



Transit Police Security Model

Robert Grado: Chief of Police

John Perry: Deputy Chief, Law Enforcement Operations Bureau

Steve Martingano: Deputy Chief, Security Operations Bureau

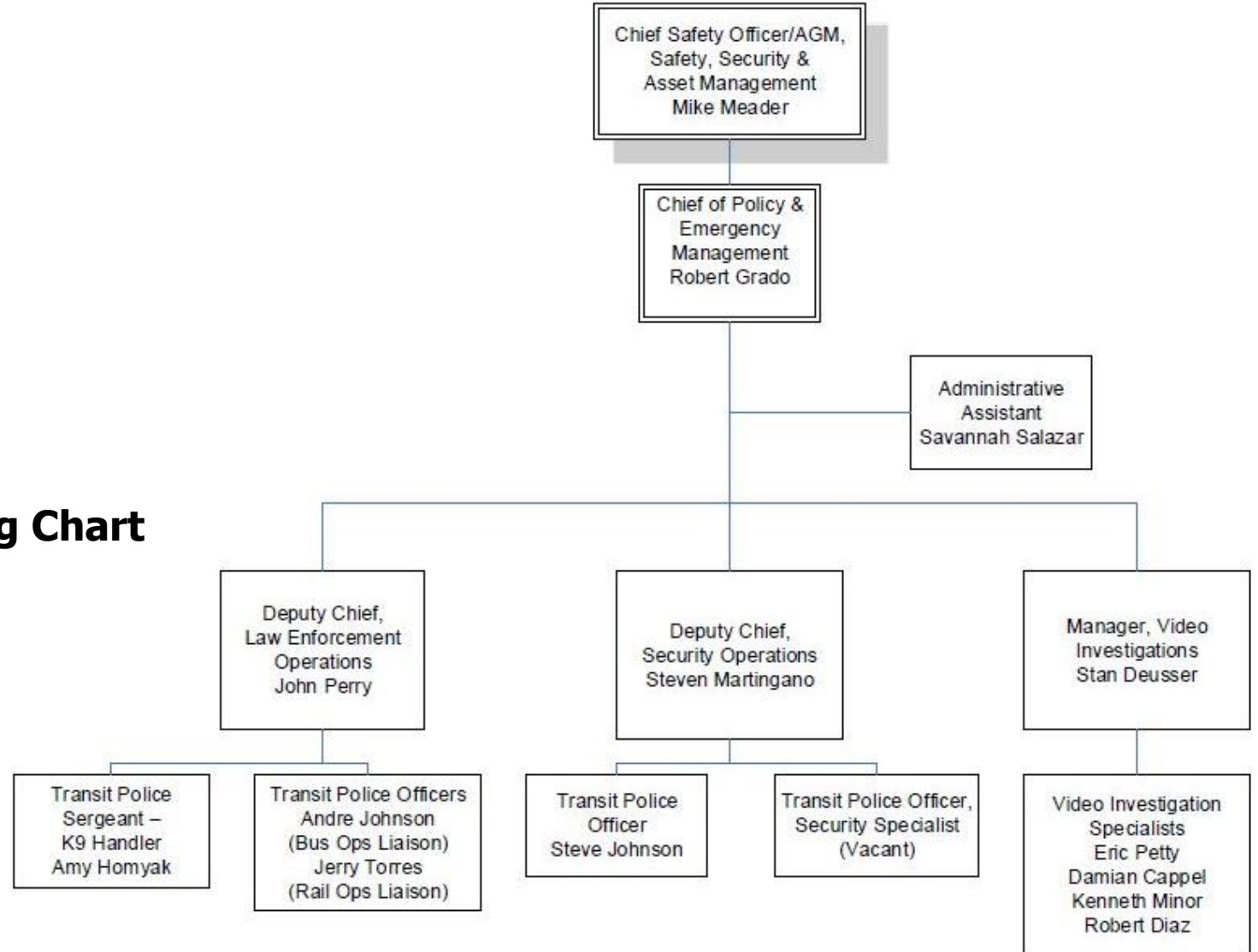


Presented To 2019 Multi-Agency Exchange



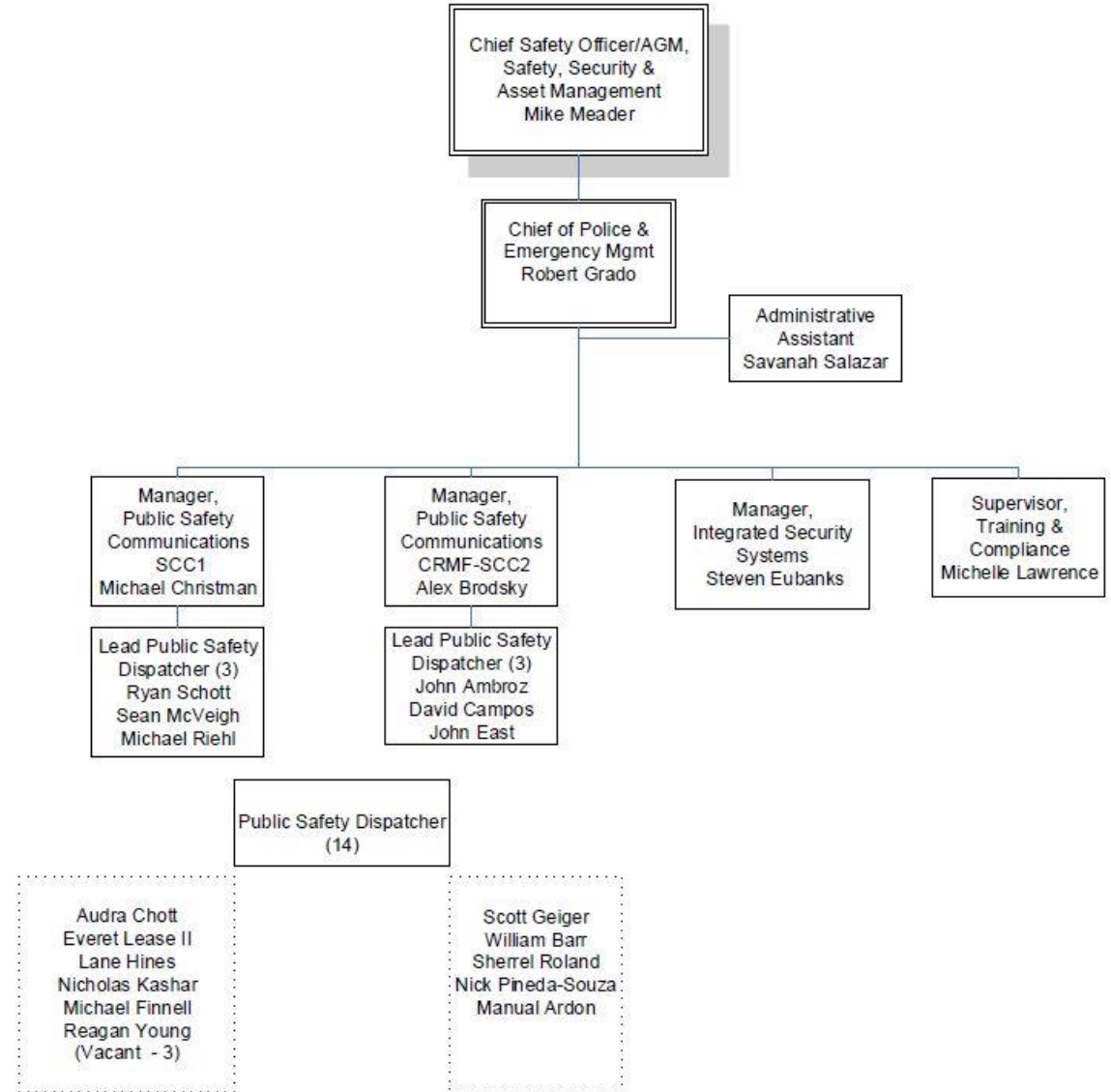


Law Enforcement Operations Org Chart





Emergency Management & Integrated Technology Org Chart



RTD Transit Police Division Overview

- ✓ Law Enforcement Bureau
- ✓ Security Operations Bureau
- ✓ Emergency Services Bureau
- ✓ Technical Services Group



RTD Transit Police Division

- ✓ Budget - \$29 million
- ✓ 32 Non-Sworn employees
- ✓ 10 Sworn Internal Transit Police Officers (21)
- ✓ 300 Armed Contracted Security Officers
- ✓ 250 Secondary Employment Police Officers
- ✓ 80 Sworn Equivalent



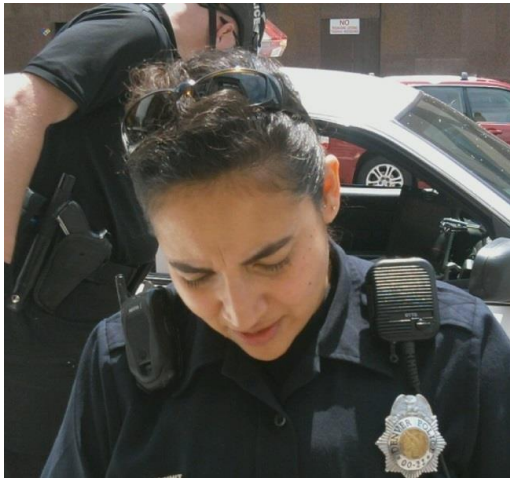
More Than 500 Police & Security Officers

LAW ENFORCEMENT OPERATIONS BUREAU

- ✓ Internal RTD Police Officers
- ✓ Secondary Employment Police Officers
- ✓ Department of Homeland Security Agents
- ✓ Railroad Police Officers



