

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
22	12/08/14	Open	Information	11/28/14

Subject: Security Peer Review Report and Community Outreach Meetings

ISSUE

Security Peer Review Report and Community Outreach Meetings.

RECOMMENDED ACTION

Information item only.

FISCAL IMPACT

No fiscal impact. Information item only.

DISCUSSION

Earlier this year, the RT Board requested a security peer review. The review took place on July 28th – 31st, 2014.

The purpose of the security peer review was to evaluate RT's existing security services, policies and procedures, and to provide recommendations beneficial to RT's continuing growth in ridership and structure.

The panel members who evaluated RT are listed below and are from public transportation and law enforcement agencies:

1. Harry Saporta, Director of Security and Safety, Portland TriMet
2. John Tarbert, Transit Police Chief, Denver Regional Transportation District
3. Duane Martin, Deputy Executive Officer – Project Management, Los Angeles Metropolitan Transportation Authority
4. Dion Dwyer, Community Services Director, Downtown Sacramento Partnership
5. Kate Adams, Police Lieutenant, Rancho Cordova Police Department
6. Michael Smith, Senior Security/Safety Specialist, American Public Transportation Association

The panel members wrote a report on their evaluation, included as Attachment 1, and focused on six areas:

1. Police Services staffing and deployment
2. Technology
3. Fare enforcement
4. Station design
5. Rider experience / addressing public perception

Approved:

Presented:

Final 12/2/14

General Manager/CEO

Chief Operating Officer

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6. Other observations and recommendations

The observations and recommendations that were provided were offered as an industry resource to be considered by RT in support of its efforts to ensure the security and safety of its patrons, employees and the public in general.

In summary, the peer review members found that RT, by industry standards, has a robust security program in consideration of the system's size and constraints of current resources. Based on the review and interviews with key staff, RT is committed to the safety of all customers and employees and is proactively working to improve the public's perception of safety. The panel commended RT in their due diligence to improve system safety, including the efforts to receive an independent review focused on security. The peer review panel made 38 recommendations based upon their review of RT's security program. Attachment 2 is a summary of the panel's recommendations followed by RT staff's view of the recommendation, Agree or Disagree, and a brief explanation for each.

Three community outreach meetings were scheduled in November to discuss the Security Peer Review report and gather public opinions. A total of 42 people attended these meetings. Employees were also encouraged to get involved in the meetings and/or send comments to safetyandsecurity@sacrt.com. This email address was also publicized to patrons and their opinions on how to improve RT's security and safety were requested. The three community outreach meetings are listed below:

1. Wednesday, November 5, 2014
5:30 p.m. to 7:30 p.m. at the Mills Building – Second Floor
2900 Mather Field Road, Rancho Cordova (21 people attended)
2. Thursday, November 6, 2014
5:30 p.m. to 7:30 p.m. at the Samuel Pannell Meadowview Community Center
2450 Meadowview Road, Sacramento (9 people attended)
3. Wednesday, November 12, 2014
5:30 p.m. to 7:30 p.m. at the Tsakopoulos Library Galleria East Room
828 I Street, Sacramento (12 people attended)

At the meetings, there was a table for each of the six areas discussed in the Security Peer Review Report. The tables were staffed with representatives from Executive Management, Police Services, Facilities, Information Technology and Marketing to discuss, gather comments and answer questions from the public. Attachment 3 shows the feedback and suggestions gathered from the three community outreach meetings as well as those received via email. All of the comments were transcribed verbatim in Attachment 3. In summary, RT received 105 comments from 63 people. RT staff has summarized the public comments into the following categories along with the number of comments pertaining to each category.

1. Additional security personnel on the trains and in the stations. (16 comments)
2. Cleanliness of the trains and stations. (8 comments)
3. Maintenance of trains and stations. (5 comments)

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4. Bus specific security issues. (4 comments)
5. Security guard behavior, supervision or training. (6 comments)
6. Nuisance behavior from other passengers. (15 comments)
7. Fare/Rules enforcement. (5 comments)
8. Requests to add or upgrade station amenities. (4 comments)
9. Security related compliments. (4 comments)
10. Other security related comments. (6 comments)
11. Comments received that were not security related. (32 comments)

Based upon the findings of the peer review panel and the comments received from the Community, staff has developed the following short and long term recommendations. These recommendations fall into three major categories. First, an increased security presence on the system. This will address fare enforcement, nuisance behaviors and improve the overall feeling of personal safety while riding. Second, an increased level of cleaning and maintenance for both RT's light rail vehicles (LRVs) and stations. Finally, improvements in technology that will allow passengers to report problems quickly and accurately as well as expanded closed circuit television (CCTV) and passenger information resources. The specific recommendations are grouped as Immediate, which we believe we can start in Fiscal Year (FY) 15; Short Term, which we would hope to fund in FY 16; and Long Term which would be funded in FY 17 and beyond. The specific recommendations are grouped under one of the six findings of the peer review panel.

Immediate (FY 15)

1. Police Services staffing and deployment
 - a. Expand the utility of the security guards (increased role in fare inspection, assist with cleanliness of stations/trains, enhanced supervision; explore arming guards for certain assignments).
 - b. Increased deployment of officers on buses and at major connection points.
 - c. Expand partnerships with outside agencies to patrol the system.
2. Technology
 - a. Expand the awareness of the "See it, Hear it, Report it" program.
3. Fare enforcement
 - a. Work out the details for establishing and enforcing fare paid zones in the light rail stations.
 - b. Pursue Legislation to establish a blended process for adjudicating fare violations. The blended process would allow a passenger cited for nonpayment of fare to settle the citation administratively, similar to the process used for parking citations. For those who refuse, the traditional court process would be available.
4. Station design
 - a. Begin ongoing Crime Prevention through Environmental Design (CPTED) review of all light rail stations.
5. Rider experience / addressing public perception

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- a. Wrapping LRVs and re-covering the cloth seats with vinyl. This is a multi-year project which will start in FY 15.
- b. Focus current level of effort for facility maintenance on safety sensitive maintenance at specific stations.
- c. Work with local business associations/public entities as appropriate to augment RT's station and bus stop maintenance program.
- 6. Other observations /recommendations.
 - a. None in FY 15.

Short Term (FY 16)

- 1. Police Services staffing and deployment
 - a. Budget for and add additional security personnel, guards and/or sworn officers.
 - b. Continue effort to expand the utility of the guards.
- 2. Technology
 - a. None in FY 16.
- 3. Fare enforcement
 - a. Establish a fare inspection rate goal of 30% of the light rail system ridership.
 - b. Add necessary signage and/or pavement markings to establish fare paid zones in some or all of the light rail stations.
 - c. Assuming a successful legislative effort, begin implementation of a blended process for adjudicating fare violations.
- 4. Station design
 - a. Add public address systems to the light rail stations.
 - b. Add signage covering RT's rules and regulations at the entrances to the light rail stations.
- 5. Rider experience / addressing public perception
 - a. Fund and implement an increased level of light rail station maintenance.
- 6. Other observations /recommendations
 - a. None in FY 16.

Long Term (FY 17 and Beyond)

- 1. Police Services staffing and deployment.
 - a. Continued funding priority for security as system expands.
- 2. Technology
 - a. Develop/acquire a mobile application that allows for GPS located crime tips.
 - b. Continue to improve the CCTV system through enhanced maintenance and system upgrades, including the expansion of the system into parking lots as new stations are constructed.
- 3. Fare enforcement
 - a. Monitor, evaluate and adjust improvements made in FY 16 related to fare paid zones and the blended process for adjudicating fare violations.
 - b. Monitor, evaluate and adjust the goal set for fare inspection.

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4. Station design
 - a. Budget for and implement station modifications suggested from the on-going CPTED reviews.
5. Rider experience / addressing public perception
 - a. Replacement of the current fleet of Siemens LRV's and begin a conversion to a low floor system.
 - b. Continue a program of station renovation as funding becomes available.
6. Other observations /recommendations

These recommendations are presented for Board consideration and will be modified based upon the discussion and a consensus of the Board. Staff will return in February with a detailed implementation plan for the recommendations that the Board would like to pursue. Given funding constraints, staff will focus the implementation plan in Downtown Sacramento working outward as additional funding and resources become available. This approach will be a part of RT's focus on the opening of the Entertainment and Sports Complex, as well as acknowledging that the Downtown area is the center of RT's service area and starting here would improve the rider experience for a significant number of RT's passengers.

Sacramento Regional Transit District Security Peer Review

OBSERVATIONS AND RECOMMENDATIONS

Peer Review Dates: July 28-31, 2014



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Peer Review Panel Members

Harry Saporta, Executive Director of Safety and Security
TriMet, Portland, OR

John Tarbert, Transit Police Chief
Regional Transportation District, Denver, CO

Duane Martin, Deputy Executive Officer – Project Management
Los Angeles Metropolitan Transportation Authority, Los Angeles, CA

Dion Dwyer, Community Services Director
Downtown Sacramento Partnership, Sacramento, CA

Kate Adams, Police Lieutenant
Rancho Cordova Police Department, Rancho Cordova, CA

Mike Smith, Sr. Specialist – Safety and Security
American Public Transportation Association, Washington, DC

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Introduction

Background Information

In May 2014, the Sacramento Regional Transit District (RT) secured the participation of a panel of volunteer industry experts to provide a 4-day industry peer review on the agency's security services and programs. The panel's objective was to evaluate existing policies, practices and procedures and to provide recommendations for the management to consider in making the RT system safer. The panel convened on Monday, July 28th, 2014, at a regular meeting of the RT's Board of Directors, during which time the panelists were introduced to the Board and also received general guidance relative to the focus of the review. Throughout the peer review exercise, July 28-31, 2014, coordination and support were provided by RT management and staff. The panelists who participated were (in no particular order):

- **Harry Saporta**, Executive Director of Safety and Security, TriMet, Portland, OR
- **John Tarbert**, Transit Police Chief, Regional Transportation District, Denver, CO
- **Duane Martin**, Deputy Executive Officer – Project Management, Los Angeles Metropolitan Transportation Authority, Los Angeles, CA
- **Dion Dwyer**, Community Services Director, Downtown Sacramento Partnership, Sacramento, CA
- **Kate Adams**, Police Lieutenant, Rancho Cordova Police Department, Rancho Cordova, CA
- **Mike Smith**, Sr. Specialist – Safety and Security, American Public Transportation Association, Washington, DC

The scope of the review was to Regional Transit's existing security services, policies and procedures, and to provide recommendations beneficial to RT's continuing growth in ridership and structure. The panel conducted this peer review through documentation review, system tour, and a series of briefings and interviews with pertinent management and staff of both RT and Sacramento Regional Transit Police Services Department (RTPS). The panel concluded its review with a summary of observations and recommendations to Mr. Mike Wiley, General Manager/Chief Executive Officer (CEO), RT. The observations and recommendations that were provided (and are summarized in this report) are offered as an industry resource to be considered by RT management in support of its efforts to ensure the safety and security of its riding patrons, employees and the general public.

In general, the peer review panel found that RT, by industry standards, has a robust security program considering the system's size and the constraints of its current resources. Based on the panel's review and interviews with key staff and management, RT's leadership team is committed to the safety of all customers and employees and is proactively working to improve the public's perception of safety.

The current structure of RTPS, including respective functions of its contracted components, is an improvement from the past. This opinion was based on a review of the history

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of security and police services provided in coordination with RT since its founding in 1973 to present day. RTPS is working diligently with RT to improve public confidence in the system, and is a key partner in implementing further improvements. RT and RTPS representatives who spoke with the panel shared a common goal of striving toward continuous improvement. The panel commends RT and RTPS's due diligence in improving system safety, including their efforts to receive an independent review focused on security.

All panelists express their sincere appreciation for the gracious hospitality and openness extended by Regional Transit during the peer review.

Peer Review Focus Areas

Having received direction from the Board of Directors and RT management, the review panel focused its efforts on five key areas. Additionally, the panel offered other observations and recommendations which may have related in some way to the previous five areas but were more suitable for presentation in a sixth, miscellaneous category. In total, the six focus areas were as follows:

1. Police Services Staffing & Deployment
2. Technology
3. Fare Enforcement
4. Station Design and Ongoing Review
5. Rider Experience / Addressing Public Perception
6. Other Observations & Recommendations.

Observations & Recommendations

Police Services Staffing & Deployment

Observations

- Currently, RTPS has 6 officers assigned to day shift (3 for each half of the week), 8 officers for overlap shift (4 on each half of the week), and 6 officers on swing shift (3 for each half of the week), with an additional deputy currently in training for the latter shift. Contracted, unarmed security guards work a variety of shifts, including station/facility posts, hazard patrols, train posts in the afternoon/evening, and Security Operations Center (SOC) duties. Additionally, coverage provided by transit officers (currently, 13 including one supervisor) are spread from 6:30am – 10:00pm with some overlap. Shift staffing adjustments are being made to address current security concerns, including deploying more guards to afternoon/evening shifts and committing to at least one guard positioned onboard every revenue service light rail train consist during those hours.

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- RTPS is committed to “striving to make the system safer and change the perception of safety to encourage increased ridership” and this was evident to the panel through interviews with RTPS personnel and management.
- An adjustment is currently being made to deployment strategy and policy to have officers riding trains the *majority* of their shift. The panel commends this effort as increased visibility of security patrols will help to improve perception.
- System coverage is better with additional guards on every evening train, however police coverage throughout service area is still not adequate. For a service area of this size—38 miles of rail spanning the City of Sacramento, Rancho Cordova, Folsom and the County of Sacramento, and 419 square miles encompassing bus and rail service—the panel’s position is that the current staffing of officers and guards, combined with the current need to position them onboard trains, is at risk for leading to inadequate response, particularly in the evening hours and in areas often not directly patrolled such as bus-only areas. The panel understands that a mutual arrangement has been achieved that offers additional response and coverage from partner law enforcement agencies in the event that it is needed, however RTPS coverage in and of itself, is not adequate.
- There are current efforts by RTPS and RT management to expand the role of contracted security guards, particularly after 7pm. It was shared that one goal is to require better engagement with RT customers. During the panel’s visit, the security guards were observed to play a minimal role. At least two examples were presented to RT management where the observed guard did not interact with the public or with customers.
- Transit officers are currently short-staffed and some are currently not appropriate for the position.
- There is no current funding budgeted to allow for overtime of RTPS staff, which in part results in RTPS having to leave several positions unfulfilled.

Recommendations

S-1. Conduct an analysis of current police coverage based on revenue service hours and service area. The industry representatives of the panel offer their systems’ practices and policies with regard to service area coverage, however each transit agency must determine their own unique service characteristics and needs.

S-2. Create a full-time RT Director of Security (or similar) position responsible for managing all security contracts and day-to-day system security.

