

Safety & Security ACTION PLAN



Discussion Draft

06/01/2022

DRAFT

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Background

Metro Transit Police Work Group's recommendations

The Metropolitan Council formed the Metro Transit Police Work Group in 2021 to continue the police review started in June 2020. The work group met from August 2021 through February 2022 to build upon the community engagement conducted by the Citizens League and their partner, Twin Cities Innovation Alliance.

This focus on transit safety came in response to customer feedback, as well as intentional reflection on policing following the killing of George Floyd in Minneapolis.

In February 2022, the Metro Transit Police Work Group delivered recommendations to the full Met Council. The recommendations envision a people-centered approach to public safety, security, and policing on transit.

The work group recommended a vision for transit safety that:

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

The work group further recommended that Metro Transit develop a plan outlining specific, measurable goals and action items to advance the work group's vision and recommendations.

Additional context

As of May 2022, Metro Transit ridership continues to increase over 2021 levels but remains at about 50 percent of pre-COVID levels.

Metro Transit is also experiencing significant challenges hiring operators, police officers, and community service officers. These workforce challenges can negatively affect customers' and employees' experiences on transit. Due to the operator shortage, Metro Transit has reduced service levels to improve service reliability. Due to the MTPD personnel shortage, many customers and employees report they feel there is insufficient official presence on the system.

Riders are reporting feeling less safe because there are fewer people riding due to the pandemic. While not addressed in this action plan, Metro Transit is actively working to rebuild ridership. This rebuilding ridership work includes activities such as reviewing transit fare pass programs and implementing a marketing campaign and is further supported by expanding the METRO network of bus rapid transit and light rail lines. However, efforts to rebuild ridership are hampered by the lack of operators to offer more service while maintaining reliability.

This Transit Safety and Security Action Plan focuses on actions that are within Metro Transit's purview to implement, but public transit is part of the communities it serves. Metro Transit's challenges are a direct reflection of the challenges facing our region. These include untreated mental illness, chemical addiction, unsheltered homelessness, and crime.

It is important that Metro Transit does everything it can to improve the public transit experience, but broader, region-wide commitments are needed to address root causes of issues that compromise safety and perceptions of safety. Our region requires significant improvements to social service and health care services for those who need support and treatment, and effective interventions and consequences are critically needed for illegal behaviors that threaten the health and safety of other riders and our employees.

Developing the Transit Safety & Security Action Plan

Building on prior work

The Transit Safety & Security Action Plan does not mark the beginning of Metro Transit's efforts to improve public safety on transit. The plan builds on several past and ongoing efforts. The following list includes examples of work already accomplished or currently underway.

Improving conditions on the system

- Budgeting more positions for the police department, public facilities, and staff who communicate with customers in real-time (e.g., Text for Safety)
- Assigning officers to regularly patrol the transit network and to specialized units, including Critical Asset Protection on light rail, Transit Response Unit, Homeless Action Team
- Increasing investment in the Homeless Action Team and partnering with the Metro HRA to extend housing vouchers to individuals in need
- Establishing and increasing staffing for the Real Time Information Center (RTIC) and installing new, high-definition cameras in light rail vehicles
- Improving real-time information available to customers by investing in new technology
- Replacing cloth seats with easier-to-clean plastic seats in light rail vehicles

Training and supporting employees

- Providing training for employees that supports safety and security, including aerosol certification and de-escalation training, Red Kite resiliency training, apprenticeship and mentorship, and annual Professional Operator Development, including training on mental health
- Establishing and/or coordinating the Transit Safety & Security Committee, Bus Barrier Committee, and Equity & Inclusion Team employee engagement
- Supporting staff who serve as trained peer support counselors in Bus Transportation, Rail Transportation and MTPD
- Providing free and confidential access to trained counselors through the Met Council's Employee Assistance Program resources

Engaging customers and partners

- Engaging in emergency management planning and mutual aid response to strengthen relationships with local, state, and federal partners

- Coordinating with governments and social services to address homelessness (e.g., Homeless Action Team’s work and participation in Minnesota Interagency Council on Homelessness)
- Tasking Metro Transit’s Champion Shelters Committee to work with customers, local law enforcement, and city officials to reduce unwanted activity within and around transit stops
- Sharing transit crime data and information with regional law enforcement agencies
- Partnering with the Transit Accessibility Advisory Committee to create new closed captioned and multilingual “How to Ride” videos and on-board advertisements that encourage respectful riding behaviors

Engaging stakeholders

In developing the Transit Safety & Security Action Plan, Metro Transit communicated with stakeholders involved in the first phases of the Met Council’s police review process. This includes people involved in the Citizens League and Twin Cities Innovation Alliance engagement, people who participated in the Police Work Group proceedings, and Metro Transit employees.

