

Safety & Security ACTION PLAN



Quarter 3 2022 Update

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Safety & Security Action Plan Quarterly Updates

Metro Transit's Safety & Security Action Plan summarizes the steps Metro Transit is taking to make transit feel safer and more welcoming. The current version of this plan was completed in June 2022 following significant customer and employee engagement. The plan is a living document that will be regularly updated.

The current version of the plan identifies 40 actions that build on Metro Transit's work to improve public safety on transit. The plan is organized around three areas of work: (1) improving conditions on the system, (2) training and supporting employees, and (3) engaging customers and partners.

In June 2022, the Metropolitan Council endorsed the Safety & Security Action Plan three areas of work and established the requirement that Metro Transit will report on action plan progress every quarter. This Quarter 3 2022 update is the first report developed to fulfill this requirement.

Metro Transit will present a summary of this document at the Metropolitan Council's Committee of the Whole meeting on October 5, 2022. Additionally, Metro Transit will make this update (and future quarterly updates) available on its website at: www.metrotransit.org/public-safety.

The current version of the full Safety & Security Action Plan is available at: www.metrotransit.org/public-safety.

This Quarter 3 2022 update is divided into two parts:

- Part 1: Status Updates on Action Items
- Part 2: Data Relating to Measurable Goals

Part 1: Status Updates on Action Items

The first part of the Quarter 3 2022 update includes information on the current implementation status for the 40 action items. As shown in Figure 1 and Figure 2, most of the 40 action items are either in planning or in implementation.

Figure 1: Action Items by Implementation Status

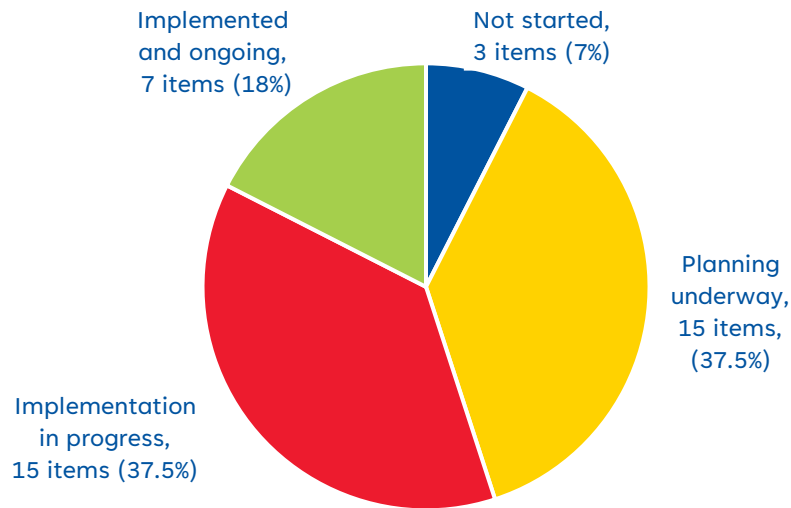
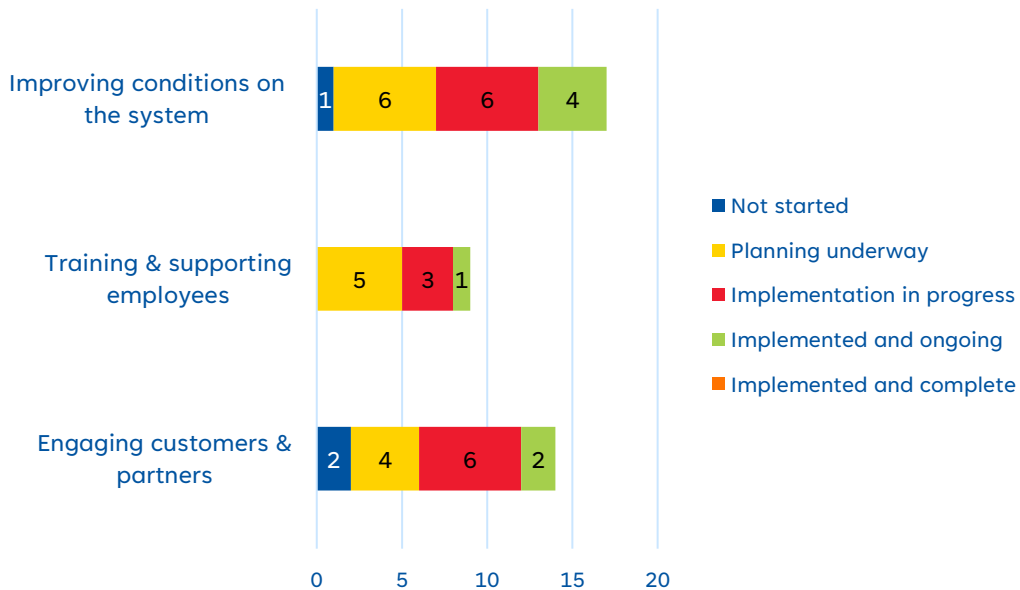


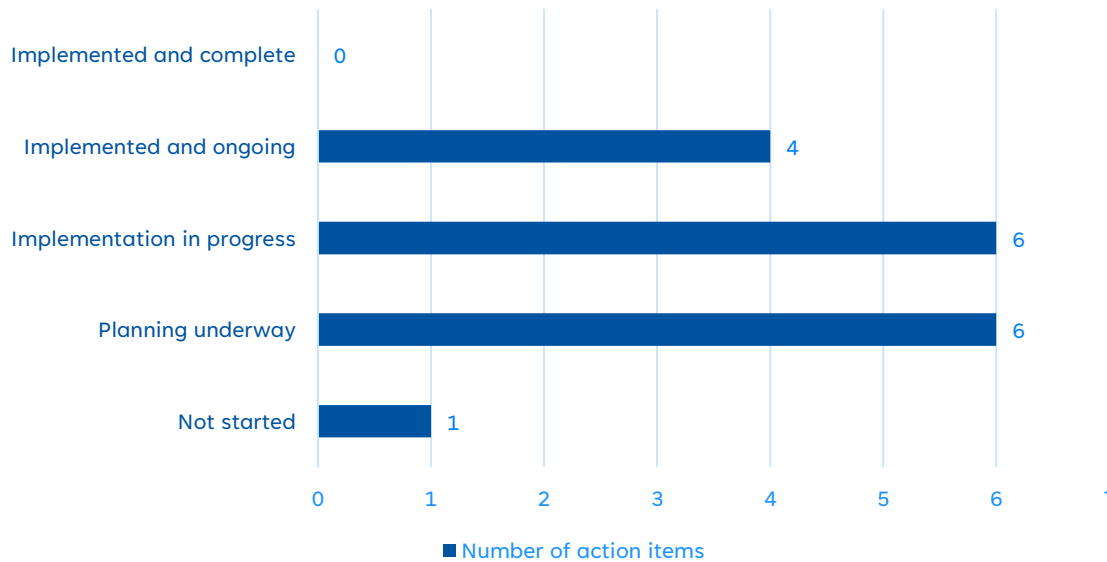
Figure 2 Implementation Status by Area of Work



Area of Work 1: Improving Conditions on the System

The “improving conditions on the system” area of work includes action items designed to improve the experience of customers and employees when on the Metro Transit system. As of September 2022, there are 17 action items in this area of work.

