

Safety & Security ACTION PLAN

Quarter 3 2022 Update

Metropolitan Council Committee of the Whole

October 5, 2022



Agenda

- Overview of today's objectives
- Part 1: Metro Transit Police Department Update by Interim Chief
- Part 2: Overview of Safety & Security Action Plan Q3 2022 Update

Safety & Security Acton Plan Quarterly Reporting

- June 2022 business item established quarterly reports
- Today's objectives include:
 - Providing updates from and time for discussion with the MTPD Interim Chief
 - Providing updates on action plan implementation
 - Receiving Council Member feedback on this approach to quarterly reporting - what is useful, what is missing, and are there ways we can improve future quarterly reports?

Part 1: MTPD Update and Discussion

Presenter: Interim Chief Rick Grates

Calls for Service & Ridership

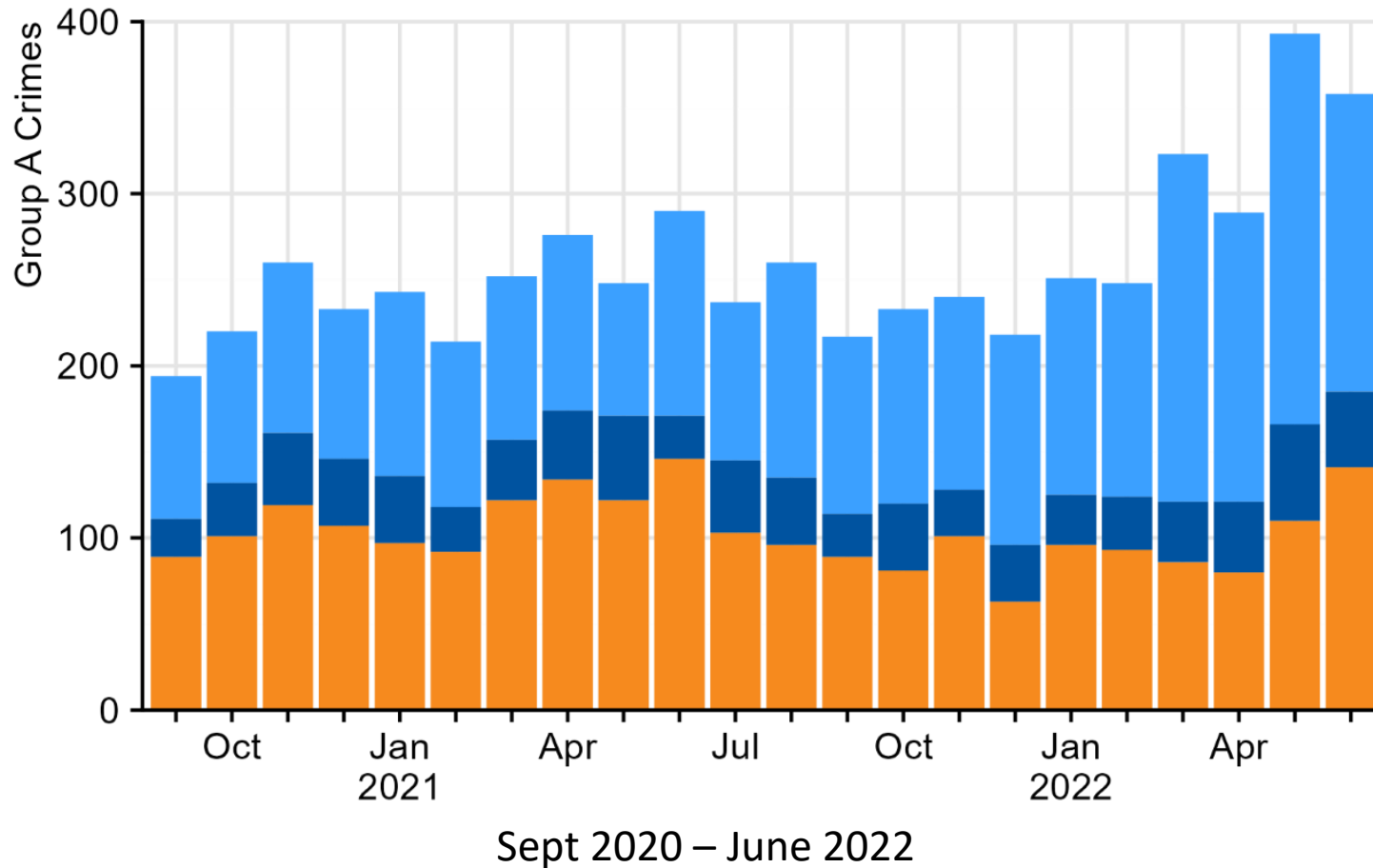
Calls for Service (CFS)	
September 20-26, 2022	1,491
September 13-19, 2022	1,478
Percent change	+0.9%
Ridership	
September 20-26, 2022	824,733
September 13-19, 2022	847,591
CFS per 10,000 rides	
September 20-26, 2022	18.08
September 13-19, 2022	17.44
Total Reportable Crime	
September 20-26, 2022	95
September 13-19, 2022	90
Crimes per 10,000 rides	
September 20-26, 2022	1.15
September 13-19, 2022	1.06

- Calls for Service:
 - +15% YTD 2022 compared to 2021
 - +22% YTD 2022 compared to 2020
- Crime Reports:
 - +53% YTD* 2022 compared to 2021
 - -2% YTD** 2022 compared to 2020
 - Notable increases in 2022 over 2021:
 - Narcotics (+166%)
 - Assault (+25%)
 - Fare evasion
 - Trespassing
 - Arson