Metro Transit staff presented an update on the action plan to the Equity Advisory Committee in April 2022 and will present to the Transportation Accessibility Advisory Committee in June 2022 (rescheduled due to the cancelation of the May 2022 meeting.)

Leaders from several Metro Transit departments, including bus and rail transportation, Engineering & Facilities, Customer Relations, Equity & Inclusion and Transit Police, met several times to review current activities and discuss new actions or changes to existing practices that could be implemented. Following these meetings, staff across the agency were invited to review and voice their support for many of the proposed actions and to offer their own ideas.

More than 240 online surveys were completed by employees between April 28 and May 16, 2022. Additionally, outreach events were held at each bus garage and light rail facility, during in- service MTPD officer training and at Transfer Road, where facilities staff are located. In total, these events led to 33 hours of engagement with at least 500 employees.

Employee survey results and sample comments are included as an appendix to this report.

Applying Police Work Group’s values and principles

The Metro Transit Police Work Group named several values and principles to guide their work as they developed recommendations. In developing the action plan, Metro Transit staff aimed to apply these principles while identifying and designing action items. These principles include centering this work on people by affirming the dignity of customers and employees, creating mechanisms to demonstrate accountability and responsiveness, seeking the efficient use of resources, and prioritizing action items that are realistic and doable.

In accordance with Metropolitan Council’s Equity Policy (OEO 1-1), Metro Transit will continue to apply an equity lens to investments when advancing public safety work. This includes following Human Resource guidance on diverse hiring practices, developing data that allows us to assess whether the impacts of pilots and programs have disproportionate effects based on race, ethnicity, gender, income, or ability, ensuring Metro Transit staff participation in enterprise-wide racial equity training, and continuing public engagement to understand the

impacts of this work on customers and employees. Additionally, Metro Transit's Equity & Inclusion unit continues to closely monitor and track the Metropolitan Council's work to define anti-racism currently underway and led by the Office of Equity & Equal Opportunity.

Approach to implementation

Continuous improvement

Addressing public safety on transit is work that requires continuous improvement. This means that this action plan will never be "done." This action plan is a dynamic document that will be continually reviewed and updated as Metro Transit implements, evaluates, adds to, and adjusts the action items.

This action plan is one component of Metro Transit's *Stronger, Better Strategic Operations Strategic Plan*. Metro Transit will use the existing strategic plan implementation framework and processes to guide the implementation of this action plan and related tracking and reporting tasks. Additionally, Metro Transit is establishing a performance team focused on customer and employee security and experience. This performance team will be responsible for developing and implementing performance measurement and reporting progress on the plan.

Ongoing engagement

Multiple action items commit to ongoing engagement with employees, customers, and community relating to public safety on transit. Following the completion of the action plan, Metro Transit will develop a regular schedule for routinely and proactively seeking input on transit safety from employees, customers, and community.

Reporting

Metro Transit will provide quarterly updates to the Metropolitan Council that include progress made on the action plan and data relating to the measurable goals in the action plan. These quarterly updates will be public documents and presentations, and Metro Transit will disseminate these quarterly reports to employees, too. Updates will be provided on Metro Transit's website, at metrotransit.org/public-safety.

Action items

The following pages include action items Metro Transit will take to continue improving public safety on transit.

The actions are organized into three areas of work:

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

Items with an *asterisk denote they were among the top three priorities identified through employee engagement.

Area of Work 1: Improving conditions on the system

Description

The “improving conditions on the system” area of work includes action items designed to improve the experience of customers and employees when on our system.

