

# Metro Transit Police Work Group Update

Committee of the Whole - September 15, 2021



# Agenda

## 1. Opening Discussion

- What are your top 2 or 3 priorities for the police review?
- What do you want the work group to accomplish? What are your desired outcomes?

## 2. Review and discuss Citizens League final report

- Brief review of final report (Michelle Fure, Public Involvement Manager)
- Council Members are asked to share their take-aways and identify topics that need to be incorporated into the work group's work plan

# Opening Discussion

1. What are your top 2 or 3 priorities for the police review?
2. What do you want the work group to accomplish? What are your desired outcomes?

# Citizens League Final Report

Following a brief presentation, Council Members are asked to share their reflections and take-aways from the engagement report and identify topics that need to be incorporated into the work group's work plan

# Themes – Citizens League engagement

- Perception vs. reality of safety
- Passenger behavior impacts safety
- More riders lead to a feeling of safety
- Safety is more than enforcement
- The presence of an authority figure leads to a greater sense of safety

# Recommendations – Citizens League engagement

- Conduct review of other cities transit systems to understand their best practices, how they're addressing perceptions of safety vs realities of safety, and to learn from jurisdictions that have robust transit systems in place.
- Continue community engagement efforts.
- Metro Transit could invest in and implement suggested strategies that would lead to an increased sense of safety among the ridership. A safer, cleaner transit system would result in increased choice riders, and increased fare revenue.

# Community ideas – Citizens League engagement

- Clean, well-lit, and well-maintained stops, platforms, and vehicles.
- Address pedestrian crossing safety.
- Address the reliability of existing routes and times and reduce wait times. Improve the mobile apps that track times and vehicle movements.
- Either eliminate fares, provide reduced fares to people experiencing economic hardship, and/or enclose train platforms so that only ticketed riders can enter.
- Provide customer service, anti-racism, and de-escalation training to drivers and conductors.
- Add “conductors” to check fares if needed. Employ a community safety approach and hire unarmed ambassadors/helpers/security to de-escalate conflicts, address negative behavior, and connect those needing services to the appropriate resources.
- Increase capacity for bicyclists to access transit by adding more bike racks and bike racks that will accommodate fat tire cycles for winter commuters.
- Create a more effective and responsive emergency text, button or call system.
- Consult people with disabilities before installing safety features and/or accommodations.
- Provide drivers with a translation app so that people with limited English proficiency can feel safe.
- Sponsor Public Service Announcements and visual campaigns on the transit vehicles can help create cultural norms that prevent some of the gender based and disability-based harassment.
- Train Transit police, drivers and/or ambassador type staff how to appropriately respond to and handle sexual harassment and sexual violence incidents so that victims are not retraumatized.

# Discussion

- Reflections and take-aways from the report?
- Items or issues to incorporate into work group's work plan?





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