* 1/1/22-9/26/22 compared to 1/1/21-9/26/21

** 1/1/22-9/26/22 compared to 1/1/20-9/26/20

Group A Crimes

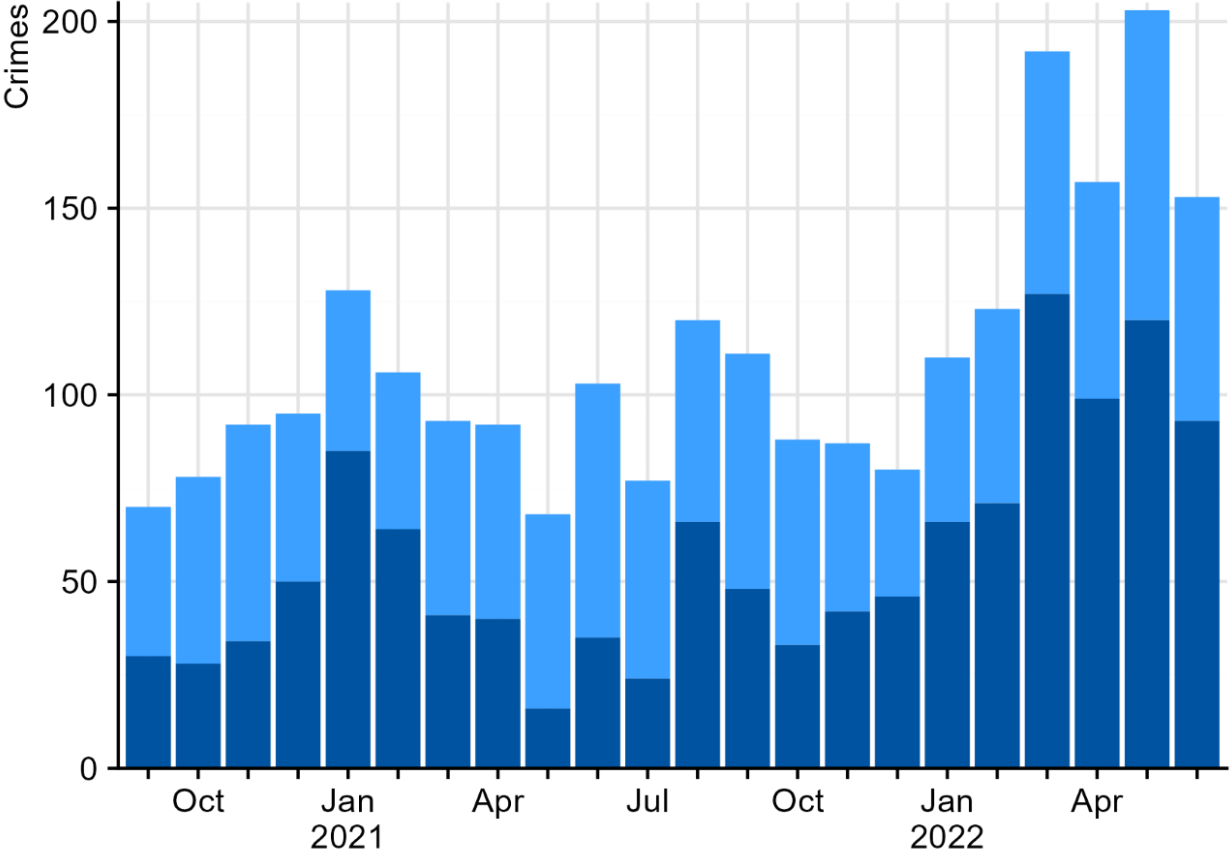


All other Group A crimes

Simple Assault is the second most frequent crime. *This is defined as an assault where there is no weapon and no serious bodily injury.*

Vandalism and property damage are the most frequent crimes committed across the transit system.

Code of Conduct Violations



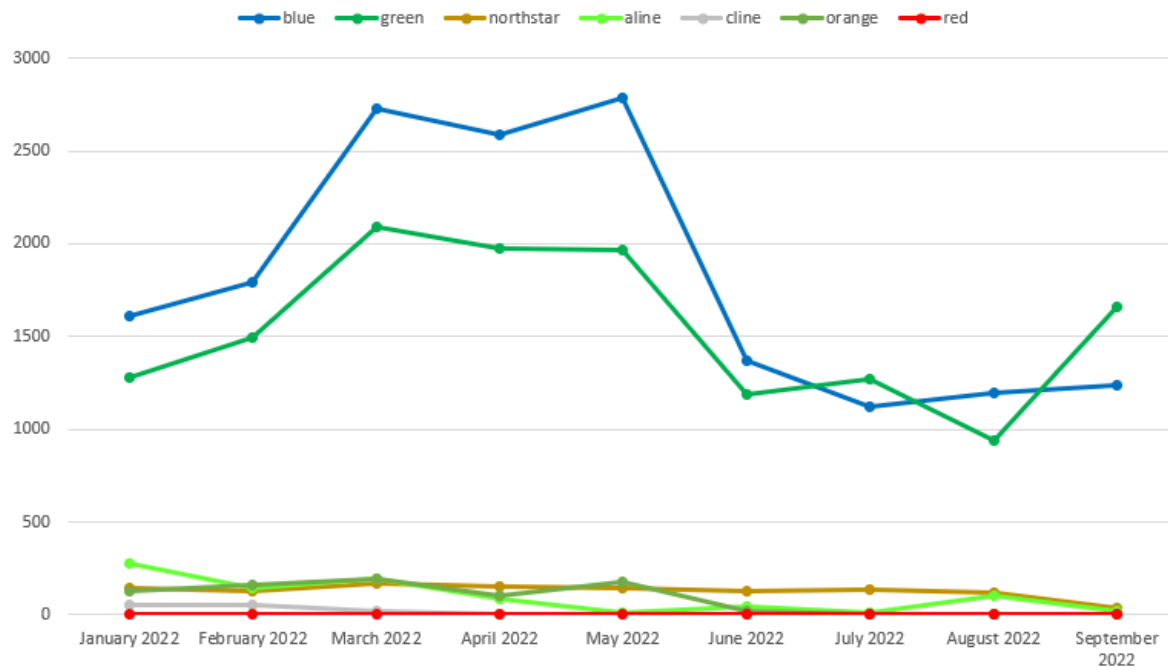
Sept 2020 – June 2022

All other Code of Conduct violations (*intimidation, curfew/loitering, disorderly conduct, nonviolent family offenses, obstruct transit, consuming food/beverages*)