Potential measurable goals

- 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

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
1.1*	Assess efforts to hire and retain full-time police officers, part-time police officers, and Community Service Officers (CSOs) and adjust efforts as needed to reach full (budgeted) staffing complement without compromising standards for hiring	Current and ongoing. Metro Transit reviews hiring and retention figures twice/month and has worked with HR to provide officer hiring bonuses and make part-time CSOs eligible for benefits. Includes monitoring other law enforcement agencies' approaches to hiring and seeking additional steps we can take to recruit diverse, well-qualified applicants. Also	In progress with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
		includes reestablishing MTPD recruitment team and continued marketing and communications strategies.		
1.2	Review and adjust approach to increasing official presence with non-sworn personnel on the system	“Review” is current work. “Adjust” will be new work. Metro Transit is currently reviewing the pilot expansion of the CSO program announced in July 2021 and is examining alternative approaches to increasing presence informed by other transit agencies’ programs.	In progress with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders
1.3*	Pilot the use of contracted security guards at transit facilities that frequently generate police calls	New work. Based on calls for service and boarding data, Metro Transit has identified transit facilities that might benefit from a regular security presence. Metro Transit is in the early stages of the procurement process. Part of this work will include requiring contractors to report information that will allow Metro Transit to evaluate the	In progress with existing resources. RFP open for first two sites (Lake St and Franklin LRT stations)	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders

Draft action item	Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
		effectiveness of this pilot.	
1.4	Review existing Code of Conduct and enforcement procedures, seek Metropolitan Council adoption of updated Code of Conduct, and broadly and regularly communicate adopted Code of Conduct to employees and riders	New work. While Metro Transit has long had a Code of Conduct, the new work includes seeking Met Council adoption of the Code of Conduct. This would lead to refreshing and increasing communications about the Code of Conduct beyond the current signage, on-platform announcements, etc.	Will start review in 2022 existing resources 1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders
1.5	Expand real-time monitoring of security cameras, including facility and bus cameras	Ongoing and new work. Metro Transit has expanded the use of real-time cameras to all light rail vehicles and is pursuing more real-time capability for bus cameras. Real-time camera feeds are monitored by the Real Time Information Center in the MTPD most hours that transit is in service. In 2022, Metro Transit will begin to purchase monitors for some buses, so customers are reminded cameras are present when riding.	In progress with existing resources 1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
1.6*	Review late night service and facility hours to assess whether reduced hours decrease security concerns. Apply an equity lens to this review.	New work. This item is to assess hours for facilities and for service to consider whether fewer hours would allow a more effective use of limited staff (e.g., police, non-sworn personnel, cleaning, and maintenance staff.)	Review may start in 2022 or early 2023 with existing resources. Timing for any action based on the review is contingent on review findings.	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders
1.7	Improve conditions at high-traffic facilities, including Franklin Ave LRT Station and Lake St-Midtown LRT Station	New work as part of ongoing facilities improvements. Current work is to improve security and lighting at the Franklin Avenue Station, scoping and design for improvements at the Lake Street-Midtown Station.	Franklin work and Lake St-Midtown scoping/design is proceeding in 2022 with existing resources. Renovating Lake Street-Midtown will require funding and is a project currently targeted for implementation in 2024 if funded.	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities
1.8	Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria	Ongoing work	The Better Bus Stops program's 2022 work is currently funded and funding for 2023 will be determined during 2023 budget development.	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities
1.9	Continue investment in public art at facilities to deter vandalism and	Ongoing work	Public art is currently funded for 2022 and funding for 2023 will be	1.1 Provide a safe, consistent, quality experience for all on

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
	create a more inclusive, welcoming experience		determined during 2023 budget development.	buses, trains, and facilities
1.10	Continue review of MTPD policies. Apply an equity lens as part of this review	New work building on current work. MTPD regularly reviews and updates policies. The new aspect of this work is more intentionally applying an equity lens to the review.	Ongoing work in progress with existing resources	3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders
1.11	Improve transit service reliability	Ongoing work beyond public safety efforts. Metro Transit is recruiting more operators and adjusting schedules to improve reliability. Additionally, Metro Transit invests in technology to help customers know when their bus or train is arriving, which can help reduce wait times and uncertainty.	Ongoing work in progress with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities
1.12 *	Coordinate the deployment of field personnel such as: rail & bus supervisors, public facilities and revenue operations to expand police physical and electronic presence. This effort includes facility checks by all in the field.	New work	In progress with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
1.13	Pilot reducing the standard three-car train set to two-car train sets. Evaluate impacts of the pilot by reviewing changes to customer feedback, employee feedback, maintenance, cleaning, and police calls for service.	New work	Pilot in summer 2022 and review results	<p>1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities</p> <p>3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders</p>
1.14	Evaluate Metro Transit’s approach to fare enforcement and develop recommended options to improve fare compliance. This work will include reviewing peer practices.	New work	Begin process in 2022 with existing resources with a target to have recommended options by Q2 2023	<p>1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities</p> <p>3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders</p>
1.15	Continue “Champion Shelters Committee” that addresses troubled bus stops. Ensure there	Ongoing work	In progress with existing resources	1.1 Provide a safe, consistent, quality experience for all on

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
	is a process to address stops identified by operators, facilities workers, or MTPD as problematic.			buses, trains, and facilities 3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders
1.16	Review Engineering and Facilities Project Execution Plan process to ensure MTPD input in facility design	New work building on current work	Current process assessment and next steps to begin in 2022 with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities

Area of Work 2: Training and supporting employees

Description

The “training and supporting employees” area of work includes efforts to understand and address employee security concerns and build employee skills to address conditions they experience on the system.