Area of Work 1: Action Item Status as of September 2022



| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|--|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| 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 | <p>MTPD has not reached its staffing goal of 171 officers and 70 CSOs. However, efforts to meet these goals are moving forward.</p> <p>In August, MTPD graduated 7 recruits from the classroom portion of training and these officers are currently in field training.</p> <p>Several tactics have been undertaken to improve police and CSO staffing: (1) hiring bonus (\$4000) for new officer hires, based on market research, (2) providing Met Council benefits for CSOs (even though they are PT employees), (3) increased pay rate for officers, sergeants, and lieutenants, as well as CSOs, based on market research, (4) developed plan for rehiring former officers who have left (two have already been rehired</p> | | | X | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|--|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| | <p>and on-boarded), (5) developed plan for converting PT officers into FT officers, (6) re-established MTPD’s Recruitment Team, (7) Working with Metro Transit’s Marketing department on a recruitment video, (8) recruit academies for both officers and CSOs are planned through January 2023, and interviews/selections for CSOs and officers are occurring in Q3 and Q4.</p> <p>This action item will be a long-term and on-going effort to replace the number of officers lost over the last two years, and grow the ranks to accommodate the new service lines that are expected to open in the next five years. Hiring new officers and CSOs is difficult right now due to low enrollment in law enforcement programs both within the state and across the nation – there is a lower-than-normal pool of candidates.</p> <p>Headcount as of 9/27/2022: 109 of 171 full-time officers and 14 of 70 CSOs.</p> | | | | | |
| 1.2 Review and adjust approach to increasing official presence with non-sworn personnel on the system | Deputy COO for Transportation leading effort to create non-sworn personnel alternative. | | X | | | |
| 1.3 Pilot the use of contracted security guards at transit facilities that frequently generate police calls | Franklin Ave Station launched 9/10/22; Lake Street Station will start next; timing contingent on vendor workforce. | | | X | | |
| 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 | Staff meeting to kick off the project to be held on October 4, 2022. This action item is tied to action item 3.7. | | X | | | |
| 1.5 Expand real-time monitoring of security cameras, including facility and bus cameras | Real Time Information Center (RTIC) staffing is at 60%, and we are working with MTPD admin to secure a schedule that maximizes coverage. RTIC has hired 6 of the budgeted 10 staff members and have a dedicated area for the staff to work. Initial conversations have begun on live viewing of buses and | | | X | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|--|-------------|-------------------|----------------------------|-----------------------|------------------------|
| | the monitors. Work continues toward adding new technologies and systems as they are determined to be needed to make the job more effective. | | | | | |
| 1.6 Review late night service and facility hours to assess whether there is a relationship between hours and security issues. Apply an equity lens to this review, recognizing potential impacts on customers who rely on late-night service. | Early test of adjusting facilities hours started at the Brooklyn Center Transit Center (BCTC) in summer 2022. The future of BCTC hours and the adjustment of hours at other locations is in the planning/discussion phase. This effort includes working closely with service development, customer relations, and MTPD. | | X | | | |
| 1.7 Improve conditions at high-traffic facilities, including Franklin Ave LRT Station and Lake St-Midtown LRT Station through design changes | Data is being gathered for ongoing discussion across disciplines and with other work groups – engineering, service development, and customer service. The impact of lessons learned is applied to changes in design, maintenance, and ongoing operations. Refurbishment (not rebuild) of Lake & Hiawatha will be the first real test of this process and will begin to implement some of the recommendations. Rebuild of Lake & Hiawatha, as well as Franklin Avenue station, which will also be receiving attention in this regard, specifically but not limited to public art soon. This work is heavily dependent on the efficacy of the supplemental security officers contract. | | | X | | |
| 1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria | Programed 2022 capital project progress includes: (1) lighting added to 21 shelters, of which 18 are a new type of rooftop solar lighting, (2) 2 new shelters added (3) 11 aged or worn shelters replaced, and (4) 70 shelter benches modified to meet ADA. On track to add up to 10 shelters, replace up to 23 shelters, add light and sometimes heat at up to 30 shelters, and construct up to 30 accessible boarding pads in 2022. | | | | X | |
| 1.9 Continue investment in public art at facilities to deter vandalism and create a more inclusive, welcoming experience | <p>Bus Shelter beautification project has become an annual program, and Facilities Maintenance continues to address areas where public art can help deter graffiti. Work includes (1) the first two utility boxes have been wrapped to deter graffiti (Uptown TC and Como Ave at Eustis), (2) in process of wrapping up to 10 bus shelters with art clings, and (3) creating agreement for murals at Lake Street/Midtown Station.</p> <p>Next steps include (1) monitoring utility boxes for graffiti and see if the artwork deters it, (2) bus shelter wrapping will move</p> | | | | X | |

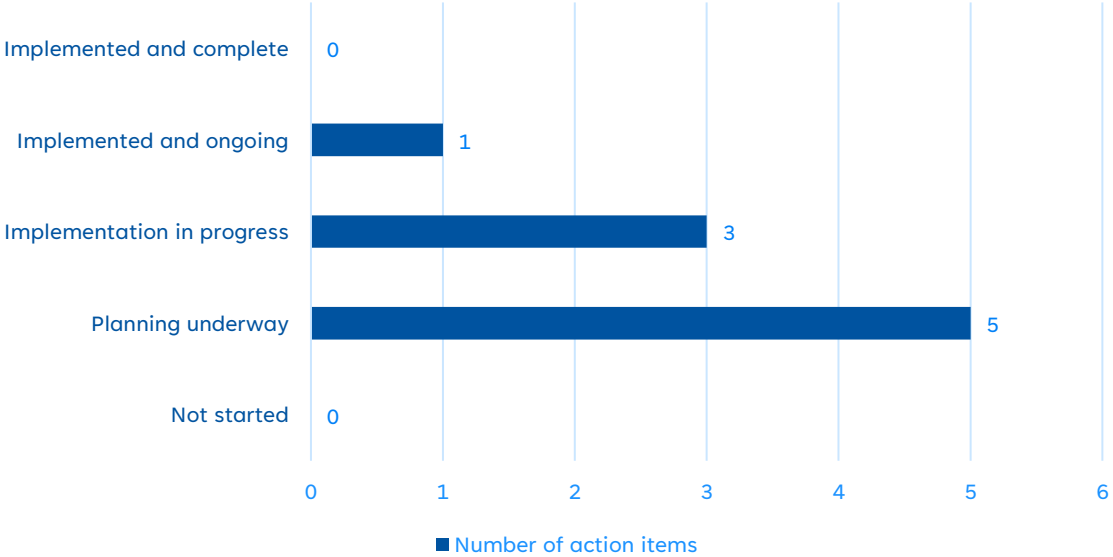
| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| | forward as we determine the best vendor to print and install wraps, and (3) murals should be painted in September at Lake Street/Midtown Station. | | | | | |
| 1.10 Continue review of MTPD policies. Apply an equity lens as part of this review through partnership with Metro Transit’s Equity & Inclusion team | MTPD drafted an initial list of MTPD policies that are appropriate for review by the Equity and Inclusion team, as well as other groups such as Transit Accessibility Advisory Committee. The next step is for MTPD to coordinate with Metro Transit’s Senior Manager, Equity and Inclusion. | | X | | | |
| 1.11 Improve transit service reliability | This action item ties to operator workforce levels and includes evaluating service plan and projected workforce to provide appropriate amount of service. One element that is implemented and ongoing is the use of alerts by Rail and Bus (Rail–LRT Notifications and LRT Collision Teams in MS Teams. These notifications allow for our Social Media team to alert the public in real time when there is a disruption or incident. Bus reports disruptions and delays using Special Situation Reports for documentation and distribution). | | | | X | |
| 1.12 Coordinate the deployment of field personnel such as: rail and bus supervisors, rail systems staff, public facilities workers, and revenue technicians to expand physical and electronic presence at transit facilities. This effort includes facility checks by all in the field. Explore adding Real Time Information Center (RTIC) resources to this initiative | Street Supervisors have been increasing their presence, inspecting, and reporting deficiencies. Transit Supervisors are required to, once per their shift (as priorities allow for) visit every facility in their area of responsibility resulting with some being checked and reported on more than once per day. This results with a higher visible presence, establishing the priority necessary to address and resolve issues with the appropriate stakeholders. TCC creates a Special Service Report (SSR) for any deficiency being reported generating reports to facilities for them to create work orders for proper resolution. The SRR reporting formalizes, tracks, and informs immediately the proper stakeholders for their attention and resolution. This process allows for proper reporting, documentation and provides data for further analysis when required. Rail Supervisors are required to visit two platforms per 8-hour shift. The platforms that can be selected are areas where Operators and the public frequent, such as terminals. These visits are then tracked daily. | | | X | | |
| 1.13 Pilot reducing the standard three-car train set to two-car train sets. Evaluate impacts of the pilot by reviewing changes | Pilot was conducted July 9-August 19, 2022. Review of pilot “success metrics” and survey results Consist right-sizing strategy will be jointly developed between Rail Operations and Maintenance to refine best practices and provide clear internal | | | X | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| to customer feedback, employee feedback, maintenance, cleaning, and police calls for service | and external communication going forward. As this work is continuing, Rail is primarily deploying 3-car trains based on wider (15-minute) headways in the August 2021 schedule, current peak ridership needs and the recent number of “large” weekend events. As more data is gathered about weekday and weekend ridership with the 15-minute headways, Rail will look for opportunities to selectively utilize 2-car trains. | | | | | |
| 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. | Staff are in the early stages of defining the scope and project plan for this action item. | | X | | | |
| 1.15 Continue “Champion Facilities Committee” that addresses troubled bus stops and other public facilities. Ensure there is a process to address stops and facilities identified by operators, facilities workers, or MTPD as problematic. | The Champion Facilities Committee meets monthly to address specific stops/facilities. Q2 & Q3 focused primarily on Broadway & Lyndale, Como & Rice, and 6 th St & Washington/7 th . At the end of June two shelters were removed: WB Broadway & Lyndale and SB Lyndale & Broadway. The remaining two shelters have been under review with multiple visits weekly for non-transit related activity. The Como & Rice and 6 th St & Washington/7 th are under review gathering metrics to modify or remove these shelters. | | | | X | |
| 1.16 Review Engineering & Facilities Project Execution Plan process to ensure MTPD input in facility design | Discussions started in this area. While not directly related to facility design, Public Facilities is partnering with MTPD on the supplemental security pilot. | | X | | | |
| 1.17 Update guidelines for transit facility amenities and maintenance service levels. Evaluate existing facilities for consistency with these guidelines. | This is new work, and Engineering & Facilities need to develop an approach to implement. | X | | | | |

