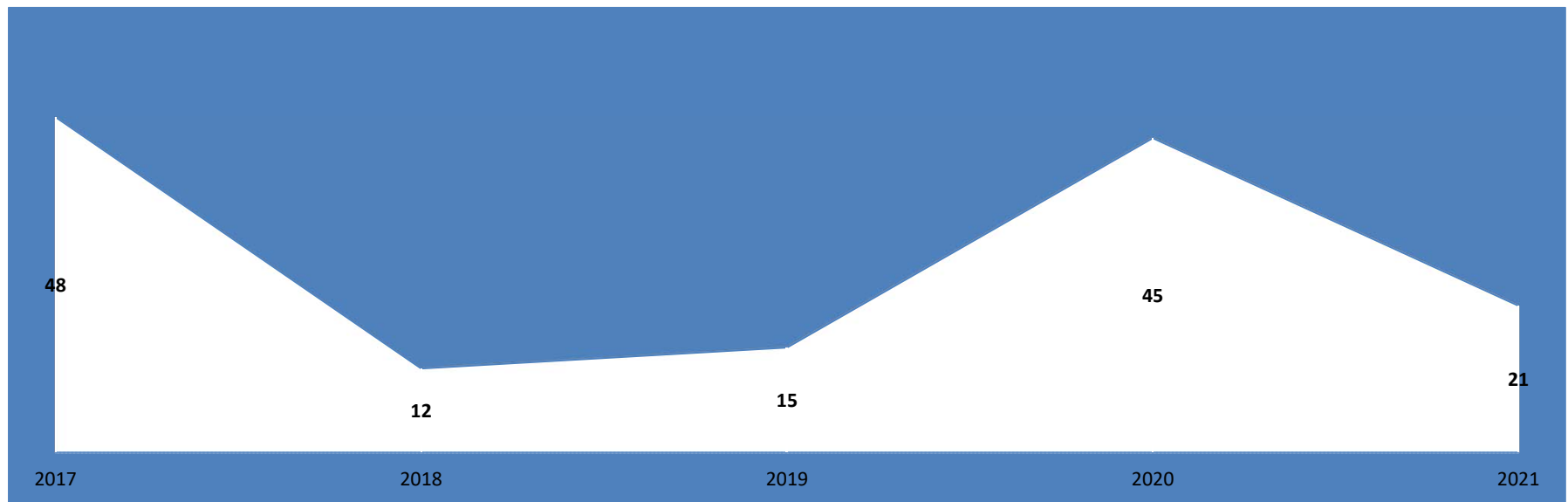
Part 1 Crimes: Jan – Sep 3 Year Comparison



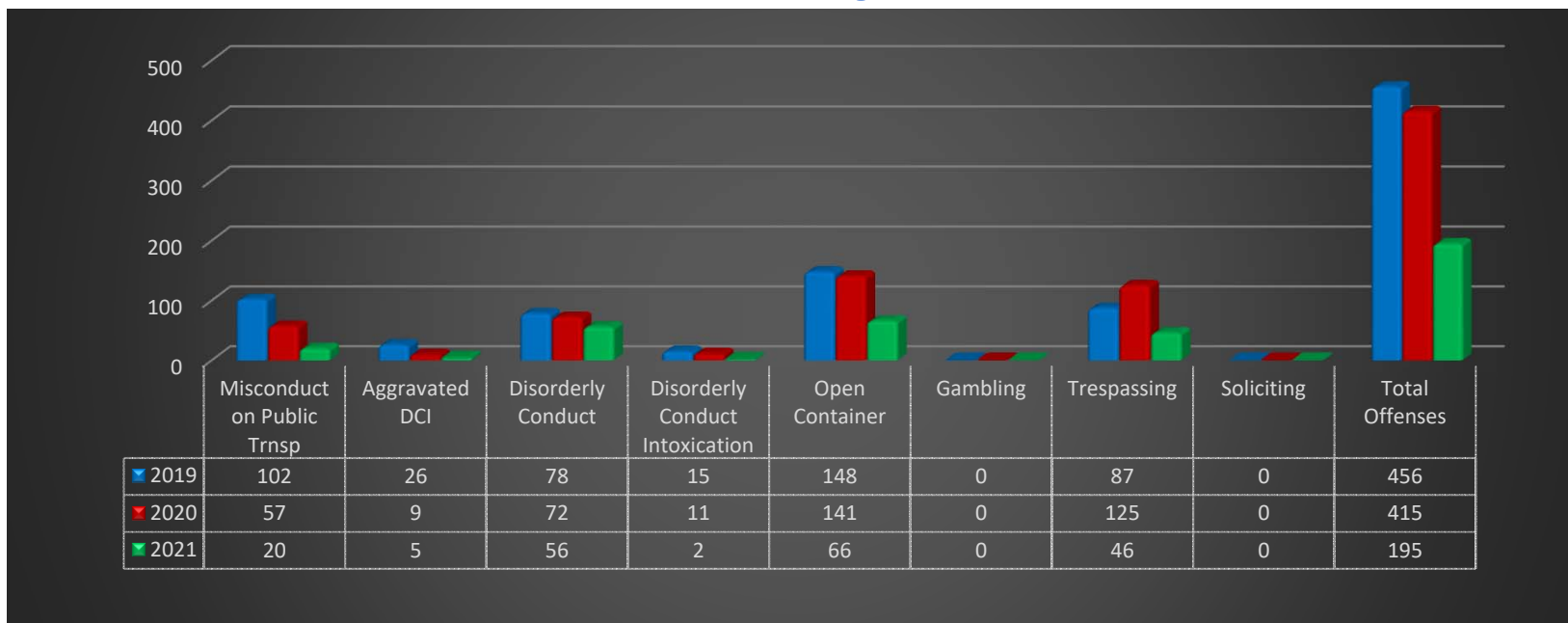
Part 1 Crimes: Jan – Sep 5 Year Comparison