Potential measurable goals

- 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

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
2.1*	Expand employee training on topics including mental health, de-escalation, and personal safety and by expanding Red Kite (resiliency) training to more staff; address barriers to training, such as work schedules and location of training	New work building on existing work. Metro Transit provides both required and optional training on a range of topics that relate to public safety and employee well-being. This action item would expand offerings and make training more regularly to more employees.	Timing and resources needed for new or expanded training still require scoping to estimate. Current training will continue while new work is underway.	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner
2.2*	Create regular channels to improve communication	New work building on existing and past work.	Start in 2022 with existing resources	3.3 Seek out and address employee transit safety security

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
	between MTPD and frontline staff (e.g., operators, public facilities workers, etc.), including designating an MTPD liaison for each garage and work facility and efforts to educate staff about police practices and policies			needs and concerns in a meaningful and timely manner
2.3	Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation	New work building on existing work.	Timing to be determined but might be able to start in 2022 with existing resources	3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders 3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner
2.4 *	Regularly survey employees about security concerns and report back to employees on actions taken in response to surveys. Disaggregate survey results (when possible to do without revealing information about an individual respondent) to	New work	Start survey planning in 2022 with existing resources. Timing of survey execution yet to be determined but will take into account the timing of other employee survey and engagement efforts.	3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
	understand relationship between experiences and categories such as race/ethnicity, gender, type of position, years working for Metro Transit, etc.			
2.5	Regularly update employees on Transit Safety & Security Plan progress and provide opportunities for additional ideas and feedback	New work	Start in 2022 with existing resources	3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner
2.6	Review opportunities for MTPD employee training beyond required training	New work building on existing work	Timing to be determined; contingent on staff resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner
2.7	Review and standardize approach to providing administrative leave to employees who are victims or witnesses to violence on the job	New work building on existing work. Use ATU agreement as basis.	Start in 2022 with existing resources	3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
2.8	Develop internal communications standard operating procedure for communicating critical incidents (e.g. fatalities) to employees, providing updates, one-on-one communication	New	Start in 2022 with existing resources	3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner
2.9	Evaluate and improve the process of informing staff about security incidents that occur on or near transit property	New	Start in 2022 with existing resources	3.3 Seek out and address employee transit safety security needs and concerns in a meaningful and timely manner

Area of Work 3: Engaging customers and partners

Description

The “engaging customers and partners” area of work includes efforts to involve customers and community partners in improving public safety on transit.

Potential measurable goals

- 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

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
3.1	Develop approach to regular public engagement regarding public safety on transit based, including strategies and plans to engage youth	New work building on existing work. While regular outreach and engagement focused on public safety on transit is new work, this will build off best practices in the Metropolitan Council’s Public Engagement Plan.	Start planning the approach to this in 2022 with existing resources; timing of implementation to be determined	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.4 Seek out and address public feedback on transit safety and security in a meaningful and timely manner

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
3.2	Include safety considerations when developing public engagement plans for projects or initiatives	New work. This is not routinely done today.	Start developing an approach to this in 2022 with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.4 Seek out and address public feedback on transit safety and security in a meaningful and timely manner
3.3	Advocate for state law change that creates an alternative to misdemeanor citations for fare nonpayment (i.e., the Met Council’s administrative citations bill)	Ongoing. Advocacy is ongoing work through session. If the law changes, new work will be required to implement.	Advocacy continued during 2022 legislative session with current resources. Next steps “to be determined” since (absent a special session) the bill did not become law in 2022.	2.2: Continue efforts to pass administrative citations legislation
3.4*	Contract with community-based organizations to support violence prevention on transit	New work based on past work. MTPD previously contracted with community-based organizations and is in the process of procuring new contracts. There are not contracts in place currently.	In progress with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 2.1: Communicate and engage with other jurisdictions, including law enforcement agencies, to work together towards timely solutions

