

# San Mateo County Sheriff's Office

## TRANSIT POLICE BUREAU



SAFETY AND AWARENESS





# San Mateo County Sheriff's Office

## TRANSIT POLICE BUREAU

### Our Mission

“The San Mateo County Sheriff's Office provides law enforcement services to Caltrain and SamTrans. Our mission is protect life and property and preserve the public peace. The safety and security of passengers and the general public who come in contact with the transit system are our foremost priorities. Our core values align with the Transit District's mission to supply the public with a high-quality, safe and efficient transportation system that should enhance quality of life by increasing access and mobility, reducing congestion, improving the environment and promoting economic vitality.”



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**AWARENESS**



**BEHAVIOR**



**CONTROL**



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# **AWARENESS**

**BE ALERT**

**STAY CALM**

**USE COMMON SENSE**

**REPORT UNSAFE CONDITIONS TO  
TRAIN CONDUCTOR OR BUS OPERATOR**



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Practice

**AWARENESS**

**IF YOU**  **SEE**  
**SOMETHING**  
 **SOMETHING**

## WHAT CAN WE DO? AWARENESS

Safety Exits:

- Entrances & Exits

Who is there:

- How are they acting?
- Have you seen them before?

See something, say something

- If it doesn't feel right, it probably isn't



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### WHAT CAN WE DO? AWARENESS

### Practice AWARENESS



#### Situational awareness:

- Constant
- Surroundings
- People
- Avoid texting and walking
- Headphones



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Call **911**  
**IN AN EMERGENCY**



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Use plain, direct language



Location of Incident

- Exact location: address, Bus #, Route #, Last Stop or Next Stop



Description of Person

- Do they have a weapon?
- Head to Toe
- Any physical descriptions
- Location



Additional Information

- Where did you board the bus?
- What bus stop are you getting off at?

Call **911**  
**IN AN EMERGENCY**







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# Personal Safety: Behavior

## Behavior: Body

- Head up
- Confident posture
- Steady pace
- Stay in Groups

## Behavior: Eye Contact

- Brief
- Not challenging

## Behavior: Voice

- Cause a scene if needed



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### Control: Preparation

#### Plan Ahead:

- Exits
  - Regular and Emergency
- Station Layouts, Stop Locations
- Knowing your surroundings



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# Contact Information:

**Andrew Ward**  
**Sergeant**  
(650) 622-8054  
award@smcgov.org

**Nick Kostielney**  
**Detective**  
(650) 622-8053  
nkostielney@smcgov.org