Area of Work 2: Training and Supporting Employees

The “training and supporting employees” area of work includes efforts to understand and address Metro Transit employee security concerns and build employee skills to address conditions they experience on the system. As of September 2022, there are nine action items in this area of work.

Area of Work 2: Action Item Status as of September 2022



| Action Item | Q3 Implementation Notes | Implementation Status | | | | |
|--|---|-----------------------|-------------------|----------------------------|-----------------------|------------------------|
| | | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
| 2.1 Expand Red Kite program and employee training on topics including mental health, de-escalation, and personal safety to more frontline staff; address barriers to training, such as work schedules and location of training | <p>Red Kite classes are currently being offered to bus and train operators.</p> <p>A mental health awareness class was conducted for management review, including representation from Facilities, Bus & Rail Maintenance, and Bus & Rail Transportation. Maintenance and Rail Signals and Systems found value in the mental health awareness class and are currently determining an appropriate schedule for their employees.</p> <p>Efforts are underway to identify options for self-protection training.</p> | | X | | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| 2.2 Create regular channels to improve communication 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 | <p>Implemented Coffee with Cops program, bringing police officers to support facilities once a month. Events are scheduled through the end of the year. A public Coffee with Cops event was held at the Nicollet Mall Station.</p> <p>Each garage has been assigned a sergeant by the Captain of Patrol.</p> | | | | X | |
| 2.3 Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation | <p>Rail and Bus peer support programs exist. There is a project team in place to evaluate these programs. The team is gathering information from other agencies, reviewing peer support statistics, evaluating our desired needs from the Council's Employee Assistance Program (EAP), and surveying staff who have sought or provided peer support. Next steps include reviewing department-specific peer support needs, the on-call system, and training, and creating a Critical Incident Response Standard Operating Procedure.</p> | | | X | | |
| 2.4 Regularly survey employees about security concerns and report back to employees on actions taken in response to surveys. Disaggregate survey results (without revealing information about an individual respondent) to understand relationship between experiences and categories such as race/ethnicity, gender, type of position, years working for Metro Transit, etc. | <p>Staff have met operations and Instruction Center leadership to gauge possibility of surveying through Right to Know training in late- 2022 (bus operators) and spring 2023 (train operators). May combine with Peer Support evaluation survey planned for these and other possible engagements.</p> <p>Draft approach and deployment strategies discussed in September meeting with Peer Support team. Survey drafting underway. Targeting wide deployment to frontline staff (operators, maintenance, street supervisors, etc.) during Fall 2022. Response rates will be biggest barrier to useful reporting from this survey effort.</p> | | X | | | |
| 2.5 Regularly update employees on Transit Safety & Security Plan progress and provide opportunities for additional ideas and feedback | <p>Since the Council's Safety & Security Action Plan endorsement in June, updates have been provided to the Transit Safety & Security Committee, through the Insights newsletter and as part of monthly Metro Transit Managers' meetings. These efforts will continue moving forward. In-person outreach will occur at support facilities in October-November 2022, and a plan for 2023 communication outreach will be developed by the end of the year. (This item overlaps with action item 3.11).</p> | | | X | | |

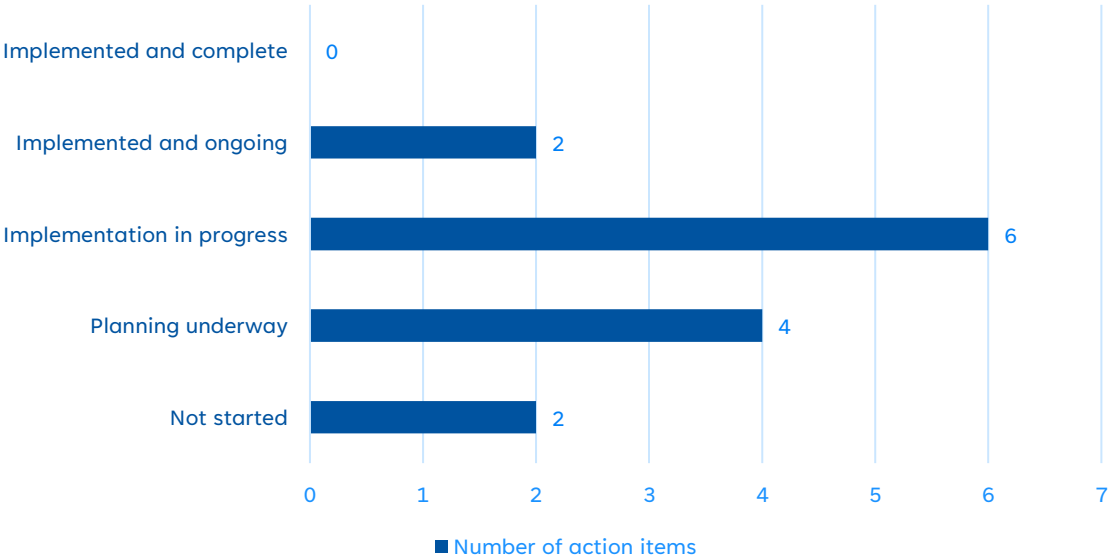
| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|--|-------------|-------------------|----------------------------|-----------------------|------------------------|
| <p>2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers</p> | <p>MTPD exploring ways for officers to attend trainings, conferences, and leadership opportunities. Officers are currently receiving extra training in various areas of interest for them, but we would like to expand and integrate new opportunities.</p> <p>Work on this action item includes (1) bringing in professional training from the MN Autism Society and providing mental health and wellness training for our officers, (2) working with Human Resources/LOD to see what opportunities we can offer our employees with in-house online training, (3) sending officers to a diverse group of conferences to help them train, network, and connect with other agencies. Conferences include the Asian American Law Enforcement Association, National Latino Peace Officers Association, Minnesota Association of Women Police, and others, (4) sending officers to some specialty training such as Crash Reconstruction School and Homicide Training, and (5) sending several officers who are working on their Supervisor Certificate to train at the BCA.</p> <p>Next steps include (1) reimplementing Daily Training Bulletins in Lexipol, (2) continuing to work with HR/LOD for additional training opportunities. (3) looking for leadership training and opportunities for our current supervisors who have not had an opportunity to attend training due to the pandemic and staffing issues, and (4) bringing back career enrichment positions when we have a better workforce capacity to provide some additional opportunities for officers to work in specialty unit settings.</p> <p>While this action item is moving forward, there is not a set timeline due to workforce capacity and training availability. The Training Unit is also in charge of hiring and providing the mandated training required for our Peace Officer license renewal. There are only five people in the unit, and we are unable to get additional resources due to staffing currently. For this reason, MTPD is limited in what we can and can't do within the year, given that POST Board requirements must remain the priority.</p> | | | X | | |
| <p>2.7 Review and standardize approaches to providing administrative leave to employees who are victims or witnesses to violence on the job</p> | <p>Staff are providing input and discussion towards the Standard Operating Procedure (SOP) which is being developed for reporting of victimization or witnessing of violence by field staff. Next step includes gathering existing procedures and SOPs.</p> | | X | | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|--|-------------|-------------------|----------------------------|-----------------------|------------------------|
| 2.8 Develop standard operating procedure for communicating critical incidents (e.g., fatalities) to employees, including providing updates and one-on-one communication | Standard Operating Procedure (SOP) has been drafted and will be finalized in October 2022, after feedback is collected from internal stakeholders. | | X | | | |
| 2.9 Evaluate and improve the process of informing staff about security incidents that occur on or near transit property | This process will be embedded into the SOP described in 2.8. | | X | | | |

