

From: VTA Board Secretary
Sent: Thursday, June 30, 2022 3:00 PM
To: VTA Board of Directors
Subject: From VTA: VTA's response to E. Bradley's question on system security

VTA Board of Directors:

We are forwarding for your information VTA's response to Eugene Bradley's question regarding VTA's system security.

Thank you.

From: Childress, Brandi <redacted>
Sent: Wednesday, June 29, 2022 3:43 PM
To: Eugene Bradley <redacted >
Cc: Gentry, Lapreasha <redacted >; Orlando, Eva <redacted >; VTA Board Secretary <Board.Secretary@vta.org>; Lawson, James <redacted>; Lucero, Susan <redacted >; Baltao, Elaine <redacted >; Cardoza, Jose <redacted >; Garcia, Octavio <redacted >; Hendler ross, Stacey <redacted >
Subject: RE: [EXTERNAL] Follow-up from 6/17/2022 VTA Board mtg. re: system security

Hello Eugene, and thank you for your patience as I looked into your questions.

We certainly appreciate the concern for our employees and those who are in the field protecting them and our riders. A system spanning an entire county with tens of thousands of customer interactions a day can make for an extremely complex environment. However, VTA's contracted sworn Law Enforcement officers and non-sworn security guards are dedicated to VTA's system and they take their responsibilities to protect and serve very seriously.

As you know, the Sheriff's Office Transit Patrol Unit is dedicated to providing primary law enforcement for the VTA system. These sworn officers are charged with patrolling transit centers and VTA property in addition to handling calls for service. VTA's non-sworn security guards are responsible for dozens of stations and routes throughout Santa Clara County. Your point is well taken about undercover officers, in addition to uniformed, riding onboard vehicles. Admittedly, these resources are expected to be able to cover broader areas of the system at any given time and throughout a 24-hour period, making them more effective and available when not riding one route, for example.

Undercover activities do occur as resources allow, with emphasis on "as resources allow". As in most law enforcement arenas, resources are spread extremely thin but we will look into what can be done to address system security issues. Other local law enforcement agencies assist with calls for service, crimes or incidents that take place in their respective jurisdictions. And we contract, for example, with the San Jose Police Department to help with the VTA BART facilities.

Lastly, your recommendation for increased signage to help deter operator assaults is a good recommendation. Thank you for the examples you shared from other transit systems. We have been working on a campaign focused on customer assaults but we can and will expand upon that messaging while working with our union partners and the District Attorney's Office to do so.

Expect more information during the August 2022 Board meeting where we will be reporting on a review of current protective services efforts and recommendations for policies that would increase security and support for VTA employees. We will also be working in continued partnership with the District Attorney's Office on long-term policy improvements.

We appreciate your good feedback and continued interest in making VTA a safer place to work and ride, thank you!

P.S. - If you are wondering why I am answering on behalf of the security team it is because I am supporting this work while VTA is in process of hiring a new Chief System Safety and Security Officer, recently vacated by Angelique Gaeta. Stay tuned for leadership updates on that front!

Brandi Childress
Chief of Staff to the General Manager
Phone <redacted>

-----Original Message-----

From: Eugene Bradley <redacted >
Sent: Monday, June 27, 2022 10:47 AM
To: Childress, Brandi <redacted >
Cc: Gentry, Lapreasha <redacted>; Orlando, Eva <redacted >; VTA Board Secretary <Board.Secretary@vta.org>; Lawson, James <redacted >; Lucero, Susan <redacted >; Baltao, Elaine <redacted>; Cardoza, Jose <redacted Garcia, Octavio <redacted>
Subject: RE: [EXTERNAL] Follow-up from 6/17/2022 VTA Board mtg. re: system security

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Brandi:

Thank you for responding to my inquiry. I will await response from staff to my questions.

Eugene Bradley
Founder & CEO, Silicon Valley Transit Users
<https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.svtransitusers.org%2F&data=05%7C01%7C%7Cf47180437cb146f9c09108da58651385%7C24dbe85b01054c8caeb6ace9aa06133%7C0%7C0%7C637919488389621230%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=2aSmeR5P6hgbSWbJLIiO8ghwwSofvTtop7Iebe6o4BI%3D&reserved=0>
phone/text <redacted>

-----Original Message-----

From: Childress, Brandi <redacted >
Sent: Friday, June 24, 2022 1:54 PM
To: Eugene Bradley <redacted >

Cc: Gentry, Lapreasha <redacted>; Orlando, Eva <redacted>; VTA Board Secretary <Board.Secretary@vta.org>; Lawson, James <redacted>; Lucero, Susan <redacted>; Baltao, Elaine <redacted>; Cardoza, Jose <redacted>; Garcia, Octavio <redacted>
Subject: RE: [EXTERNAL] Follow-up from 6/17/2022 VTA Board mtg. re: system security

Hello Eugene,

Thank you for the thoughtful questions you have raised below. My sincere apologies that a response has not yet been provided. Please give me until mid-next week to gather responses from the team and respond back to you.