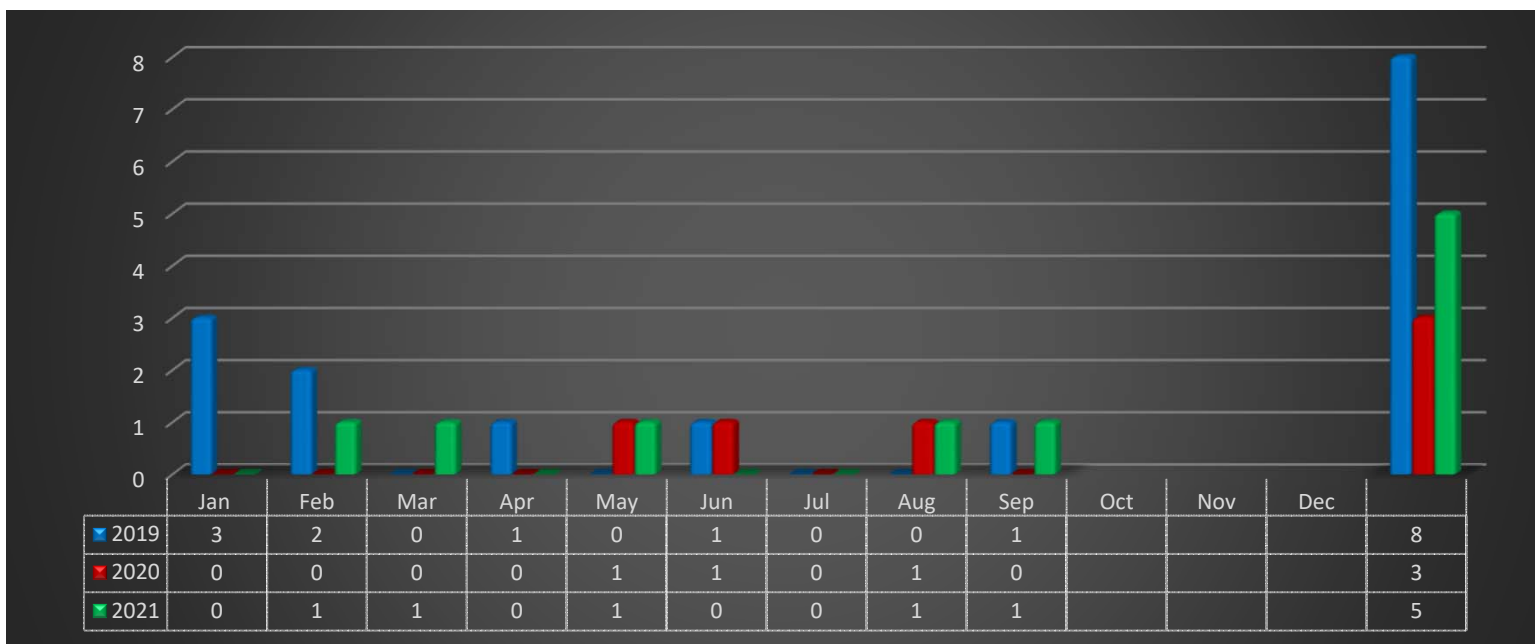
Electronic Device Thefts/Robberies Jan – Sep