Area of Work 3: Engaging Customers and Partners

The “engaging customers and partners” area of work includes efforts to involve Metro Transit customers and community partners in improving public safety on transit. As of September 2022, there are 14 action items in this area of work.

Area of Work 3: Action Item Status as of September 2022



| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|--|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| 3.1 Develop approach to regular public engagement regarding public safety on transit, including strategies and plans to engage youth | Metro Transit Director of Community Affairs is convening internal stakeholders to develop an approach. | | X | | | |
| 3.2 Advocate for state law change that creates an alternative to misdemeanor citations for fare nonpayment (i.e., the Met Council’s administrative citations bill) | Metro Transit is participating in the Metropolitan Council Government Affairs-led effort to propose 2023 policy initiatives through the Governor’s process. | | X | | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| 3.3 Contract with community-based organizations to support violence prevention on transit | Youth Outreach contract was posted in August (RFP contract), HAT Outreach RFP contract still in draft. | | | X | | |
| 3.4 Continue to invest in the MTPD Homeless Action Team (HAT) | This is ongoing work to continuously improve the HAT team; work is being done that will alleviate the workload on HAT officers. Next steps also include finalizing the RFP for an embedded social worker/outreach worker. | | | | X | |
| 3.5 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 | <p>HAT conducts outreach with Hennepin County on a bi-weekly basis and Ramsey County twice a week. HAT has created new partnership with Minneapolis DID, Hennepin County Behavioral Health, and Hennepin County Homeless to Housing.</p> <p>HAT has also created a working relationship with Anoka County and the Ramsey County HART.</p> | | | | X | |
| 3.6 Re-activate and expand the anti-harassment campaign or other steps towards reducing harassment | This reactivation work has not started. For background, 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. There might be intersections between this item and action item 3.7. | X | | | | |
| 3.7 Re-activate Respect the Ride Campaign or similar education campaign to communicate expectations to riders | Code of Conduct review kick-off meeting scheduled for October 4, 2022. In preparation for this meeting, Marketing has gathered materials and shared with core team for review. Reviewing and updating the Code of Conduct needs to occur and will influence future education campaign. | | X | | | |
| 3.8 Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel | Implemented Coffee with Cops for operators at the garages once a month since April and have held coffee on the platforms with officers, riders, and train operators. MTPD held four open houses with Council Members and are arranging ride-along opportunities when requested. (This action item overlaps with action item 2.2) | | | X | | |
| 3.9 Evaluate Text-for-Safety staffing levels and whether there are opportunities to improve | Transit Control Center's (TCC) Communication staff is currently at four full-time staff (FTEs) with one vacancy that is in process of being filled. A residual FTE is currently in process of being reclassified to an Assistant Manager whose | | | X | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|---|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| how this service is promoted to riders | main responsibility is to oversee the Communication Specialists, evaluating opportunities for areas of improvement and ways to promote this service to the riding public along with other duties as assigned. This will allow this position to focus in on the Communication Specialist's role. In the meantime, current Communication Specialists are being rotated on a two-month basis each to allow for them to develop/experience leadership roles/responsibilities. | | | | | |
| 3.10 Relaunch Adopt-A-Stop program | The Adopt-A-Stop campaign is ongoing and on time. As of September 28, 2022, 84 bus stops and/or stations have been adopted. The goal for 2022 was 75 adopted locations. Most of this year's marketing campaign materials should be completed by the end of this month (September). We plan on adding photos and videos to the website once they're completed. Metro Transit is monitoring the levels of stop and station related crime and vandalism for the adopted stops and stations; this monitoring is a work in progress. The growth of the program continues. More information available at the Adopt-a-Stop website . | | | X | | |
| 3.11 Regularly report transit public safety data and action plan implementation to employees and the public as part of demonstrating transparency and accountability | Metro Transit is making the Quarter 3 2022 update available on the Metro Transit webpage: www.metrotransit.org/public-safety and will distribute this update to employees too. In addition to providing this report, beginning on October 3, 2022, Metro Transit is making Group A Crime data available on our website at: www.metrotransit.org/performance . We continue to develop plans to regularly communicate this information internally and externally. | | | X | | |
| 3.12 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 can support and contribute to the action plan | Metro Transit will provide the first quarterly update at the Metropolitan Council's October 5, 2022 Committee of the Whole meeting. The Q4 report will be presented in December 2022. | | | X | | |
| 3.13 Identify opportunities and potential approaches for partnering with local governments or other partners | The scope for this work needs to be developed. | X | | | | |

| Action Item | Q3 Implementation Notes | Not Started | Planning Underway | Implementation In Progress | Implemented & Ongoing | Implemented & Complete |
|--|---|-------------|-------------------|----------------------------|-----------------------|------------------------|
| to improve conditions near transit that are not on Met Council property | | | | | | |
| 3.14 Inventory existing work and identify additional opportunities for the Metropolitan Council to participate in regional efforts to address systemic issues in communities that are affecting conditions on transit. This work will include identifying opportunities to support restorative justice approaches. | In very early planning stages to begin a methodical inventory to document and evaluate existing work. | | X | | | |

Part 2: Data Relating to Measurable Goals

The Safety & Security Action Plan includes a working list of “potential measurable goals” for each area of work.

Metro Transit does not have metrics developed for all the potential measurable goals, so this Quarter 3 2022 update provides metrics with data that relate to a subset of the potential measurable goals identified in the June 2022 version of the Safety & Security Action Plan.

Metro Transit’s Strategic Initiatives Department led the work to identify measures that can be produced for the Quarter 3 2022 update to demonstrate the status or performance of some of the potential measurable goals.

The metric and data sources included in this report are **repeatable**, **meaningful**, and **relevant** to the potential measurable goals named in the June 2022 version of the Safety & Security Action Plan.

- **Repeatable** supports our goal to measure things the same way over time and supports our need to explain the impact of changes to ways in which we measure things
- **Meaningful** supports our goal to providing talking points that connects the measure with how we think about our strategy or approach our work
- **Relevant** supports our goal to respond directly to the Council’s direction

Note: Most charts below include data through June 2022. For a few of these metrics, the presentation to the Metropolitan Council on October 5, 2022 will show data that extend into September 2022. Next quarter’s version of this written report will include this more recent data.