S-3. Should additional deployment be made possible, assign a certain proportion of guards or officers to bus hubs as well as light rail, when feasible. It was observed that most reported incidents were occurring on light rail, however bus service accounts for the majority of RT operations.

S-4. Continue to develop a plain-clothes officer deployment strategy. Plain-clothes officers have been utilized effectively in other transit systems in response to crime “hot spots” and in support of fare enforcement tactics.

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S-5. Continue to take advantage of opportunities to partner with other agencies. While some agreements and partnerships exist, the panel encourages RT to formalize agreements in a memorandum of understanding (MOU) and meet regularly with partner agencies to discuss trend analysis, current issues, lessons learned and deployment strategies.

S-6. The panel encourages continued implementation of expanded roles and functions of the contracted security guard force within RTPS. Begin with the public engagement/ customer service functions, which may in the short term help with public perception and deter unwanted behavior, and consider phasing in a fare inspection role in the future.

S-7. With such an expanded role (see S-6), evaluate the benefits of arming the contracted security guard force, to elevate the role, facilitate cross-training and shared functionality, and improve public perception.

S-8. Screen all incoming applicants to RTPS police/sheriff/transit officer positions for customer service skills and to ensure the best possible alignment with RTPS philosophy and mission.

S-9. Evaluate current budgeting practices to account for overtime of personnel without sacrificing positions, where feasible. Periodically audit the use of overtime to evaluate staffing and to determine where further improvements can be made.

Technology

Observations

- The Motorola-based radio system used by RTPS is currently robust.
- CCTV monitoring capabilities in the Security Operations Center are strong, and the degree of CCTV coverage onboard vehicles is adequate.
- Given the tools and technology in place, IT support for RTPS is currently limited and in the opinion of the panel is inadequate.
- Several IT upgrades are currently in progress that will address public perception of safety, including PA systems at stations and “See It, Hear It, Report It” texting. By 2015, every light rail station will have a PA system with public information display.

Recommendations

T-1. CCTV needs to be considered by RT management to be critical infrastructure. Prioritize IT and facilities work orders for camera installation and maintenance and evaluate whether on-going maintenance meets the requirements of the system.

T-2. Some CCTV cameras at light rail stations were observed by the panel to be positioned in such a way that full coverage of the station was hindered. In some cases, landscaping maintenance can help resolve the issue, while re-positioning or supplementing with additional cameras may be more appropriate for other locations. Re-evaluate current positioning of CCTV at light rail stations, and expand CCTV coverage at stations based on

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the analysis of coverage. Note: The American Public Transportation Association (APTA) Standard “Selection of Cameras... for Use in Transit-Related CCTV Systems” applies to camera specification and system design and can be used as a reference.¹

T-3. Conduct an end-to-end, system-wide Crime Prevention Through Environmental Design (CPTED) review, to include camera coverage as well as other features of the system’s built environment (i.e. lighting, landscaping, decorative walls, public art, interface with neighboring properties).²

T-4. Continue to install PA/information display systems at stations. Consider additional upgrades that can improve perceived security as well as response to incidents, including 2-way intercoms or emergency call boxes strategically placed based on risk. An opportunity exists with the construction of the new Entertainment Sports Complex, to explore additional security technologies.

T-5. Expand the currently successful “See It, Hear It, Report It” campaign and tools to possibly include an “app” interface for additional opportunities to leverage customers’ ability to report incidents or unruly behavior (i.e. GPS, camera). Consider adding the option to report station issues and “quality of life” concerns to the existing customer interface. Reporting and effectively managing “quality of life” or “nuisance” concerns can deter criminal activity, as described in the widely accepted “Broken Windows Theory.”

Fare Enforcement

Observations

- A strong team dynamic was observed in the field during fare inspections. Effective tactics were employed by the two-person RTPS teams that the panel observed. Fare enforcement effectively keeps unwanted individuals who may have no interest in riding the system away from paying customers, and enhances customers’ public perception of safety.
- While in the course of being phased out with the implementation of the “Connect” smart card, currently, over 40 types of accepted fare media and passes are utilized. Such a large range of fare types and media is cumbersome to some customers and subject to abuse. The new smart card technology will help.

Recommendations

F-1. Implement clearly defined “paid fare” zones at all light rail stations. Explore effective and appropriate means of signage and visual cues to deter non-paying pedestrians from loitering or otherwise creating a nuisance for paying RT customers.

¹ “Selection of Cameras, Digital Recording Systems, Digital High-Speed Networks and Trainlines for Use in Transit-Related CCTV Systems” (IT-CCTV-RP-001-11), <http://www.apta.com/resources/standards/Documents/APTA-IT-CCTV-RP-001-11.pdf>.

² APTA Standard “Crime Prevention Through Environmental Design for Transit Facilities” (SS-SIS-007-10) can be used as a resource, <http://www.apta.com/resources/standards/Documents/APTA-SS-SIS-RP-007-10.pdf>.

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F-2. Add and track performance metrics for fare inspection and incorporate such metrics in the performance review process for RTPS employees.

F-3. Consider implementing an administrative process for first-level fare/code of conduct offenses.

F-4. Increase fare inspection rates by adding fare inspection duties to the list of responsibilities performed by contract security

Station Design and Ongoing Review

Observations

- While safety and security staff participate in the design review process, there was no evidence of any established, documented design criteria to guide the design of new stations. From a security perspective, such criteria are an important tool for ensuring consistency of the application of safety and security considerations for capital projects. Typically, a member of the executive leadership whose purview is safety and/or security is a required “sign-off” on capital project plans.
- The current design of stations near the Entertainment Sports Complex does not provide RT the opportunity for effective crowd control before/after events or fare enforcement.

Recommendations

D-1. Implement system-wide, standard design criteria for new station design to include lighting, visibility, and CPTED concepts. A welcoming “feel” at all stations is important. Explore public-private partnership opportunities which take security into account (e.g. recent development adjacent to Alkali Flat Station, which would have presented such an opportunity).

D-2. Conduct a regular review of CPTED throughout system (notwithstanding an initial end-to-end review; T-3). Conditions change as any transit system grows. The “mini-high” platforms are one example of existing infrastructure that should be evaluated for safety and security concerns as the system continues to develop.

D-3. Currently, there are separate, internal safety and security committees, however their involvement in capital project design is limited and their responsibilities for reviewing system security is not formalized or if it is formalized, was unclear to the panel. Involve internal as well as external stakeholders, and engage all Fire/Life/Safety stakeholders in project security design, as well as on-going review of the system.

D-4. Plan for crowd control and fare enforcement for large special events, engaging external stakeholders.

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D-5. All RT safety and security policies and procedures need to incorporate the changing conditions and needs associated with the new Entertainment Sports Complex as well as with future downtown development affecting service.

Rider Experience/Public Perception

Observations

- Prohibited Conduct i.e. “Abide To Ride” is currently displayed on the RT website, however no visible Code of Conduct at stations was observed.
- RTPS and RT Operations employees in the field varied in their conformance to standard uniform.
- Stations, facilities, and railcars that were observed by the panel showed signs of wear and/or untimely maintenance. Additional examples were provided by several interviewed RT and RTPS staff.

Recommendations

P-1. Display an RT Code of Conduct at stations in an easy to read format, e.g. “*Dos and Don’ts*”. A technique used by other similar transit systems is to highlight the first Code as requiring fare payment in the established “paid fare” zone (also see F-1).

P-2. Neat, professional appearance and uniforms improve public perception and demonstrate employee pride. Conduct a regular internal audit of conformance to uniform policies.

P-3. Continue engaging public with presentations to businesses and schools on code of conduct and safety.

P-4. Continue positive media releases, e.g. 42% reduction in robberies which—at presentation—was to be announced in an official press release.

P-5. Work with stakeholders to clearly define station and bus stop boundaries for use of transit services.

P-6. Both as part of the current Board initiative and as an ongoing “health check”, in partnership with the Marketing and Operations departments, conduct a perception survey for current and potential riders, and track progress.

P-7. Continue to pursue the implementation of a 20-foot smoking ban at light rail stations.

P-8. Evaluate RT station maintenance functions, both scheduled maintenance and work order processes. Determine effective means of improving response time, especially for work orders to repair/maintain lighting, landscaping, trash removal, amenities, and other aspects which may have consequences related to security or public-perception based. Track all

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facilities work orders to closure, with a closed loop back to the reporting department or staff. Define responsibilities and measures of accountability.

P-9. Evaluate process by which certain facilities maintenance requests are elevated to high priority for safety/security reasons, e.g. bodily fluids.

Other Observations & Recommendations

Observations

- In practice, it became evident that no standard operating procedure exists for assignment of a lead staff to emergency management during the course of a critical event. When evaluating emergency response policies and procedures, a disjointed response and coordination between Light Rail and Bus Operations were reported to lead to confusion in the field. The panel recommends that RT define roles and responsibilities for emergency manager(s) and re-evaluate SOPs for critical incidents.
- The Annual RTPS crime report was reviewed by the panel, was found to be thorough and is an effective resource for RT and RTPS.

Recommendations

O-1. Streamline communication between Security Operations Center, Light Rail, and Bus Operations. Consider at least in the interim, developing and implementing an intercom system between the three respective control centers, and in long term, consider a unified dispatch/control center.

O-2. Review current control center layout and ergonomics for better efficiency and working conditions.

O-3. Maintain coordination between safety and security executive functions and General Manager, whether or not a full-time security position is created (S-2).

O-4. Continue to enhance crime and police coverage data reporting with RTPS performance metrics, i.e. patrol hours, response time.

O-5. Review current SOPs for response to an activated bus operator silent alarm and in particular, appropriateness of the current established practice of the Bus Operations center dispatching an available bus supervisor to initially respond and conduct a “visual check.”

O-6. Examine additional opportunities for coordination between Bus and Rail supervisors and RTPS at all levels, i.e. “Cops and Ops”, RTPS/Ops joint participation on customer service campaigns and blitzes, etc. Such activities, whether formally included in SOPs or conducted informally, strengthen and unify staff and contract personnel, and demonstrate a mutual appreciation of the mission to keep patrons and employees safe.

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The panel appreciates the gracious hospitality extended by RT and RTPS management and staff. The review panelists stand by to offer additional assistance or clarification as needed. The panel commends Sacramento Regional Transit District for demonstrating due diligence in managing and improving public safety within the RT system.

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REGIONAL TRANSIT SECURITY PEER REVIEW

AGENDA

JULY 28 – 31, 2014

July 28 - Monday (Engineering Conference Room and RT Auditorium)

- 5:00 PM Panel pick up at hotel
- 5:30 PM Meet at RT (Engineering Conference Room)
- 6:00 PM Panel is introduced to the RT Board at the Board Meeting (RT Auditorium)
- 7:00 PM Panel Dinner and informal discussion
Dinner:
Cafeteria 15L / 1116 15th Street – across street from hotel / 916.492.1960
Dinner Attendees: Mark Lonergan, Mark Sakauye, Norm Leong,
Ben Louie, Tino Bamberger, +6 Peer Review Panel

July 29 – Tuesday (RT Auditorium)

- 8:30 AM Panel pick up at hotel
- 9:00-11:30 AM RT and Police Services Overview and Document Review
- 11:30 AM -1:00 PM Lunch (optional)
Ink's Eats / 2730 N Street / 916.456.2800 (may be closed)
OR
Café Bernardo's Midtown / 2726 Capitol Ave / 916.443.1180
Lunch Attendees: Mark Sakauye, Norm Leong, Ben Louie,
Tino Bamberger, +6 Peer Review Members
- 1:00-5:00 PM System Tours
 - The tour will be focused to those elements of RT's system of interest to the panel.
- 5:00 PM Dinner (optional):
Firestone Public House / 1132 16th Street (16th /L Streets) / 916.446.0888
Dinner Attendees: Mark Sakauye, Norm Leong, Tino Bamberger,
Ben Louie, +6 Peer Review Members
- 7:00 PM Optional - Ride the light rail system / ride along with RT Police Officers

July 30 – Wednesday (RT Auditorium)

- 8:30 AM Panel pick up at hotel
- 9:00-11:30 AM Interviews with key personnel
The interviews will be focused to those people of interest to
 - the panel.

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- 11:30 AM -1:00 PM Lunch (optional):
Cheesecake Factory / 1771 Arden Way / 916.567.0606
Lunch Attendees: Mark Sakauye, Norm Leong, Tino Bamberger,
Ben Louie, +6 Peer Review Members
- 1:00-5:00 PM Open panel discussion. This is an opportunity for the panel to discuss RT's security programs among themselves, request additional information, or interview additional staff.

Possible impromptu fare blitz

Dinner (optional) at:
Three Sisters (Mexican) / 5100 Folsom Blvd (51st and Folsom)
916.452.7442

or Rio City Café (American) / 1110 Front Street (Old Sacramento)
916.442.8226
- 7:00 PM Optional additional time to ride the RT system/ride along with law enforcement.

July 31 – Thursday (RT Auditorium)

- 8:00 AM Hotel check out
- 8:30 AM Panel pick up at hotel
- 9:00 AM After-action Meeting – Initial Recommendations
- 11:00 AM Working lunch – See menu and circle what you would like so we can order ahead of time and have it ready
Bon Air Market and Deli / 2531 J Street / 916.441.5958
- 12:00 PM Peer Review Ends

Transportation to airport will be provided by RT.

Public Meetings:

Following the peer review, RT will be conducting three public meetings in the Community at locations and times that have yet to be determined. It is staff's intent to schedule these meetings between mid-August and the end of September. Meeting outreach and locations may in part be influenced by the observation/findings of the peer review panel.

RT Board Reports:

Staff will bring back a spokesperson from the Peer Review Panel to give findings at the regular RT Board in October. Staff will also provide the Board with a summary of comments received from the public meetings at that time as well.