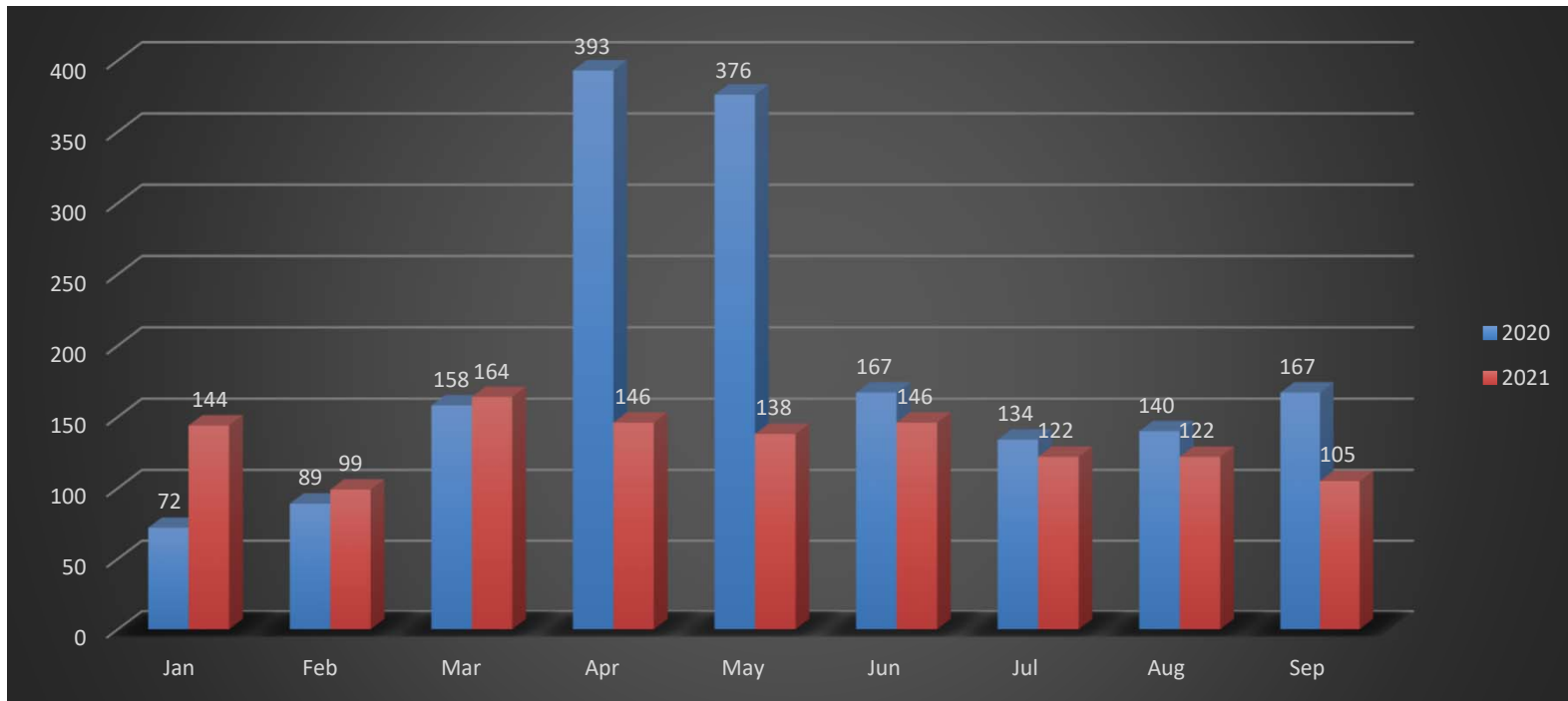
Quality of Life Crimes: Jan – Sep 3 Year Comparison



