

Safety & Security ACTION PLAN

Draft Plan Overview and Discussion

Metropolitan Council Committee of the Whole

June 1, 2022



Agenda and Objectives

- Provide an overview of the draft Safety & Security Action Plan
- Seek Council Member feedback to make changes to the draft plan before seeking Metropolitan Council endorsement at a future meeting

Introducing the project team

Co-executive sponsors: General Manager and MTPD Chief

Bus and Rail: Brian Funk, Mark Benedict, Steve McLaird, and Amina Wolf

Engineering and Facilities: Marilyn Porter, Rick Demarchis, and Donn Rude

Communications: Michelle Fure and Drew Kerr

Customer Relations: Pam Steffen

Equity and Inclusion: Celina Martina and Sarah Berres

Human Resources: Marcy Syman

Marketing and Transit Information: Maria Cone

MTPD: Lt. Ahmed, Sgt. Johnson, Sgt. Leubner, Sgt. Mohamed, Officer Hughes, Officer Pehrson, Carol LaFleur, Taylor Levine, and Leah Palmer

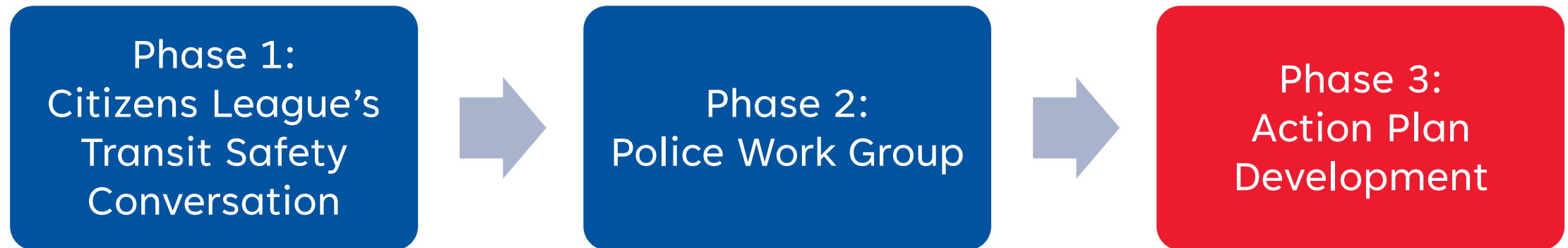
Outreach and Engagement: Yumi Nagaoka

Strategic Initiatives: John Levin, Rachel Dungca, and Eric Lind

Project lead: Lesley Kandaras



Metropolitan Council Police Review



Phase 1: Transit Safety Conversation

- Citizens League and Twin Cities Innovation Alliance engaged ~1,000 people to learn about public safety on transit
- Key themes
 - 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

Phase 2: Police Work Group's Recommended Vision

1. Provide a quality transit experience for all, using an anti-racist lens, equity lens, and an inclusive approach to transit safety, security, and policing
2. Address systemic issues by fostering community relationships and partnerships
3. Demonstrate responsive leadership and accountability for results

Vision 1 - Provide a quality transit experience for all, using an anti-racist lens, equity lens, and an inclusive approach to transit safety, security, and policing

Recommendation 1.1: Provide a safe, consistent, quality experience for all on buses, trains, and facilities

Vision 2 - Address systemic issues by fostering community relationships and partnerships

Recommendation 2.1:

Communicate and engage with other jurisdictions, including law enforcement agencies, to work together towards timely solutions

Recommendation 2.2: Continue efforts to pass administrative citations legislation