Appreciate your patience and for raising these concerns to us.

Brandi Childress
Chief of Staff to the General Manager

Santa Clara Valley Transportation Authority
3331 North First Street
San Jose, CA 95134
Phone 408-464-7877

-----Original Message-----

From: Eugene Bradley <redacted>
Sent: Tuesday, June 21, 2022 1:15 PM
To: Glenn Hendricks <redacted>; Chavez, Cindy <redacted> Cc: VTA Board Secretary <Board.Secretary@vta.org>
Subject: [EXTERNAL] Follow-up from 6/17/2022 VTA Board mtg. re: system security

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Dear Board Members Chavez and Hendricks:

Thank you for the comments you each made at last Friday's VTA Board meeting re: need to better secure our system. This given too many recent incidents where transit operators and even the riding public are put in danger via threats and violence.

As I stated in my testimony, below is an email I sent to Capt. Cardoza at the County Sheriff's Office re: some questions and suggestions on system security for everyone at VTA. That email was originally sent back in January. Yet, as of June 21, I have not received a written response from staff at VTA nor the County Sheriff's office. Given the security incidents mentioned at last Friday's Board Of Directors' meeting, this is not good.

VTA Board Secretary:

Could you please forward this email to the interim Chief Of System Security at VTA? Also, could you please have that person provide a written response to my comments and suggestions? Thank you.

Eugene Bradley

Founder & CEO, Silicon Valley Transit Users

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phone/text (408)888-2208

-----Original Message-----

From: Eugene Bradley <redacted>

Sent: Wednesday, February 23, 2022 12:59 PM

To: 'jose.cardoza <redacted>

Subject: FW: Follow-up from VTA's 1/20/2022 SSTPO meeting

Dear Capt. Cardoza:

On behalf of my group, congratulations on your promotion to being Captain of the County Sheriff's Transit Patrol Division. I also want to congratulate Captain David Lera on his promotion to being one of Sheriff Laurie Smith's assistants.

I am writing you to follow up on some questions I had as follow-up to VTA's Safety, Security, Transit Planning and Operations (SSTPO) meeting from January 20. The questions I am requesting simple answers to are below. I never received any answers from Ms. Gaeta's office, Capt. Lera, nor VTA or Sheriff's Office staff.

Can you please provide answers to the questions I have below? I would deeply appreciate answers from you and the County Sheriff's office.

Thank you for helping keep VTA's buses, light rail, their operators, riders, and transit facilities safe.

Eugene Bradley

Founder & CEO, Silicon Valley Transit Users

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-----Original Message-----

From: Eugene Bradley <redacted>

Sent: Thursday, January 20, 2022 5:46 PM

To: 'board.secretary@vta.org' <board.secretary@vta.org>

Cc: 'David.Lera <redacted>

Subject: Follow-up from 1/20/2022 SSTPO meeting

VTA SSTPO Committee Members and Staff:

Technical problems prevented me from speaking at today's Safety, Security, Transit Planning and Operations (SSTPO) meeting until toward the end. I have also copied Capt. David Lera on this letter as well, to obtain any response from him and the County Sheriff's office as needed.

I wanted to speak in particular about Agenda Item #10 (Report on VTA's Safety and Security Programs). On that particular agenda item, I have some questions.

* The presentation mentioned that there are 40 sworn officers and 3.5 support staff on patrol. In addition to patrolling transit centers and VTA property, how many of these also ride VTA buses and trains - especially at night? Are patrol members working undercover in addition to uniformed officers? From my experience riding VTA and stories from other riders, some assaults against others start on-board the vehicle.

* The Security Program Configuration mentions the County Sheriff, Allied Universal, and VTA Officers provide Protective Service for public transit in Santa Clara County. I noticed that no local police take part in helping to secure VTA buses, light rail, and facilities. I understand this is all County property, and thus under the auspices of Santa Clara County. Please correct me if I'm wrong here. If they are not doing this already, what prevents incorporated cities in Santa Clara County from helping to secure VTA vehicles and facilities? This as I read that three (3) rape incidents occurred on VTA property in each of the last three years.

* I notice that no VTA bus, light rail car, or facility has signage warning people against assault on any employee. This is not good. The silence sends the wrong message that VTA employees are allowed to be open targets for verbal or physical assault. This is especially galling, given the horror of 5/26/2021 and 23 assaults on VTA operators last year. What prevents VTA from posting warning signage or announcements on buses, trains, and property warning people that assault on any VTA employee will result in arrest and prosecution? I have attached signage aboard BART and San Francisco MUNI as examples. VTA needs to work with its labor unions on the wording of such signage. Our group is more than willing to help as needed.

Your written response to my questions and concerns is appreciated. Thank you and have a nice evening.

Eugene Bradley

Founder & CEO, Silicon Valley Transit Users

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