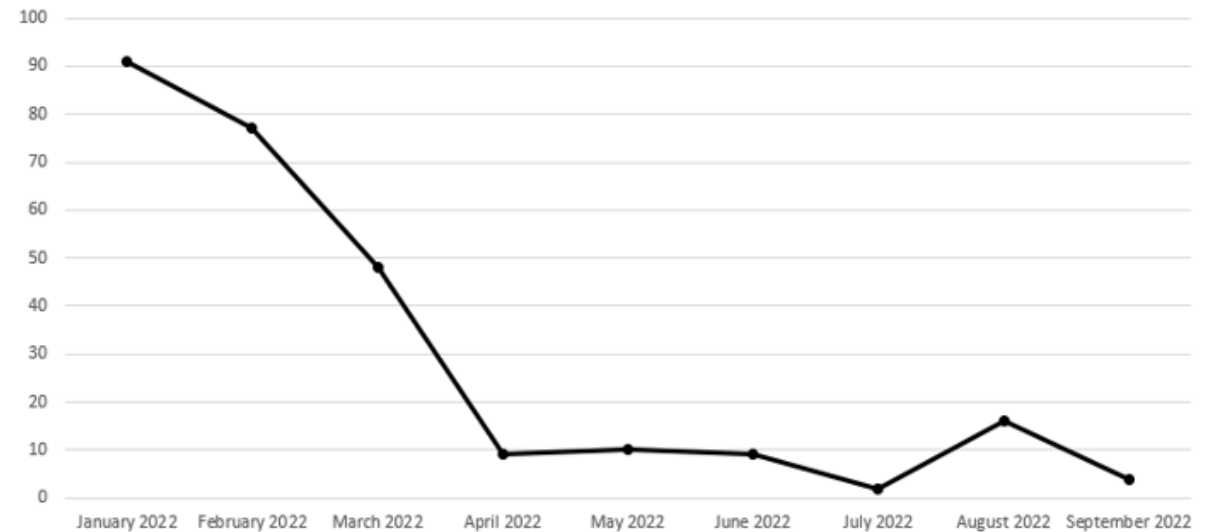
Code of Conduct violations: alcohol, tobacco, and narcotics equipment

Resource Deployment: Officer On-Boards

LRT/BRT/Northstar Onboards

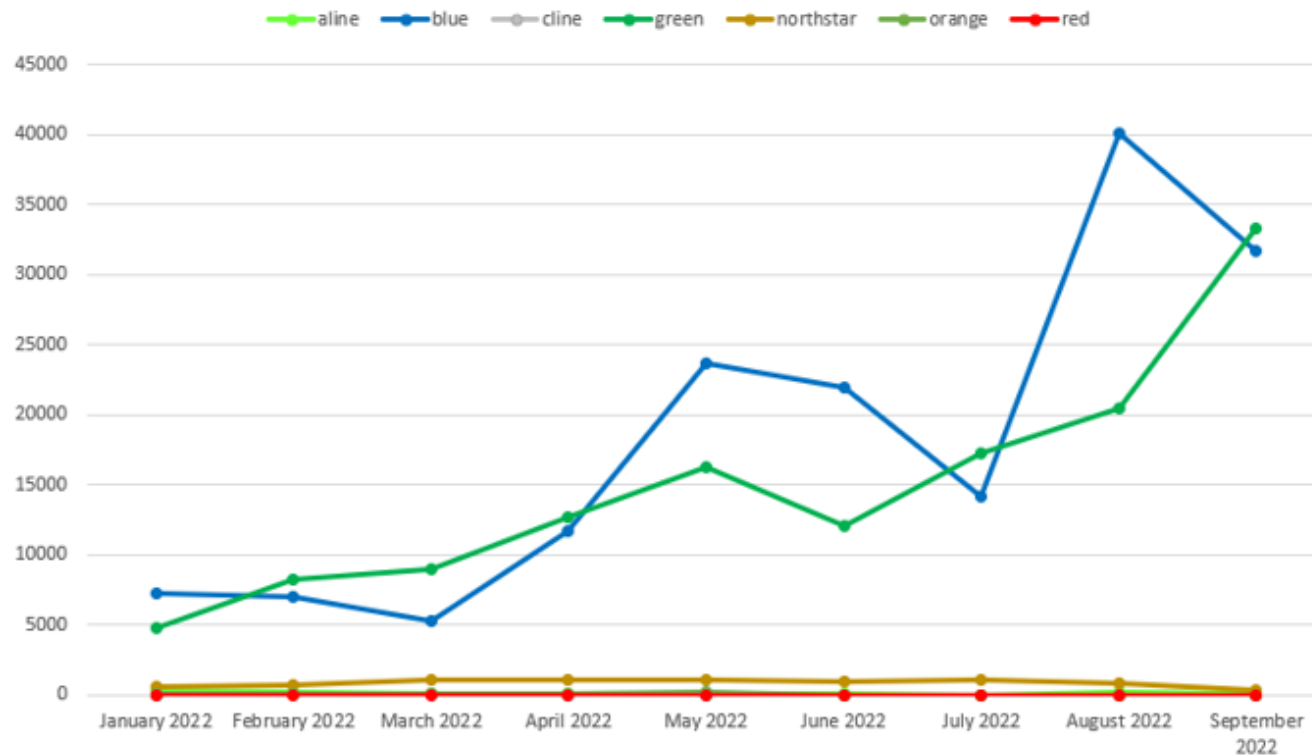


Regular Route Bus Onboards



"On-Board" - An officer records riding a Bus Rapid Transit (BRT) vehicle or a train vehicle. LRT focus has necessitated a shift from regular route bus on-boards due to limited resources