Operator Assaults: Jan – Sep 3 Year Comparison



Homeless Initiative: Jan – Sep



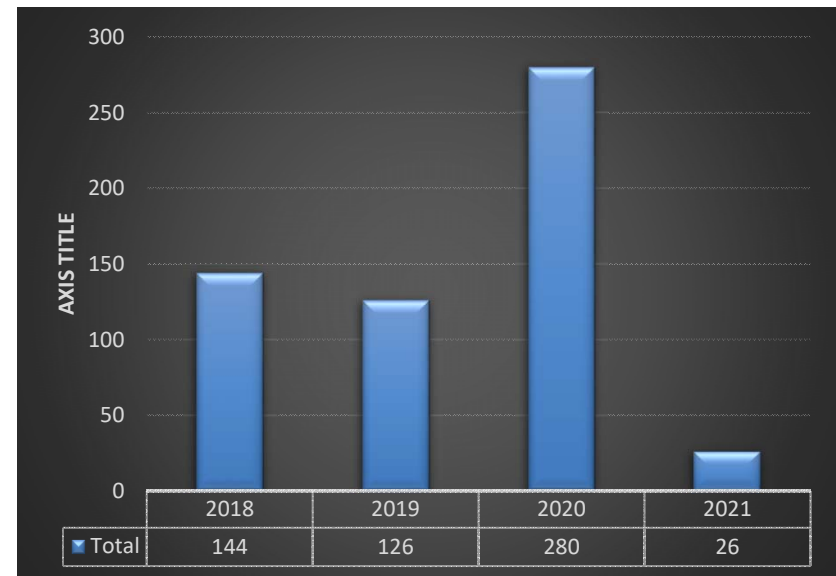
Social Service Interventions

Crisis Intervention Training (CIT): Teaches officers how to recognize behavioral indicators of a person in crisis, develop empathic communication, and utilize non-criminal resources.

Traumatic Counseling: Transit Police collaborated with the May Dugan Center to provide counseling to patrons that are victims of violent crimes.

Intervention vs Arrest

Patron had interactions with officers for over 15 years. He frequently rides the system while he is intoxicated. He received numerous citations and arrests. We recently discovered that the Patron was a Veteran and we coordinated with the VA to get him help.



Transit Police Beautify Women's Garden at the Diversion Center



Questions



Public Transportation Agency Safety Plan (PTASP)

Status of the Performance Targets for the Audit,
Safety Compliance and Real Estate Committee

October 12, 2021



GCRTA PTASP

- Current Plan Approved by Board of Trustees on 2/16/21
- Approved by ODOT on 3/11/21
- Contains Performance Targets based on the National Public Transportation Plan

GCRTA PTASP

- Next update will be complete by 1/31/22 to meet ODOT and FTA requirements
- Will update Board of Trustees on changes and review the new performance targets

GCRTA PTASP

Four Categories of Performance Targets:

- Rail Fatalities
- Rail Reportable Injuries
- Safety Events
- System Reliability

GCRTA PTASP

- Fatalities: Death excluding that resulting from illness or other natural causes and criminal homicides that are not related to collisions with a rail transit vehicle.
- Target = No more than 1 in 2021
- Actual YTD = 1, Tower City Incident

GCRTA PTASP

- Rail Reportable Injuries: An injury requiring hospitalization for more than 48 hours; Results in a fracture of any bone; Causes severe hemorrhages, nerve, muscle or tendon damage; Involves any internal organ; or Involves significant burns.

GCRTA PTASP

- Target = No more than 2 in 2021
- Actual = 1, Substation Maintainer hospitalized from being struck in the head while pulling electrical cable into the station. Equipment used to aid in the cable pulling broke away from the wall under pressure.

GCRTA PTASP

- Rail Safety Events: A reportable accident, incident or occurrence. Examples include grade crossing collisions, evacuations due to life safety (smoke), & derailments.
- Target = No more than 10
- Actual = YTD, 18

GCRTA PTASP

- Derailments, 2
 - Rail Shop Transfer Table/February
 - Small Work Truck/October
- Smoke/Fire, 15
 - 14 on HRV Fleet involving traction motor, cooling motor or other aging-fleet electrical component failure
- Collision, 1
 - Rail Yard, slow speed, fatigue, no injury

GCRTA PTASP

- Preventable Collision Rate: A measure of collisions whereby the Operator failed to do everything reasonable which could have been done to avoid the collision. Expressed as a rate per 100,000 miles driven.
- Target = No more than 1.25 Collisions per 100,000 Miles
- Actual = 1.24 Collisions per 100,000 Miles

GCRTA PTASP

- Occupational Injury Rate: A measure of job related injuries expressed as a rate per 200,000 hours of work (OSHA formula).
- Target = No more than 7.0 injuries per 200,000 hours worked
- Actual = 7.65 injuries per 200,000 hours worked

GCRTA PTASP

- Miles Between Service Interruptions (MBSI): The mean distance between major mechanical failures.
- Examples include brake failures, motor issues, a door problem, axle defects, and suspension problems.