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Appendix B – Documents Reviewed by Peer Review Panel

1. Beat Health Report, Lt. Norm Leong, 29 July 2014
2. Sacramento Regional Transit District Fact Sheet
3. Regional Transit Police Services Sworn Roster, effective 7/28/2014
4. Transit Officer Roster, effective 6/1/2014
5. G4S Master Schedule, effective 6/24/2014
6. Timeline of RTPS History, presented by Mark Sakauye, RT Security Administrator
7. Regional Transit Organization Chart, effective 7/1/2014
8. Sacramento Regional Transit District Police Services Department Org. Chart
9. Police Services Department Budget – FY 2015
10. Police Services Department FY 2015 Rates
11. Police (Peace Officer) Contract, dated 6/16/2011
12. County of Sacramento Sheriff (Peace Officer Assignment) Contract, dated 7/1/2012
13. Security Guard Services – Work Schedule, Requirements and Job Description Duties, dated 11/16/2012
14. Regional Transit Police Services Annual Crime Summary, 2013
15. “Sacramento police shoot knife-wielding man on light rail.” Sacramento Bee, 9 March 2014, <http://www.sacbee.com/2014/03/08/6221547/sacramento-police-report-officer.html>
16. “Light rail train shooter, victim appear to be strangers, police say.” Sacramento Bee, 25 January 2014, <http://www.sacbee.com/2014/01/24/6098405/gunfire-on-downtown-sacramento.html>
17. “See It, Hear It, Report It” flyer, <http://www.sacrt.com/images/SeeItHearIt/Web1.jpg>
18. “Increased Security Measures on Light Rail,” Next Stop News Flyer, July 2014
19. Connect Transit Card pamphlet, Frequently Asked Questions for Transit Employees

Sacramento Regional Transit District Security Peer Review

RECOMMENDATIONS AND RESPONSES

Peer Review Dates: July 28-31, 2014



RECOMMENDATIONS AND RESPONSES

The Sacramento Regional Transit District (RT) conducted a security peer review from July 28 – 31, 2014. The purpose was to review RT's policies, procedures, personnel, vehicles and facilities as they relate to security. The peer review brought together nationwide transit police experts. The panel consisted of the following:

Harry Saporta
Director of Security and Safety
Portland TriMet

John Tarbert
Transit Police Chief
Denver Regional Transportation District

Kate Adams
Police Lieutenant
Rancho Cordova Police Department

Michael Smith
Senior Security/Safety Specialist
American Public Transportation Association

Duane Martin
Deputy Executive Officer-
Project Management
Los Angeles Metropolitan
Transportation Authority

Dion Dwyer
Community Services Director
Downtown Sacramento Partnership

We were very fortunate to have such an exceptional group of industry experts. All panel members were very dedicated toward the peer review process and goals. Over 3 days, the panel conducted interviews, toured the system and reviewed all security-related materials. This document is a summary of recommendations made by the panel, along with RT's responses.

RT reviewed all recommendations from the peer review panel and agreed with all their assessments. We are aware of many of the issues brought up by this review. Most of those issues involve a lack of funding or staffing. With increased funding, we would attempt to increase the perception of safety on trains and stations by increasing the amount of G4S security guards and by expanding their fare inspection duties. Additionally, we would add personnel to address CCTV, maintenance and cleanliness issues.

Police Services Staffing & Deployment

S-1. Conduct an analysis of current police coverage based on revenue service hours and service area. The industry representatives of the panel offer their systems' practices and policies with regard to service area coverage, however each transit agency must determine their own unique service characteristics and needs.

Response: We agree.

Status: RTPS has always considered ridership, service hours and service area in its' deployment. RTPS reassess on an ongoing basis.

RECOMMENDATIONS AND RESPONSES

S-2. Create a full-time RT Director of Security (or similar) position responsible for managing all security contracts and day-to-day system security.

Response: We Agree

Status: Budget issue. RT has historically relied upon the Police Lieutenant to fill this role. The lieutenant has the ability to go directly to the RT General Manager/CEO with issues and daily matters. Also, the lieutenant has the ability to bring these matters to the attention of the Chief Operations Officer when needed. As RT continues to expand and grow an RT Director of Security will become more necessary.

S-3. Should additional deployment be made possible, assign a certain proportion of guards or officers to bus hubs as well as light rail, when feasible. It was observed that most reported incidents were occurring on light rail, however bus service accounts for the majority of RT operations.

Response: We agree

Status: RTPS met with Bus Superintendents and started efforts to have a more visible presence both on bus routes and bus hubs (65th, Arden/Del Paso, Mather). Officers began process of riding on buses, working around bus hubs, and engaging more with Bus Supervisors and Operators.

S-4. Continue to develop a plain-clothes officer deployment strategy. Plain-clothes officers have been utilized effectively in other transit systems in response to crime “hot spots” and in support of fare enforcement tactics.

Response: We agree.

Status: RTPS has utilized a variety plain clothes and undercover officers since its’ creation in 1993. RTPS has and continues to use officers assigned to RT as well as officers from other units.

S-5. Continue to take advantage of opportunities to partner with other agencies. While some agreements and partnerships exist, the panel encourages RT to formalize agreements in a memorandum of understanding (MOU) and meet regularly with partner agencies to discuss trend analysis, current issues, lessons learned and deployment strategies.

Response: We agree.

Status: Officers have been working with outside agencies and getting them on our system as much as possible and teaching them to function by themselves on the system. Due to the fact that RTPS is made up of the region’s two largest law enforcement agencies, we have a good sharing of information between agencies and existing MOU’s exist between agencies. The region also has a regional crime analysis

RECOMMENDATIONS AND RESPONSES

which assists with RT data. We are developing plans for more partnerships with Rancho Cordova Police and work regularly with Folsom Police.

S-6. The panel encourages continued implementation of expanded roles and functions of the contracted security guard force within RTPS. Begin with the public engagement/customer service functions, which may in the short term help with public perception and deter unwanted behavior, and consider phasing in a fare inspection role in the future.

Response: We agree.

Status: In April 2014, we began to change the role of our guards to be more interactive and customer service oriented. During this change, we were able to allow the guards to conduct fare inspections at the stations which allowed for more conversational engagement with ridership. We have challenged the guards to conduct more customer service and have ownership of their assigned stations.

There may be labor challenges to allowing the guards to inspect fare on the trains but if they were allowed to do so it would be conducive for the guards to engage more with riders aboard the trains. (Possible Future Implementation)

S-7. With such an expanded role (see S-6), evaluate the benefits of arming the contracted security guard force, to elevate the role, facilitate cross-training and shared functionality, and improve public perception.

Response: Arming guards requires further discussion.

Status: 2014 violent crimes (shooting, homicide and Molotov Cocktail) are factors to reassess arming guards.

S-8. Screen all incoming applicants to RTPS Police/Sheriff/Transit Officer positions for customer service skills and to ensure the best possible alignment with RTPS philosophy and mission.

Response: We Agree.

Status: We are focusing new testing on the ability and desire to provide good customer service for police and sheriff personnel. New guards on the contract will be interviewed for customer service skills and spoken to on the philosophy of RTPS.

S-9. Evaluate current budgeting practices to account for overtime of personnel without sacrificing positions, where feasible. Periodically, audit the use of overtime to evaluate staffing and to determine where further improvements can be made.

Response: We agree.

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Status: Four hours of overtime are included/budgeted which only covers court and occasional end of watch. An overtime budget is needed that allows for adding officers for major events (opening of ESC) or other upticks in crime series. Budget should also reflect the needed overtime for unplanned yearly deployment needs.

Technology

T-1. CCTV needs to be considered by RT management to be critical infrastructure. Prioritize IT and facilities work orders for camera installation and maintenance and evaluate whether on-going maintenance meets the requirements of the system.

Response: RT does not consider CCTV as critical infrastructure (necessary to run the system). That being said, CCTV is a very valuable component of RT and considered a priority asset.

Status: Budget & staffing issue: We do our best to maintain and upgrade our CCTV as funds become available. The majority of all our CCTV has come through grant funding. Video obtained from our stations and vehicles have proved to be invaluable under certain circumstances.

T-2. Some CCTV cameras at light rail stations were observed by the panel to be positioned in such a way that full coverage of the station was hindered. In some cases, landscaping maintenance can help resolve the issue, while re-positioning or supplementing with additional cameras may be more appropriate for other locations. Re-evaluate current positioning of CCTV at light rail stations, and expand CCTV coverage at stations based on the analysis of coverage. Note: The American Public Transportation Association (APTA) Standard "Selection of Cameras... for Use in Transit-Related CCTV Systems" applies to camera specification and system design and can be used as a reference.

Response: We agree, and we are aware of these issues.

Status: Budget & staffing issue: We do our best to maintain and upgrade our CCTV as funds become available. The majority of all out CCTV has come through grant funding which does not include maintenance or up-keep. We have never received funding for maintenance.

T-3. Conduct an end-to-end, system-wide Crime Prevention Through Environmental Design (CPTED) review, to include camera coverage as well as other features of the system's built environment (i.e. lighting, landscaping, decorative walls, public art, interface with neighboring properties).

Response: We agree.

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Status: A committee has been created and begun performing this task. We are currently drafting the station guidelines. This committee will also address the issues presented in T-2.

T-4. Continue to install PA/information display systems at stations. Consider additional upgrades that can improve perceived security as well as response to incidents, including 2-way intercoms or emergency call boxes strategically placed based on risk. An opportunity exists with the construction of the new Entertainment Sports Complex, to explore additional security technologies.

Response: We agree.

Status: Funding and planning have been conducted to add PA system at all RT light rail stations. Facilities is planning to install speakers and will add wiring to allow microphones if requested.

T-5. Expand the currently successful “See It, Hear It, Report It” campaign and tools to possibly include an “app” interface for additional opportunities to leverage customers’ ability to report incidents or unruly behavior (i.e. GPS, camera). Consider adding the option to report station issues and “quality of life” concerns to the existing customer interface. Reporting and effectively managing “quality of life” or “nuisance” concerns can deter criminal activity, as described in the widely accepted “Broken Windows Theory.”

Response: We agree.

Status: In October we began conducting a ridership awareness campaign on the existing “See it, Hear It, Report” campaign using volunteers, guards and officers. Funding remains the primary limitation to implement an “app” to enhance the expansion of reporting crime, nuisances, and facilities issues. The cost for Denver was \$80,000.

Fare Enforcement

F-1. Implement clearly defined “paid fare” zones at all light rail stations. Explore effective and appropriate means of signage and visual cues to deter non-paying pedestrians from loitering or otherwise creating a nuisance for paying RT customers.

Response: We agree.

Status: We have attempted to pass legislation to have paid fare zone (just like San Diego Trolley); however, the legislator would not pass it. We are planning to try again.

F-2. Add and track performance metrics for fare inspection and incorporate such metrics in the performance review process for RTPS employees.

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Response: We agree. We do not have a performance review process for RT employees, but law enforcement has annual performance reviews which include inspection and citation data.

F-3. Consider implementing an administrative process for first-level fare/code of conduct offenses.

Response: We agree, and this is an ongoing project for RT.

Status: This legislative session, we will attempt to have language added to allow for a hybrid administrative fare enforcement process. We have attempted in the past without success.

F-4. Increase fare inspection rates by adding fare inspection duties to the list of responsibilities performed by contract security.

Response: We agree.

Status: There are labor issues associated with this recommendations expansion, however, in April 2014, we were able to add fare inspection duties for the guards at stations.

Station Design and Ongoing Review

D-1. Implement system-wide, standard design criteria for new station design to include lighting, visibility, and CPTED concepts. A welcoming “feel” at all stations is important. Explore public-private partnership opportunities which take security into account (e.g. recent development adjacent to Alkali Flat Station, which would have presented such an opportunity).

Response: We agree.

Status: A committee has been formed to conduct CPTED on all the stations. We plan on starting the actual reviews, which will include RT standards, January 2015. RT & RTPS are working with the city and other departments for the planned opening of the downtown arena.

D-2. Conduct a regular review of CPTED throughout system (notwithstanding an initial end-to-end review; T-3). Conditions change as any transit system grows. The “mini-high” platforms are one example of existing infrastructure that should be evaluated for safety and security concerns as the system continues to develop.

Response: We agree

Status: See D-1.

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D-3. Currently, there are separate, internal safety and security committees, however their involvement in capital project design is limited and their responsibilities for reviewing system security is not formalized or if it is formalized, was unclear to the panel. Involve internal as well as external stakeholders, and engage all Fire/Life/Safety stakeholders in project security design, as well as on-going review of the system.

Response: We agree. RTPS is involved in capital project design and review. However, the involvement should be more formalized. Safety at the design phase of the stations needs to take a higher priority. Types of plants and trees that will eventually block our cameras are often not considered.

Status: Capital projects are formally reviewed in accordance with either a Project Management Plan (PMP, for certain major projects) or through the Configuration Control Committee (CCC, for all other RT projects) or through a Utility Permit group (for non-RT projects). The PMP typically provides for review by all RT departments including RTPS.

All RT projects that involve public rights-of-way are submitted to the Public Works Department of the relevant jurisdiction (City or County) to distribute to the appropriate other departments (including law enforcement and fire), in accordance with the Operations and Maintenance Agreements with the respective jurisdictions.

D-4. Plan for crowd control and fare enforcement for large special events, engaging external stakeholders.

Response: We agree.

Status: As the Sacramento Police Department plans for the Entertainment Sports Complex (ESC), RTPS will be a part of the discussion for crowd mitigation at the location.

Planning is being done for easier fare purchase and fare enforcement for the ESC events.

D-5. All RT safety and security policies and procedures need to incorporate the changing conditions and needs associated with the new Entertainment Sports Complex as well as with future downtown development affecting service.

Response: We agree

Status: See D-4.

Rider Experience / Public Perception

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P-1. Display an RT Code of Conduct at stations in an easy to read format, e.g. “*Dos and Don’ts*”. A technique used by other similar transit systems is to highlight the first Code as requiring fare payment in the established “paid fare” zone (also see F-1).

Response: We agree.

Status: A sign has been developed. We are having trouble getting it passed due to concerns of ADA compliance.

P-2. Neat, professional appearance and uniforms improve public perception and demonstrate employee pride. Conduct a regular internal audit of conformance to uniform policies.

Response: We agree.

Status: G4S uniforms are being reviewed with plans for new ones in the future.

P-3. Continue engaging public with presentations to businesses and schools on code of conduct and safety.

Response: We agree.

Status: RTPS continues to work with juveniles using our system both by giving presentations to various schools and partnering with McClatchy High School to make sure children using the system are safe.

P-4. Continue positive media releases, e.g. 42% reduction in robberies which—at presentation—was to be announced in an official press release.

Response: We agree.

Status: RTPS is issuing media releases and using social media to change perception and educate riders on safety and security.

P-5. Work with stakeholders to clearly define station and bus stop boundaries for use of transit services.

Response: We agree.

Status: We are working with RT legal to define station and bus stop boundaries.

P-6. Both as part of the current Board initiative and as an ongoing “health check,” in partnership with the Marketing and Operations departments, conduct a perception survey for current and potential riders, and track progress.

Response: We agree.

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Status: Operations and Marketing have met and discussed a security survey, both online and possibly at stations and stops. This item requires further discussion as well as funding.

P-7. Continue to pursue the implementation of a 20-foot smoking ban at light rail stations.

Response: We agree.

Status: The 20' ban would allow us to deter some of the loitering and enhance our efforts to prevent secondhand smoke for riders. There will be an upcoming campaign in 2015 to enforce the smoking ban at stations and bus stops.

P-8. Evaluate RT station maintenance functions, both scheduled maintenance and work order processes. Determine effective means of improving response time, especially for work orders to repair/maintain lighting, landscaping, trash removal, amenities, and other aspects which may have consequences related to security or public-perception based. Track all facilities work orders to closure, with a closed loop back to the reporting department or staff. Define responsibilities and measures of accountability.

Response: We agree.