Partnered Law Enforcement Agencies Secondary Employment Program





Law Enforcement Services



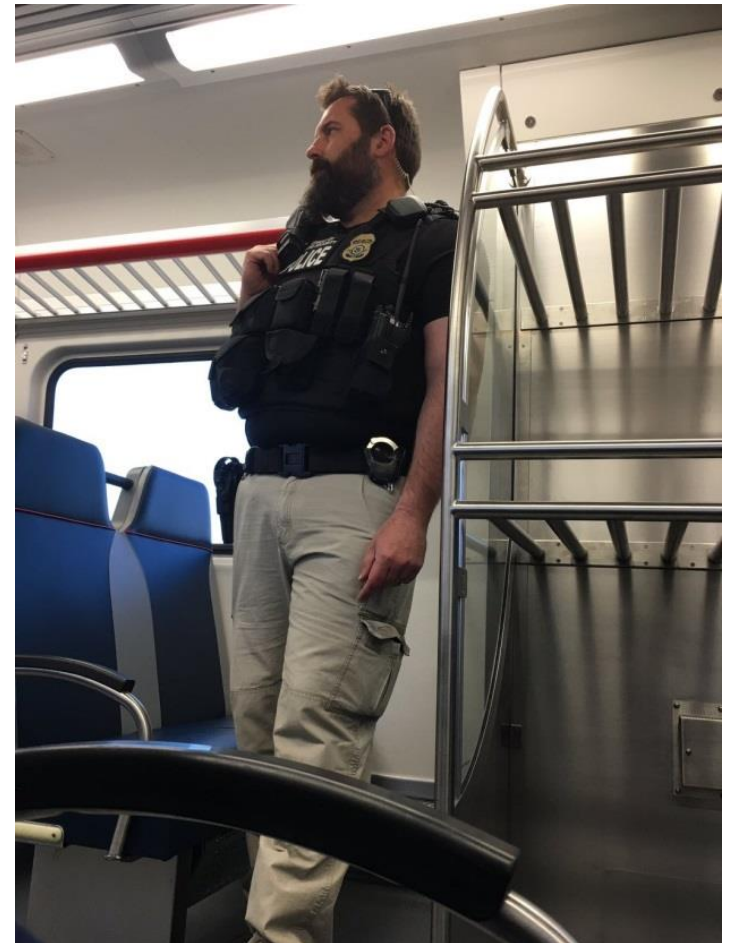
- ✓ **Uniform Patrol**
- ✓ **Plain Clothes**
- ✓ **Special Details**
- ✓ **K-9 Assistance**
- ✓ **Investigations**



VIPR Teams

Visible Intermodal Prevention & Response Team

- Highly Visible
- Work Under Transit Police Authority
- DHS Uniformed
- Behavior Detection





BNSF Railroad Police

Union Pacific Railroad Police

Mutual Aid Partners



- Mutual Aid Agency
- RTD Dispatching
- Large Multi-State Region

SECURITY OPERATIONS BUREAU

- ✓ Contracted Transit Security Officers
- ✓ Allied Universal
- ✓ Nearly 300 Full-Time Staff



Security and Law Enforcement Integration



- Fare Enforcement
- Critical Infrastructure Security
- Bike Patrol
- Mobile Patrol
- Foot Patrol
- Commuter Train
- All Uniformed & Armed



- Integrated with Law Enforcement
- First Point of Contact
- Flex for Special Events



Security Command Center SCC-1 Mariposa Maintenance Facility



Security Command Center SCC-2 Commuter Rail Maintenance Facility



Emergency Services Bureau

- **EMERGENCY SERVICES DISPATCH: PSAP – 911**
- **VIDEO INVESTIGATIONS UNIT**
- **SECURITY TECHNOLOGY MANAGEMENT UNIT**
- **DESIGN CRITERIA OVERSIGHT**
- **EMERGENCY MANAGEMENT – COOP PLAN**

Emergency Services Dispatch Unit

Public Safety Dispatchers: Certified for Law Enforcement & EMS Operations

Approximately 50,000 Annual Calls for help

- Transit Watch Hot Line **Ext: 2911**
- Text Messaging
- Email Support
- Transit Watch App for iPhone and DROID



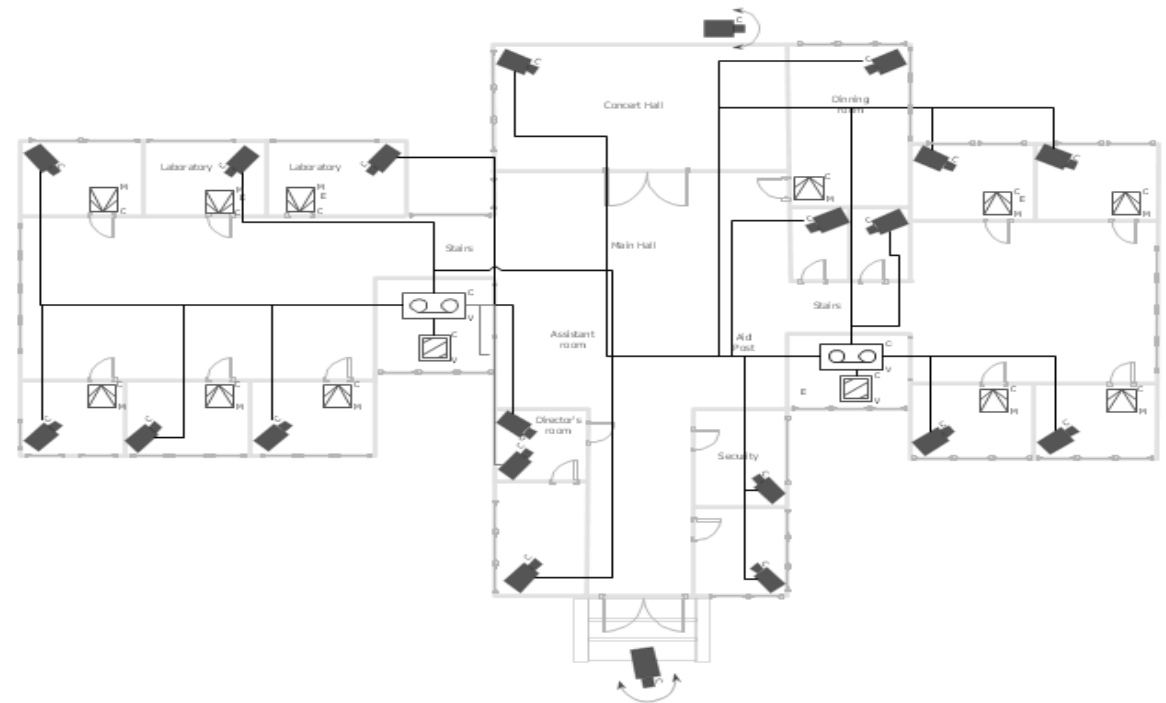
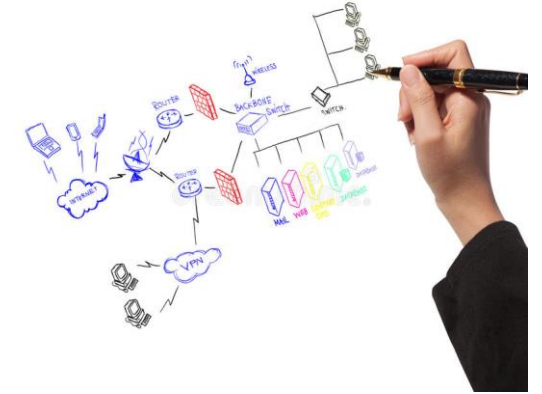
Video Investigations Unit



- **10,000 Video Investigations Annually**
- **35% are Criminal Cases**
- **Internal and External Regional Crimes**
- **Liability or Potential Liability Cases**
- **ADA Investigations**
- **Employee Complaints**
- **Internal & Regional Video Sharing**
- **Policy Against Spying on employees, must have a qualifying event for investigation**

Security Systems and Technology Integration Unit

- **Design Criteria Compliance**
- **CPTED – Environmental Design**
- **Working Across All Divisions:
Fastracks – Commuter Rail – Bus
Operations – Light Rail**
- **Technical Scopes**
- **Embedded IT Liaison**
- **Project Management**
- **Budget Oversight**
- **Regional Collaboration**
- **Internal & Contracted Staff**



OPERATIONAL CHALLENGES

- ✓ **Internal Staffing Shortage:** How do we support an expanding RTD? 911 Dispatchers, Video Investigators, Internal Police
- ✓ **Increased Call Volume:** 50,000 + calls requiring physical response
- ✓ **Office Space Crisis:** Internal & Contracted Management
- ✓ **Consolidation of Operations:** Desire to create a centralized police & security operations facility
- ✓ **Educating Senior Leadership:** How do we get “Buy-in?”

Regional Transportation District 2018 First Quarter Review

January 1 through March 31, 2018



A review of activity occurring within the Regional Transportation District was conducted for the period of January 1 through March 31, 2018. This analysis includes activity on all bus and rail lines, as well as platforms and park and ride locations.

Criminal Incidents

RTD personnel responded to a total of 755 criminal incidents in the first quarter of 2018. This represents a 21% increase over the same timeframe in 2017, when there were 622 criminal incidents. Of note, this does not include Video Investigations, which are not documented as criminal incidents.



Serious Offenses

There were 110 criminal incidents that were serious in nature that occurred in the 1st Quarter of 2018. This is a decrease of 6% from 2017. A chart outlining those offenses by month is included below for review.

Offense	2017	2018	Total	Change from 17
AGGRAVATED ASSAULT	2	2	2	-100%
ARSON	3	1	4	-67%
ASSAULT	60	57	117	-5%
ASSIST OTHER AGENCY	12	10	22	-17%
BOMB THREAT/EXPLOSION	1	1	1	-100%
HOMICIDE	3	1	4	-67%
KIDNAPPING	1	1	1	-100%
OTHER SEX OFFENSE	14	15	29	7%
ROBBERY	8	7	15	-13%
SEXUAL ASSAULT	3	3	3	-100%
WEAPONS OFFENSE	10	19	29	90%
Grand Total	117	110	227	-6%

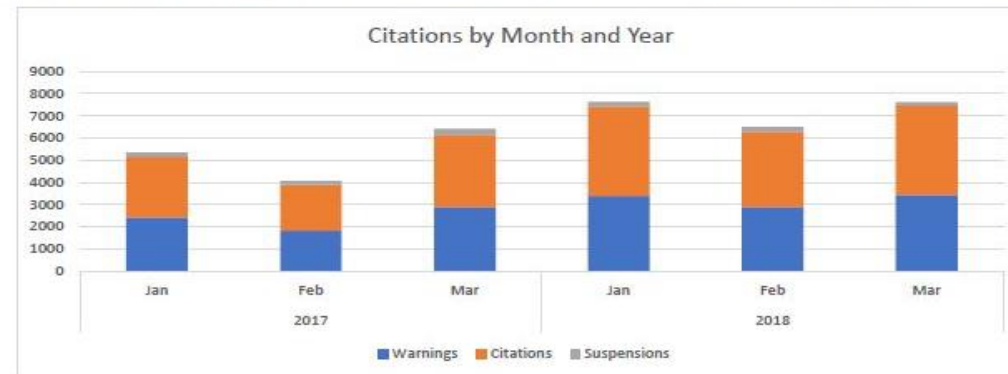
Temporal Analysis

The table below outlines criminal incidents by hour of day and day of week. Red indicates elevated occurrence levels.