GCRTA PTASP

Through Second Quarter:

- Target = Light Rail Trains 3,377 miles
Heavy Rail Trains 12,191 miles
- Actual = Light Rail Trains 5,538
Heavy Rail Trains 12,626

GCRTA PTASP

Questions

Committee of the Whole

Chair: Rev. Charles P. Lucas

TRANSIT POLICE SAFETY AMBASSADOR PILOT PROGRAM



Committee of the Whole

October 12, 2021

Greater Cleveland Regional Transit Authority



AGENDA

- Progressive policing and community engagement
- Purpose
- Responsibilities
- Program overview
 - Pilot Project details
 - Community outreach specialists
 - Salary information
- Next steps

PROGRESSIVE POLICING & COMMUNITY ENGAGEMENT

- Reduces law enforcement footprint on GCRTA transit systems
- Integrates unarmed professionals to handle non-criminal issues
- Provides enhanced connection with community
- Addresses rider concerns
- Two-prong approach

Ambassador program

Community outreach/crisis intervention specialist



GCRTA TRANSIT AMBASSADOR

- Act as customer service representative for GCRTA
- Increase presence of uniformed personnel on transit system
- Engage public by inspecting fares and deterring fare evasion



RESPONSIBILITIES

- Provide general information/assistance to riders and members of the public
- Assist riders needing help with navigating the transit system
- Assist riders with boarding/disembarking
- Routinely ride transit lines
- Observe/report potential safety hazards and security concerns
- Perform public monitoring for special events
- Request Transit Police assistance as needed
- Serve as liaison for GCTRA approved events
- Fare inspection/evasion deterrence

COMMUNITY OUTREACH/CRISIS INTERVENTION SPECIALIST(S)

- Work 1st and 2nd shifts
- Licensed social workers/specialized training
- Perform mental health, homelessness, crisis and substance abuse outreach
- Defuse immediate crises/serve as gateway to resources
- Establish relationships with social service agencies
- Ride-along with Transit Police
- Grant-funded positions 2022
- Unit of Transit Police



Partnerships

Agency	Resources
Cuyahoga County Diversion Center	Assist individuals with homeless and substance abuse issues, alternative to arrest
May Dugan Center	Trauma assistance for victims of violent crime on RTA system; awaiting final MOU approval by MDC; rough draft of policy pending
NEOCH	Assist individuals with homeless issues
Stella Maris	In conversation to create MOU

PROGRAM OVERVIEW

- Six-month pilot program
- Uniformed/unarmed personnel
- Community outreach/crisis intervention specialists
- Fare inspection/proof of payment



PROGRAM OVERVIEW

PROOF OF PAYMENT

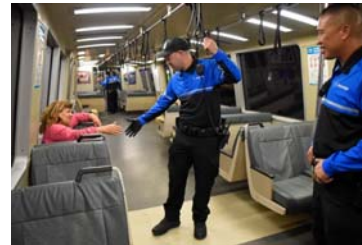
New approach to check for fare payment and interact with riders

- Provide riders with service information, fare programs
- Increased presence on RTA system to deter/reduce fare evasion
- Help riders comply with fare policies
- Support and coordinate with operators
- Deployed on routes with high ridership



PILOT PROJECT

- Locations TBD
- 1st & 2nd shifts/7 days week
 - *0700/1500
 - *1400/2200
- 10 ambassadors/community outreach
 - HealthLine
 - Trains
 - Rapid Transit stations



PROJECTED SALARY

Transit Ambassador

\$35 – 38K/yr

Community Outreach/Crisis
Intervention Specialist

\$45 – 50K/yr

Transit Ambassador Salary



Greater Dayton RTA, Dayton OH Transit Ambassador

- \$14/hr
- Full time
- Medical benefits
- Job description

Assist customers with information regarding bus routes

Support operators with implementation of on-board rules for riding

Maintain high degree of visibility

Advise dispatch of any security-related issues



<https://www.ziprecruiter.com/c/Greater-Dayton-RTA/Job/Transit-Ambassador/-in-Dayton,OH?jid=8aea219a5ffb1280&lvk=Q-0MkZMac0dUrSUjQ8Ld-w.--M8BXudO4R>