Vision 3 - Demonstrate responsive leadership and accountability for results

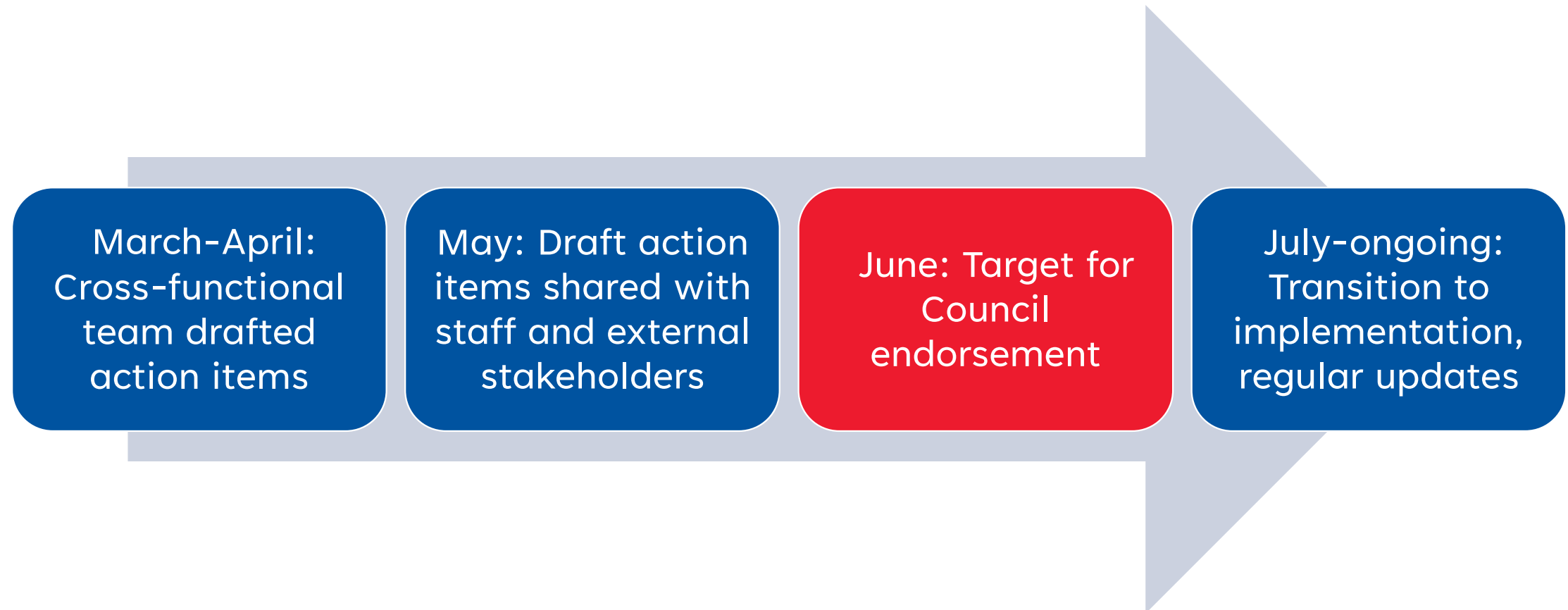
Recommendation 3.1: Develop effective communication structure between MTPD and Council so Council Members are aware of and can act on issues affecting transit security and policing in a timely manner

Recommendation 3.2: Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities

Recommendation 3.3: Seek out and address employee transit safety and security needs and concerns in a meaningful and timely manner

Recommendation 3.4: Seek out and address public feedback on transit safety and security in a meaningful and timely manner

Phase 3: Safety & Security Action Plan Development



Cities Want to Return to Prepandemic Life. One Obstacle: Transit Crime.

Crime rates on trains and buses are up in some of the nation's biggest cities, one more barrier for downtowns trying to rebound.

Drugs on buses have become an everyday hazard, Seattle-area transit workers say

Feb. 14, 2022 at 6:00 am | Updated Feb. 14, 2022 at 5:22 pm



1 of 7 | Metro workers clean buses at the Atlantic Street base last week. Drug paraphernalia is found regularly. (Dean Rutz / The Seattle Times)

Harassment, drug use and robberies on rise at DART trains and stations

Riders who use public transit daily are concerned about the increase.