Area of Work 1: Improving Conditions on the System

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

Potential measurable goals for improving conditions on the system include:

Some data available for this report

- Decreased serious crime on transit
- Decreased Code of Conduct violations
- Increased levels of official presence on transit
- Response time to address facilities work orders meets standards
- Increased proportion of riders with lighting at their stop or station
- Decreased customer complaints relating to public safety on transit
- Improved customer satisfaction relating to public safety on transit

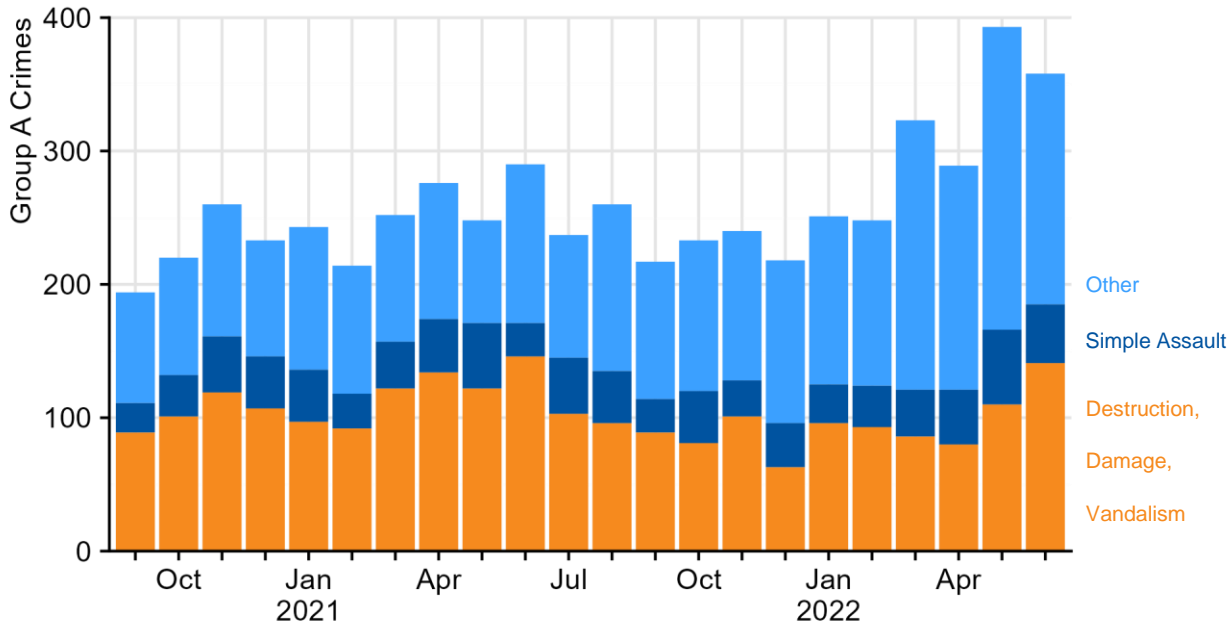
Data not available for this report

- Increased fare compliance
- Increased hiring and retention for officers and non-sworn personnel who provide presence
- Police response time meets standards

Measurable goal: Decreased serious crime on transit

Metric: Count of Group A crime by month

Data source: TriTech Records Management System (RMS) administered by LOGIS, September 2020 to June 2022



There are 28 Group A offense categories made up of 71 Group A offenses. The top three types of violations in Group A by month was not always consistent, but always made up the majority of Group A crimes per month.

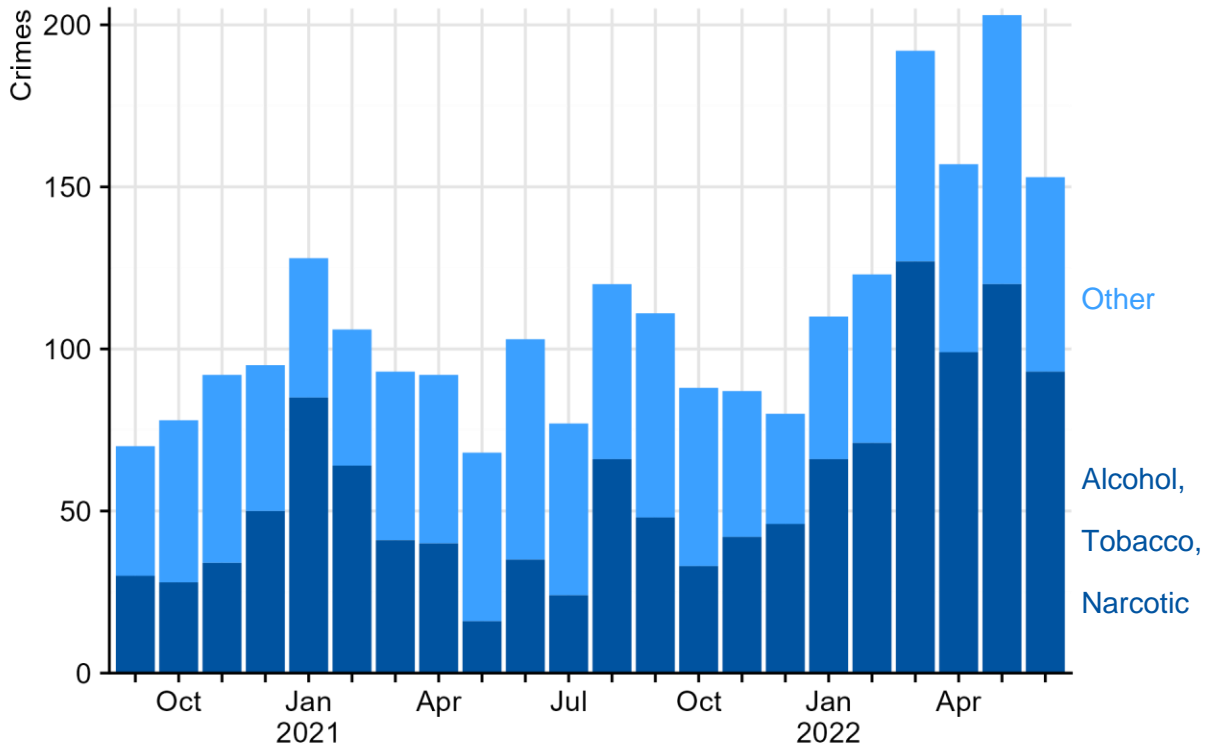
Vandalism was the highest category for the past 24 months, and Simple Assault was in the top three categories in 23 out of the last 24 months.

- The single month without Simple Assault crimes in the top 3 was March 2022 when Drug/Narcotic and Drug Equipment crimes were cited more often.
- Drug/Narcotic Violations was in the top three categories 13 out of the last 24 months.
- Three out of the last four months in this report (data through end of Q2 2022) had drug equipment violations in the top three categories, and those are the only three months that Drug Equipment violations were in the top 3.

Measurable goal: Decreased Code of Conduct violations

Metric: Count of crimes in violation of Metro Transit’s Code of Conduct Policy per month, with the portion of Drug, Tobacco, and Alcohol Use crimes per month

Data source: TriTech Records Management System (RMS) administered by LOGIS, September 2020 to June 2022



Code of Conduct violations that are also crimes are being driven by Alcohol/Tobacco/Narcotic citations and usually make up the majority of Code of Conduct violations. (Note: Drug/Narcotic Violations are also reported in Group A plot above.)

Other crimes that violate the Code of Conduct include these UCR Categories:

- 13C Intimidation (Assault)
- 90B Curfew/Loitering/Vagrancy Violations
- 90C Disorderly Conduct
- 90F Family Offenses, Nonviolent
- 90Z (609.855.2(a)) Transit-Obstruct/Interfere w/Operator of Vehicle
- 90Z (609.855.3(a)(3)) Transit Crime-Consume Food/Beverages

Alcohol/Tobacco/Narcotic is a combination of four UCR Category/Statutes:

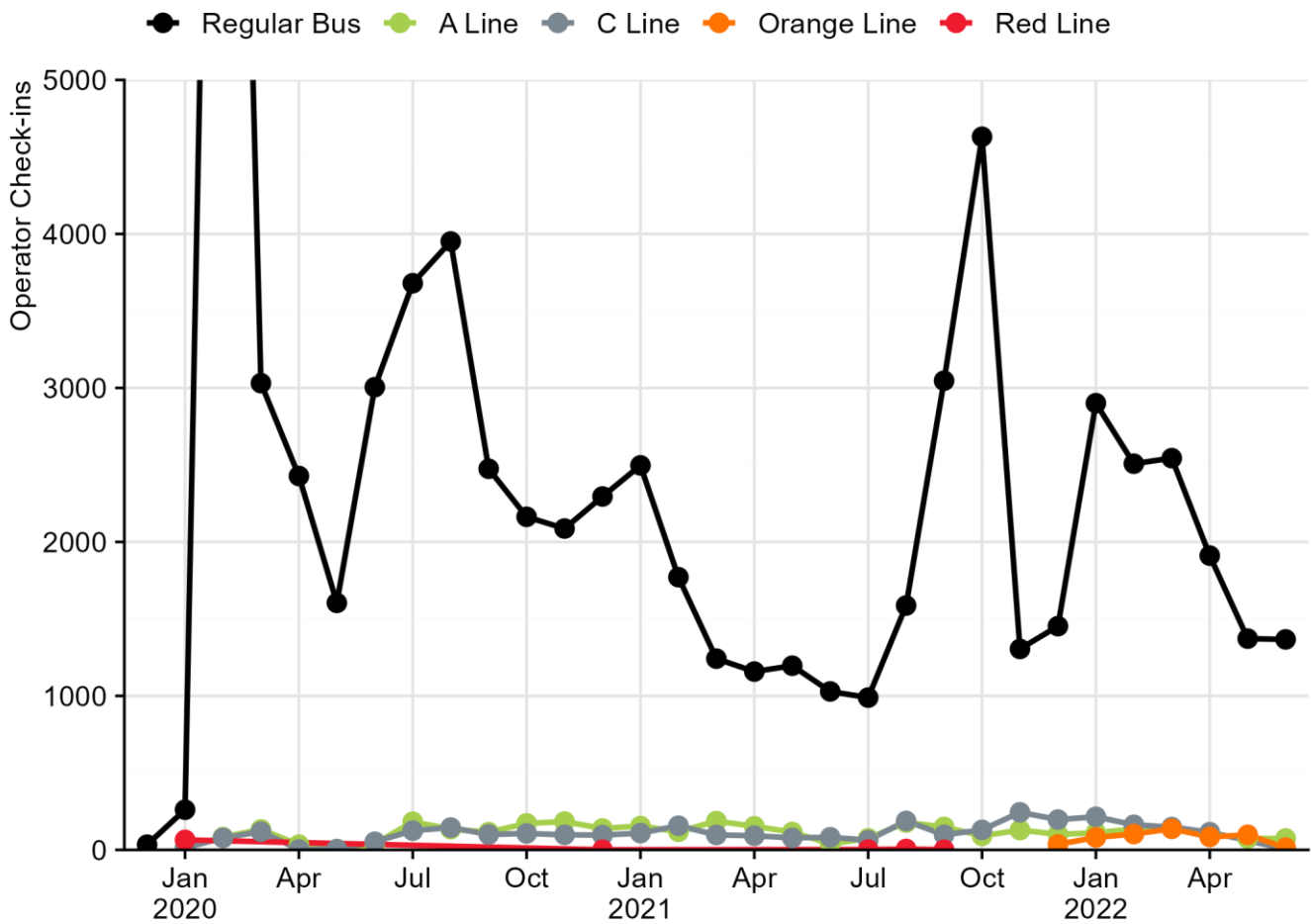
- 35B Drug Equipment Violations
- 90G Liquor Law Violations
- 90Z (609.681) Unlawful Smoking
- 90Z (609.855.3(a)(2)) Transit Crime-Smoke/Carry Lighted Paraphernalia

Measurable goal: Increased official presence on transit

This measurable goal relates to four metrics for which we currently have data: (1) MTPD operator check-ins, (2) MTPD on-boards, (3) MTPD fare checks, and (4) MTPD calls for service.

Metric 1: Count of operator 'check-ins' by month. A check-in is manual count of number of times an officer spoke to a bus operator; typically completed at a layover or terminal location

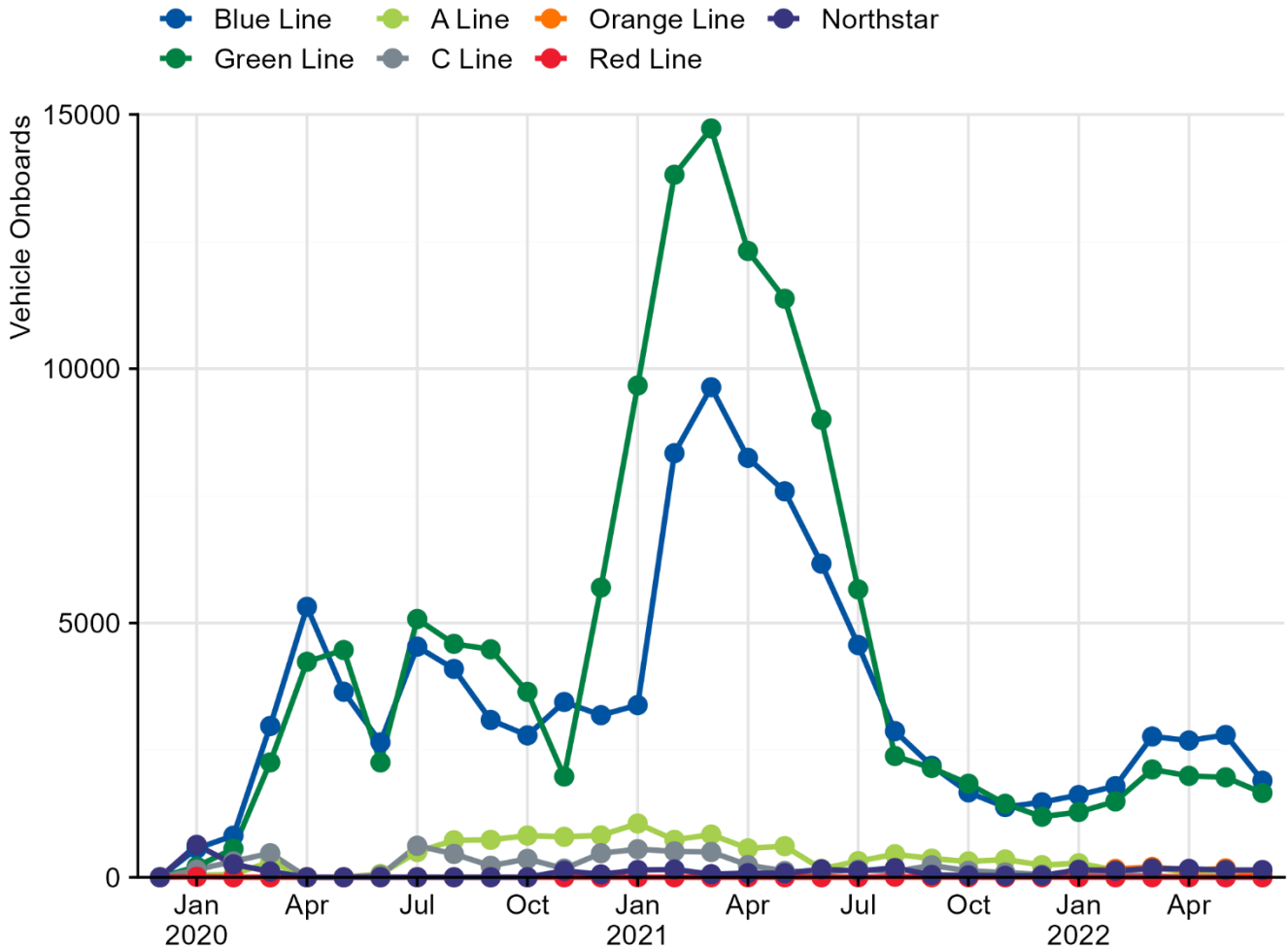
Data source: MTPD E Log, December 2019 to June 2022



MTPD supports bus operators by meeting them at their layover or terminal and asking them how their day is going and what they may have observed that needs attention by MTPD officers.

Metric 2: Count of on-boards on each METRO line by month. A vehicle onboard is when an officer records riding a BRT bus or train car. If officers enter 2 cars as part of the same train, it counts as '2' in this metric.