Resource Deployment: Fare Inspections

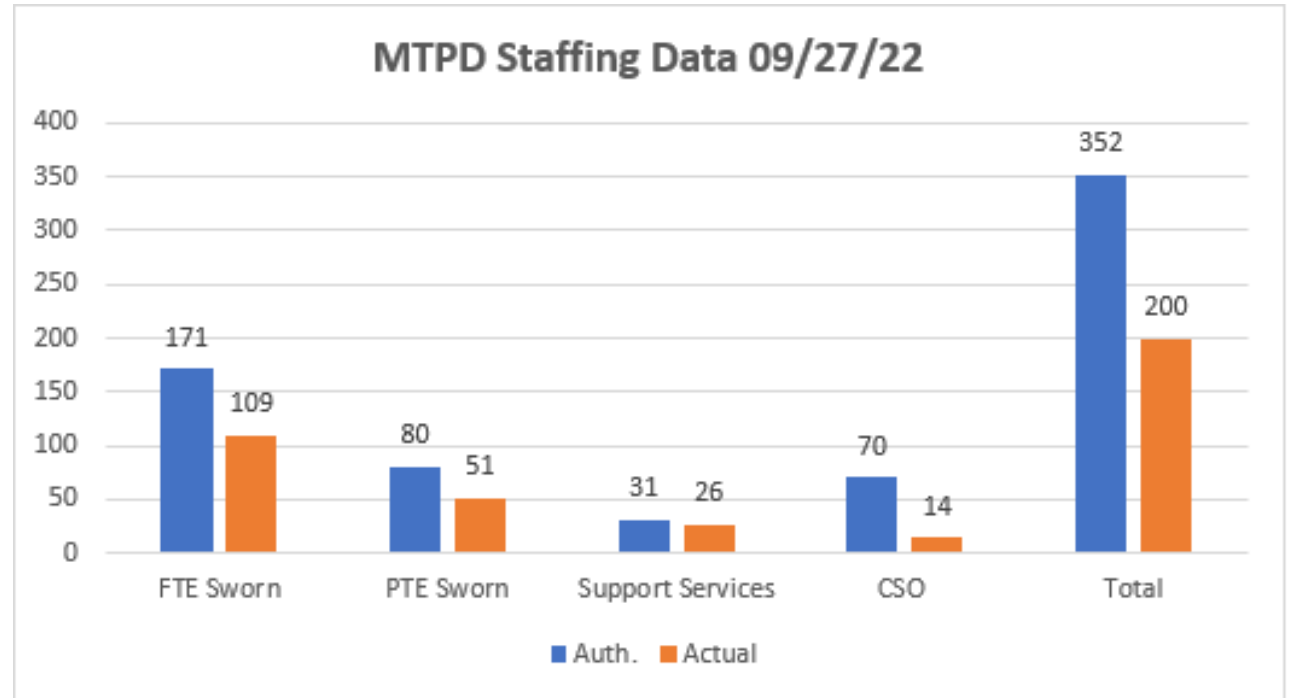


Note: This includes fare checks during special events (concerts, sporting events, etc.)

MTPD Staffing

Recruiting & Retention:

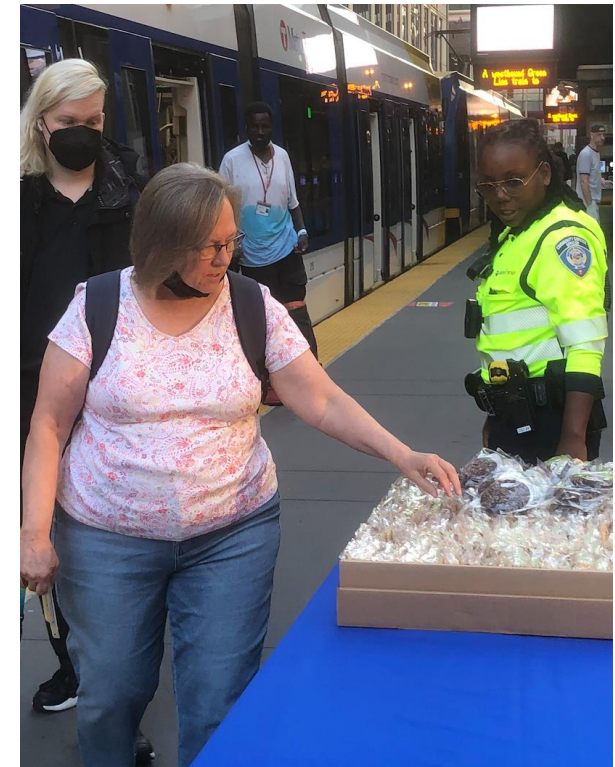
- Market increase for wages
- Benefits package for CSOs
- Marketing
- Re-establishment of Recruitment Team
- Officer Rehiring



Full-time sworn officers (all ranks)	January 2021	December 2021	Attrition
	140	114	-26
	January 2022	September 2022	Attrition
	114	109	-5 YTD

Engagement

- Coffee with Cops at garages & maintenance facilities
- Establishment of garage liaison officers
- Open houses for Council Members
- Employee engagement opportunities



Part 1: Q-and-A and Discussion

Part 2: Safety & Security Action Plan Q3 2022 Update

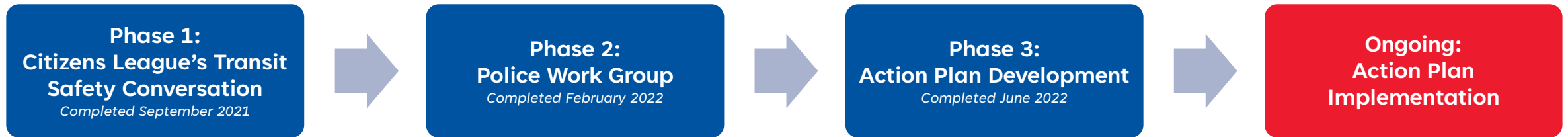
Presenters:

- Lesley Kandaras, Metro Transit chief of staff
- Jason Lindner, MTPD Lieutenant and supplemental security contract manager
- Brian Funk, Deputy General Manager and Chief Operating Officer
- Steve McLaird, Acting Director, Bus Operations
- Pam Steffen, Customer Relations and Experience Manager
- Jeremiah Cox, Customer Relations Intern