Status: Staffing & budget issue. Facilities work orders are sent by email.

P-9. Evaluate process by which certain facilities maintenance requests are elevated to high priority for safety/security reasons, e.g. bodily fluids.

Response: We agree.

Status: Staffing & budget issue. Bodily fluids are cleaned up as soon as possible, when RT is notified. Safety hazards are also addressed as soon as possible.

Other Observations and Recommendations

O-1. Streamline communication between Security Operations Center, Light Rail, and Bus Operations. Consider at least in the interim, developing and implementing an intercom system between the three respective control centers, and in long term, consider a unified dispatch/control center.

Response: We agree. Communication is always a challenge.

Status: We constantly assess our communication and work on ways to improve effectiveness and efficiency. An intercom system would be great – budget issue. Bus,

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Rail and Security have formed a communication committee that are addressing challenges with communication between the three entities

O-2. Review current control center layout and ergonomics for better efficiency and working conditions.

Response: We agree

Status: Budget issue.

O-3. Maintain coordination between safety and security executive functions and General Manager, whether or not a full-time security position is created (S-2).

Response: We agree.

Status: RTPS Lieutenant continues to have direct access to the General Manager/CEO regarding safety and security.

O-4. Continue to enhance crime and police coverage data reporting with RTPS performance metrics, i.e. patrol hours, response time.

Response: We agree.

Status: We continue to look at times of crime, ridership numbers, community feedback and calls for service to determine our deployment.

O-5. Review current SOPs for response to an activated bus operator silent alarm and in particular, appropriateness of the current established practice of the Bus Operations center dispatching an available bus supervisor to initially respond and conduct a “visual check.”

Response: We agree.

Status: In progress, this issue has come up recently in VTT.

O-6. Examine additional opportunities for coordination between Bus and Rail supervisors and RTPS at all levels, i.e. “Cops and Ops”, RTPS/Ops joint participation on customer service campaigns and blitzes, etc. Such activities, whether formally included in SOPs or conducted informally, strengthen and unify staff and contract personnel, and demonstrate a mutual appreciation of the mission to keep patrons and employees safe.

Response: We agree.

Status: Based on the peer review, officers have made additional efforts to include bus and rail supervisors on our game plans, blitz, and outreach. In particular, we are making efforts to outreach more with bus operations.

Security Peer Review Report Comments

Date	Comments
10/16/14 7:09	<p>Yesterday from about 4:45 - 5:20 pm, I waited at the Meadowview Light rail station for the 56 towards CRC. The security guys at the station did not move from their spot near the inbound ramp of the light rail. On an island, in the parking lot, near the 56 towards CRC stop, were about 10 high school age kids passing around what may have been a cigarette (but I think it was marijuana). Sitting on the curb near the pole with the 56 towards CRC sign were two people. One tried to sell a prescription bottle full of green stuff that from where I was standing looked like marijuana to another possible passenger of the 56. When that person walked away, the 'seller', and her 'friend' discussed why they didn't just smoke it there. Since the bus didn't show, they smoked something. A while back, I read a sign at the 7th & K light rail stop that said smoking was prohibited. Why isn't there more visible signs, and when people light up, security in the area remind the smoker (whether it is a cigarette or something illegal), that smoking is prohibited at the bus and light rail stops?</p>
10/16/14 9:10	<p>IM A STUDENT ATTENDING HIGH SCHOOL,I HAD MY STUDENT ID AND THE \$3 DLLS AND THEY REFUSE TO GIVE ME MY DAILY PASS AND I NEEDED TO GIVE MY LAST \$3 DLLS FOR A DAILY PASS. ITS DISRESPECTFUL FOR ME! Bus # 2832 this happen at 8:58 Del paso 10/16/2014</p>
10/19/14 12:07	<p>I have read the report, but I also took light rail over the weekend. I believe that there should extra security on light rail trains, particularly on weekends. One recommendation is to have an extra officer and maintenance person, especially on weekends. In fact, it should be on all days. Trains seem to be dirty when I take light rail or they do not follow the rules.</p>
10/20/14 21:26	<p>I don't know the day off the top of my head; but this is recent. I was riding the 82 from 65th light rail to a stop on Watt Avenue and Whitney Avenue. One of two African-American men were playing with the "stop-requested" cord and stopping the bus at everyone else's expense. Okay, at my expense. I "made the error" of asking this person to stop; only to end up in a long, discouraging argument with them and nearly ended up beaten down by the both of them if they reached my stop. Now. I don't drive because of the lunatics on the street. In fact, I can't drive. But to put up with punks like these two... And it's saddening that everyone else is sitting down and accepting what these punks are doing... If I wanted to get somewhere on time and ended up late because of these punks, I wouldn't be able to live it down. But yeah. That's my concern. My hope is that you are RT will find a way to handle this. And thank you in advance.</p>
10/21/14 9:59	<p>I am concerned often for the safety of passengers when a drunk passenger gets on the bus and the driver does not kick him/her off the bus. Thank you.</p>
10/21/14 15:34	<p>Hello -- I'm writing to submit feedback regarding safety & security on Sac RT. In short, the security situation with Sac RT is absolutely awful. I live in East Sacramento and commute to Folsom. We're a one-car household, and I'd love to be able to take public transportation for commuting & general errands. However, the Sac RT safety situation is so bad that I don't even consider it an option for me or my family. I've taken light rail and buses twice each over the last year, and I doubt I will again until major safety improvements occur. The buses and trains are very dirty -- sticky floor and seats, bags of food waste, gang graffiti. The passenger behavior concerned me as well. I saw a drug deal occur on the light rail, and both times on the buses, several of the passengers behaved erratically and hassled other passengers. In addition, the bus and train stops are nearly always surrounded by graffiti, trash, and suspicious loitering. We try to avoid even "driving by" the public transportation stops -- it never even crosses our mind to use the system anymore. Unfortunately, we often have to wait in our car at the light on 65th street for the train to go by. Individuals loitering around the train station have approached our car, knocking on our windows while we were trapped in traffic. Sacramento's RT has a lot to learn from places like Portland or Washington DC. Please fix our RT! Sometimes it appears to bring more crime into neighborhoods than to help our city's transportation needs.</p>
10/23/14 8:22	<p>This morning on the 7:06 inbound Sac Valley Train 110B, there were 2 young ladies with children, 2 ladies with carts full of stuff that were allowed to take the seats for the disabled and elderly. A blind passenger had to make her way through the cart being parked in the aisle, when she was getting off; the driver said nothing about the cart in the aisle until this time even though others also had to maneuver through the aisle to get off the train. There was also 2 drunk men fighting on the train & a passenger had to come to the driver's door and inform her of the situation. I see this all the time on the trains and buses; I think it is a shame that the drivers will not clear the seats of people who have kids or carts (I though you had to have carts & strollers folded down) for the elderly & disabled passengers. People like to sit in the front cars as they feel safer when they can be by the driver. I have heard that the drivers cannot make anyone move out of these seats in fear of a law suit. There should be some way that you can make sure that there are seats for passengers who are disabled or elderly. I believe that if you had security on the trains that would ride with the trains to help enforce some of the rules to riding it would make riding a more pleasurable experience.</p>
	<p>Butterfield, and was playing loud music. Another woman asked him to turn it down. I told him music was not allowed on the train. He ignored both of us as if we had not spoken. I hoped he would get off the train at the next stop or two but he did not. The other woman buzzed the driver and told him about the situation. Absolutely nothing happened. No security guard got on the train at any time and the driver said absolutely nothing to the rider. An announcement could have been made that music is not allowed on the train. Since the music continued to be loud and very annoying, I got angry and told him repeatedly to turn it off. He did nothing. The other woman got out of her seat at a stop and told him to get off the train. I repeated what she said. He refused to leave and he refused to turn off his music. When he finally spoke he started to give a story about a mother who just died, as if that allowed him to break the rules and disrupt the train ride of many others with personal lives, too. He had a young child with him. I am sure it was bewildering to the child. I told the child his father was being disrespectful by playing loud music. He came towards me and told me not to talk to his child. The man became belligerent. We argued more and fortunately he got off at the next stop. A person</p>

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Date	Comments
10/27/14 10:30	<p>Your ads show a woman catching up on work on the train as if it is a pleasant ride where everyone is respectful and well behaved. Get real! I should not be forced to be a captive audience to loud music I dislike. I should not have to face my 45 minute commute with concern every morning as to whether there will be an incident. There is no excuse for the professional commuters from Folsom and Fair Oaks to be exposed to individuals who refuse to display common courtesy or obey the rules established for the comfort of the riders. Apparently Light Rail has a lax attitude so that this type of behavior is not reined in or even discouraged, based on the non-response from the driver and the frequency of such incidences. Why aren't there security guards either on the train or posted at several stops during the morning commute? Any situation with obnoxious and disrespectful riders should be addressed by RT security staff, not by the riders. RT does not inspire confidence or trust.</p> <p>I have tolerated the drunks, the mentally ill, the very smelly people and people with bags of smelly recyclables, the dirty seats, the bikes blocking the doors, loud people and loud music. I am done. I will no longer ride the train, be held captive and forced to start my workday with such unpleasantness. What will RT do when the only riders left on the train are the loud and filthy ones who often don't purchase tickets!</p> <p>If RT decides to address the needs of the professionals from Folsom and Fair Oaks, then I will reconsider riding the train. RT could easily assign the 7 am and 8 am trains as express trains that pick up from Folsom to Sunrise only, then stop only at downtown stops. This would reduce the stops that are the sources of most problem riders, many who ride RT for local purposes. And since other trains are available within 15 minutes, there are options for riders at the other stops.</p> <p>Fortunately I have the option of riding the #109 bus, overfilled with commuters who warned me about riding the train. They gave up on it long ago. You can do better RT!</p>
10/28/14 20:54	<p>Hello sacrt, I feel the need to inform the company about the wildest bus ride I've ever experienced. Tonight, October 28th, I understand there was an accident on the tracks. However, if operating an alternate bus as a substitute route, please be sure the drivers know the route they have to drive. Our driver, Jennifer drove over multiple curbs, asked passengers for the directions while driving, and even talked on her phone while trying to drive the bus single handedly. It was an out of control detour on an overly packed bus of frustrated commuters. I value public transportation and public safety as well. Please do not put future riders in the same danger as I experienced tonight.</p>
10/30/14 12:49	<p>As an avid user of Light Rail for over 18 years I had grown accustomed to making my trek to work every day by driving to the Sunrise Station (previously Mather) riding the light rail to 12th where I walk across the street to my office making it extremely convenient to get to work. My agency provides the monthly pass for my RT use, so from a cost perspective my commute is almost free and I know that very few people who work downtown can say that.</p> <p>I am not sure whether I have become less tolerant or the irritations that have dissuaded me from using Light Rail more often have become more apparent, however the convenience and cost savings factor of riding light rail has been overshadowed by the thought of subjecting myself on a daily basis to the emotional abuse resulting from riders who fail to follow rules established to make everyone comfortable.</p> <p>I have had to endure loud music, rapping to lyrics containing extreme profanity, rude teenagers on their way to school with an apparent lack of common courtesy and evidence that the educational system and their parents have failed to teach them about good manners, proper English and the inappropriateness of their use of profanity and public commentary with explicit sexual content and usually in a louder than necessary tone.</p> <p>The intimidation factor alone of inadvertently looking up and having them catch your eye only to be insulted and yelled at as if the observer had done something wrong or is challenging them about their behavior is enough to dissuade one from using light rail.</p> <p>The condition of the trains also seems to have gone by the wayside both externally and internally. The filth, the garbage, and the germs that must fester in these trains caused by ill-mannered riders who do not have the where-with-all to intellectually process the assault to the senses their behavior causes and the utter lack of concern towards their fellow man. The environment is important because if the condition of the train represents an attitude of indifference then human nature prevails and comparable behavior follows suit.</p> <p>After observing, and reading about how RT struggles to cover costs for services and to accommodate ridership I cannot conceive what practical changes in policy or operations could occur to convince me to go back to the daily use of the light rail system, but I will give it a try.</p> <ul style="list-style-type: none"> • Perhaps a dedicated commuter car that allows access to only downtown commuters. • A non-stop "commuter only" train from one end of the system to the other. An increased cost for ridership is justifiable if the current track system can accommodate it. • Actual enforcement of the light rail ridership rules and use payment through evidence collected from existing video surveillance and barring frequent offenders indefinitely from using the system and imposing jail time for not abiding to the ridership ban. • Deputizing of volunteers that frequently ride the train affording them the authority to eject offensive riders at designated stops. <p>Unfortunately due to the mob mentality, a person attempting to stand up for their individual rights may escalate a situation on a train leading to violence however over time everyone would learn to understand that bad behavior in public is not tolerated and will be dealt with swiftly and effectively. The primary reason why this problem continues is because there is a lack of effective enforcement from RT at the necessary levels to impose behavioral change and the lacks of public examples to reign in the mild offenders and get them to follow the rules.</p> <p>Unfortunately due to the mob mentality, a person attempting to stand up for their individual rights may escalate a situation on a train leading to violence however over time everyone would learn to understand that bad behavior in public is not tolerated and will be dealt with swiftly and effectively. The primary reason why this problem continues is because there is a lack of effective enforcement from RT at the necessary levels to impose behavioral change and the lacks of public examples to reign in the mild offenders and get them to follow the rules</p>
11/1/14 12:00	<p>I wrote on the Twitter feed, but my concern has been addressed, A female hassling riders and the negative activity around the 29th st. light rail, thanks</p>
	<p>Hello,</p> <p>As part of your recently posted efforts to obtain community input on Sac RT security, I wanted to provide you some things I have observed regarding Sacramento RT's safety and security efforts.</p>