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
0	11	20	32	11	15	11	18	118
1	3	4	7	5	5	4	2	30
2	0	3	6	6	3	4	4	26
3	3	4	8	3	5	4	5	32
4	2	2	4	5	3	4	4	24
5	2	5	3	7	4	6	2	29
6	3	6	8	12	10	6	4	49
7	6	16	14	10	9	8	6	69
8	5	14	8	13	11	13	8	72
9	4	10	12	8	7	6	6	53
10	7	6	8	11	12	13	4	61
11	6	12	20	16	16	16	12	98
12	11	22	13	21	21	15	10	113
13	5	13	21	18	16	13	13	99
14	12	11	17	19	13	17	15	104
15	12	14	34	20	16	16	20	132
16	10	13	31	28	22	15	18	137
17	12	11	23	20	19	12	19	116
18	9	14	19	19	21	16	13	111
19	9	8	12	14	6	12	18	79
20	7	5	6	8	15	12	16	69
21	10	3	8	3	5	3	7	39
22	2	9	5	4	6	7	8	41
23	7	7	4	7	6	10	4	45
Grand Total	158	232	323	288	266	243	236	1746

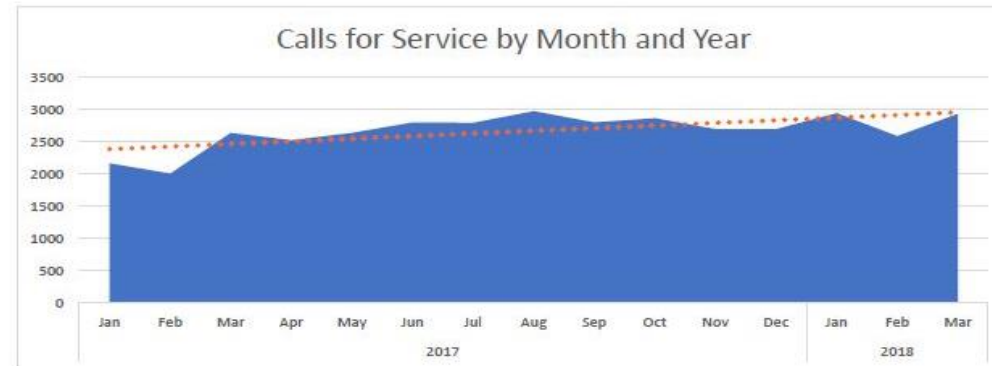
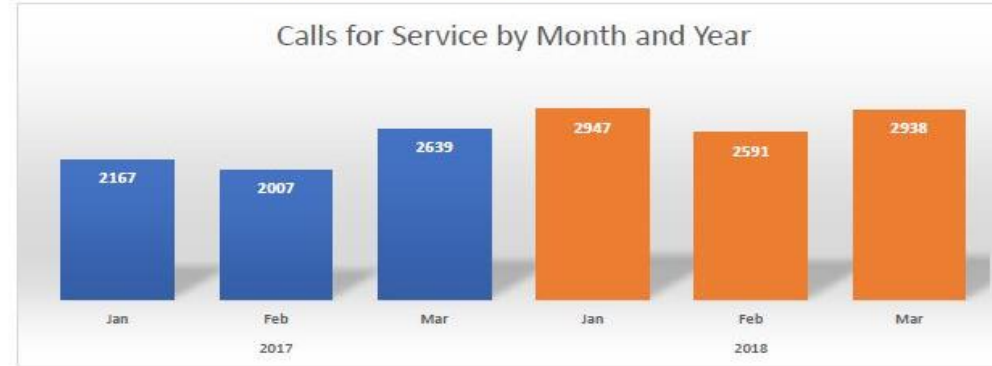
Citations

A total of 21,745 Citations were written in the 1st Quarter of 2018. This represents a 38% increase in enforcement from 15,796 citations issued during the same timeframe in 2017. The charts below outline details regarding these citations.



Calls for Service

RTD personnel responded to a total of 8,476 calls for service in the 1st Quarter of 2018. This is an increase of 24% over the 6,813 calls responded to during the same timeframe in 2017.

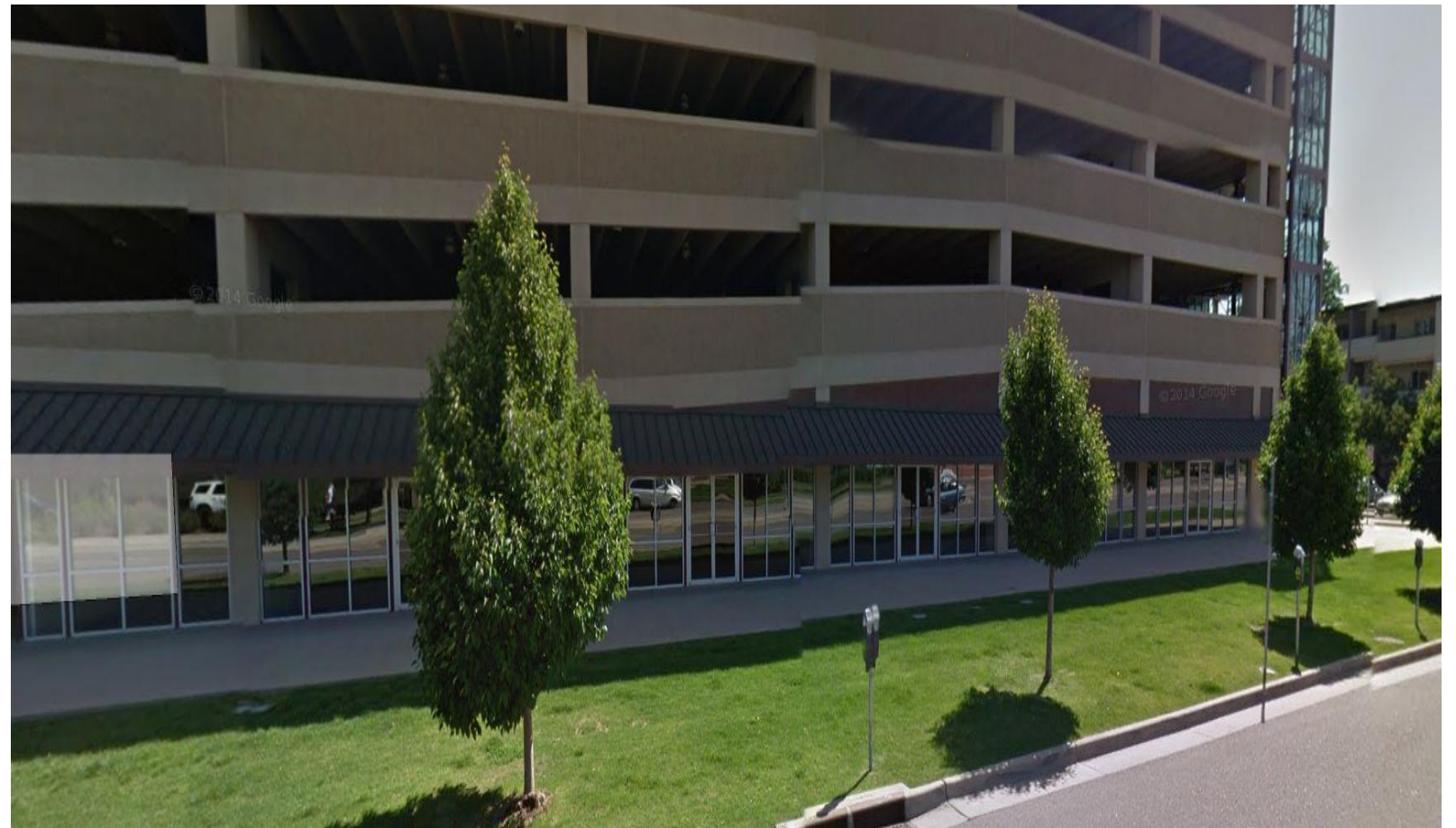


Top Ten Call Locations	Jan	Feb	Mar	Total Calls
1700 WEWATTA ST	619	575	538	1732
1550 BROADWAY	188	185	210	583
1701 WYNKOOP ST	138	131	174	443
1601 CHESTNUT PL	143	139	115	397
1310 FEDERAL BLVD	111	72	117	300
855 S BROADWAY	74	61	69	204
8100 E SMITH RD	42	64	65	171
711 W 31ST AVE	68	47	50	165
11703 E 35TH PL	66	38	51	155
1400 WALNUT ST	42	40	45	127

Operational Restraints

- ✓ **Office Space Crisis:** Internal & Contracted Management
- ✓ **Consolidation of Operations:** Desire to create a centralized police & security operations facility
- ❖ **Reallocation of existing funding \$ 29 Million (2019)**
- ❖ **Data Analyst**
- ❖ **Transit Police Officers (20)**
- ❖ **Cities to participate: Embedded Officer Liaison**

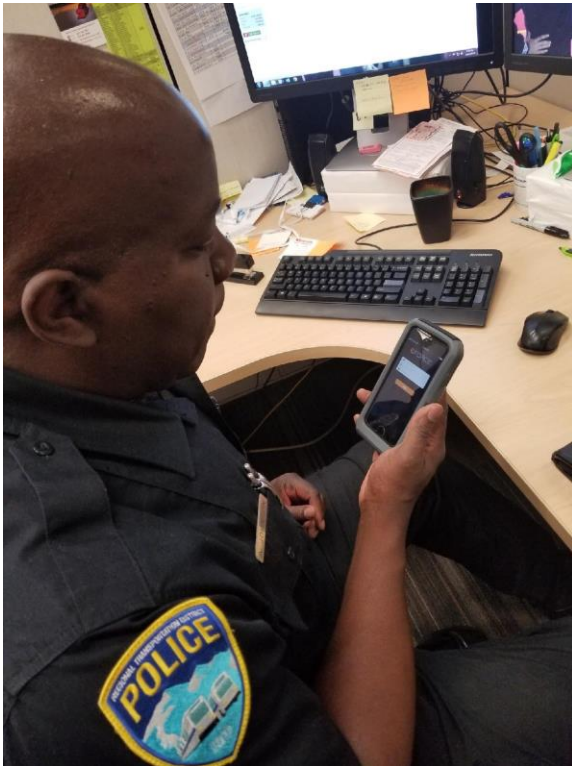
University PSOC Space: 18,000 Square Feet