Greater Cleveland Regional Transit Authority



Allied Universal, Denver CO

Transit Safety Ambassador

- \$16/hr training - \$18/hr after training
- Job description
 - Responding to transit-related customer concerns
 - Identify safety concerns and inform proper authorities
 - Educate patrons on fare media and track fare statistics
 - Complete and submit written reports concerning incidents
 - Implement emergency response activities as trained
 - Follow all site-specific policies and procedures



https://www.ziprecruiter.com/c/Allied-Universal/Job/Transit-Safety-Ambassador/-in-Denver,CO?jid=cff52e86a00b58ea&lvk=Y4VlwPRKfmL0JQa7eC_mgA.-M7vDcDB8F

Unarmed Security

- OPOTA Certified/Non-OPOTA Certified
- \$10-\$15/hr
- Job description

Maintain security and safety of designated work area

Patrol facility, ensuring continual safety and security of all individuals

Maintain physical presence within work setting, serving as visible deterrent to illegal activity

Positively contribute to the overall experience by providing superior customer care

Provide empathetic approach to managing aggressive individuals

Keep accurate logs throughout your scheduled shift

Respond to emergency situations that require assistance and request assistance when needed

https://www.ziprecruiter.com/jobs/palamerican-security-6dd6c015/unarmed-security-officer-akron-350-sign-on-bonus-5c3e98ed?lvk=A9bf_Q8ay69Z8DZ2Asta2g.--M87JRstMJ

Social Worker Salary

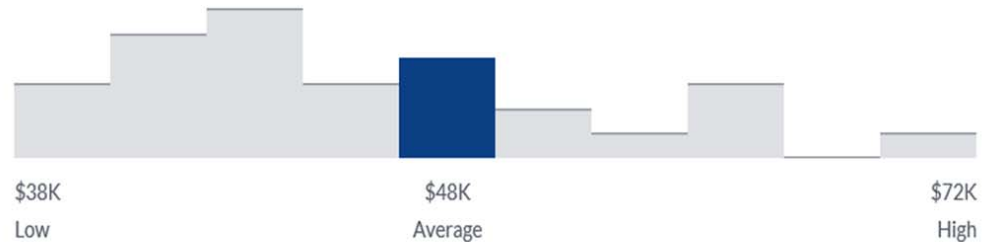
https://www.glassdoor.com/Salaries/ohio-licensed-social-worker-salary-SRCH_IL.0,4_IS2235_KO5,27.htm

 **Very High** Confidence

\$47,900 /yr

Average Base Pay

20 salaries



No additional cash compensation has been reported for this role

The average salary for Licensed Social Worker is \$47,900 per year in Ohio. Salaries estimates are based on 20 salaries submitted anonymously to Glassdoor by Licensed Social Worker employees in Ohio.

Greater Cleveland Regional Transit Authority



GCRTA Transit/Safety Ambassadors

OPPORTUNITIES

- Work directly under supervision of Transit Police
- Work special events (pro sports, etc.)
- Existing partnerships with outside social service agencies
- Presence may deter fare evasion

CHALLENGES

- Service coverage
- Lack of detain/arrest powers
- Possible high turnover

Next Steps

Q1 2022

- Funding sources
 - Grant applications
- Policy draft

Q2 2022

- Recruitment/Hiring ambassadors

Q3 2022

- Recruitment/Hiring CIT & Outreach specialists
 - Based on funding approval
- All personnel on-boarded/trained

Q3 – Q4 2022

- Program evaluation

Questions



Civilian Oversight Board

An overview of plans to structure the GCRTA Civilian Oversight Board (COB) to increase transparency and accountability

Committee of the Whole

October 12, 2021

Civilian Oversight Board (COB)

- Report directly to CEO
- All boards have mission specific bylaws or a code of ethics and limitations on jurisdiction (i.e. complaints, use of force, etc.)
- Staggered term limits
- Barred from holding elected office
- Trained by police department
 - Citizen Police Academy
 - Policy familiarization
 - Internal Affairs investigations
 - Ride-along programs

Benefits of Police Oversight

- Holds the police agency accountable for officer's actions
- Complaints are given a place to voice concerns outside of police agency
 - If substantiated, complainants feel validated
 - If unsubstantiated, officers feel vindicated
- May assist in liability management and reduce the likelihood of costly litigation by identifying problems and proposing corrective measures before a lawsuit is filed
- Policy recommendations can prevent issues by identifying areas of concern and subsequently offering options to improve policing