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	<p>First, I wanted to say I appreciate Sac RT's efforts to try to provide safe transit to thousands of commuters every day. With many commuters coming from all walks of life using Sac RT services, I can understand some of the many challenges your organization faces. Nevertheless, as a regular Sac RT commuter (both on workdays and weekends), I do find deficiencies in security and safety services and capabilities with Sac RT that your operations need to address:</p> <p>organization should realize that graffiti, trash, and general filth along your tracks, walkways, corridors, around and within your facilities, and on your transit vehicles only promotes others to regard your operations as not up to professional or community standards—including criminals. In addition, the neglect and abandonment imbues a feeling of uncaring and insecurity for patrons and the community as well. When I observe RT security personnel not even confronting a passenger who has their shoes planted up on a cloth seat, it tells me that your employees are too afraid or uncaring to preserve and protect your riders either. The downtrodden appearance and general neglect with your transit vehicles and facilities also promotes an attitude that it doesn't matter what others do to trash, destroy, and degrade Sac RT property, or even to damage the rest of the community. For example, why cannot someone use a pressure washer to remove the discarded chewing gum, spit, spilled drinks, urine, and other filth on your Sac RT sidewalks and other hard surfaces? Perhaps wash down signs and surfaces? Empty some of your trash cans before they are overflowing with garbage? Have you seen lately the stairs (reeking with urine and loaded with trash) at the Watt Avenue/I-80 Blue Line Station (at least when I was last there)? Or, for example, at the Sunrise Light Rail Station: There are other safety issues that I feel RT truly needs to address too.</p> <p>One issue that has bothered me to no end is the playing of music and other noise disturbances emitted by cell phones, computers, and other devices that disturb other commuters. Your trains by themselves are noisy enough. Until I switched to working for the CHP, I used to commute by Amtrak to my work as a superintendent at a California state prison. Amtrak has a policy that commuters must use ear buds or headphones to listen to electronic devices onboard their trains and busses—with no exceptions. On Sac light rail, I have to routinely listen to music, video game noise, and other unnecessary disturbances made by others as I commute on Sac light rail. As far as I can ascertain, I observe how some of your RT security and other personnel have no idea how music and other disturbances are being used to convey authority and power over other riders. (Why do you think someone even attempts to make all that noise around other passengers?) "Fuck that nigga" or "I don't give a shit" played in rap song "music" to nearby commuters from a cell phone or I-pod is not merely "music"; the sound is also a mix of messages being conveyed to others. At times I have requested a Sacramento RT security person to address the noise disturbance; instead, your personnel have responded to me by saying the noise is not loud enough to warrant intervention—yet, to illustrate, there are decals placarded in your light rail train cars displaying no playing of music signs. So what is the message your organization conveys? Is the playing of radio music acceptable as your personnel permit? Or, is the playing of radio music unacceptable as the RT stickers portray? What is the decibel level that exceeds "not that loud?" Do you equip your security personnel and other staff with decibel meters if there is a controversy? And just how loud is the threshold to legal violation? A couple of weeks ago I had a group of six male and two female riders board a Sac RT train. Immediately the group of riders spread into nearby seats and started blasting music. I have no idea what legally defines your organization's definition of "not that loud." Like any standard, you have to make safety and security standards that are understandable, specific, and open to measurement to your riders and employees. You would do a great service to many Sac RT riders by permitting me and other riders to just ride unencumbered by unnecessary and unwanted rider machine noises and audible disturbances.</p> <p>A second concern I observe is how your organization addresses light rail violators. I have observed assigned RT peace officers tell people without a Sac RT ticket to get off at the next station and hopefully buy a ticket before re-boarding. While it naturally becomes a bigger social problem when a ticket cheat gets cited, who then fails to show up for a ticket at court, resulting in a warrant, and the rest of the game, I do feel alarmed how your security personnel are condoning lawful violations by just letting scofflaws who are caught go on their merry way. It appears your personnel and organization does not have a solid footing or awareness on how to mitigate or even address people trying to cheat your ticket fair system. Simply said, your organization and people cannot create an expectation (such as asking a rider to purchase a ticket) without imposing a consequence of value to the perpetrator—or you just set up your organization for a host of ever-increasing criminality problems and ongoing issues. If the rider is destitute or unable to obtain a ticket, why not set up a system and a means to help the offender become a law-abider instead of a lawbreaker? Do you understand the many social and interpersonal implications and messages your organization sends—even to the rest of the community and other riders--when RT just lets a criminal walk? Do you not think fellow criminals and other riders do not observe this too? Your organization needs to get a better handle on helping the ticket scofflaw or other RT lawbreaker instead of just many times temporarily sending the offender to the curb (only to catch the next train or bus) or imposing a fine that is unrealistic for the offender to ever pay.</p>

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11/2/14 15:28	<p>A third issue I have observed: homeless, mentally ill, disabled, and other people who use your organization for more than merely commuter services. At the Sacramento downtown train station recently I observed a woman (who I had encountered before on Sac RT light rail) who was in a confrontation with Sac RT officers. While I am not a medical doctor and qualified to make a medical diagnosis to determine the woman confronting your officers was schizophrenic, it was pretty clear to any layperson that something "wasn't right" with the lady. I had ridden on light rail with this emotionally disturbed lady being questioned by your security staff recently before. In the past when this disturbed lady had ridden on the RT train with me, this woman being detained yesterday had shouted at imaginary people and carried on conversations with people not on the train. Wasting time and money by having Sac RT security repeatedly confront and address the same patron over and over in a repeating cycle of no clear resolution is a model of organizational insanity—and typifies why your transit system needs to have your board of directors and other leaders reach out and collaborate more with local and state organizations, nonprofits, government personnel and departments, and elected officials to provide realistic and responsible solutions and resolutions to pressing social and community issues and concerns impacting your organization. Realistically, what does Sac RT expect if a homeless person has no place to stay or any other place to go that feels safe? Merely ordering the person to go away and hopefully bother someone else sends all the wrong messages, particularly to people who are trying to flee violence, abuse, and other problems. From my observations, it does not appear some of your personnel are trained in how to respond to some destitute, disabled, and other individuals needing support and services. Sac RT could at least post information at stations and bus stops to help some riders in need. As an example, why cannot your organization place signs at stations and stops to help and tell runaways and homeless individuals where to go for assistance and support? Where possible, cannot your organization have the social understanding to help direct people to drug and other substance addiction support, medical care, law enforcement facilities, county and city assistance, food, clothing, temporary shelter, or other services? Would it be too difficult to post information in trains and busses? Just as you collaborate with the Sac PD and Sheriff to provide your agency with law enforcement, why not use other county and city agency collaborations, school districts, nonprofits, and other community providers as agency partners too? Can your organization think outside the box a bit and understand that you are perceived as not just a transit provider to some of your riders?</p> <p>Another concern I observe is how some of your RT staff--particularly security personnel--are assumed to be anonymous. Without wearing a clearly visible official name tag--or even an RT badge number--makes me wonder who your organization is really trying to protect. Your IDs should be big and readable (not everyone has 20/20 vision) and always readable from a distance among a crowd. After one incident I observed, out of concern, I asked a yellow and black-shirted Sac RT security employee for his name and badge number. The Sac RT security staff member was apparently terrified at my request, and refused to even give me his last name ("for security reasons."). As soon as the train stopped, the terrified RT guard jumped off the train and ran away. (So much for RT accountability!)</p> <p>Finally, I do feel concerns at how RT assumes things that riders may not know. Yesterday, two women I later learned were from China had no idea how to open the doors to get on a light rail train. There needs to be instructions. There are also problems with the inadequate sound system on your train cars. At times, to communicate to RT riders, directives and instructions given by the train conductor are inaudible. When trains are off schedule or the last train car or two cars are going to be cut, there will sometimes be these barely audible or inaudible transmissions given to passengers over RT loudspeakers. What is a passenger to do if it is an emergency and the intercoms do not work on a train? Passengers need to hear clearly instructions and directives given by RT personnel on trains. I suppose that is enough commentary and suggestions from me. Thanks for reading. I would encourage you to hold your RT security and safety meetings on a regular basis.</p>
11/3/14 10:02	<p>I have ridden Sac bus system since 1968 and feel safer today than in the past but still think there is a lot to be done. I don't believe it can all be done just by the officers. The public must do our fair share. Thank you for offering the tip line. How can someone make an impact to help more?</p>
11/5/14 11:06	<p>Near and around 59th Street Station on Light Rail Side, Bushes and Ivy are overgrown. Trees block the main Street Light. Passengers who enter the Caltrans Gate indicate it is very dark in the morning hours and now with Daylight Savings it will be dark when heading home. (reminds me of a dark alley) It provides a haven for suspicious characters. I have suggested that staff carry a flash light. On Caltrans Side of the gate I have requested our maintenance Staff to look at our side of the gate, and provide additional lighting if necessary.</p>
11/5/14 11:47	<p>I have been riding RT from the Roseville Road station to 10th and K Cathedral for two years, Monday – Friday – 6:30 am and returning at 4:00 pm.</p> <p>Security on the train is sporadic. Sometimes there is one on board for only one stop, sometimes there are two and three in the same car. Other times I do not see a guard for a week or more. On whatever car I am riding in. Usually the last car. One guard comes on, ignoring all the folks who look like they don't have a pass, even when I notice that the passenger is looking to hide from the guard. He gets on in one door and walks out the far door at the next stop. He never says a word to anyone.</p> <p>So: Training is an issue..... Or hiring reliable people.</p> <p>Sometimes there is a guard at the station when I come home at night, most-half the time, there is not. I like to see a guard there when I come home after dark. I ALWAYS say to the guard if there is one standing there, "I appreciate you being here".</p> <p>Once there was a passenger, obviously mentally disabled, who was walking up and down the aisle, walking up to people, punching at the air in front of them and punching the windows. He came close to me and I backed away as much as possible. Another passenger pressed the red button to the driver and told him what was going on but for the next three stops, nothing was done, and I finally and gladly got off at my stop.</p> <p>Another subject: most of the time when the driver makes an announcement, we cannot understand what they are saying. Either they speak too fast or they mumble it or not loud enough to hear.</p> <p>I like the cleanliness of the trains in the morning. I like that the seats are kept relatively clean. If the hand rails are not being cleaned with an anti-bacteria cleaner, they should be.</p> <p>I appreciate the trains being on time.</p> <p>Thanks for listening.</p>
	<p>Hello,</p> <p>I will not be able to attend the public session today, but I did want to share my concerns about RT.</p>

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11/6/14 12:54	<p>I noticed when riding the lightrail during non-commute hours, I often do not feel safe. For instance today, I rode the Gold line from College Greens to 8th and Capitol and there was a disruptive person on the train that made many, if not all people in the car feel uncomfortable. He was speaking loudly to himself, using very vulgar language and getting close to many people. There was no security on the train and even though it was in the first car, the lightrail driver did nothing to report this individual.</p> <p>I think there needs to be an easy way to report disruptive people that are riding the lightrail, especially if they are causing multiple people to feel unsafe.</p> <p>Thank you for your time,</p>
11/6/14 15:24	<p>I'm not able to attend a community meeting, however I would like to voice an important concern.</p> <p>There are cars driving through Watt-180, Watt West, and Roseville Road at extremely high rates of speed (would guess 70 – 80 mph) during the morning commutes. They do not appear to be parking their vehicles; it appears they are trying to avoid the gridlock traffic on I-80 and get back on the freeway at the Winters ramp. They are coming through at such a high rate of speed it is difficult to cross the parking lot to get to light-rail. There are more than a few cars blazing through during this time. They do not seem to be concerned that they could hit a vehicle or pedestrian. I'm terrified to cross the street to catch the train. Is there something that can be done? A posted 10 mph sign is not working.</p>
11/6/14 21:21	<p>Dear RT,</p> <p>Here are my recommendations. I ride the Gold Line 2 hours a day.</p> <p>1.) <u>Need cameras and security patrolling</u> at Sutter Street Station (especially North Lot). My pick-up truck had 30 gallons of gas siphoned out of the tank (most was on the ground) and several hundred dollars of property damage inflicted upon it last month. There is glass on the ground from broken windows of other vehicles in this lot just this last week. There is also broken glass all around the station area.</p> <p>Neighbor of the corner lot next to the north RT lot says he calls Folsom Police all the time for criminal activity on the station but they will not patrol the area. Please go and knock on his door, he has many insights about the Sutter street station.</p> <p>2.) <u>Ticket enforcement</u> is vital to keeping the bad behavior down. Keep it up, I am seeing more security than I have in the past. I see enforcement once or twice a week and I wouldn't mind more. The young guys in the yellow security shirts just look at people and do not talk to them on the train. They need to be followed-up on after their training on how to interact in a friendly way with the riders.</p> <p>3.) <u>Post a contact RT phone number and text address within the train cars</u> for all to see. Post signs that say camera's are watching everyone within the car.</p> <p>4.) <u>29th street station need more checking by security</u> (especially during darker winter hours). It has very little security for having so many people that are using the station that are connected to the welfare office one block away and a lot of high school students.</p>
11/7/14 9:11	<p>Good morning,</p> <p>First let me say that finding the notification pamphlet on my car at 5:30 on November 6 was a little pointless for a meeting at 5:30 on November 5th. By that time there was no way for me to attend – unless of course that was your goal – being able to say you were doing this but making sure people did not hear about it in time.</p> <p>Second – safety and security on and around light rail are a complete joke. The number of issues that Sac RT apparently thought were ok when they put in the system is frightening.</p> <ul style="list-style-type: none"> - There appears to be more concern with having the security personnel check passes (with no way to enforce this) even as they do not enforce the stated no smoking rules, police the drug deals at the stations or on trains, or keep the loitering and very intimidating youth off the premises which is the job the security guards SHOULD be doing. As well as protecting peoples vehicles. - Riders with no tickets – REALLY? In what universe did you think that the "honor" system would work when there is very little honor any more – especially in some communities. No wonder RT is losing money. - There are rarely guards on the trains at all anymore that I have seen when there should be one on every car on every train to enforce rules and make sure order and safety exist. I am regularly subjected to young people who are high and striding up and down the train or running from car to car as well as a number of other behaviors that should not have to be tolerated. - The 5pm train from Downtown to Meadowview, which is the most crowded commute time, is often only 3 cars and occasionally 2 when you actually need four for safety (as well as – dare I say it – the comfort of your paying passengers). With only 3 cars, the train is so crowded that it is a horrible safety issue if there were an emergency – everyone would be thrown through the air in an accident and in any other emergency, trying to get people off the train quickly would be difficult at best and any scenario would result in many injuries due to the excessive number of people crammed in and blocking exits and stairwells. - It is also a general safety problem for those of us who have arthritis or other mild mobility issues, trying to get down those horribly designed and steep stairs when you desperately need to hold a railing but can't reach it because there are so many people crammed on the train that they are blocking the exits and the handrails is a serious fall just waiting to happen. I can't believe that it hasn't already. I have no idea why you designed the train with that kind of doorway instead of having the platforms and the doors level so that all people could easily access the train. The current design is horribly inefficient for people with true disabilities. Having to get on an off only on the front car which is usually packed and having to have the driver get up and place bridge extenders is poor ergonomics for them. - Another safety issue, as referenced above, the drivers who have locked doors, have to unlock them and come out to let disabled passengers on and off. Do you not see this as a security issue? They should be unreachable and you are creating a situation where a crazy person or a terrorist can easily reach them by just waiting for a disabled rider to entice the driver out and take over the train. Why would you design it like that? It is practically begging for someone to attack the train. <p>Had I the money to drive my car and park downtown – I would. Riding RT is unpleasant and best and is a huge potential safety threat at worst. Every time I get on the train I pray that I will make it to the other end oin one piece.</p>
	<p>To whom it may concern:</p> <p>I have read the draft and feel that it is accurate and that the suggestions for improvement are reasonable and effective.</p>