University POC – In Design Phase



How **RTD** Transit Police Leverage Technology to Advance Transit Security



Transit Watch App:



Text Form



Call Direct



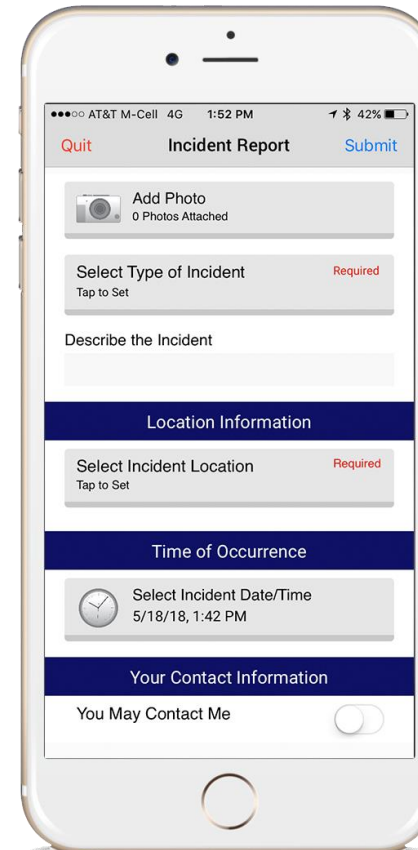
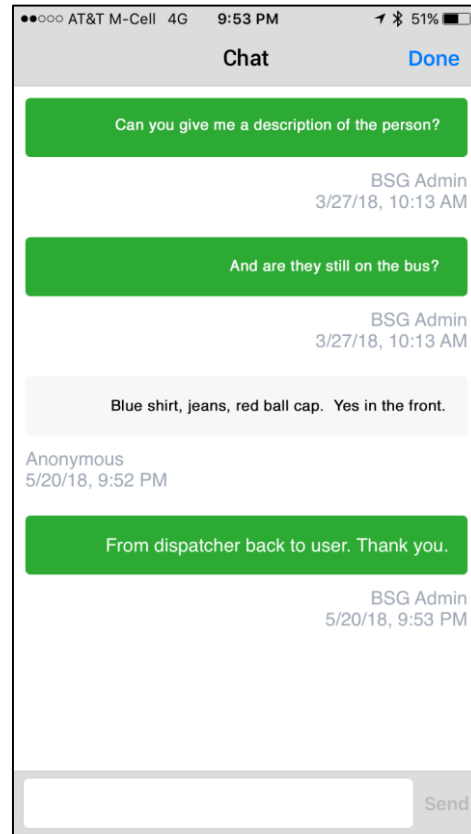
RTD
TRANSIT
WATCH

BSG
THE BRASS STAR GROUP, LLC.

- ✓ Easy to Use Buttons & Tabs
- ✓ Call Transit Police Directly
- ✓ Submit an Incident Report Form w/ Photo(s)
- ✓ Get Response and Feedback on Reports
- ✓ Learn DHS 8 Signs of Terrorism (related to transit)
- ✓ Get Transit Agency Alerts (if available)
- ✓ Link to RTD Denver Website

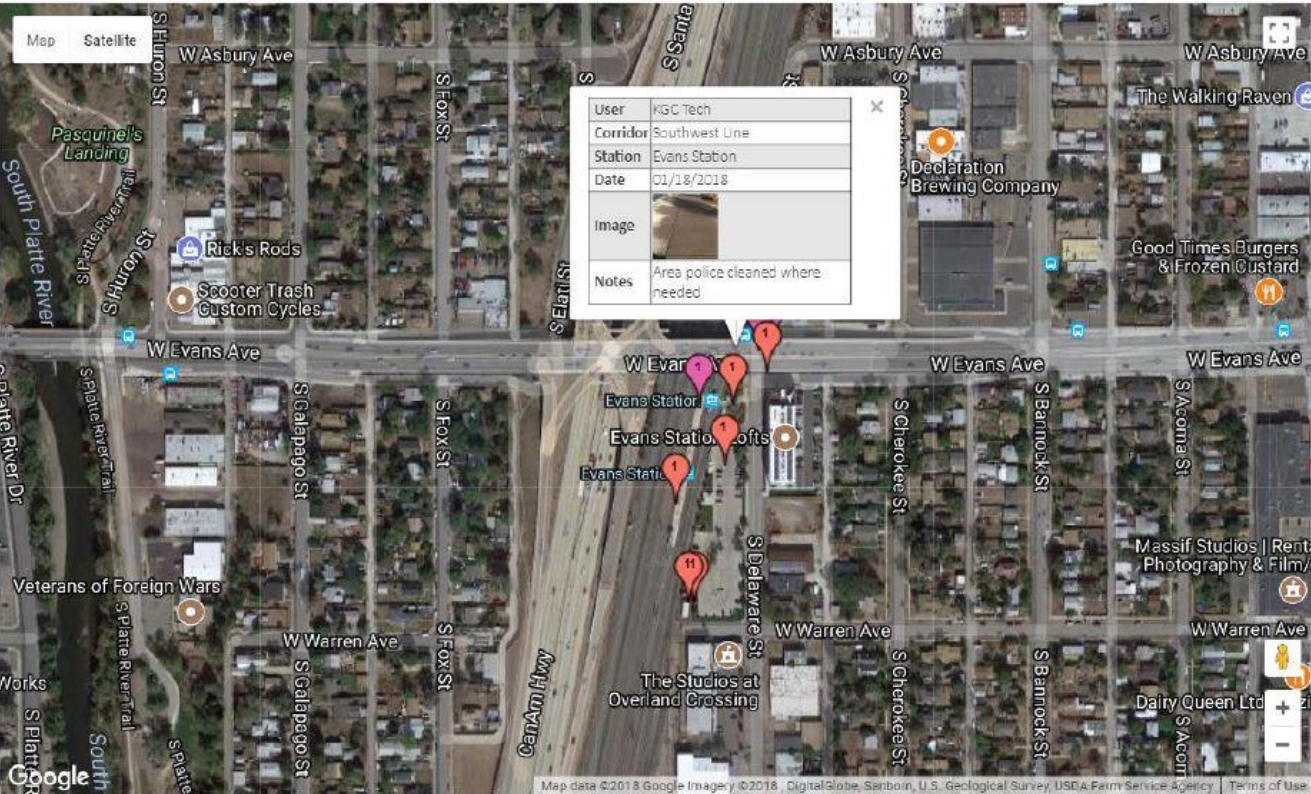


Apple IOS & Droid



Map to Track Software

75 markers returned



Trips

Movement start	Movement end	Total trips length, mi	Travel time	Average speed, mph	Max. speed, mph
Jul 23, 2017 (Sun) : 14					
02:55 1275-1311 KS-14, Ellsworth, KS 67439, USA	03:00 1275-1311 KS-14, Ellsworth, KS 67439, USA	0	0 h 05 m	0.62	1.86
04:33 1275-1311 KS-14, Ellsworth, KS 67439, USA	04:38 1275-1311 KS-14, Ellsworth, KS 67439, USA	0	0 h 05 m	0.62	1.86
07:51 1275-1311 KS-14, Ellsworth, KS 67439, USA	07:56 1275-1311 KS-14, Ellsworth, KS 67439, USA	0.01	0 h 05 m	0.62	1.86
08:01 1154-1172 S Grand Ave, Ellsworth, KS 67439, USA	08:13 1307 Aylward St, Ellsworth, KS 67439, USA	2.32	0 h 11 m	11.18	2.49
09:14 1307 Aylward St, Ellsworth, KS 67439, USA	09:25 1420 Foster Rd, Ellsworth, KS 67439, USA	0.18	0 h 11 m	0.62	0
09:27 Dees Ave, Ellsworth, KS 67439, USA	10:01 4135-4147 Bunker Hill Luray Rd, Bunker Hill, KS 67626, USA	29.43	0 h 34 m	2.49	59.03
10:21 I-70, Victoria, KS 67671, USA	11:06 I-70, Quinter, KS 67752, USA	58.67	0 h 44 m	37.28	80.78
11:32 I-70, Oakley, KS 67748, USA	12:33 2561-2583 Commerce Rd, Goodland, KS 67735, USA	61.58	1 h 01 m	44.74	81.4
12:34 2103 Enterprise Rd, Goodland, KS 67735, USA	12:53 2595-2621 Commerce Rd, Goodland, KS 67735, USA	0.58	0 h 19 m	1.86	9.94
12:57 7410-11418 Commerce Rd, Goodland, KS 67735, USA	15:42 6537-6599 E 17th Ave, Denver, CO 80220, USA	192.31	2 h 44 m	77.05	89.48
16:05 1701 Magnolia St, Denver, CO 80220, USA	16:10 6537-6599 E 17th Ave, Denver, CO 80220, USA	0	0 h 05 m	0	0
19:02 1701 Magnolia St, Denver, CO 80220, USA	19:08 1701 Magnolia St, Denver, CO 80220, USA	0.08	0 h 06 m	0.62	3.73
19:42 1701 Magnolia St, Denver, CO 80220, USA	19:53 1771 N Lacust St, Denver, CO 80220, USA	0.19	0 h 10 m	1.24	3.73
19:55 6537-6599 E 17th Ave, Denver, CO 80220, USA	20:00 6537-6599 E 17th Ave, Denver, CO 80220, USA	0.01	0 h 05 m	0	0
In total:		345.38	6 h 29 m	12.78	89.48

Summary

Trips	14
Total trips length, mi	345.38
Travel time	6 h 29 m
Average speed, mph	12.78
Max. speed, mph	89.48
GPS odometer value, mi	1923.18

GPS mileage for the specified period of time amounts to 402.03 mi. Most GPS tracking devices are equipped with the internal GPS mileage counters that enable devices to calculate distance on its own including points logged between the trips, i.e. during the parking state. This is the reason GPS mileage may slightly exceed the total trips length. To avoid any confusion, please consider "Total trips length" as the most accurate value.