Benefits of Police Oversight



- Helps improve quality of Internal Affairs investigations
- Increase public understanding of police policies and procedures
- Improves relationships by fostering communication between community and police
- Opportunity for police to demonstrate desire for increased accountability and the need to eliminate misconduct
- Helps police better understand how their words, behaviors and attitudes can unknowingly affect public perceptions

Type 1 Model

Investigator-Focused

- Non-police civilian investigators look into allegations of misconduct and recommend findings to chief
- Investigators tend to have specialized training
 - Citizen Police Academy
 - Policy familiarization
 - Internal Affairs investigations
 - Ride-along programs

Type 2 Model

Review-Focused

- Oversee Internal Affairs investigations and make recommendations about operations to police
- Staffed by volunteers and community members
 - Creates community trust/buy-in
 - Training highly recommended

Type 3 Model

Appeals

Complainants may appeal findings established by the police or sheriff's department to citizens, who review them and then recommend their own findings to the chief or sheriff.

Type 4 Model

Auditor

- Monitor/audit processes on how police department accepts/investigates complaints
- Reports thoroughness and fairness of the process to department and public
- Establish public understanding of police policies and procedures
- Make policy recommendations to enhance and improve policies and procedures of police department
 - Builds respect, cooperation and trust between police and community
 - Ensures fair, equitable and professional treatment for all

Local Departments

Cleveland Division of Police

- Created per 2016 Consent Decree

Cleveland State University Police Department

- Internal COB overseen by CSU Human Resources Department

Cleveland Clinic Police Department

- Internal COB overseen by CCF Human Resources Department

Cuyahoga Metropolitan Housing Authority Police Department

- In process of creating COB

Cleveland Metroparks Police Department

- No COB; no plans to create COB

Local Police Departments (cont'd)

Cleveland Division of Police – Type 1 Model

- Nine members; five appointed by the Mayor, four by City Council.
- Mayor appoints one member as Chairman
- Investigates complaints of misconduct after the conclusion of an investigation by the Office of Professional Standards.
- Creates per-incident and annual reports
- Members of the board are paid \$7,200 per year.
- Total budget is \$159,422

Local Police Departments (cont'd)

Cleveland Clinic Police Department – Type 2 Model

- Five-member panel chosen by HR Department and serve two-year terms
- Board handles citizen complaints of misconduct
- Board completes a report for every complaint
- No budgetary impact due to the use of salaried employees during work hours. The investigation is conducted by the Professional Standards Commander
- Training is set by the Professional Standards Commander and Board Chair, but must include familiarization in police policy, policy culture, and the Commission on Accreditation for Law Enforcement Agencies (CALEA) standards.

Transit Police Departments

Washington Metropolitan Area Transit Authority (WMATA) - Type 2 Model

- Seven-member board serving 2-year terms for civilian members/3-year terms for law enforcement members
- Three command-level positions from law enforcement in D.C., Maryland, Virginia
- Four citizens - D.C., Maryland, Virginia and one at-large member
- Selected via application process and appointed by WMATA Board
- Reviews misconduct investigations completed by the Office of Professional Responsibility and Inspections on a quarterly basis/ makes recommendations regarding the integrity of the investigation.
- Must complete training recommended by the Chief of Police
- Voluntary and uncompensated, but members receive a \$25 fare card for travel.

Transit Police Departments (cont'd)

Bay Area Rapid Transit (BART) – Type 4 Model

- Eleven members appointed by BART Board for 2-year terms
- Overseen by the Office of the Independent Police Auditor who reports directly to the BART Board
- Receives complaints of misconduct directly/ issues recommendations to Chief of Police
- Chief of Police can appeal findings of the Board to the General Manager
- Issues monthly and yearly reports
- Receives training arranged by District Secretary
- Funded by the budget of the Office of the Independent Police Auditor

Sample Agency/Department with Community Oversight Boards (COB)

	Board Type (Focus)¹	Scope²	Members	Compensation	How COB was Created
Austin	Type 1	Misconduct, Training/Policy, Critical incidents	5+	Paid	Contract with Police Union
Baltimore	Type 1	Misconduct, Force	14	Paid	City statute, in response to consent decree
BART	Type 4	Misconduct	11	Paid	Board of Directors
Cleveland	Type 2	Misconduct	9	Paid	Charter amendment, in response to consent decree
Cleveland Clinic	Type 2	Misconduct	5	Internal Employee	MOU
Cleveland State University	Type 2	Misconduct	* ³	Internal Employee	MOU
Nashville	Type 1	Misconduct	11	Paid	Charter amendment
Providence	Type 1	Misconduct, Training/Policy	9	Internal Employee	Code of Ordinances
WMATA/MTPD	Type 2	Misconduct, Review investigations	7	Voluntary	Board of Directors

