

STRATEGIES, MANAGEMENT, PERFORMANCE

- Deployments are assigned based on the following:
 - Current and historical crime data (CPD data & internal CTA Control Center)
 - Intelligence from law enforcement, employees, environment, and the community
 - K-9 teams often used in chronic problem areas to compliment law enforcement & to enhance coverage at high homeland security locations.
- Management
 - CTA Security assigns personnel to monitor, audit and directly communicate with Action K-9 and all our Security contractors, daily
 - Both on-site and camera-based audits/inspections are done daily.
- Performance
 - CTA Security uses multiple data sources and tools to measure success and compliance with our contract
 - Crime statistics from CPD/law enforcement
 - Control Center data
 - Customer Complaints, commendations
 - Employee reports, complaints
 - GPS data (part of contract)
 - Security company submitted reports

STRATEGIES, MANAGEMENT, PERFORMANCE

- Action K-9 provides coverage primarily on the Red and Blue Lines
 - 2024 total incidents are lower than pre-pandemic levels (incidents are any issues reported; not all incidents are crimes as they may include just unusual occurrences or code of conduct issues)
- Action K-9 provides mobile patrol coverage on the Green Line
 - While coverages are not stationary posts, mobile Action K-9 teams prove effective with a 9.7% decrease in total incidents from 2023

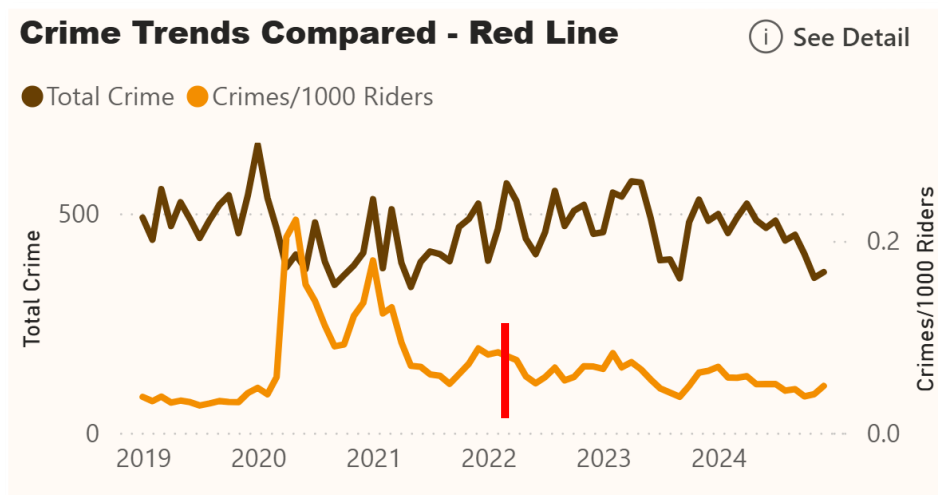
Line	2019		2022		2023		2024	
	Count	% Change	Count	% Change	Count	% Change	Count	% Change
Red	5,952	-3.3%	5,758	0.9%	5,808	-6.8%	5,414	
Blue	3,719	5.7%	3,931	-22.6%	3,042	9.3%	3,324	
Green	1,765	-2.3%	1,724	14.5%	1,974	-9.7%	1,783	

*Stations marked **Other** unable to be matched to proper locations

Station - Line	2021	% Change	2022	% Change	2023	% Change	2024
Howard - Red	728	▲ 35.9%	989	▲ 18.6%	1,173	▼ -39%	716
95th/Dan Ryan - Red	444	▲ 11.5%	495	▼ -22%	386	▼ -6%	363
Roosevelt - Red	311	▲ 22.2%	380	▼ -15.3%	322	▼ -1.2%	318
Jackson - Red	297	▼ -16.8%	247	▲ 31.6%	325	▼ -11.1%	289
Lake - Red	190	▲ 12.1%	213	▲ 67.1%	356	▼ -18.8%	289
Grand - Red	142	▲ 65.5%	235	▲ 13.6%	267	▼ -23.2%	205
Chicago - Red	185	▼ -25.9%	137	▼ -12.4%	120	▼ -13.3%	104
North/Clybourn - Red	109	▲ 11%	121	▼ -7.4%	112	▼ -11.6%	99

STRATEGIES, MANAGEMENT, PERFORMANCE

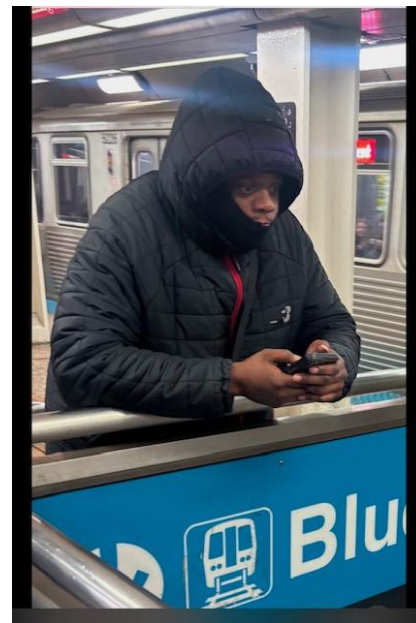
- CTA Security tracks the performance metrics of Action K-9
- Action K-9's reporting detail is extensive, allowing information sharing with Law Enforcement
- Since Action K-9's initial deployment in September 2022, overall crime on the Red Line per 1,000 riders trends downward



Engagement Detail				Security Company
Engagements by Type All Time**				
Incident Type	Count	3Wk Avg	% Change	% of Total Engagements*
Violation of One Seat Rule	1,655			19.9%
Loitering	1,332			16.0%
Smoking on Property	857			10.3%
Medical Assistance Call	802			9.6%
Public Indecency, Urination, or Defecation	576			6.9%
Disruptive/Disorderly Conduct	521			6.3%
Assault/Battery	389			4.7%
Reckless Conduct	296			3.6%
Group Activity	284			3.4%
Theft of Service	219			2.6%
Trespassing (to include ROW)	184			2.2%
Vandalism	178			2.1%
Damage to Property	172			2.1%
Situational Awareness	164			2.0%
Drinking on Property	154			1.9%
Maintenance Issue	142			1.7%
Robbery/Theft	78			0.9%
Drug Use/Possession	64			0.8%
Solicitation	60			0.7%
Unauthorized Selling	50			0.7%
Total	8,324			100.0%

STRATEGIES, MANAGEMENT, PERFORMANCE

- Action K-9 receives WANTED or INFORMATION bulletins from CTA Security
- In real time collaboration, Action K-9 relays information to Mass Transit & CTA Investigations
 - Example:
“FYI,
We have eyes on this individual at Jackson Red and Mass Transit has been informed...they are also asking for an RD#”



COMPLIANCE / MANAGEMENT

- CTA Security conduct audits of contract security
 - Field Observations (in person)
 - Video Observations
- Guards are audited for the following:
 - Uniform compliance
 - Performing expected duties
 - Verifying correct number of Guards deployed
 - Behavior/Interactions with CTA Personnel & Customers