Mobile Video Solution

- Buses and LRV's
- Nearly 12,000 HD cameras
- Remote IP download for viewing and secure case management (sharing)
- Web Server facilitates video viewing and sharing on desktop, laptop and mobile devices



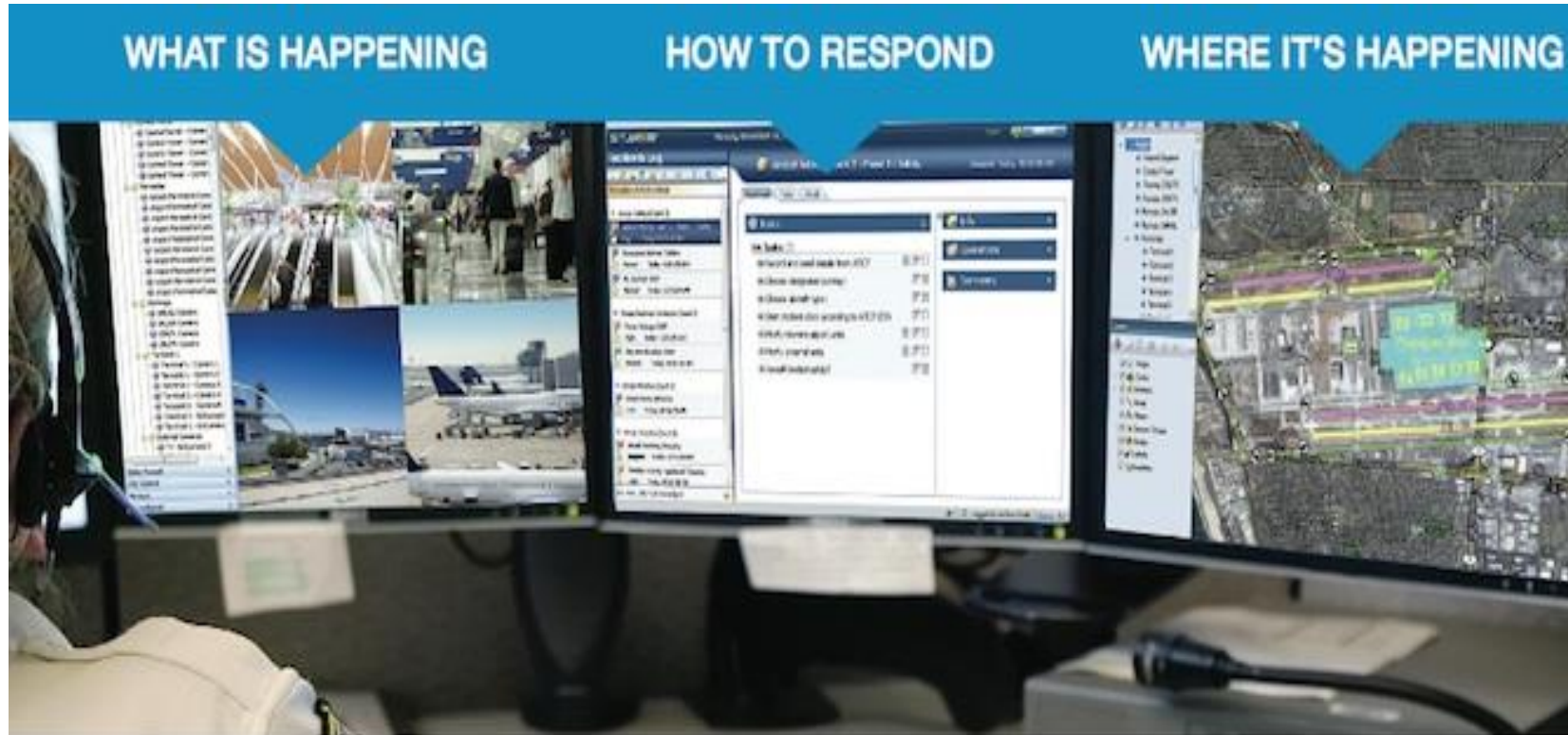
Live Look-in & Talk-down (New Project)

Deployment & Management of Technology: Bus & Train Mobile CCTV



Situation Management “Situator”

“One Big System”

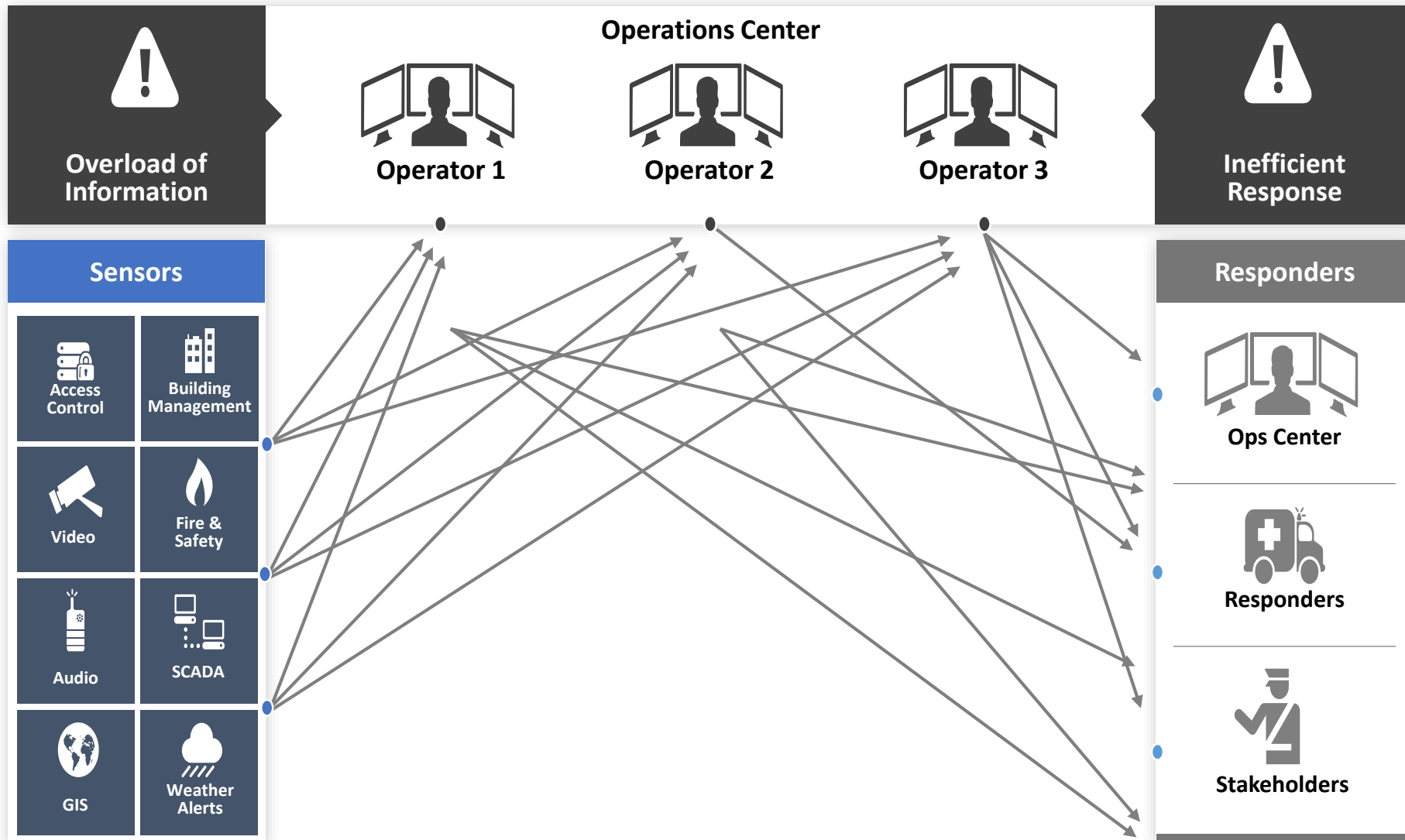


- ✓ CCTV
- ✓ CAD Dispatch
- ✓ Emergency Phones
- ✓ Access Control
- ✓ Text Messaging
- ✓ Transit Watch App
- ✓ Security Systems
- ✓ Fire Alarms
- ✓ Regional CCTV Sharing
- ✓ Standardized SOP's
- ✓ Security System Maintenance
- ✓ COOP
- ✓ ReadyOp Communications
- ✓ Employee Managed