Overview of Safety & Security Action Plan Q3 2022 Update

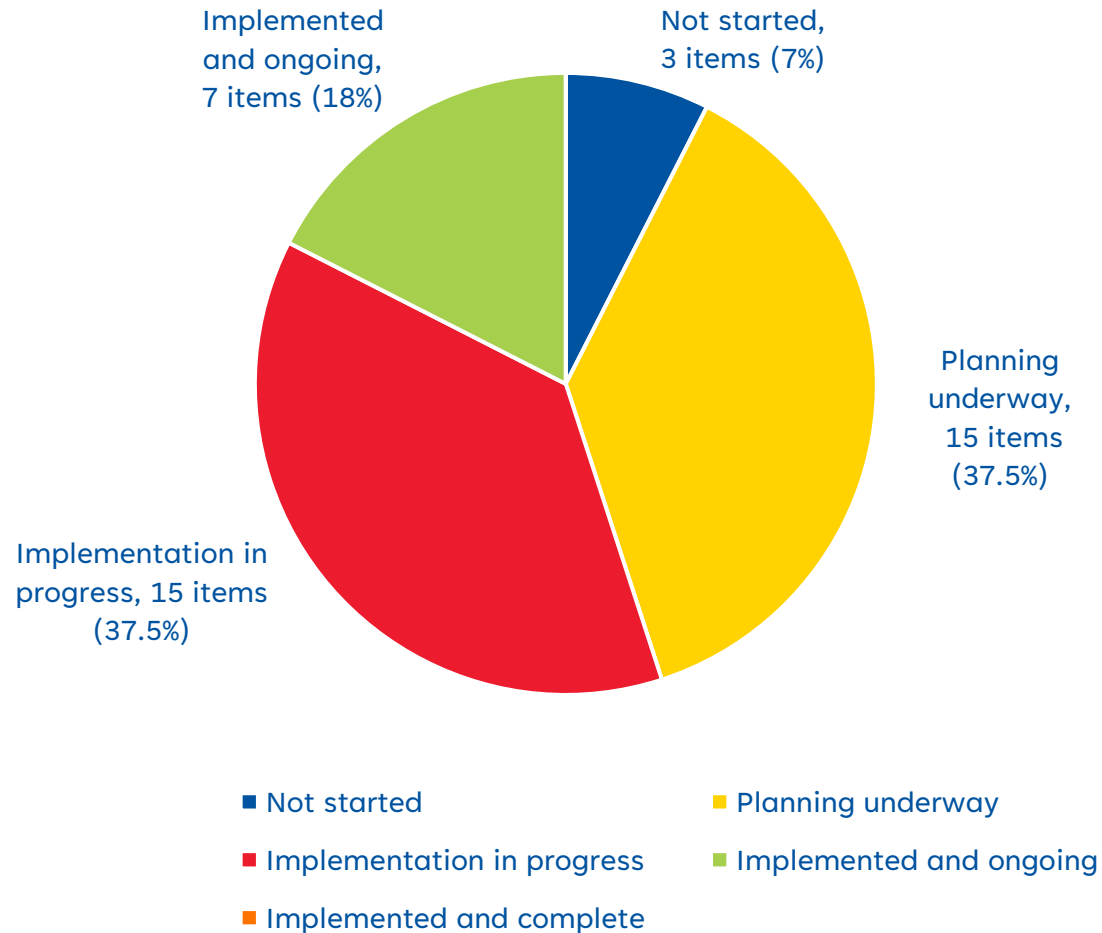
- We continue to develop our approach to implementing the plan and reporting on implementation.
- Objectives today include:
 - Providing updates on action plan implementation
 - Receiving Council Member feedback on this approach to quarterly reporting (format, content, etc.)
 - What is useful?
 - What is missing?
 - Are there ways we can improve future quarterly updates?

Safety & Security Action Plan: Background and Context

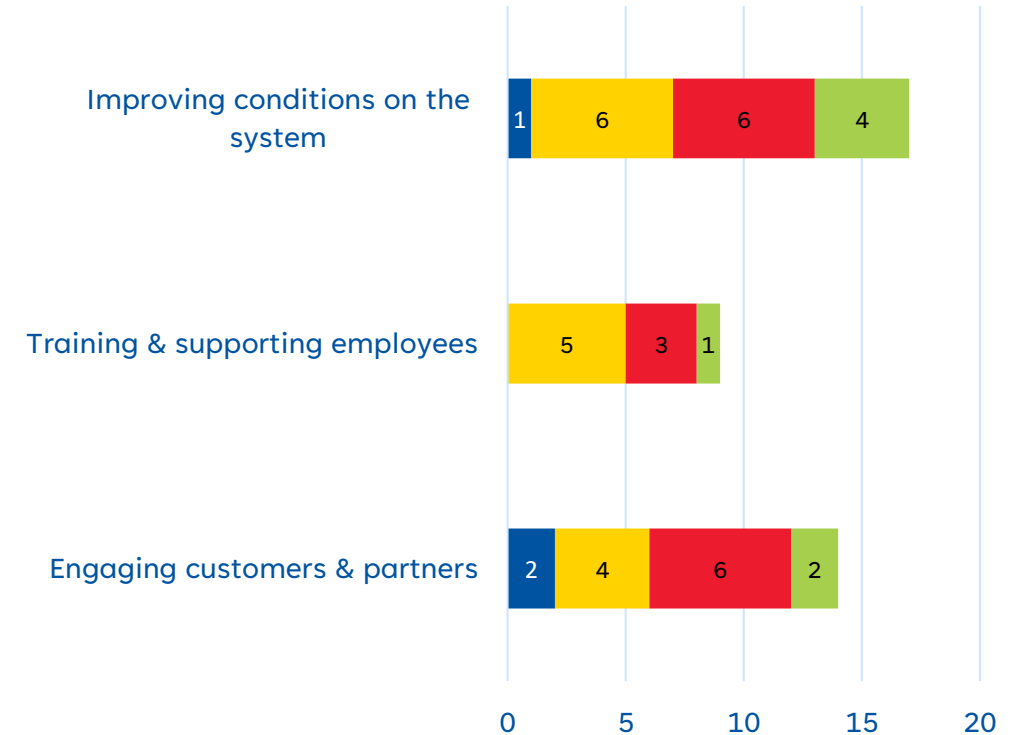


- Safety & Security Action Plan emerged from the Metropolitan Council's Metro Transit Police Review
- Currently comprised of 40 action items organized into three areas of work
 1. Improving conditions on the system
 2. Training and supporting employees
 3. Engaging customers and partners
- Metropolitan Council endorsed the three areas of work and established a quarterly reporting requirement in June 2022