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
3.5*	Continue to invest in the MTPD Homeless Action Team (HAT)	Ongoing. Metro Transit has grown HAT resources since starting the team in 2018. Growth of the team itself is constrained by MTPD officer workforce levels.	Ongoing work with existing resources	2.1: Communicate and engage with other jurisdictions, including law enforcement agencies, to work together towards timely solutions
3.6*	Review and seek options to expand contracting with social service organizations and fostering relationships with county case managers to connect riders in need to services	Ongoing and new. The Homeless Action Team currently has a contract with a non-profit organization to assist with connecting people to Ramsey County services and plans to continue procuring this service. HAT also is building relationships with Hennepin County case management staff. This action item will include reviewing these current efforts and expanding them as appropriate.	Ongoing work with existing resources	2.1: Communicate and engage with other jurisdictions, including law enforcement agencies, to work together towards timely solutions 3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders
3.7	Re-activate and expand the anti-harassment campaign or other steps towards reducing harassment	New work based on past work. In April 2019, Metro Transit launched an anti-harassment campaign. Lessons learned from that work will be reviewed and will help guide next steps on anti-harassment.	Timing to be determined. Planning will start in 2022 with existing resources but implementation may be in 2023	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
3.8	Re-activate Respect the Ride Campaign or similar education campaign to communicate expectations to riders	New work based on past work.	Timing to be determined and will be contingent on the Code of Conduct refresh (item 1.4 above)	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities
3.9	Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel	New work to build on existing work	Timing for new structured opportunities beyond existing outreach plans is to be determined and is contingent on staff capacity	3.4 Seek out and address public feedback on transit safety and security in a meaningful and timely manner
3.10	Evaluate Text-for-Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders	New work to build on existing work	Evaluation can likely start in 2022 with existing resources	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities 3.2 Evaluate policies, practices, and procedures to ensure positive outcomes and reduce negative impacts on communities and stakeholders 3.4 Seek out and address public

Draft action item		Current, ongoing, or new work	Timing and resources	Related Met Council work group recommendation
				feedback on transit safety and security in a meaningful and timely manner
3.11	Relaunch Adopt-a-Stop program	New work to build on existing work	Funded relaunch of the program in 2022; currently have 28 adopters signed up with a year-end goal of 75 adopters	1.1 Provide a safe, consistent, quality experience for all on buses, trains, and facilities
3.12*	Regularly report transit public safety data and action plan implementation to employees and the public as part of demonstrating transparency and accountability	New work	Start in 2022 with existing resources; expect to build and refine the report over time based on feedback received	3.4 Seek out and address public feedback on transit safety and security in a meaningful and timely manner
3.13	Provide quarterly reports on public safety on transit and action plan implementation during full Metropolitan Council meetings that include data and allow for more dialogue with MTPD and Metro Transit to ensure policy makers are well informed	New work	Start in 2022 with existing resources; expect to build and refine the report over time based on feedback received	3.1 Develop effective communication structure between MTPD and Metropolitan Council so Met Council members are aware of and can act on issues affecting transit safety, security, and policing in a timely manner