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Date	Comments
11/7/14 10:33	<p>There was one thing that I felt didn't seem to be covered however...and that was ridership during the daylight hours of 9am to 4 pm roughly. I ride light rail as a commuter and while there are occasional disruptive passengers, we only need to endure them for short periods...probably because with so many working people on the trains with phones, they must call it in. But when I have to use light rail during the middle of the day to go between offices in the downtown area it is always dicey. There are very weird people on the trains during those hours and I never feel safe...usually I ride in the first car because at least it feels a little safer and more controlled, but that second car always makes me nervous. I don't know if all these people have tickets....but many are so down and out that I think they just get on the trains for something to do – or to stay warm in the colder months. I will say that I have seen fewer 'recyclers' with their bags and bags of cans and stinky stuff...maybe you are addressing that already?</p> <p>Thanks for the opportunity to comment...I am a real fan of light rail and the bus lines...I have used them for 20 years – you have served me well.</p>
11/7/14 13:56	<p>per u'r RT WANTS TO HEAR FROM YOU leaflet; i'd like 2 c older people get free rides on rt again.</p> <p>i'm 78 & on a fixed income & it would help a lot! Thanks</p> <p>p.s. PLEASE do not put me on any email lists!</p>
11/7/14 15:37	<p>I received your flyer on my car yesterday regarding RT wanting to hear my comments and concerns regarding safety and security for RT. Firstly, I wanted to note that I received the flyer on 11/6/14, but the flyer said that the meeting held (in my area) for these comments was 11/5/14, so it was untimely, but never the less, I thought I would submit my comments by email.</p> <p>I'm glad that RT is looking into Safety and Security. I take light rail to work and back home every day Monday – Friday, and I have to say that often I do not feel safe taking light rail. In fact the joke around my office is that it's called "fright rail." Sadly, that title seems to fit. I have seen RT police respond quickly at times, which does show that you are trying, but I think more security is needed. I know costs are always an issue, but I would like to see an RT officer on each car at all times. Maybe that's unrealistic, but it just seems that others are bringing down the respectability and safety of the light rail system. Maybe I shouldn't expect so much from Public transportation, but is it too much to just want to ride the train to and from work without fear, intimidation, disrespect, disgust, or annoyance? I am always complaining about my experiences on light rail, and when I got this flyer, I thought here's my opportunity to voice my thoughts and maybe make a difference. So, I put together a list of my most common complaints. Not all have to do with just "safety & security," but with other issues such as cleanliness, etc. Below is a bulleted list of my most common problems:</p> <ul style="list-style-type: none"> - Riding the train in non-commute hours is especially scary. You get the punk, belligerent, foul mouthed kids, and gang-banger criminal types. They often play their offensive music really loud so everyone can hear, and I usually feel very insecure. - Disgusting people – I realize the homeless, mentally ill, etc. need to get from place to place too, but it is very uncomfortable being next to someone who is intoxicated, smells like a brewery, just got done smoking a joint, is filthy dirty, doesn't know what deodorant is, I could go on and on. I don't know if anything can be done about this, but it seems there should be some sort of cleanliness/decency factor, I mean it's just gross. Sometimes people even get on that are bleeding. My coworker experienced a guy that got on in the early morning hours with nothing but shorts on, and was cut and bleeding from his arm. The police did come at the next stop luckily, but still. What can be done to stop these people from getting on in the first place? More security at the stations? Which leads to my next point. - Security at the Stations – I have had my catalytic converter stolen once, and damaged/attempted stolen a second time. That was a couple years ago, so maybe it's getting better, I don't know. I had my catalytic converter wrapped in rebar to prevent this from happening again. It did prevent it from being stolen the second time, but it was still damaged and had to be welded back together. I was told there are no cameras in the parking lots, only some directed at the station platform. There should be cameras in the parking lot as well, along with more frequent patrolling by officers. - Also regarding the Stations – they are not kept up and/or cleanly. The 16th Street station is the worst. It's obvious that areas surrounding the station are urinated on. They need to be power washed. The RT signs say "no smoking" which is a joke. People smoke right in your face, there is no enforcement of that at all. The marijuana present there is unreal. The bushes by the bench seating needs to be trimmed/maintained, the bushes extend all the way out beyond the benches, and they are infested with mice. - Respect/Consideration – Since taking the train I've become much more cynical of people. For example, people take the whole seat for themselves, put their backpack or purse on the seat, and are inconsiderate of other people's needs. Everyone should have an opportunity to sit, and their purse/bag is not more important than another person. I can understand if it's not crowded, but most of the time it is. These people should be told to make room for others. I hope these comments are helpful to you. I believe I speak for many, when voicing these concerns. Thank you for your consideration.
11/7/14 16:58	<p>Seems to be improving slightly with more frequent fare checks and officers. Gold line downtown to Watt/Manlove opposite commute traffic my main route. Security cameras would help, particularly at Watt/Man and 16th St Stns. Good luck,</p>
11/7/14 22:28	<p>This in regards to reinstating bus stops that were taken out in previous years.</p> <p>The bus stops throughout Hogan Dr., and all along 24th Street.</p> <p>These are vitally needed to in sure that the residents in the surrounding neighborhoods, would have better access to transportation. For some, they have to walk All the way to Florin Rd. to take a bus or walk further on 24th St. until they can catch one. This is especially hard for the elderly and disabled.</p> <p>We need these back. And it can be afforded by the city. Please put good security on board. Times have changed and safety is a concern. Thank you.</p>
	<p>Hello,</p> <p>I take the golden light rail to work from 29th Street to Mather Field Road 3 days a week. I feel safe in the mornings and also in the evenings. There is always a security guard at Mather Field Road. I have encountered several strangely behaving individuals but since I ride during business hours 4:54/5:54 pm from Mather there are alywas alert riders with their cell phones ready to call for help.</p> <p>I moved to Sacramento from Cologne, Germany 10 years ago. The KVB and Bonner Verkehrsbetriebe also for 2 lines I believe operate 18 different light rail lines in and around Cologne with ticket machines on the train which makes it easy to get on the train.</p>



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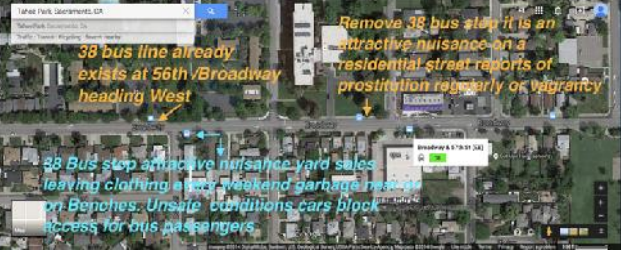
Date	Comments
11/8/14 20:17	<p>KVB has people in plain clothes check riders for their tickets. They are authorized to write a ticket. I think it should be the same way here. Police Officers are just too easy to spot. I also think it is waste of money and resources to have Police Officers check for tickets.</p> <p>My work pays for my monthly light rail pass. I truly enjoy taking the light rail. I bike 25 min each way between my home, 29th street and Mather to work. I normally read. I truly appreciate the fact that it is possible - without charge and at any time of the day - both unlike Cologne, it costs an adult fee ticket and is only permitted before or after business hours.</p> <p>I also love the fact that it is easy to meet people. We all know each other after a while. I have made great connections on the light rail. There is a watching out for each other. We riders with bicycles always make sure everybody with a bicycle gets on and off. Riders hold the doors open for somebody with a huge plastic bag filled with recycling.</p> <p>I think the majority of people that take the light rail in Sac are poor. The clientele of riders is very different in Cologne. Traffic is too much and light rail tickets are subsidized by a lot of employers.</p> <p>I prefer the clientele here. People are much more down to earth.</p> <p>But I also have to admit that I would be scared to take the Blue light rail to the station close to where I live, Fruitridge or 24th Street later at night. I have never done that. It might be just fine.</p> <p>Biking home from the station is another scary part but this might be just fine too. I have to give it a try. There were stations in Cologne that were not considered safe or simply scary to get off at and no security guards on any of the light rails or stations.</p> <p>Thank you very much for reading</p>
11/9/14 17:37	<p>Recently I have seen drivers coming into the 39th St. Station when a train is already stopped there or is just leaving who do not slow down at all. It is very alarming. Any riders who are not familiar with that situation may not hear or see the second train because of the blocked view and the noise made by the first train. They may cross the tracks without looking sufficiently. While it is the rider's responsibility to look, it would be tragic if someone were killed or injured because of this situation. When two trains are in the vicinity of a station, most drivers of the second train coming into the station are slowing down dramatically. I wish they would all do so.</p>
11/9/14 12:14	<p>Greetings,</p> <p>As a member of the public that uses Light Rail, we appreciate the effort put into this review and the thoroughness of the Report. We look forward to seeing the results after the recommended changes are fully implemented. Unfortunately, we are unable to attend any of the Community Meetings, so we are submitting our comments in writing.</p> <p>Firstly, we have already noticed an increased presence of security staff both in the stations and on the trains, as well as more of an effort to check for paid fares. We hope you will continue to maintain an onsite presence in the parking lots through the late evening, so our vehicles are protected while we are downtown attending events, especially after the new ESC has opened. We believe this is an essential piece to help RT succeed in capturing the new business they stand to gain when this facility opens. Secondly, we appreciate that the trains seem to be cleaner and better maintained.</p> <p>Although this does not really come under the auspices of Security, we would like to comment about the trains themselves. The fact that you need to climb steep stairs, unless you use the handicapped entrance, will slow down boarding, especially at the ESC after an event. Either new trains should be budgeted for, or station platforms should be modified. Also, the Homeless should not be allowed to block aisles with shopping carts. In fact, can a ban of shopping carts be considered as a policy?</p> <p>Again, all those involved in this review should be commended for a job well done. We have an exciting future which is unfolding in our region, and safe and efficient transportation is the most critical component of all.</p>
11/10/14 9:20	<p>Dear Regional Transit,</p> <p>Thank you for allowing the public to provide input to your safety and security planning process. I have taken a quick overview look at the planning and recommendations. Most of them seem appropriate, especially the evaluation of the security and safety after future games at the downtown arena.</p> <p>I have -- and have had for some time now -- other safety concerns regarding RT and light rail. I say "other" because my main safety concern has not been crime-related, but rather traffic related and critical of the structure and design of the Watt/I-80 station, a hub that logically should service a large area of northeastern Sacramento County. I live in Carmichael, at the far northeastern corner very close to both Fair Oaks and Citrus Heights. The closest station is the Watt/I-80, and I have travelled to my job downtown using a mix of bike and light rail in the past when I've needed to (car in shop, loaned to friend, etc.). The bike ride is about 5.5 miles, mostly through lovely areas of the Carmichael/unincorporated Sac County area that are well-marked for bike riding.</p> <p>Then I get to Watt and Auburn ... and it's hell.</p> <p>Every time I try to cross over to the light rail station there at Watt/I-80 I feel I'm taking my life into my hands. There are no clear bike lanes. Going over the overpasses feels like risking my life by travelling on the side of a freeway -- only more dangerous because the cars cross over into my area of riding (the on-ramps). I take the sidewalk, going at a "walking pace" (so I can easily stop for pedestrians), but there's hardly enough room for one rider or walker on the sidewalk most of the time. It's a harrowing trip from Auburn and Watt to the station, and basically takes me close to the same amount of time as the 4 miles from my home does. And there is no way I would ever take my daughter (age 3) with me at this station in this manner, because it's just too dangerous to GET TO the station.</p> <p>I'm sure you've already heard from the public that there are other problems with this station -- it's dirty, the urine issues in the elevator and stairs, the loitering, etc. But this is not what keeps me from making the bike/ride trip part of my regular routine (although this does influence my decision to not have my child with me on light rail). It's the traffic danger. Please consider looking at the design of this station and its paths TO the station for walkers and riders. One of the ways to improve on the safety of the system is to have more riders who are not threats to the public. But without a truly pedestrian-friendly atmosphere at the stations -- one that could include small businesses with food and sundries like other urban areas have -- RT will be limiting their ridership to only those who have no choice but to take public transport, rather than including the general public that chooses to get out of their cars.</p> <p>Thank you for your consideration.</p>
	<p>Dear RT,</p>

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Attachment 3

Date	Comments
	I just now submitted a public comment. I realized after that the way my signature posts that it may appear that I'm including my phone number and email as part of the public comment, for the public to view. That was not my intention.

Date	Comments
11/10/14 9:20	<p>Please do not use my phone number or email in any kind of public document. You may use an abbreviated version of my name as "M. Barber" and that I'm a resident of Carmichael. All other contact information and details of my full name should be kept out of public documents.</p>
11/10/14 10:56	<p>Hello my name is Adelita Espinoza I had a comment/request coming from our Tahoe Park residents. I am the director for the Tahoe Park Association an official neighborhood association listed with the city of Sacramento http://www.cityofsacramento.org/ns/nadb/org.cfm?orgid=307.</p> <p>We have been getting numerous complaints from residents that the RT bus stops benches in Tahoe Park are an attractive nuisance. Near the corner of 57th and Broadway we have had hookers setting up shop there within a block of an elementary school. The police have been called consistently regarding problems with people sleeping or otherwise harassing other people at this stop not to mention the graffiti causing blight for residents on this residential street.</p> <p>The other problematic stop is on 55th/Broadway which often has litter everywhere around and on it. It has become a dumping ground for people to leave used clothes and other unsightly items from yard sales ie. refuse.</p> <p>Tahoe Park Association- TPA is requesting both these benches on these grounds and stops be removed as they are also redundant. I am attaching photos of these issues. The senior facility near by has not only RT shuttles but an additional bus stop on between fairgrounds Dr. and 55th in a Western direction and another in the eastern direction on 57th. In addition many of the seniors there are also using their own cars.</p> <p>These issues are also a safety issue for children and seniors here on Broadway and only adding to diesel particulate emissions on Broadway in Tahoe Park. It is these emissions that are according to OEHHA Broadway in Tahoe Park is in the 93rd percentile for asthma which are directly linked to diesel emissions produced by buses and trucks. The frequent stops and starts from multiple bus stops leads to even more emissions being spewed into our air on Broadway and this effect is well documented.</p> <p>Given the fact the we are having to deal with the attractive nuisance aspect which is attracting hookers to prostitute themselves on these benches/stops a block away from an elementary school, environmental concerns from frequent stops/ starts of buses and that continued refuse being left is an issue causing blight , TPA is requesting both these stops be removed as soon as possible.</p> <p>Please feel free to contact me at 415-939-0153 or send me an email regarding these issues. I am free to also meet regarding these concerns as well.</p>
	<p>Hello ,</p> <p>This is Adelita Espinoza the director for Tahoe Park Association -TPA an official neighborhood association listed with the city of Sacramento. I have been notified there are additional requests to making the neighborhood safer and providing better service to Tahoe Park. I am attaching photos here of what we would like to see done to improve traffic flow, reduce injury accidents and improve safety conditions.</p> <p>On 59th and Broadway in front of a home there is a 38 line bus stop that is not only dangerous but encourages traffic to go around and take the suicide lane to avoid stopping behind the bus on this narrow street. Also their is the risk of injury from cars backing out not seeing the bus pulling in front of their homes. As cars are turning they are refusing to wait behind the bus or don't see the bus.</p> <p>Problem: Image #1</p>  <p>I am advocating to have this stop removed and put in across the street in front of the business parking lot off to the right of the building away from 59th street where many injury accidents have been happening at the intersection sometimes multiple times a year. It is a much safer location and longer length of time for people to see the bus. There are no driveways to homes and the entrance to the parking lot is currently blocked. This new location also allows for better access to facilities like stores restaurants like bacon and butter and a perfect drop off for access to the park which is directly right down the street. And better overall better stop for ADA compliant access for people with disabilities to be seen and have more room to move on the sidewalk to the signal which would be much closer.</p> <p>Solution Image #2</p> 