Action Item Implementation Status Summary

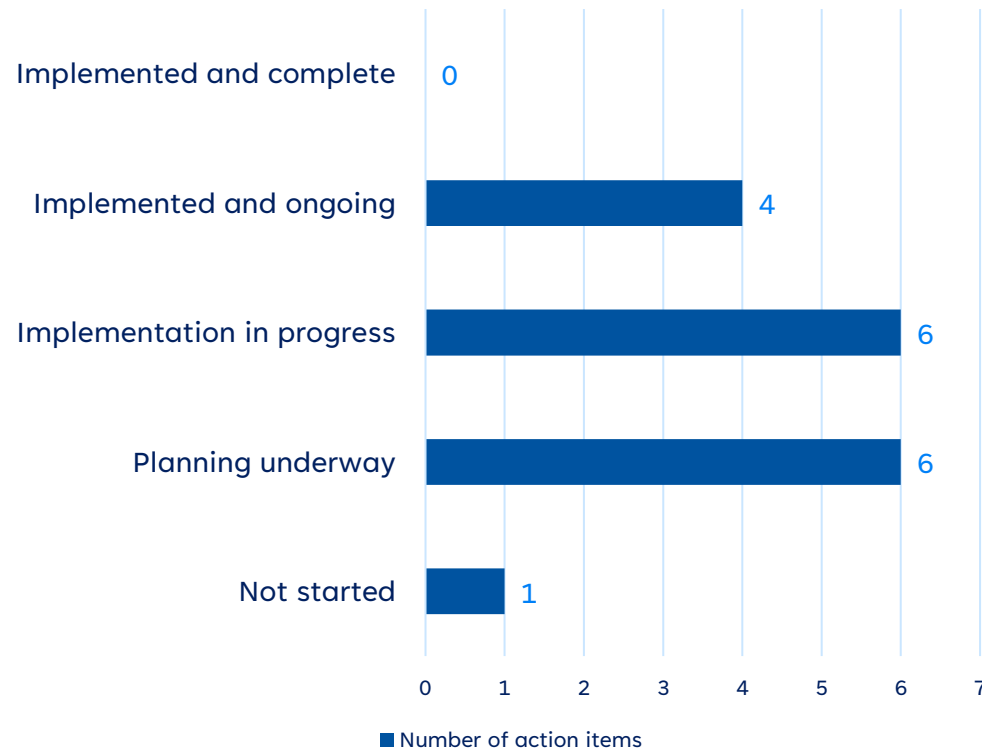


By Area of Work



Area of Work 1: Improving Conditions on the System

Area of Work 1: Action Item Status as of Sept. 2022



Improving Conditions on the System Spotlight

Supplemental Security Officers/CX360

- June/July - Request for Proposals & Review
 - Short term contracted unarmed security through December 31
 - 24/7 security at METRO Blue Line Franklin & Lake Street Stations
- August - proposal awarded to BelCom, Inc.
- September 10th - Contracted Security On-Site at Franklin
 - Consistent security from 7 am to 11 pm
 - Labor shortages
 - Guard Station
 - Positive feedback from customers & employees
- Next Steps: Lake Street Station



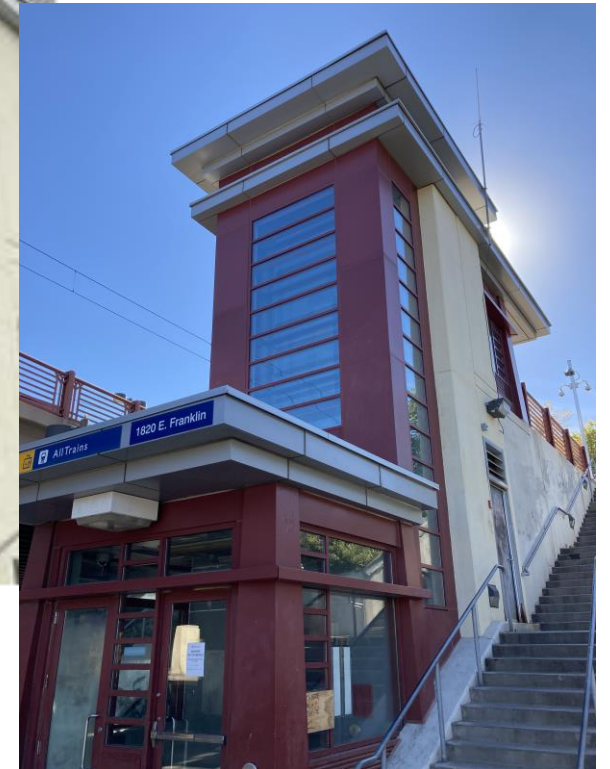
Improving Conditions on the System Spotlight

Supplemental Security Officers/CX360 (2)

- Facility Improvements at Franklin Station
 - Painting
 - Metal paneling
 - Deep cleaning and pressure washing
 - Glass replacement
 - Water piping
 - Graffiti removal
 - Installation of fall protection
 - Security fence & gate
 - Operator warming room makeover
 - Card Access & Art Wrap
- Next Steps: Lake Street Station



Before



After

Improving Conditions on the System Spotlight

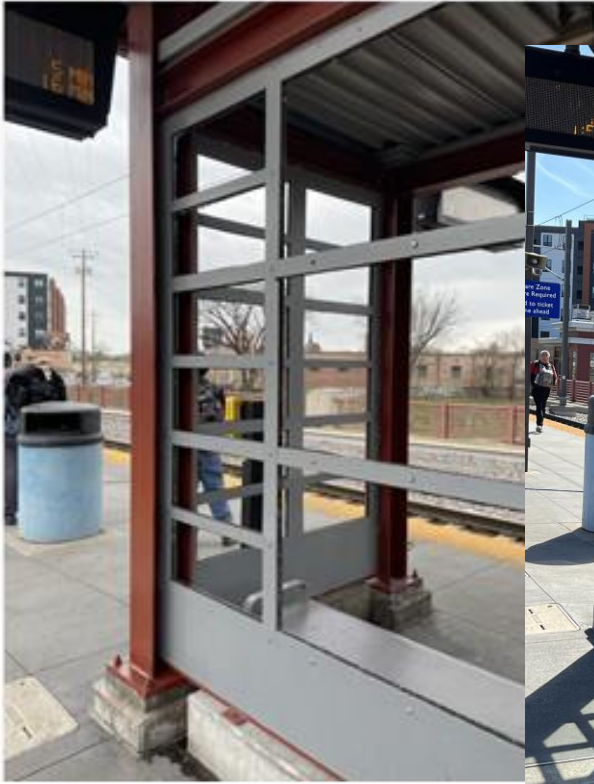
Supplemental Security Officers/CX360 (3)



Before



After



Before



After

Improving Conditions on the System Spotlight

Two-Car Light Rail Consist Pilot

Objective- Test the use of two-car train sets, as opposed to the standard three-car sets, to increase the likelihood that customers will observe a police officer or Community Service Officer and feel an increased sense of safety and security.