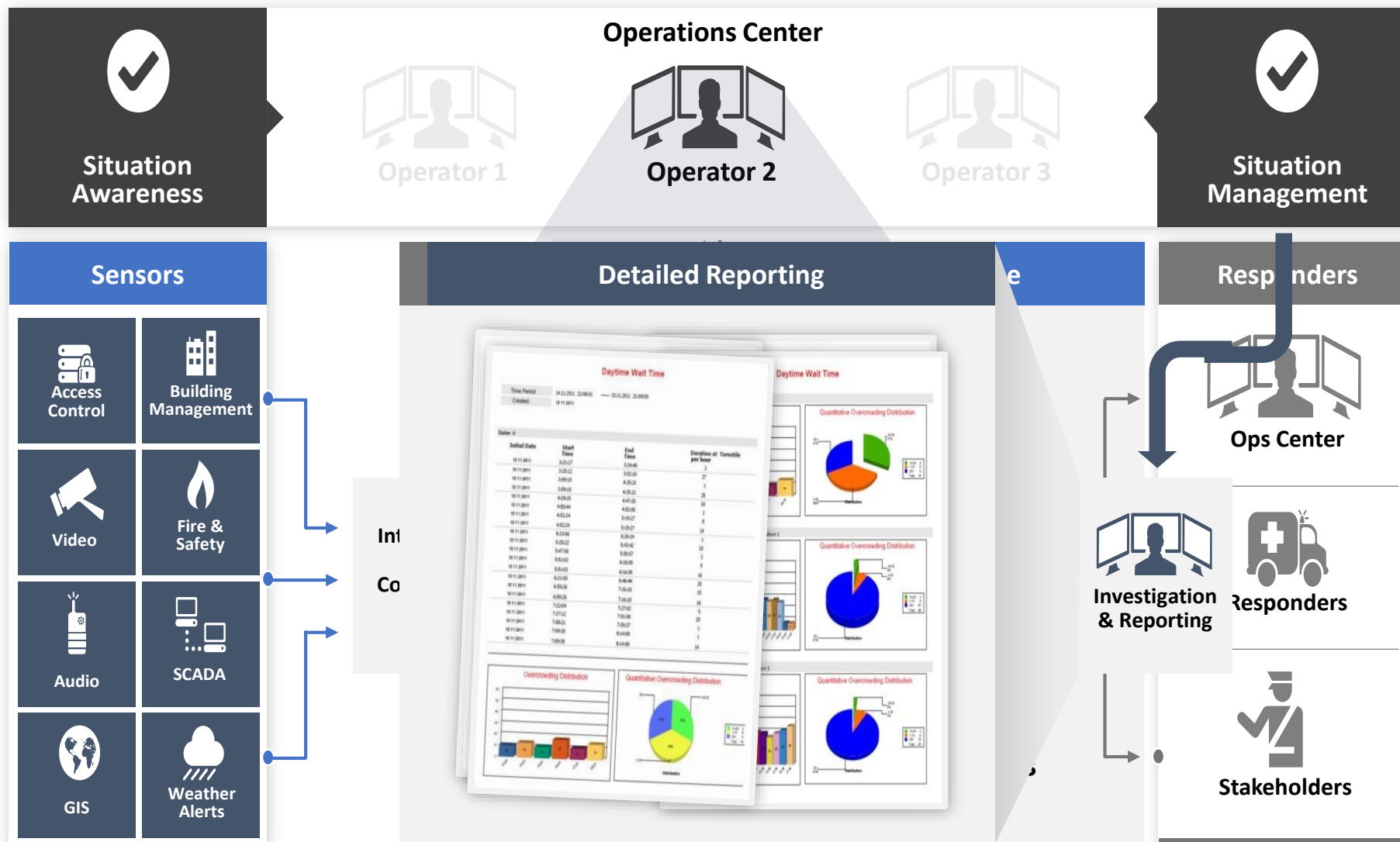
- ✓ **SCC-2 Redundancy**

Standardized Training & Response to Incidents

The Situation Today



Situation Management with Situator



Emergency Phone E-TEL: Integration

The screenshot displays the Situator Control Room interface. At the top, there is a menu bar with 'File', 'View', 'Tools', and 'Help'. Below this is a toolbar with icons for 'New Incident', 'New Message', 'Deploy Procedure', 'Quick Launch', and 'Phone Dialer'. The main area shows three video feeds:

- 1 - [7821] - Colorado 11 PTZ Platform NB:** Shows a train platform with tracks and a yellow tactile strip. Resolution: 1920X1080.
- 2 - [11295] - Osage 1 Bike Rack:** Shows a bike rack area with people. A sensor overlay is visible:

Sensor	
Name:	5239
Direction:	0°
Sensor Type:	Bus Radio
Mode:	Armed
State:	Normal

 Resolution: 1920X1080.
- 3 - [11295] - Osage 1 Bike Rack:** Shows the same bike rack area from a different angle. Resolution: 1920X1080.

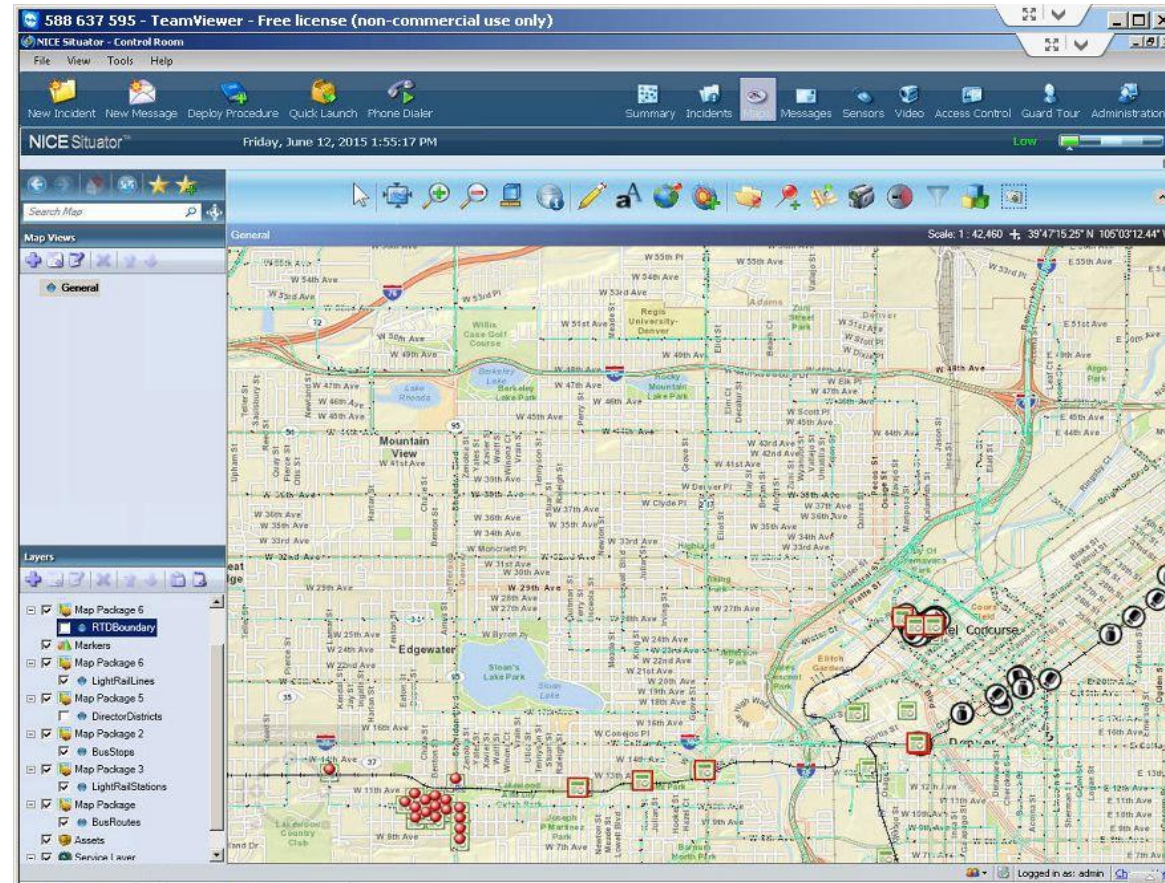
At the bottom right, a 'New Incident' notification is displayed:

New Incident	
Name:	E-Phone 10th and osage (12 10/Osa...
Type:	E-PHONE FALSE

On the left side, there is a 'Video Source' panel with 'Cameras' and 'Virtual Tours' options. At the bottom left, there are controls for 'Video Pursuit', 'PTZ Control', 'Screens', and 'Video Export Log'.

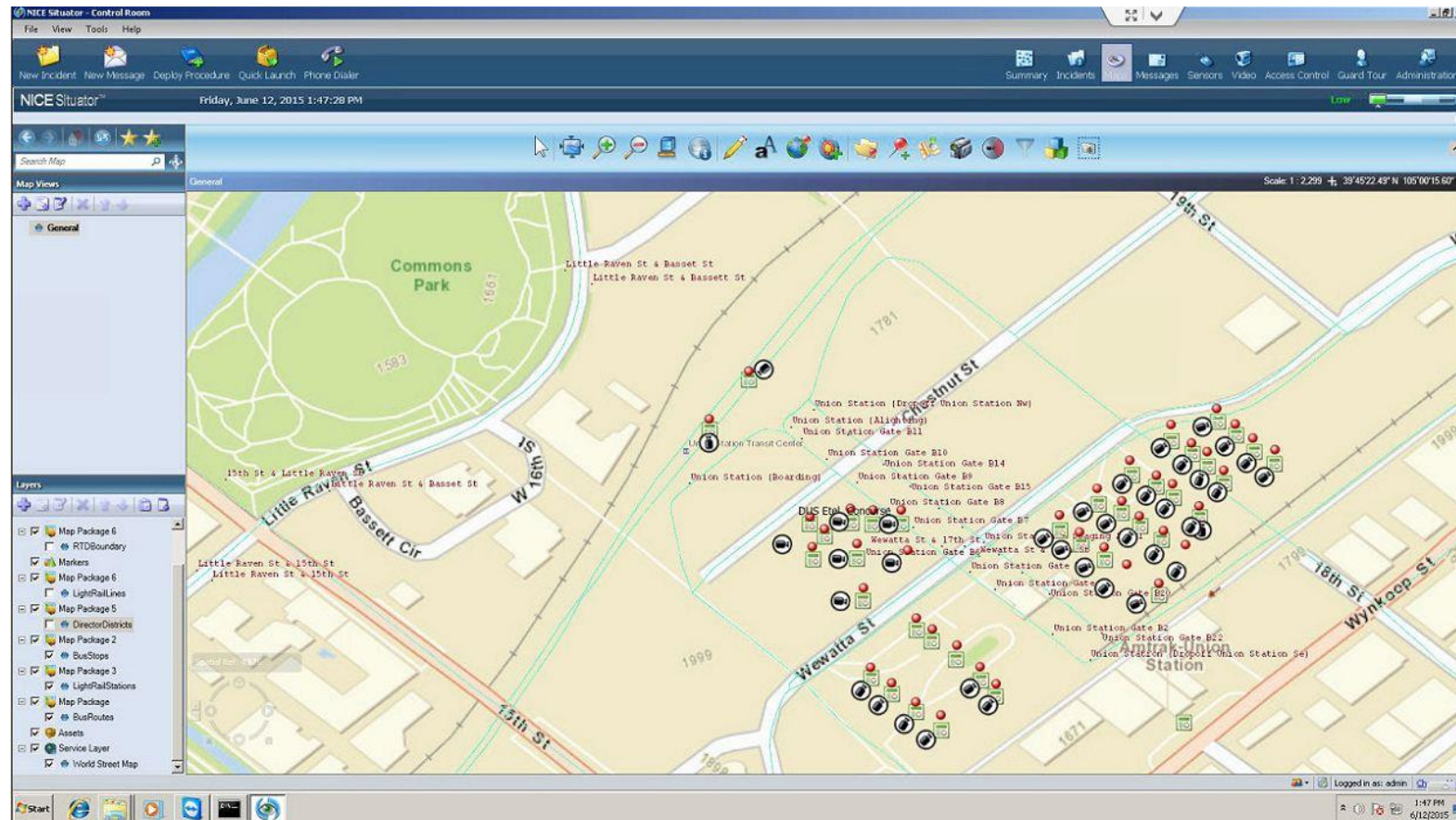
Situator

Emergency Phone Activation Example



Situator

Emergency Phone Activation Example



Situator

Emergency Phone Activation Example

The screenshot displays the NICE Situator Control Room interface. The window title is "588 637 595 - TeamViewer - Free license (non-commercial use only)". The application title is "NICE Situator - Control Room". The interface includes a menu bar (File, View, Tools, Help) and a toolbar with icons for "New Incident", "New Message", "Deploy Procedure", "Quick Launch", and "Phone Dialer". The main display area shows a video feed of a public space, with a red box highlighting a specific area. The video source is identified as "2 - DUT 2 Etel/TVM South". A notification window in the bottom right corner displays the following information:

1 Notification

New Incident

Name: E-Teller Alarm from 3036232764

Description: E-Teller-DENVER

The interface also features a "Video Source" list on the left side, containing various camera locations such as "DUS Bus Ramp East - 1" through "DUS Gate 22-20", "DUS Stairwell 11 Landing", "DUS Stairwell 11 Lower", "DUS Stairwell 11 Mid", "DUS West Portal", and "DUT 1 PTZ SouthEast". The bottom of the screen shows the Windows taskbar with the Start button and system tray icons, including the time "1:52 PM" and date "6/12/2015".



SOP: Call Handling Procedures

The screenshot displays the Situator Control Room interface. On the left is the Incidents Log, showing a list of incident categories: ENS (1), Maintenance (55), Repaired (2), CAD CALL (73), and Change Requests (38). The selected incident is 'ENS Call 9:19 AM by ISRAEL LAUFER'.

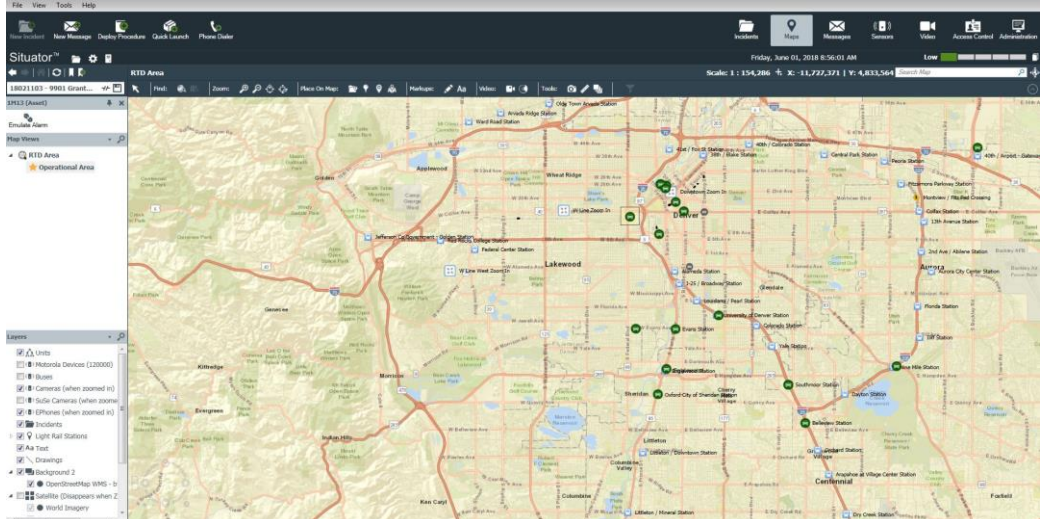
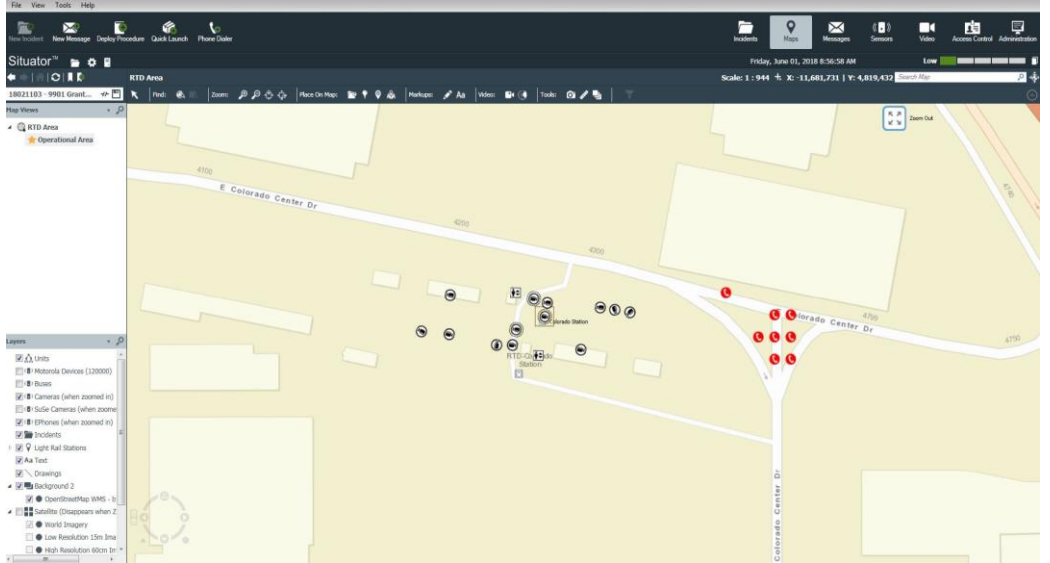
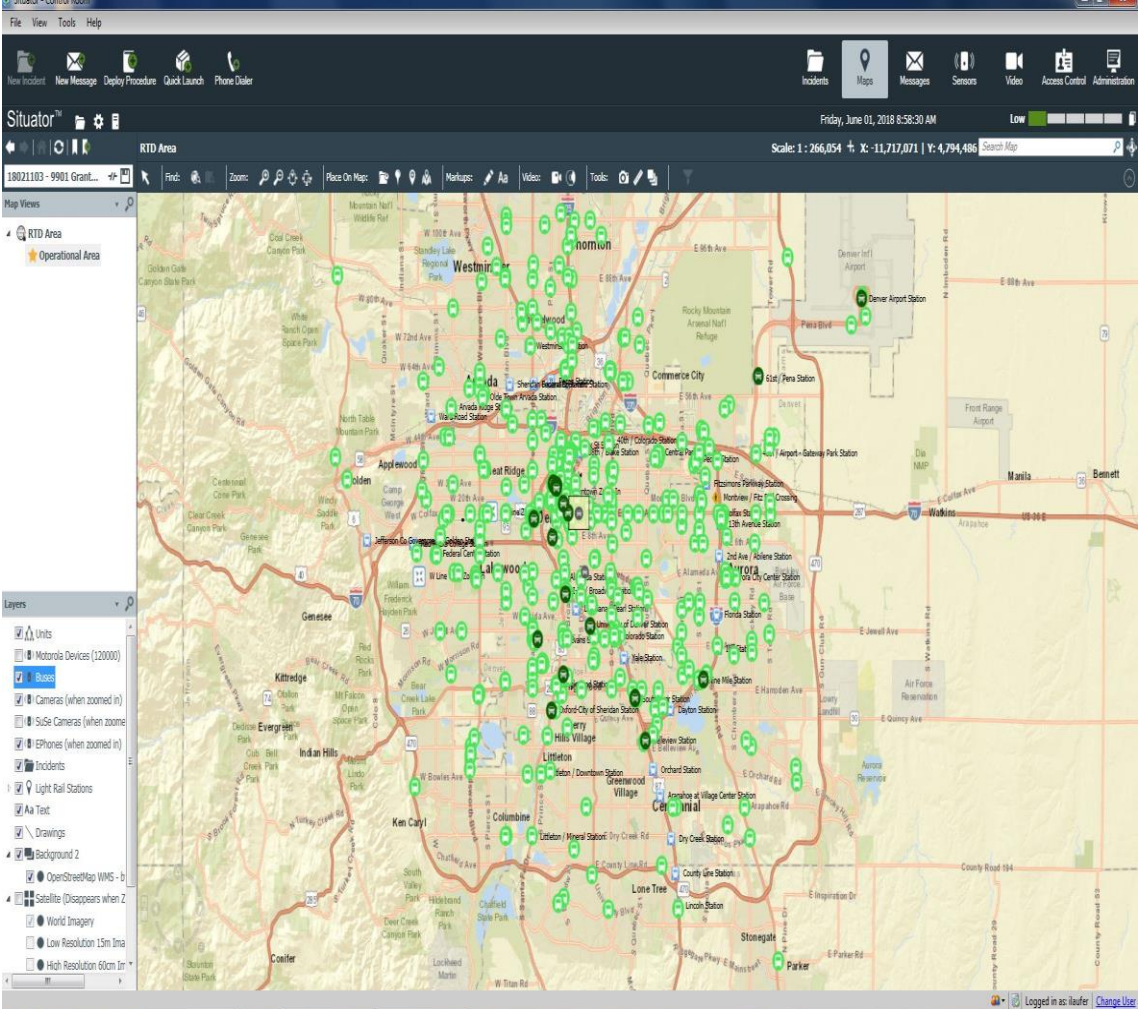
The main window shows the 'Standard Questions' form for this incident. The form includes the following fields and options:

- Caller Full Name: John Doe
- Callback Number: 303-123-4567
- Employing Company / Agency: [Empty]
- Organization: Highway Traffic Official
- Utility Details:
 - RTD Corridor/ Rail Line: [Empty]
 - PnR Name: [Empty]
 - Location:
 - Nearest Street Name, Nearest Cross Street: [Empty]
 - Nearest Street Name, Nearest Cross Street: [Empty]
 - Nature of Problem: [Empty]
- Damage to RTD Tracks?: Yes (selected), No, Unknown
- Notify MOW via 3480: Notified
- Damage to RTD Facilities?: Yes (selected), No, Unknown
- Notify FM via 3000: Notified

On the right side of the form, there is a 'Send Email' section with a 'Send as Message' button and a checkbox for 'Email Sent'.