Board Type Focus¹

Type 1: Citizens investigate allegations of police misconduct and recommend findings to the Chief

Type 2: Police officers investigate allegations and develop findings; citizens review and recommend that the Chief approve/reject findings

Type 3: Complainants may appeal findings established by the police department to citizens, who review them and then recommend their own findings to the Chief

Type 4: An auditor investigates the process by which the police department accepts and investigates complaints and reports on the thoroughness and fairness of the process to the department and the public

Scope²

Misconduct: Investigates allegations of misconduct to include abusive language, false arrest, false imprisonment, harassment

Training/Policy: Board makes training and policy recommendations

Force: Investigates uses of force

Members³

CSU does not have a policy in place, number of members is determined by HR as necessary



Civilian Oversight Board

- Hybrid of Type 2 model
 - Internal and voluntary
- Non-police department employees
- Responsible for reviewing, investigating, hearing and making findings regarding civilian complaints concerning policies, practices, conduct of the police department employees
 - All sworn police personnel
 - Dispatchers
 - Security personnel
- Transportation provision



Board Selection/Requirements

- Seven individuals with a variety of backgrounds
- Selected by application to the COB or by GCRTA recruitment
- Vacancies in an unexpired term shall be filled in the same manner
- Terms for Board Members shall be two years
- Two (2) then the other three (3) Board Members terms will expire every other year to maintain continuity and historical perspective
- Two additional members (non-voting) shall be selected as Subject Matter Experts (SMEs)

Civilian Oversight Board Chair

- The COB shall select one member annually to serve as the chair who will preside over meetings and will have the right to vote on all dispositions
- The chair shall select a designee during his/her absence

Jurisdiction and Authority

- COB shall have jurisdiction over all complaints filed by citizens against GCRTAPD employees.
- Typical complaints include:
 - Excessive force
 - Criminal behavior
 - Illegal search/seizure of person and vehicle,
 - Harassment complaints, to include those alleging bias and profiling
 - Second offense of unprofessional conduct/behavior complaints occurring in a rolling year.

Orientation and Training

The Administrative Commander (AC), in consultation with the chairperson, shall be responsible for coordinating a training program to familiarize new board members with GCRTAPD policies, procedures, police culture, and the Commission on Accreditation of Law Enforcement Agencies (CALEA) standards.

Recommended Training

National Association for Civilian Oversight of Law Enforcement



https://www.nacole.org/recommended_training_for_board_and_commission_members

Next Steps

COB Policy draft

- Q4 – 2021

COB Recruitment

- Q1 – 2022

COB seated

- Q2 – 2022

COB Startup

- Q3 – 2022

Questions



Memorandum of Understanding Between the Transit Police and the FBI

Committee of the Whole

October 12, 2021





Purpose of the Memorandum

- Continue our membership in the FBI Task Force (25+ Years)
- Delineate the responsibilities of the Task Force personnel
- Formalize the relationship between participating agencies



Staff request the Committee of the Whole
move this item to the full Board for approval at
their October 26, 2021 meeting.

Questions



Proposed Revisions to the Administration and Human Resources Parts of the Codified Rules and Regulations

Committee of the Whole Presentation

October 12, 2021



Background

- Codified in 1989 (Resolution 1989-176)
- Review and update to bring policies in line with current operations
- Subject to review and revision every 3 years

Background

- Chapter 288 – Administration & External Affairs
- Chapter 291 – Office of Marketing and Communications
- Chapter 295 – Office of External Affairs
- Section 284.01 – Composition – Legal Affairs Division
- Section 620.04 – Diversity & Inclusion

Administration & External Affairs

- Create Division of Administration & External Affairs
- Remove Office of Marketing & Communications
- Remove Office of External Affairs
- Move Office of OEO and ADA from Legal Affairs to Administration & External Affairs

Diversity, Equity & Inclusion

- Strong existing diversity & inclusion policy
- Add language to make idea of equity explicit
- Add introductory language acknowledging public transportation as an anchor for equal opportunity and social and economic equity

Recommendation

Staff requests that the Committee of the Whole recommend these provisions to the Board of Trustees for approval.

Questions?