Approach

- Established pre-pilot “success” criteria
- Communicated pilot to stakeholders
- Held weekly cross-functional check in meetings
- Monitored passenger counts to add vehicles for capacity, if needed

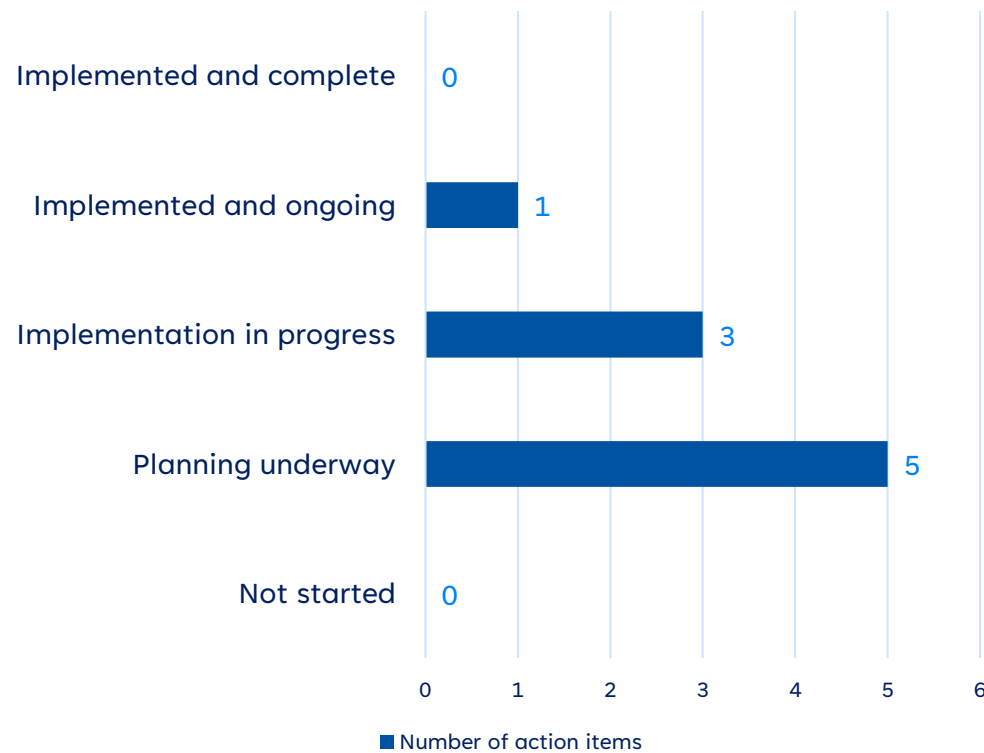
Results

- Achieved all nine quantitative success measures
- Customer feedback via online survey indicated more work is needed to achieve the safety and security outcomes desired
 - 50% reported seeing fewer officers than pre-pilot despite increased presence
 - Onboard safety and cleanliness were lower than 2018 survey results

Conclusion- Customer feedback shows that additional effort is needed to improve customer feelings of safety and security on board light rail vehicles and at station platforms. Utilizing two car train sets to reduce the number of vehicles for police to board was shown through this trial to be a viable option for Metro Transit to use while ridership recovers to pre-COVID levels.

Area of Work 2: Training and Supporting Employees

Area of Work 2: Action Item Status as of Sept. 2022



Training and Supporting Employees Spotlight

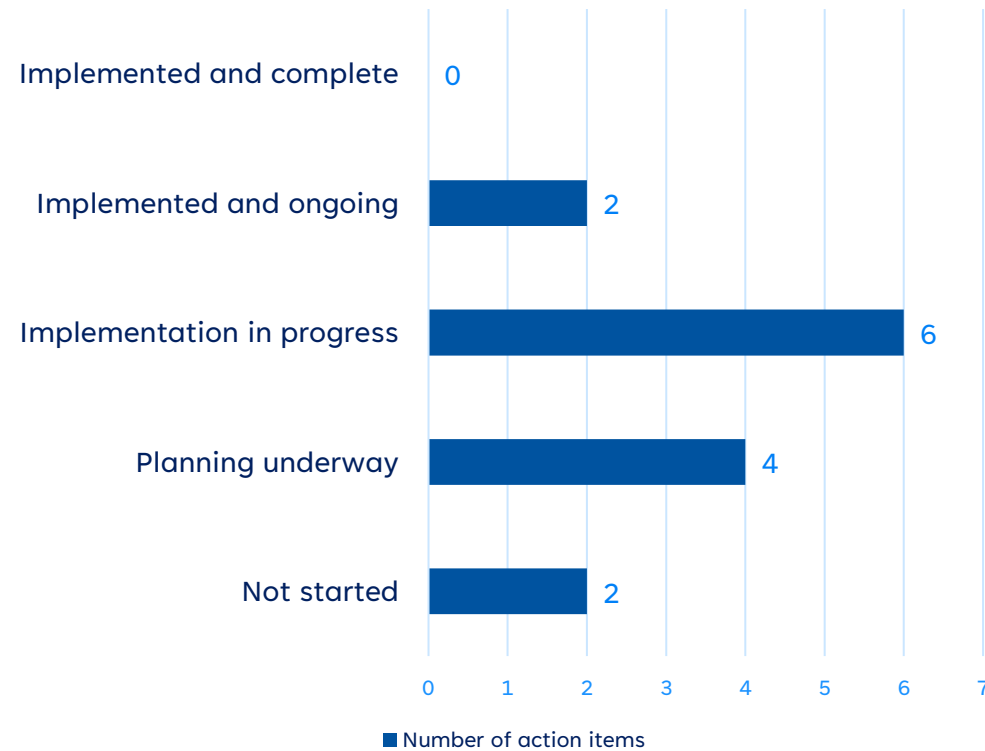
Red Kite Resiliency Training



- Founded in 2008, Red Kite Project is a resilience building organization working in high-pressure industries, such as Medical, EMS, Public Transportation, to help employees manage burnout and psychological trauma due to the stressful nature of their work.
- Extensive work in the transit industry; other transit clients include Philadelphia, Los Angeles County, Milwaukee, and Raleigh/Durham North Carolina.
- Classes are 3 consecutive days, 8 hours per day.
- More than 700 bus and train operators plus management have completed the course

