

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

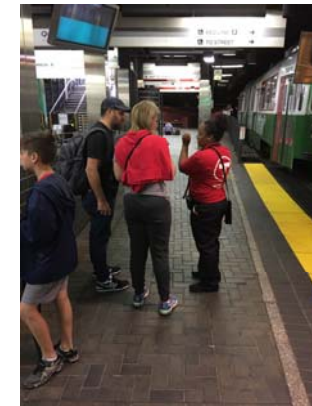
New approach to check for fare payment and interact with riders

- 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=8aca219a5ffb1280&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=cf52e86a00b58ea&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.

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