A man waits to board a DART light rail at West End station on Thursday, May 5, 2022 in Dallas, Texas. The station at West End holds the highest number of incidents in 2022. (Rebecca Slezak / Staff Photographer)

CALIFORNIA

With crime up and ridership down, Metro struggles to move homeless people off trains

NEWS > TRANSPORTATION > News

RTD trains see frequent cancellations and recurring drug use amid security shortages

Records show contractor has paid more than \$330,000 in fines for effect on commuter rail trains

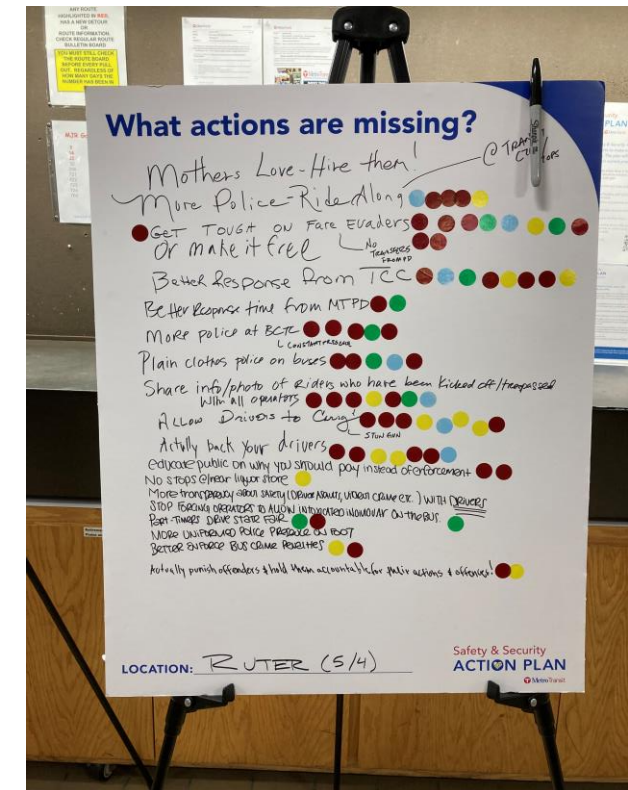


Developing the action plan

- Form a cross-functional team; GM and MTPD Chief are co-executive sponsors
- Inventory current and planned work
- Identify gaps between current work and vision, and developing action steps to address gaps
- Assess existing peer research and seek more peer information as needed
- Establish approach to measuring performance and tracking action plan progress
- Continue to communicate with stakeholders involved in Phase 1 or Phase 2
- Develop ongoing structure for implementation and reporting

Stakeholder engagement

- Within Metro Transit
 - Asked employees to share priorities and additional ideas
 - In-person discussions, presentation, and online survey
 - ~500 employees engaged
- Outside Metro Transit
 - Shared draft action items with Phase 1 & Phase 2 participants
 - Presentations to EAC and TAAC



Action items organized into three areas of work

1. Improving conditions on the system
2. Training and supporting employees
3. Engaging customers and partners

Area of Work 1: Improving conditions on the system

Example actions:

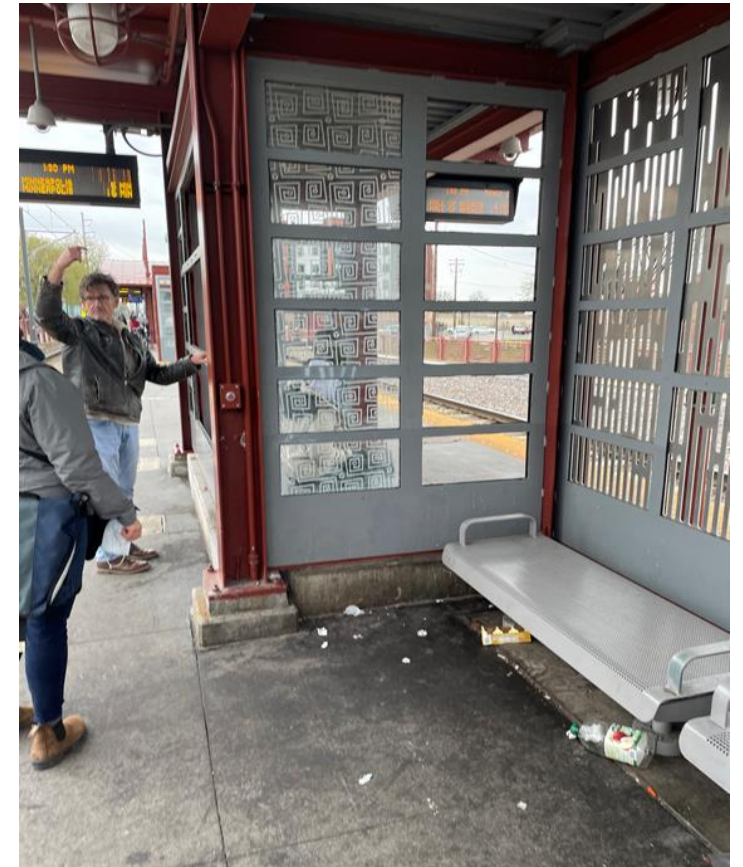
- Assess efforts to hire and retain full-time police officers, part-time police officers, and community service officers and adjust efforts to reach budgeted complement without compromising standards for hiring. (1.1)
- Review and adjust approach to increasing official presence with non-sworn personnel on the system (1.2)
- Pilot the use of contracted security guards at transit facilities that frequently generate police calls (1.3)



Improving conditions on the system – more examples

Example actions continued:

- Review existing Code of Conduct and enforcement procedures, seek Metropolitan Council adoption of Code of Conduct, and communicate to employees and riders (1.4)
- Expand real-time monitoring of cameras in real time, including facility and bus cameras (1.5)
- Review late night service and facility hours to assess whether fewer hours could reduce security concerns. Apply an equity lens to this review. (1.6)
- Coordinate deployment of field personnel (1.12)
- Pilot two-car light rail trains (1.13)
- Continue “Champion Shelters” committee to address troubled bus stops (1.15)



Improving conditions on the system - measurable goals

Measurable goals under consideration

- Improved customer satisfaction relating to public safety on transit
- Decreased customer complaints relating to public safety on transit
- Decreased serious (Group A) crime on transit
- Decreased Code of Conduct violations
- Increased fare compliance
- Increased hiring and retention for officers and non-sworn personnel who provide presence
- Increased proportion of riders with lighting at their stop or station
- Police response time meets standards
- Response time to address facilities work orders meets standards
- Increased official presence on transit

Note: Some measurable goals will require work to develop the metrics before we can report data

Area of Work 2: Training and supporting employees

Example actions:

- Expand employee training on topics including mental health, de-escalation, and personal safety and by expanding Red Kite (resiliency) training to more staff and address possible barriers to accessing training (2.1)
- Create channels to improve communication between MTPD and frontline staff (2.2)
- Regularly survey employees about security concerns, disaggregate survey results, and report back on actions taken in response to surveys (2.4)
- Review opportunities for MTPD employee training beyond required training (2.6)
- Review and standardize approach to providing administrative leave to employees who are victims or witnesses to violence on the job (2.9)
- Establish internal communications protocols for critical incidents (2.10) and regular security updates (2.11)