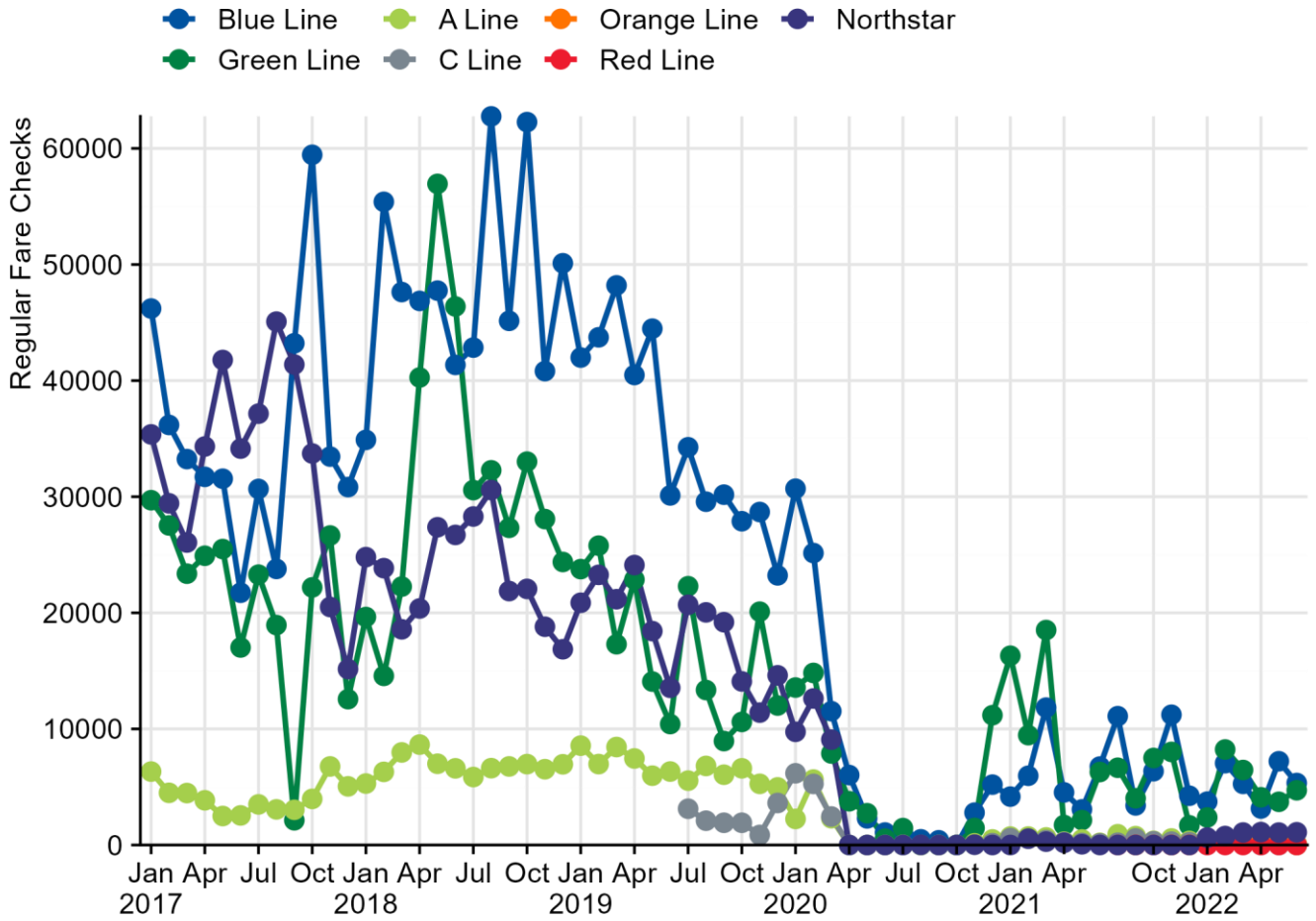
Data source: E Log Police Activity Application, December 2019 to June 2022



MTPD supports operators and customers by riding on the vehicle and inspecting fares for the METRO network. These efforts increase the likelihood that customers will observe police officers present on the system not necessarily related to a specific call for service.

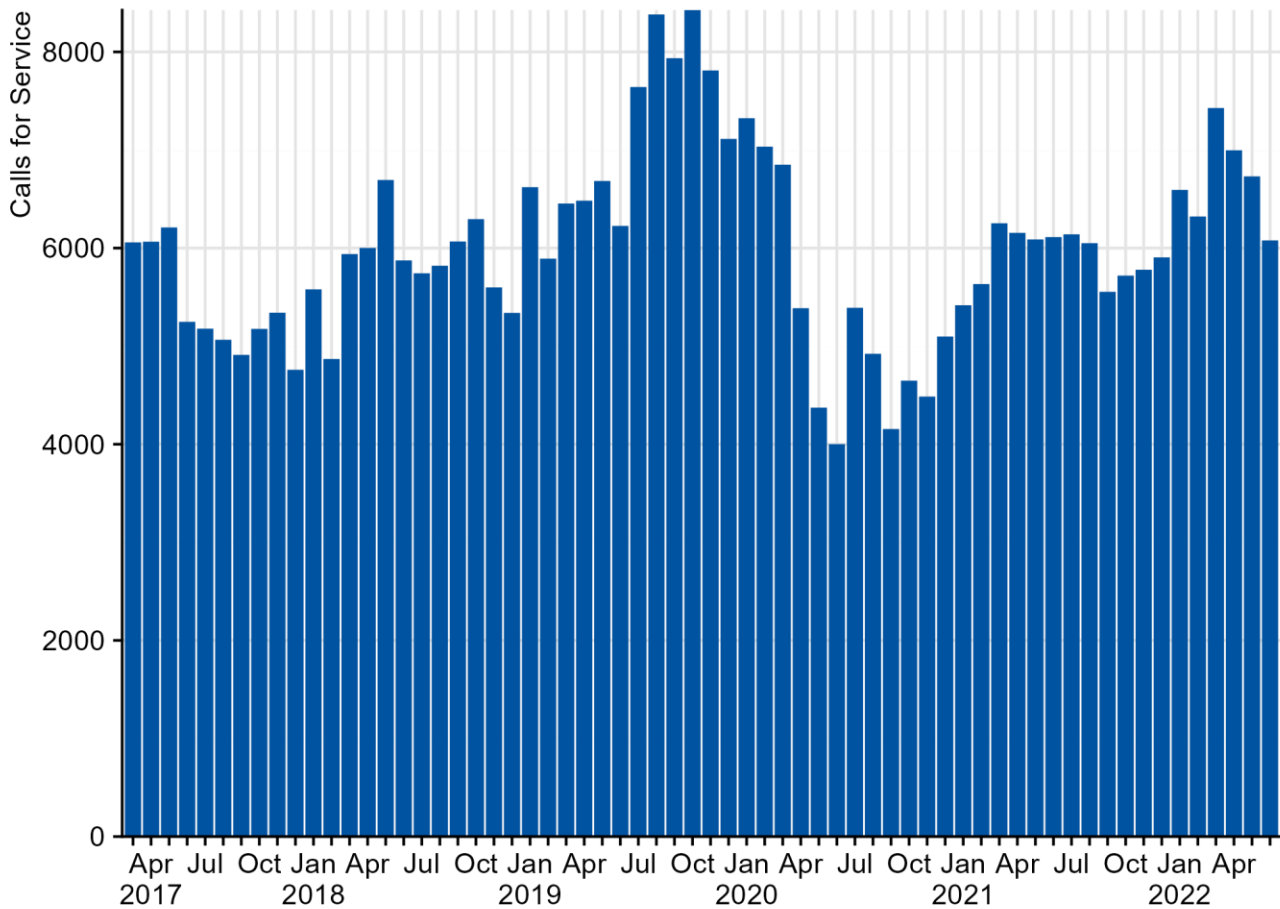
Metric 3: Count of regular fare checks on each METRO line by month. Special event fare checks are not included in the data provided below.

Data source: E Log Police Activity Application, December 2019 to June 2022



Metric 4: Count of police calls for service by month. Calls for service can be initiated by dispatch or by an officer. Calls for service includes both emergency calls and routine police activities, such as facility checks, directed patrols, and special events. Test calls, duplicate calls, and calls where no officer was assigned were excluded from this measure.