Date	Comments
	<p>Solution image 2.1</p>  <p>55-58th and Broadway there are numerous problems. On 55th-56th and Broadway heading East bound there is a bench with garage sale garbage and clothing strewn about it almost every weekend. It has become an attractive nuisance and needs this stop to be removed. In fact even Google maps caught a pic of what we are talking about it happens so often. Also cars are allowed to park in front of the bus stop making the stop unsafe for passenger getting off trying to find the sidewalk. Google maps photos also caught that too! If you are disabled it is impossible to get on the bus safely when there are cars present. This stop should be removed there is already another stop in the next corner near 56th and Broadway 2 stops is unnecessary a nuisance and dangerous for pedestrians getting on and off the bus .</p> <p>Problem Image 1#</p>  <p>Problem Image #2.1</p>  <p>Overview of 55-58th Broadway</p> <p>Image #3</p> 
11/11/14 13:53	Please let me know if you wish to go over any of these issues with myself or other TPA members.
11/11/14 12:12	I reached out to the R/T station guard at Mather Field. He advised me they do not have the training and equipment to deal with some of the issues that come up. If they want to wear. He also pointed out that the cameras on the building do not cover the station platform when a train is in the station. Other stations have cameras that point directly to the platform. In addition, many of the lights in the parking lot are obscured by over grown tree limbs.
11/11/14 12:40	As a woman who has been riding the lightrail for the past 5 years, it is insane the amount of harassment I have received on a daily basis. I would love it if this campaign from Philly was looked over and considered to be promoted on our trains. Thanks! http://www.buzzfeed.com/krystieyandoli/important-anti-street-harassment-ads-found-on-philadelphia?s=mobile

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Date	Comments
11/12/14 8:34	<p>To whom it may concern,</p> <p>I have been a Sacramento RT Light Rail rider since October 1, 2014. In the month and a half that I have been riding Light Rail to and from work Downtown, I have encountered or witnessed several problems with RT safety and security. I get on Light Rail at the Broadway stop during the 7am hour. I have never seen security present on any morning, but they are usually present in the afternoon around 5pm, when I return home.</p> <p>On Monday, October 27th around 7:20am, I was followed by a young male who, wearing his pants inside out, was probably not in his right mind. He followed me from the bus stop on Broadway to the end of the Light Rail platform, where I usually stand to get on the last car of the Light Rail train. He had to pass by all other women waiting at the Light Rail stop to come to me. When I realized I had been followed, I turned around and he was staring at me, an arms length away, with a slight grin. I darted around him and rushed back to the larger group of waiting passengers, while calling 911. He followed me back, but kept his distance when I was around others. However, he later passed by me again and yelled at me while I was speaking to the 911 operator. Police never arrived before my Light Rail train came and I got on. The man who followed me did not get on the train, thankfully. Since this incident, I watch my back at the Broadway stop, stay with other passengers until the train arrives, and carry pepper spray.</p> <p>Other instances I have witnessed are individuals not purchasing tickets and getting on the train as well as seemingly homeless people riding up on bicycles with bags of cans or walking up with their belongings and getting on the train. Also, today at the Broadway Station, I saw a seemingly homeless man urinating in the bushes at the station before getting on the train. Again, there was no security and nobody to monitor anything. I understand that the stations are monitored by cameras, but that is useless to those of us who are or may be in danger. Cameras are not the same as a physical security presence.</p> <p>Something needs to be done to ensure that legitimate RT passengers are safe at all times, whether that be making sure there is security at every stop whenever RT is running or putting in some form of system to ensure that people without tickets cannot be in the station area, something ANYTHING needs to be done. I have never been asked to show my monthly pass and only once did I see an RT officer ask one person to show their ticket. I would not mind showing my pass every time I got on the train if it ensured that only ticketed passengers were on board the train.</p> <p>I have read the rules that are posted at the Broadway Light Rail Station about people being unable to loiter within the Station area longer than 15 minutes, but there is absolutely nobody enforcing that rule. If RT is going to have rules and regulations, they need to be enforced. Not only will that help to ensure the safety of passengers, but it will make more money for RT if spots on the train are not being taken up by people who are not paying. I beg those who are making decisions about RT safety and security to please take the necessary steps ensure safety for those of us who are merely trying to get to work, shopping, or wherever else RT takes us.</p>
11/12/14 14:55	<p>There are big sections of the parking lot at Sunrise with no functional lighting. It is a bit hazardous to find your way through the lot in the evening and it feels really unsafe. Can you have someone replace lights or repair the fixtures</p>
11/13/14 7:01	<p>I attended the meeting in Rancho Cordova but thought of something additional after I left. Rider experience - When I first arrived in Sac and took lightrail for the first time, I thought the train colors were indicative of the color line, like the way it is in San Francisco and other big cities. Not knowing the end of the line station of the direction I was going, I got on a train that was mostly gold, only to find out that I was on the wrong train when I arrived at Meadowview. After the experience, I realized train color has nothing to do with the line (except for the new green trains for the green line). I know now that the destination at the front of the train is what you should follow, but when that top headlight is on, it's really difficult to read, even in the middle of the day. And I think there's only like one side marquee per train? What if an initial or acronym was added to the marquee on each car (front and side)? Like "B Meadowview" or "Gd: Folsom". I think that would be a big help in making the system easier to navigate. I have friends that live on the grid that don't use lightrail because they find it too confusing and too easy to take the wrong train.</p>
11/13/14 9:23	<p>Hello,</p> <p>I have been riding light rail since This past February and have some concerns regarding your "security" first off, the G4s guys are a joke. Most seem to be completely out of shape and uninterested in what is going on with the train and passengers. I have noticed while waiting for my transfer at 16th street that they all seem to congregate on the opposite side of all the patrons and rarely come over to deter the smokers. I am tired of second hand smoke from tobacco AND marijuana. If you are going to have two "officers" stationed there then you need at least one on each side.</p> <p>Second, you need to reline and number the parking spots at the Meadow View station. All the space lines and numbers are quite faded which makes it hard to read. I would also like to express concern with the lack of lighting at your stations, specifically 16th street and Meadow View.</p> <p>Lastly, I jumped on a bus at 8th and Capitol last night. While waiting for the bus there was a man walking around advertising monthly RT passes for \$25. He showed another guy and aid he has them every month, all month. You might consider sending someone out there in civilian clothes to possibly arrest this guy and find out who is stealing these passes from somewhere.</p>
	<p>I would like to submit my comments before the 11/14/14, deadline concerning security issues for RT.</p> <p><u>Security Issues on Light Rail & Bus</u></p> <p>First of all, the Light Rail needs major improvements in regard to security. I rarely see any RT security personnel or SPD officers on the trains, especially the Meadowview line. When they are on there it's only to check tickets and passes and then they leave the train. I have witnessed adult men at the Florin Road station with their pants falling down around their thighs and ankles, and when I've pointed this out to the RT personnel at the platform they say it's not their problem, even though children are present and the individual is clearly drunk and disorderly.</p>

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11/13/14 15:00	<p>Meanwhile, there are drugged out and drunk people allowed to ride the train, people who are firing up or rolling joints, and those speaking aggressively, playing boom boxes, swearing, and starting fights. In fact, often when the doors open it smells like a pot dispensary. I've seen RT security (with yellow vests) engage in conversation with passengers and joke around with them, but not do anything to stop bad behavior. Intoxicated people and those who smell badly should not be allowed to remain on the trains. RT security should be called and meet these individuals at a station. I have also witnessed young children board the train in between school hours and appear to meet up with adults not related to them. I reported such an incident within the past year. I don't ride the Light Rail at night due to lack of security at platforms, especially at those in the South Area.</p> <p>For the RT bus lines that I ride most frequently (bus #3 and bus #2), the kids on the bus #2 line (Riverside and Florin to Downtown) are out of control, swearing (using both the F and N words like they are part of their every day language), running down aisles, not told to get back in their seats or to be quiet, allowed to not get up to let elderly and disabled to have the seats in front of the bus, etc. I have brought this up with RT on many occasions and I'm told that the kids cannot be kicked off the bus. The bus drivers could address these kids over the PA system or even call RT Security to meet them at a designated spot so parents can be contacted. RT should also work together with schools to identify the troublemakers and alert parents. If parents realized what filthy and sexual language their kids use on that line, they would be shocked. I have also witnessed adult men making lewd comments to underage females on that bus, and I have notified the driver, but nothing happens. The drivers act as if nothing that happens on their buses is their problem. They do the minimum of their job description.</p> <p>RT drivers should not be allowed to use cell phones or text while driving, or have passengers standing up near their driving area to talk to them during their route. I have seen all of these situations and it leads to distracted drivers and liability issues for RT. Drivers need their full attention on driving and making sure the passengers are safe. Drivers caught on cell phones should be fined and face suspensions. One foggy Thanksgiving a few years back I witnessed a driver spend her whole route from Rush River to Downtown Sac on her cell talking about her Thanksgiving plans. This puts customers in danger.</p> <p><u>Lack of Cleanliness</u></p> <p>As for the cleanliness of the bus and Light Rail it's appalling. Passengers are allowed to eat and drink and spill food all over the bus. Half the time the back seats look like a crime scene, with unidentified fluids on the cloth seats. Why does RT have cloth seats? Everything should be vinyl and spray cleaned with bleach every day. The drivers don't do anything to clean their buses anymore. In the old days (70s and 80s) they used to use their 15 minute breaks to clean the buses. Sometimes you can't even see out the window from all the hair gel and other gunk on the glass. Now the 15 minute breaks are spent reading the paper, not allowing customers on the buses (to wait in the cold or heat), and talking on their cell phones. Some drivers on the 81 literally refuse to open the doors until their breaks are over and turn their backs on passengers to read their newspaper. This definitely communicates a negative image for customers. It's not right, in particular, to leave disabled and elderly people out in the cold or heat, waiting for the driver to open the doors. It seems like a power trip on the part of the drivers and is not well received by passengers.</p> <p><u>Rude Drivers</u></p> <p>Some drivers are outwardly rude and will pass you by even if you are standing right at the curb. They are defensive and argumentative if you call them on the carpet for being late--or too early. The good drivers know who these drivers are and clearly state that they hate passengers and repeatedly strand people at their stops, but the behavior is never disciplined. RT should create a task force of their good drivers and have them give RT insight into who the bad drivers really are. Right now RT just seems to defend them and their bad behavior and lack of customer service. I spend more time chasing RT and dealing with various issues concerning RT than I can say that I have effortless experiences on RT. For women, it's not safe to get stranded in the fall/winter hours because we're left without a ride home. Also, drivers of the bus #81 (Riverside and Florin to the Florin Station) always arrive as the Light Rail train is pulling away. This repeatedly happens. Drivers need to do a better job of making these connections.</p> <p>Overall I feel like RT has gone downhill in the past 10 years or so. I have been riding RT since the late 1960s and customer service really is non-existent on many levels. RT could save plenty of money not printing schedules since their drivers rarely adhere to them. GPS should be available to track every driver in real time so you know exactly where they are. I have seen drivers off board during breaks to do grocery shopping, keeping passengers waiting for them to return (well past their breaks). For the safety of the driver as well as passengers each bus should have GPS (to where the drivers cannot turn it off). This would lead to more accountability on the part of RT in making sure buses are on time. Also, I think this would make passengers feel safer about riding Light Rail and buses. Most of the people I work with have given up riding public transportation because they feel it's unsafe and they're afraid of the aggressive, drunk/drugged out people, and gang looking folks who frequent the Light Rail and bus system.</p> <p><u>Lack of Relief Buses</u></p> <p>On the Route 3 (Pocket to Downtown Sac), in particular, often the last two buses don't show up without explanation. We are left stranded and our buses are peak buses that we depend on to get to work. Again, in the past, RT used to send relief drivers to make sure that customers were not affected by someone calling in sick or not showing up for work, but now we take the full brunt of that without any effort to correct the situation by RT.</p> <p>For what it's worth, those are my comments. I continue to monitor anything I see that's not appropriate on the RT bus and Light Rail and will always make sure to report. I wish I had a GoPro camera and could attach video of some of the egregious stuff I see on the part of drivers and passengers alike.</p> <p>There is definitely great need for improvement in security and in the multiple areas I indicated, in order for RT to gain the trust of riders, and to successfully recruit new riders.</p>
11/14/14 9:23	<p>May I suggest that along with cigarettes being band from the platforms (thank you so much), could we PLEASE PLEASE band earphones. (I can't tell you how many times that I (along with others) have had to scream and get the attention of people walking along the track (with earphones in their ears) in danger situations while waiting to board the trains. It's scary for us that are doing the right thing. (The texting and earphones on the platform can be a volatile combo). Just a suggestion. Thank you for your time.</p>
	<p>My background</p> <p>For the past seven years I have been riding light rail from Roseville Road to 12th and I Streets, commuting five days a week to work. I pick up the train at Roseville Road going north to Watt/I-80 at 6:30 a.m., and ride it back to town (gold line). Coming home in the afternoon, I take the 4:09 train at Cathedral Square north to Roseville Road.</p> <p><u>Roseville Road Light Rail Station</u></p>