Appendix

Safety & Security ACTION PLAN



Safety & Security Action Plan – Employee Feedback Summary

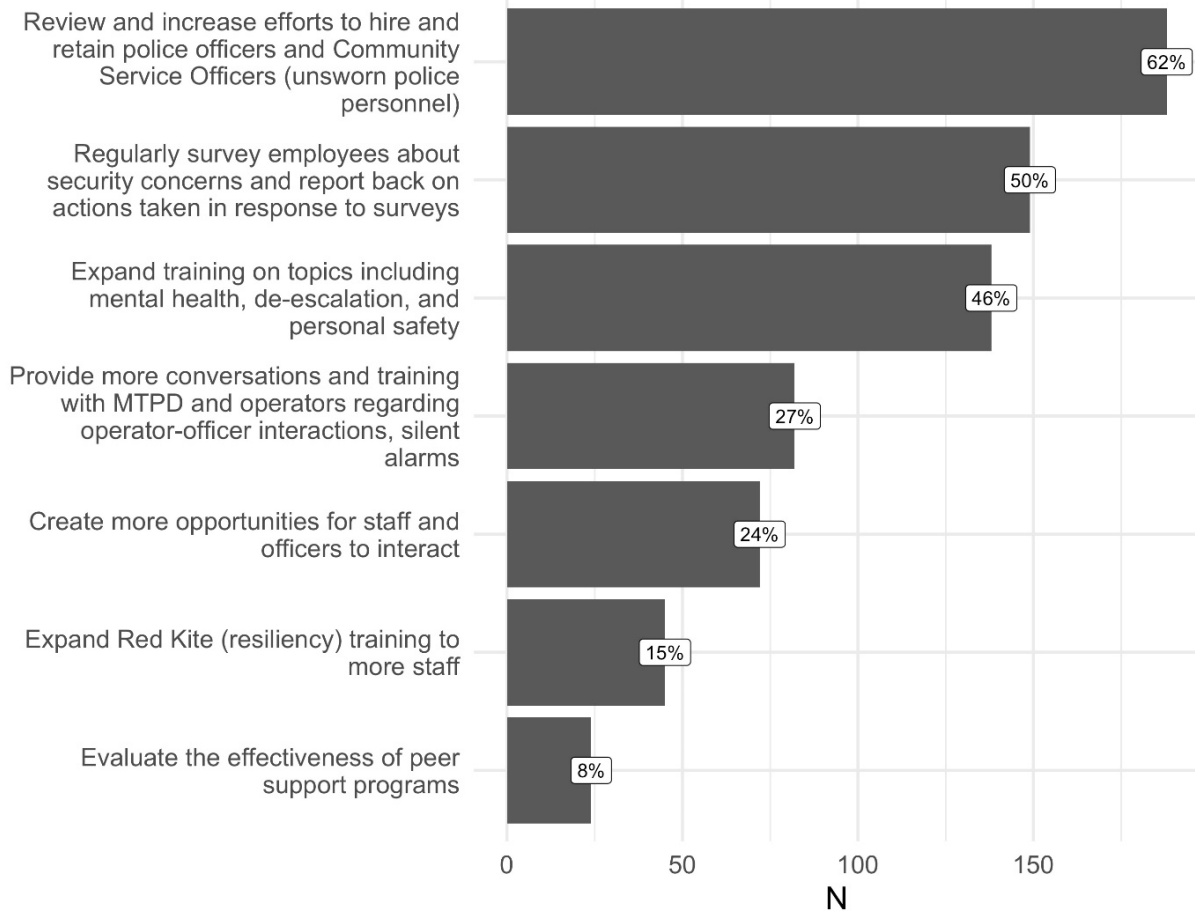
From April 28–May 16, 2022, all Metro Transit employees were invited to review ideas recommended by staff supporting the development of the Safety & Security Action Plan. In an online survey and through in-person outreach, employees were asked to select the actions they felt should be prioritized in three categories – hiring, retaining, and supporting staff, improving conditions on the system and engaging customers and partners – and to offer new ideas. More than 240 employees responded to the online survey. The breakdown by work group was:

Work area	Responses
Other	70
Bus Transportation (bus operators, transit supervisors)	49
Rail Transportation (train operators, rail supervisors)	38
Rail Maintenance	32
Police	21
Bus Maintenance	15
Facilities Maintenance (public facility workers, technicians)	15

Additionally, outreach events were held at each bus garage and light rail facility, during in-service MTPD officer training and at Transfer Road, where facilities staff are located. In total, these events led to 33 hours of engagement with at least 500 employees.

Consider the following actions around hiring, retaining, and supporting staff. Which should be the priority?