Maps & Sensors



Access Control: Full Integration to Lenel System

Situator - Control Room

File View Tools Help

New Incident New Message Deploy Procedure Quick Launch Phone Dialer

Incidents Maps Messages Sensors Video Access Control Administration


Situator™

Access Control Friday, June 01, 2018 9:22:43 AM Low


Pause

Event	Time	Badge ID	User	System	Sensor	Sensor Mode	Sensor State	Site
Access Granted	Today, 9:21:17 AM	30024	HALE, JOHN	Lenel OnGuard Access Con...	Treasury Main Interior (In)	Armed	Normal	Global
Access Granted	Today, 9:21:11 AM	30024	HALE, JOHN	Lenel OnGuard Access Con...	Treasury Main Exterior (In)	Armed	Alarm	Global
Access Granted	Today, 9:20:01 AM	10906	SMITH, JAMES	Lenel OnGuard Access Con...	Treasury hall to rev repair	Armed	Alarm	Global
Access Granted	Today, 9:16:37 AM	30541	WOOTEN II, CHARLES	Lenel OnGuard Access Con...	Blake Door ADA	Armed	Alarm	Global
Access Granted	Today, 9:16:06 AM	30024	HALE, JOHN	Lenel OnGuard Access Con...	Treasury Main Exterior (...)	Armed	Normal	Global
Access Granted	Today, 9:16:00 AM	33414	GARCIA, ANNIE	Lenel OnGuard Access Con...	Treasury lunch room	Armed	Alarm	Global
Access Granted	Today, 9:15:54 AM	30024	HALE, JOHN	Lenel OnGuard Access Con...	Treasury Main Interior (O...	Armed	Normal	Global
Access Granted	Today, 9:13:32 AM	32237	MOTT, SKYLAR	Lenel OnGuard Access Con...	Blake Door Dock	Armed	Alarm	Global
Access Granted	Today, 9:13:21 AM	30125	MEMIC, EDIN	Lenel OnGuard Access Con...	Blake Door ADA	Armed	Alarm	Global
Access Granted	Today, 9:13:18 AM	30024	HALE, JOHN	Lenel OnGuard Access Con...	Treasury lunch room	Armed	Alarm	Global
Access Granted	Today, 9:12:56 AM	12808	EUBANKS, STEVEN	Lenel OnGuard Access Con...	SCC 013 Sec Sys Admin	Armed	Normal	Global
Access Granted	Today, 9:12:52 AM	12808	EUBANKS, STEVEN	Lenel OnGuard Access Con...	SCC 013 Sec Sys Admin	Armed	Normal	Global
Access Granted	Today, 9:12:46 AM	18053	GRADO, ROBERT	Lenel OnGuard Access Con...	SCC 012 Office (Chief)	Armed	Normal	Global
Door Forced Open Canceled	Today, 9:11:28 AM			Lenel OnGuard Access Con...	SCC 007 Front Door	Armed	Alarm	Global
Access Granted	Today, 9:11:27 AM	35538	ISRAEL LAUFER	Lenel OnGuard Access Con...	SCC 007 Front Door	Armed	Alarm	Global
Door Forced Open	Today, 9:11:26 AM			Lenel OnGuard Access Con...	SCC 007 Front Door	Armed	Alarm	Global
Access Granted	Today, 9:10:02 AM	1977	STADLER, JAMES	Lenel OnGuard Access Con...	Blake Door ADA	Armed	Alarm	Global
Access Granted	Today, 9:07:44 AM	32174	HANIE, ANGELA LYNNE	Lenel OnGuard Access Con...	Blake Door ADA	Armed	Alarm	Global
Access Granted	Today, 9:06:43 AM	19757	ROSS-AMATO, JENIFER	Lenel OnGuard Access Con...	Blake Door ADA	Armed	Alarm	Global
Access Granted - Anti-Passback Used	Today, 9:05:51 AM	35249	NOBLES, HERMAN	Lenel OnGuard Access Con...	Treasury Main Interior (In)	Armed	Normal	Global


Filter incoming Access Control events according to Results Edit Filter




JOHN HALE
Badge: 30024




ANNIE GARCIA
Badge: 33414




JOHN HALE
Badge: 30024




SKYLAR MOTT
Badge: 32237




EDIN MEMIC
Badge: 30125




JOHN HALE
Badge: 30024




STEVEN EUBANKS
Badge: 12808




STEVEN EUBANKS
Badge: 12808



ROBERT GRADO
Badge: 18053

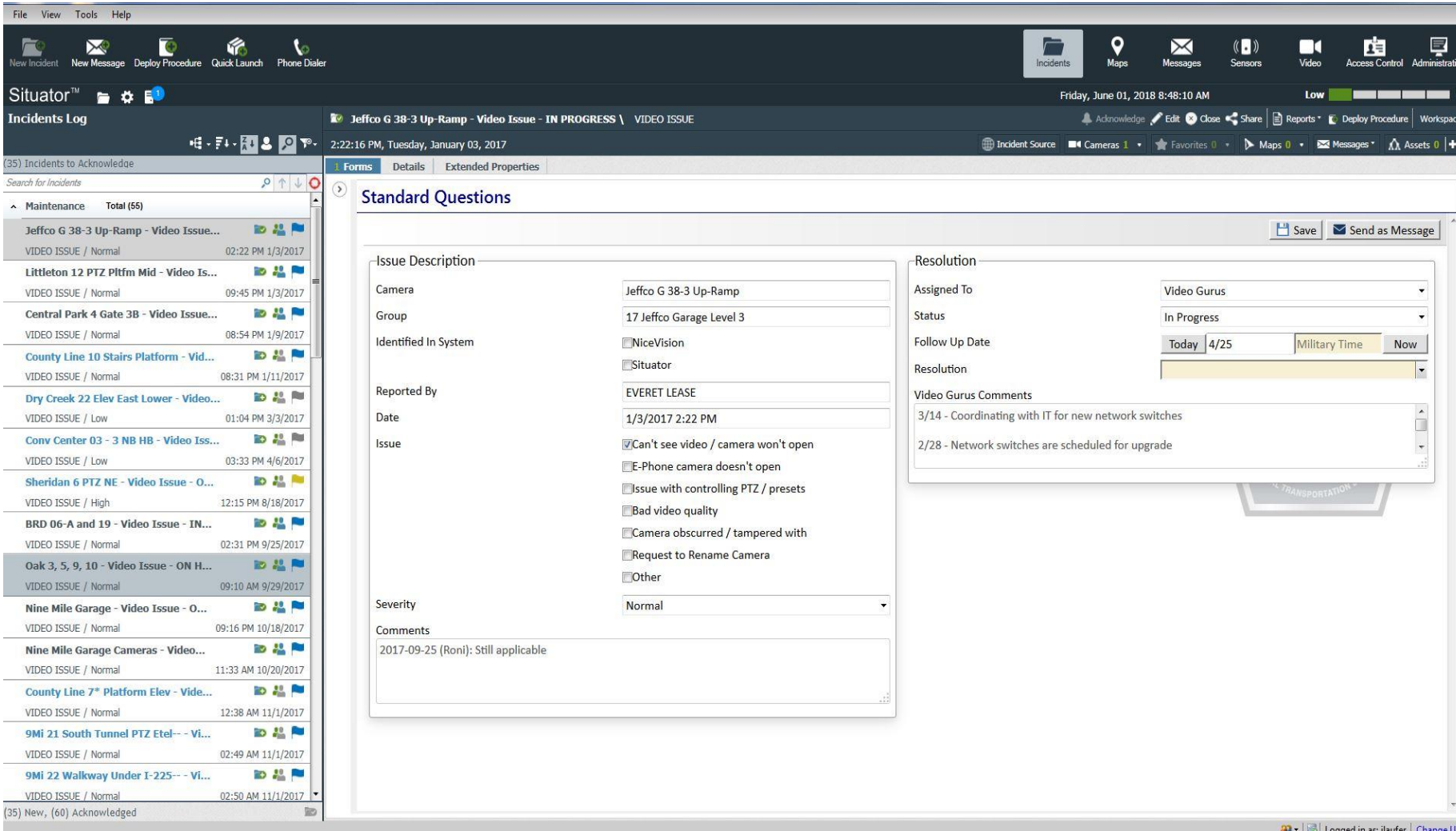


ISRAEL LAUFER
Badge: 35538



JAMES STADLER
Badge: 1977

Integrated System Maintenance Reporting



The screenshot displays the Situator software interface. The main window shows a 'Standard Questions' form for a video issue report. The form includes the following fields and options:

- Issue Description:**
 - Camera: Jeffco G 38-3 Up-Ramp
 - Group: 17 Jeffco Garage Level 3
 - Identified In System: NiceVision, Situator
 - Reported By: EVERET LEASE
 - Date: 1/3/2017 2:22 PM
 - Issue: Can't see video / camera won't open, E-Phone camera doesn't open, Issue with controlling PTZ / presets, Bad video quality, Camera obscured / tampered with, Request to Rename Camera, Other
 - Severity: Normal
 - Comments: 2017-09-25 (Roni): Still applicable
- Resolution:**
 - Assigned To: Video Gurus
 - Status: In Progress
 - Follow Up Date: Today 4/25, Military Time, Now
 - Resolution: [Dropdown menu]
 - Video Gurus Comments: 3/14 - Coordinating with IT for new network switches, 2/28 - Network switches are scheduled for upgrade

The interface also shows a sidebar with a list of incidents, including 'Jeffco G 38-3 Up-Ramp - Video Issue - IN PROGRESS', and a top navigation bar with options like 'New Incident', 'New Message', 'Deploy Procedure', 'Quick Launch', and 'Phone Dialer'.

- ✓ **Daily Reports**
- ✓ **Follow-up Reminders**
- ✓ **Completion Notice**
- ✓ **End User Reportable**
- ✓ **Improvement Suggestions from Dispatchers**
- ✓ **Weekly Review with Managers & Service Technicians**

Thank You



Questions?

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