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11/14/14 9:34	<ul style="list-style-type: none"> • Entrance from Roseville Road into the parking lot is used by people for freeway shortcuts. They drive fast and recklessly. • Nobody obeys the 10 mph law, including RT buses. All signs are bent, vandalized, faded, disregarded. • Graffiti is all around. <p>• There is a feral cat population in a fenced maintenance area. A couple of days ago I saw a man leave cat food for them in the road. It was early in the morning so it was dark. The cats that came out to eat were directly in the road.</p> <ul style="list-style-type: none"> • Parking lot lines and numbers are hard to see, especially when it's dark. • Street lighting is inadequate. • Pre-construction parking spaces are now in the direct line of entrance/exits. Cones have been placed to keep people from parking there, but they are repeatedly moved or ran over. • Sidewalks are single-file, due to large dirt areas around trees. Suggest metal grates be placed around trees to make more sidewalk space. • Station does not have no-smoking signs. • Station looks dirty, unkempt. Often smells of urine. Vandalism is common. Free magazine boxes are broken, vandalized; papers are strewn around. Graffiti is not painted over. <p>Feeling Unsafe I have never been a victim of a crime while riding or waiting for light rail, but I do not feel safe. That is because many people on light rail display violent and aggressive behavior. They talk loudly, use profane language, monopolize seating space and pick fights. People call light rail the ghetto train.</p> <p>Currently, there is a black woman who gets on my train at Arden/Del Paso. She is a student at a vocational school and wears a maroon uniform. When she is with her fellow student she loudly, "talks smack," using profanity to describe a child abusing an animal, people who neglect their kids, and in one alarming discussion, how she physically beat someone. The other morning I caught her eye and when she saw my disapproval she called me foul words and threatened to slap the sh- out of me." I averted my gaze and pretended she was talking to someone else until I could exit. Since she always rides the second train, I make sure I ride the first train.</p> <p>Other kinds of bad behavior include trashing the train with food and drink, putting feet up on the seats (especially prevalent among young people), smoking on the train (has happened twice), intentionally invading space, playing obscene music, soliciting money and religious preaching. Once, when a woman stood up to preach about Jesus, I told her to sit down. A chorus of angry people yelled at me and I moved to the other end of the train. Nuisance riders protect other nuisance riders. There is a culture of people who believe this behavior is entirely acceptable, and I see no proactive attempts by RT to educate them.</p> <p>Light Rail Discomfort Security includes feeling comfortable. As I wait for a train, I have no way of knowing if it will be four cars, three, or even two. I cannot even be sure the train is going to come when it's supposed to. Station marquees are useful when there is a complete breakdown in the line and buses are being dispatched. But it does not tell riders when a train is not coming, or will be late.</p> <p>The train themselves are problematic. I have been left behind when the doors didn't open or it took too long for people to board and the door shut on me. A couple of times going north through Roseville Road the train stopped, but the doors never opened. One style of train tries to improve air quality by pulling air from outside. I discovered this one morning when a conductor was smoking outside and his smoke was pulled into the train. The other style of train runs cold air year round. I was told RT does not turn off the A/C in the winter.</p> <p>Suggestions</p> <ul style="list-style-type: none"> • Implement a communications service so commuters can receive alerts and information. • Employ deodorizers to combat the lingering stench of unclean people and smokers. • Be consistent with your smoking ban. Either all the stations or none. • (Per Final Report recommendations), employ effective and appropriate signage and visual cues to deter loitering and nuisance behavior and "display an RT Code of Conduct at stations in an easy-to-read format." Signage should be placed in light rail trains and buses as well. People need to be told, in no uncertain terms, what they can and cannot do. <ul style="list-style-type: none"> • Implement a creative and innovative plan to encourage civilized behavior.
11/14/14 9:48	<p>For your consideration:</p> <p>Brighter Lighting in the Light Rail Parking Lots, in Light Rail stations and at bus stops (use of LED lights)</p> <p>At the least Continued Level if not more, of police and guard presence at stations, in trains and buses</p> <p>Along with Security and Police presence: monitored "real time" camera's for Light Rail Stations (parking lots and stations) Trains, and buses.</p> <p>For the sake of safety and health, after the trains and buses stop running at the Watt and I 80 Station the elevator is shut down and gates are secured with gates on both sides of Watt Ave.</p> <p>Thank you</p>

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Date	Comments
11/5/2014	<p>Ms. Gonzales has been riding RT almost every day for five years. RT needs to improve bus connections between bus and light rail. She exits the train downtown seven blocks away from work at 6:30 a.m. when it is dark. She goes out of her way to take another bus to avoid walking in the dark, even though walking is faster. It is a safety issue. It would be nicer if there were better connections and more frequent service.</p> <p>The arena is coming and it will be a big thing. People will take transit downtown. The 7th and K light rail station is not set up for large numbers of people. It will be a nightmare. There needs to be a place for people to stand on the sidewalk.</p> <p>She took light rail to the Sac Republic games at Sacramento City College. The trains were packed beyond belief, people could not move. Once the arena comes in, it will be the same situation. Arena traffic will be mixed with downtown worker traffic between 4:30 p.m. and 7:30 p.m. (people coming into downtown and leaving to go home). Seeing the system expand would be great -- especially to the airport. When people are riding more, there would be less uneasiness with riding.</p> <p>She doesn't ride after 7 p.m. There is riff raff on light rail. No one is checking tickets. It's easier for questionable people to get on. The latest she has ridden most recently is 6:30 p.m.</p>
11/5/2014	<p>Her sister takes Route 1 from San Juan and Greenback to Auburn and Greenback. She transfers to Route 93 to get to her workplace at Auburn and Van Buren. When she exits Route 1, she has to cross the street twice to connect to Route 93 and regularly misses her connection.</p> <p>If Route 1 is a little behind schedule, she cannot catch her connection. She is very frustrated that she is always missing her connection. The commute home is the same way, missing the connection again.</p> <p>People are crossing the street against the light to catch the bus, which is a safety issue. She is legally blind and will not attempt to cross against the light.</p>
11/5/2014	Power Inn area needs a direct link to Elk Grove.
11/5/2014	Please add credit card option at the Power Inn Station. Buy parking ticket in the lot.
11/5/2014	<p>Concern: Bikes need to adhere to the 2-bike rule and personal folding shopping carts need to be folded and allow safe ingress/egress for passengers at all times -- especially during commute hours</p> <p>Solution: Enforcement of rules directed at bikes and shopping carts.</p>
11/5/2014	<p>Concern: Cleanliness of buses and LRVs - currently the cleanliness of LRVs is dirty - On a scale of 1-10 (10 being super clean) - in the morning, it's a 9 - in the evening, it's a 3 or 4.</p> <p>Recommendation: Use non-porous fabric/material in place of current cloth fabric - many times I observed spilled coffee/liquids on LRVs - I observed urine on one occasion "urine" it smelt awful</p> <p>I use public transit to attend Republic Soccer games but primarily to go to work - I'm concerned about my safety in early morning hours and late evening hours (after 7pm). I enjoy taking light rail - I just don't feel safe in late evening hours.</p>
11/5/2014	I have attended court proceedings dealing with non-fare passengers. It's not fair to allow people who didn't pay RT fare to not have a reasonable consequence like having to do work project - work project people could clean the LT rail cars to include cleaning all the LT rail stations which are filthy.
11/5/2014	People ride w/o fare - and it's not fair to those who pay - I'm afraid to ride the train during non-commuter hours - It's not safe - I have seen people have their cellphones and l pads taken 2x in the last 6 months - this occurred between 65th and 23rd LRS.
11/5/2014	Suggest change to plastic/vinyl seats on trains instead of fabric. People have accidents and fabric smells and is wet. Not appealing to new riders.
11/5/2014	Enhance lighting at 7th & K once ESC is completed. Improve station, seating, etc. Look at all 3 stations on K Street
11/5/2014	Improve lighting, landscaping at stations problems early morning and night. Can possible address with change in vegetation and or lighting. Signage on platform showing direction going e.g. downtown (place on both sides of platform).
11/5/2014	Health & Safety Issues/concerns: Public telephones - add more instead of removing, public restroom facilities, drinking fountains (functioning drinking water sources).
11/5/2014	App based reporting program, encourage people to ride RT, extend security hours (24 hrs.)
11/5/2014	Asked about security deployment (why don't we see more police/guards)
11/5/2014	Watt/Manlove - why don't I see security daytime
11/5/2014	Zinfandel station - people loitering (transients)
11/5/2014	I do not ride light rail or bus. It starts with visual appearance. Trash, carts, loitering make me fear the site. Just my opinion, a clean + safe looking appearance would make it more appealing to ride. Maybe even I would ride. For the future, I would like over pass for light rail over Mather and Zinfandel (like the one at Sunrise). Can I buy ticket online? How to use RT light rail? Make it easy to find out how?
11/6/2014	<p>RT needs to beef up security at the Mather Field/Mills Station and Mills building before the new methadone clinic and Los Rios satellite college campus open. RT needs to be proactive.</p> <p>The City of Rancho Cordova is encouraging more use of the Mills building for meetings and art displays. The City of Rancho Cordova wants the historical society to hold meetings there and the Rancho Cordova Arts group to use the building for art displays. The Rancho Cordova Orchestra is currently using the Mills building to practice. Meetings held in the evenings will be a security issue. One of the Historical Society members lives close by the station and sees crime at the Mather Field/Mills Station.</p> <p>When the methadone clinic opens, there will be people ("druggies") shooting up and high on drugs. They cannot drive so they will be taking public transit from the Mather Field/Mills Station. There will be more homeless and ne'er do wells.</p> <p>Displaying historical artifacts at the Mills Building is a security issue with break-ins.</p> <p>When the Los Rios Community College campus opens in Fall 2015, 1,000 students will be coming from all over the place. Young women could get accosted. It will be embarrassing for the City of Rancho Cordova and RT if young women parking at the Mather Field/Mills station are accosted by methadone clients.</p>
11/6/2014	As we get closer each month to the opening of the ESC, the price of transit should be included in the cost of the ticket admission regardless of the event at the ESC. It will make for a smoother staff experience, crowd control experience and an improved environment for everyone involved to make this go off successfully and error free as possible.

Security Peer Review Report Comments

Date	Comments
11/6/2014	<p>She has been a rider for 10 years since 2004 and commutes to work five days a week.</p> <p>She has experienced a problem with the train doors, approximately 10 - 15 times on the Blue Line. When the train is in the station and not moving (completely stopped), she pushes the "door open" button and the train doors don't open. The train then leaves. It has occurred at 7th & Capitol, 8th & Capitol and Fruitridge.</p> <p>Blue Line trains from Meadowview to downtown (Meadowview to City College) leave earlier than the scheduled times. It's very frustrating. If she is not going to work, she doesn't like to take light rail.</p> <p>If trains are late, then people have to wait more than 15 minutes. For example, the 3:45 may come at 3:51. People need to be on time to pick up their kids and go to appointments. That is the most discouraging.</p> <p>She is sometimes afraid to ride the train. She asked a co-worker to accompany her to her car when she suspected that someone might be following her from the train. People put their feet on the seats. If you tell people, they will get mad and maybe follow you off the train. At 5:30 p.m., it is dark.</p> <p>She saw a car with a broken window at a park-and-ride lot and notified the security guard who didn't know.</p> <p>It is a long distance to walk from the station to the parking lot/parking space.</p> <p>More frequent service is needed, especially more frequent service on weekends (only 30 minutes).</p> <p>The honor system for fares is not working in Sacramento. A gated system is a better system (the subway, BART).</p> <p>Riding at night is dangerous. She doesn't feel very safe by herself. If the trip is not necessary, she doesn't go.</p>
11/6/2014	<p>Serve dinner when you hold meetings in the evening during dinner time. People like to have food. Offer prizes.</p> <p>If you are serving light refreshments and offering prizes, advertise it as an incentive.</p> <p>Let the community center know of the event in advance so they can promote the event. More information other than a calendar listing, such as a full page ad, would draw more attention.</p>
11/6/2014	Had ridden prior on rail and nuisance behavior on trains. What are you doing to address thugs intimidating people?
11/6/2014	Concern about guards clustering, talking on phones, texting, not paying attention
11/6/2014	What is the cost of the dog, officer and car period? That is per year.
11/6/2014	RT should get the city to put in a pedestrian walk between walkway in the center so that elderly and disabled persons have an easier time to catch the bus on either side of the street. As well they don't have to walk as far. This is at Florin Town Center.
11/6/2014	To many driver from 8th and O to 8th and F have passed me up. This is the #51, #34, and #6. This was when I was at the curb, waving and ready to board. One day I was passed up by two buses in a row. Really it was 2 days, not in a row.
11/6/2014	Driver on the 2, 3, and 51 bus do not get or understand the 8th & F Street is a stop. Lots of drivers, there needs to be a bus stop sign there and maybe benches.
11/6/2014	Maintain lights at Meadowview. Priority increase lumination level at Meadowview. Fix Meadowview irrigation timer - floods the parking lot. Sprinkles water rain or shine - we are in a drought!!!
11/6/2014	Guard at Meadowview not paying attention. Lights out at Meadowview.
11/12/2014	I don't like how the light rail doors close. I've been slammed into them and my kid was almost left on one because of how fast they close. I also do not like how some drivers slam down on their brakes. I also think it's more safe for a kid to stay in the stroller instead of taking them out. It's a lot of work when you have a lot of things.
11/12/2014	I was cited for no fare in August - I am disabled and have to use an electric scooter. In August, I was cited for not having my light rail ticket - I purchased a ticket but must have dropped it. I don't disagree with me getting cited but I feel the penalty of \$200+ is too much for not having fare.
11/12/2014	Would like to see a plate on each platform to keep wheel chairs from rolling off the end of the ramp. Loves the mobile app.. Likes our use of DWT.
11/12/2014	When I tell operators of fare machines broken on light rail, they say there is nothing they can do and don't care.
11/12/2014	Issues on train - proof of payment - fare checked by operator, fare checked by officer. Transit officer concerns - wanted option to pay after being checked and not having fare.
11/12/2014	I have been riding public transportation for the past year. I ride light rail and buses 1-2 times per week - I use an electric scooter and am disabled. I would like to know why bus operators can't ask for passengers who are abled bodied to sit elsewhere. The seats for disabled are limited. Please fix this.
11/12/2014	Regional Transit is using too many armed police to harass and intimidate riders. Example - numerous times I've seen we have 20 to 30 armed police officers at one station checking fare. Purpose of having armed police asking riders whether they have fare? Clearly see need for armed police, but not interactions with law-abiding riders. What's wrong with armed police partnering with non-armed transit police checking fare.
11/12/2014	Concern about light rail expecting bicycles that are in motion to move to the sidewalk when bicyclists are ahead of the train and both are moving the same direction. I have witnessed and had happened twice myself, the operator blasting his horn telling a bicycle in motion to move.
11/12/2014	Reduce fares for low-income people. We would like to see it based on how disable people get it. This will increase riders in all areas of Sacramento.
11/12/2014	I have been riding light rail for 7 years. I ride 5 days per week. As a commuter, I don't feel safe due to loud, rude, and abusive language by individuals. There is no accountability to address the unacceptable social behavior. This past Monday (11/10/14), a lady was on the train using foul language and there was no security to deal with bad issues. The light rail cars need to be kept clean. Maybe a public relation campaign addressing prohibited behavior would help.
11/12/2014	Roseville Road station design - walkway from platform to parking lot too narrow. Trees obstruct the way. Grates could be placed over the dirt to provide more places to walk. Speed limit in the lot is too low but also people are driving too fast. Parking stalls becoming less clearly marked due to construction.