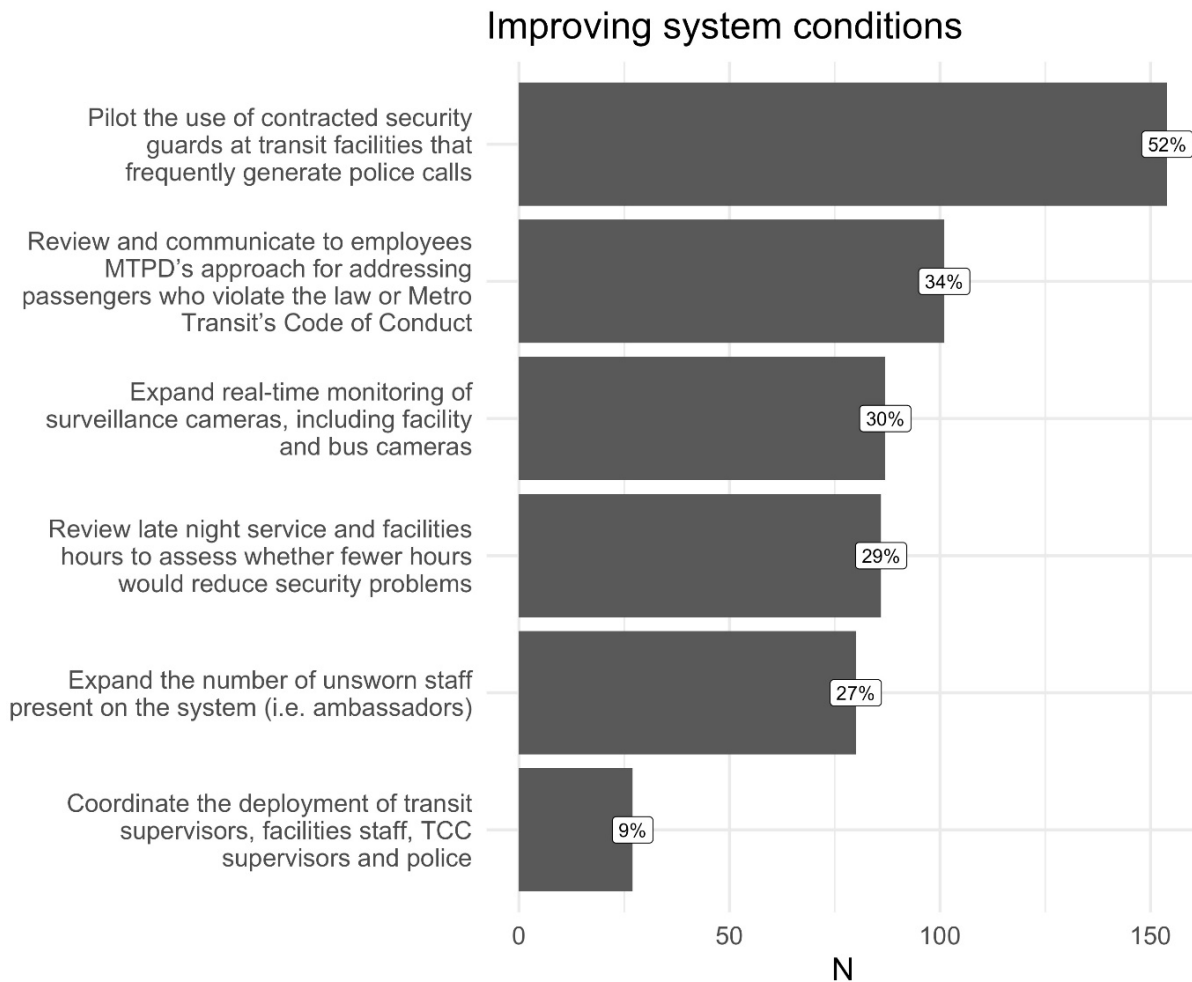
Hiring, retention, and supporting staff



Sample employee comments

- Increase wages, retention bonuses, hiring bonuses to attract and keep police
- Grow MTPD’s administrative staff so officers can focus on police work
- Training should be offered on- site and be paid – aerosol training is not accessible
- MTPD should offer more specialty units to make the department more appealing – young officers want more experiences, and we offer fewer than our peers
- The Homeless Action Team (HAT) should be more of a rotational assignment so more officers can get the experience and knowledge
- Focus on officers with 4- 5 years of service – this is a key time for people deciding whether to stay or go elsewhere – retention is key
- Would like an MTPD mentor program but few senior officers left to create a program
- Peer support needs more training and investment to be effective
- Red Kite is good for operators but does not address the more- likely scenario of individuals in mental health crisis