Training and supporting employees – measurable goals

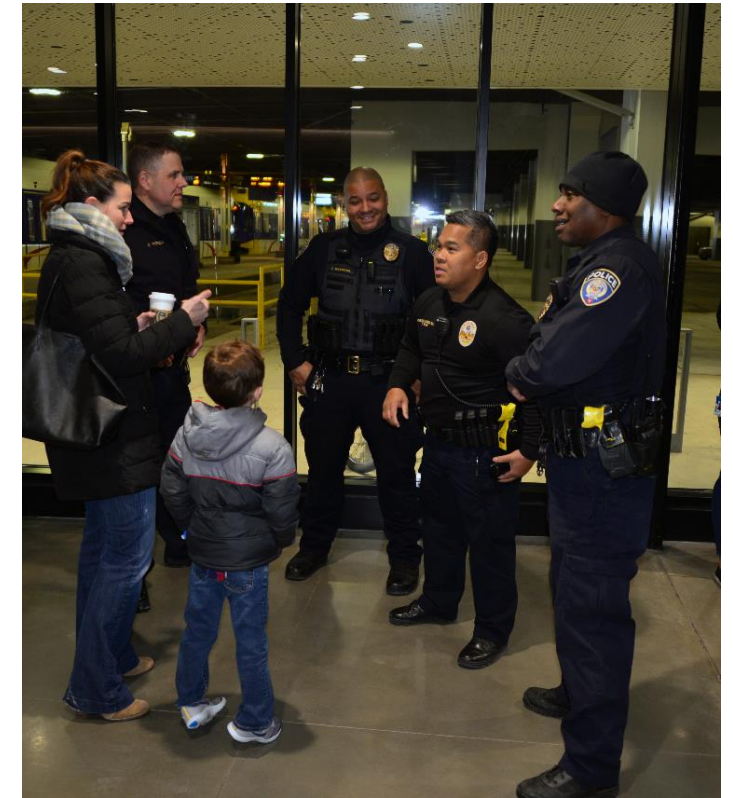
Measurable goals under consideration

- Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work
- Increased positive responses to employee satisfaction and engagement surveys relating to safety and security on transit
- Increased structured interaction and cross-learning opportunities between police and other frontline employees
- Increased number of trainings relating to public safety, mental health, de-escalation, and related topics
- Increased utilization rates for optional training
- Achieving target rates for operator check-ins and on-boards by MTPD

Note: Some measurable goals will require work to develop the metrics before we can report data

Area of Work 3: Engaging customers and partners

- Develop approach to regular public engagement regarding public safety on transit based, including strategies and plans to engage youth (3.1)
- Contract with community-based organizations to support violence prevention on transit system (3.4)
- Continue to invest in the MTPD Homeless Action Team (3.5)
- Review and seek options to expand contracting with social service organizations and fostering relationships with county case managers (3.6)
- Reactivate past public education campaigns such as anti-harassment (3.7) and “Respect the Ride” (3.8)
- Evaluate Text-for Safety staffing levels and how this service is promoted to riders (3.10)
- Relaunch Adopt-a-Stop program (3.11)
- Regularly report transit public safety data and action plan implementation to employees and the public (3.12), including quarterly reports to Council (3.13)



Engaging customers and partners – measurable goals

Measurable goals under consideration

- Increased frequency of opportunities for people to provide input on public safety and transit issues and learn the results of that input
- Increased availability of information about Metro Transit’s approach to safety and security, including providing transit public safety data on metrotransit.org and in quarterly reports publicly presented to Metropolitan Council Members
- Decreased numbers of people experiencing homelessness on the transit system for shelter purposes and not for transportation purposes
- Tracking participation in interactions and activities with regional partners designed to collaboratively address systemic issues, including violence, untreated mental illness and chemical addiction, and unsheltered homelessness
- Achieving target response time to public safety-related comments submitted to Metro Transit Customer Relations

Note: Some measurable goals will require work to develop the metrics before we can report data

Addressing systemic issues

Levers include:

- Staff-level operational partnerships
- Metropolitan Council policies
- Metropolitan Council's role convening partners to address regional issues

Next steps for action plan development

- Refining action steps, measurable goals, and reporting plans based on feedback
- Assigning a department owner to each action item
- Adding more precise start dates to action items
- Bringing forward a business item that seeks Met Council endorsement of the action plan's direction and establishes quarterly reporting expectation
- Preparing to communicate endorsed plan following Met Council action

Questions for discussion

1. Do you have questions about the draft plan?
2. What are your thoughts on the direction that the draft plan is heading?
3. As policymakers, what will be important for you to receive as part of quarterly reports?
4. What information or support do you need to talk about this work with people in your district or with other stakeholders?
5. What are we missing?