Area of Work 3: Engaging Customers and Partners

Area of Work 3: Action Item Status as of Sept. 2022



Engaging Customers and Partners Spotlight

Adopt-A-Stop



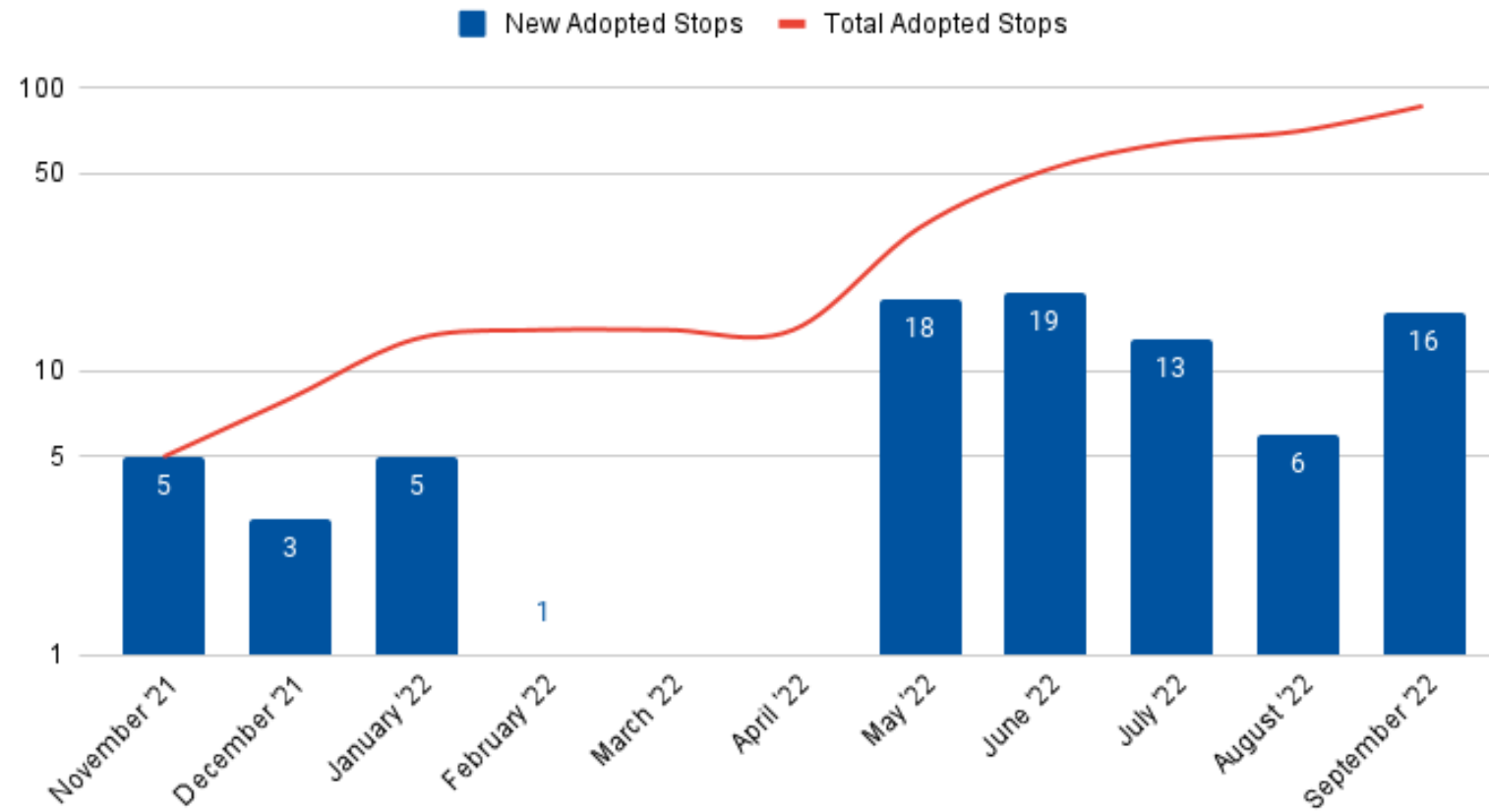
Adopt-A-Stop

1. Empowers businesses, individuals, and organizations to make a real difference in their neighborhoods
 - Adopters regularly visit stops to clean, report damages, and request maintenance
 - Adopters receive a 10-Ride Go-To card each month per adopted stop
 - Adopters receive a personalized sign at their stop
2. Program Re-Launched November 2021 (formerly Adopt-A-Shelter)
 - Year-end Goal was 75 adopted stops
 - As of Sept. 28, 86 stops adopted, 13 are by Transit Employees
3. Benefits to Metro Transit
 - Faster Maintenance Requests, Cleaner Stops, Happier Customers!





Adopted Stops by Month



Developing Data on Potential Measurable Goals

- Several examples of data on measurable goals were included in the Chief's presentation: crime, Code of Conduct violations, calls for service, police onboards, and fare inspections
 - Group A Crime data now available at www.metrotransit.org/performance
- Additional data on measurable goals is in the Q3 update document
- Work continues to identify meaningful metrics and develop data for all potential measurable goals or determine that we cannot measure a potential measurable goal.

Next Steps

- Apply today's feedback to continue improving our approach to implementing the Safety & Security Action Plan and reporting on implementation
- Post Quarter 3 2022 report to www.metrotransit.org/public-safety
- Return in December 2022 for Quarter 4 report

Part 2: Q-and-A and Discussion

Thank You!