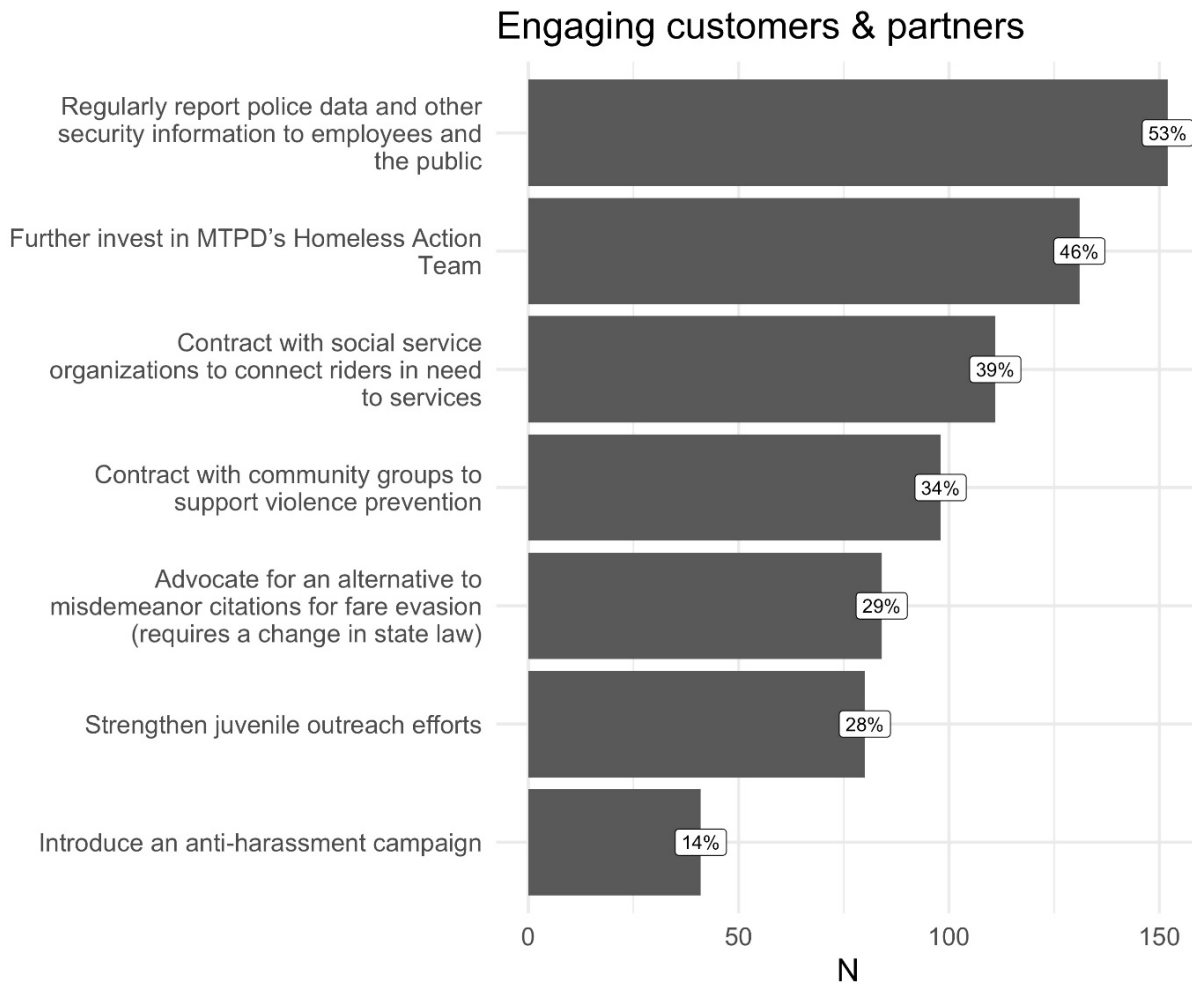
Consider the following actions around Improving conditions on the system. Which should be the priority?



Sample employee comments

- On light rail vehicles, the seating area immediately behind the operator should be blocked
- MTPD should ride undercover on buses and trains
- Police officers and CSOs need to spread out and ride trains
- Flipper should be a piece of assigned work; never leave operators alone in the tail track
- First northbound Blue Line trip from Franklin Avenue should run out of service
- Emergency calls from inside the train should go to RCC or TCC, not to the operator
- RCC should be staffed by a police dispatcher
- Officers should share a radio channel with operators
- Educate operators about when to call for police (especially silent alarm use) and what police can and cannot do
- Mental health awareness training for operators
- Simplify fares, eliminate Downtown Zone and rush hour fares
- Leadership should ride transit more often

Consider the following actions around engaging customers and partners. Which should be the priority?



Sample employee comments

- Encourage prosecution of fare citations and other crimes on transit
- Assign prosecutor(s) to only handles crimes on transit
- Partner with a dedicated mental health worker
- Re- engage customers and empower them to be more proactive
- Educate customers and public about the importance of paying fares
- Add some DID type of ambassadors who can assist with basic cleaning and janitorial services and who are trained to call for assistance in an emergency
- Encourage community leaders to ride transit and invite students and elders to meet them
- Encourage employees to ride the system. Educate employees on how to report observations