



PRESS RELEASE

FOR IMMEDIATE RELEASE

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RTD Expands Security Services and Launches 24-Hour Non-Emergency Security Line

Stockton, CA— San Joaquin Regional Transit District (RTD) is moving forward with a significant expansion of security services designed to strengthen safety for riders, employees, and the communities RTD serves.

At its August 21, 2026 meeting, the RTD Board of Directors approved Amendment No. 1 to RTD's security services contract with Elite Private Security Services LLC. The amendment provides for an enhanced security presence across RTD facilities, transit centers, bus stops, park-and-ride locations, and aboard RTD vehicles.

The expanded security initiative reflects RTD's commitment to making public safety and security a top organizational priority. It follows concerns raised by riders, bus operators, community organizations, and RTD employees regarding incidents occurring throughout the transit system.

New 24-Hour RTD Non-Emergency Security Line

As part of the expanded security program, RTD and Elite Private Security Services are launching a dedicated **24-hour RTD Non-Emergency Security Line at (209) 683-3281**.

The line will provide riders and employees with an additional way to report non-emergency security concerns and request security assistance throughout the RTD system.

In an emergency, riders should always call 911.

For non-emergency security assistance involving RTD services or facilities, riders may call:

RTD Non-Emergency Security Line

(209) 683-3281

Available 24 hours a day, 7 days a week

Elite Private Security Services has begun mobilizing staffing, dispatch protocols, and call-handling procedures to support the expanded scope and ensure a smooth implementation.

RTD's Marketing and Communications team will also work to increase public awareness of the new line, including opportunities to display the number at bus stops, transfer stations, aboard buses, on RTD vehicles, and through RTD's communication platforms.

"Public transit works only when the public feels safe using it," said Eric Williams, Acting CEO and Chief Operating Officer of RTD. "The Board's action allows us to put additional resources



where they matter most directly into the system where our riders and employees are every day. The new 24-hour Non-Emergency Security Line also gives our riders another direct way to communicate security concerns and request assistance."

The expanded security program is intended to address both serious incidents and the lower-level behaviors that can negatively affect the rider experience, including harassment, intimidation, aggressive panhandling, loitering, vandalism, and disorderly conduct.

Elite Private Security Services will work closely with RTD leadership and staff throughout implementation and will support quarterly performance reporting so RTD's Board of Directors and the public can evaluate the effectiveness of the expanded security services.

RTD will continue evaluating security conditions throughout the system and adjusting resources as necessary to provide a safer and more secure environment for passengers and employees.

About San Joaquin Regional Transit District

San Joaquin Regional Transit District provides public transportation services throughout San Joaquin County and connects residents with employment, education, healthcare, government services, and other essential destinations.

San Joaquin Regional Transit District (RTD) is the regional transit provider for San Joaquin County. RTD's mission is to provide a safe, reliable, and efficient transportation system for the region. For more information visit sjRTD.com, follow RTD on [Facebook](#) and [Twitter](#), or call (209) 943-1111.

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