Data source: CentralSquare Technologies (CST) CAD, March 2017 to June 2022



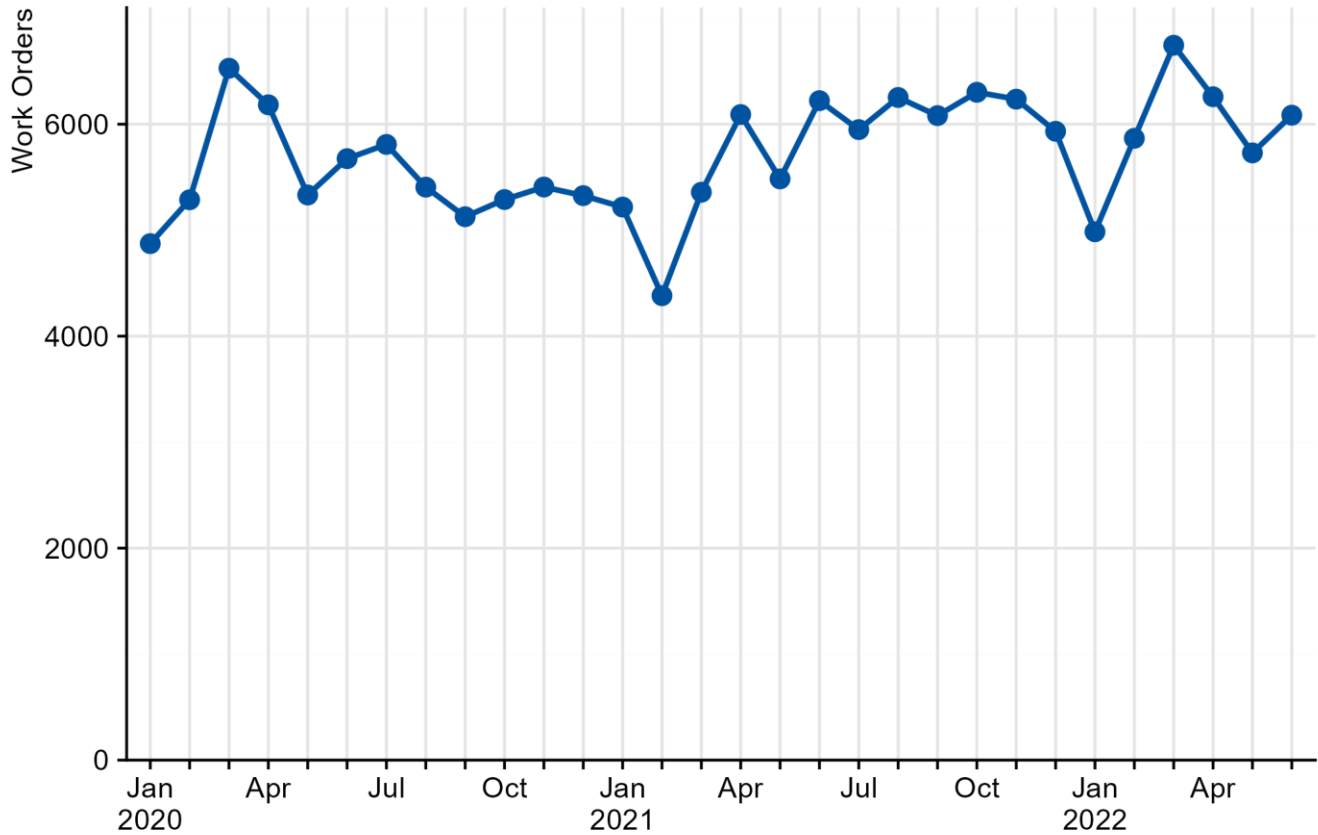
Calls for Service dropped significantly during the early months of the COVID-19 pandemic. Calls for service have increased since but are below the peak in Fall 2019. The monthly average from March 2017 through March 2020 was 6235. The monthly average from January 2021 through June 2022 is 6164. A difference of 2 to 3 calls per day. This rebound occurred despite a 20% decline in full-time sworn officers from 03/01/2020 (134) to 06/01/2022 (107).

When looking at the top problem types by month from March 2017 to June 2022, the most common problem types were Facility Checks (in top 3 problem types 59 out of 64 months) and Disorderly Conduct (in top 3 problem types 53 out of 64 months). There is also a seasonal trend to calls for service; they are more common in the winter months. This is likely because activity occurs inside due to the cold weather.

Measurable goal: Response time to address facilities work orders meets standards

Metric: Count of Public Facilities Work Orders per Month

Data source: TXBase, January 2020 to June 2022



Public Facilities work orders increased significantly after 2018 due to system expansion and increased environmental challenges. The count of work order continues to increase with some seasonal variation.

Measurable goal: Increased proportion of rides with lighting at their stop or station

Metric: Boardings at location with lighting

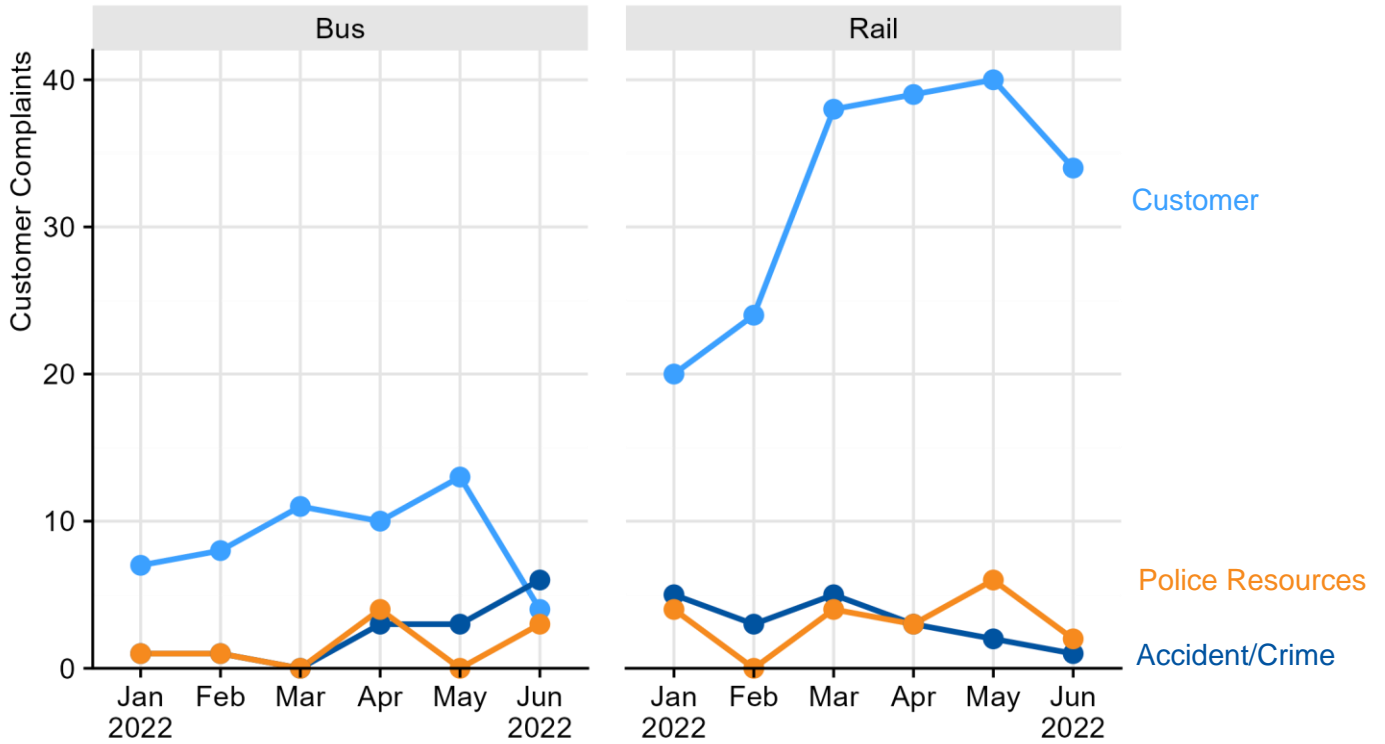
Data source: Facility databases, APC ridership data, Revenue/Ridership rail ridership data

Most of Metro Transit’s customers wait at a lighted shelter after our region’s investment in both rail and bus shelters. In Fall 2021, 64% of boardings had light available. This is measured every year.

Measurable goal: Decreased customer complaints relating to public safety on transit

Metric: Monthly counts of customer complaints per incident category

Data source: Customer Relations Database recorded complaints forwarded to Police or Executive team coded as “Accident Crime”, “Customer Behavior” or “Police Resources”, January 2022 to June 2022



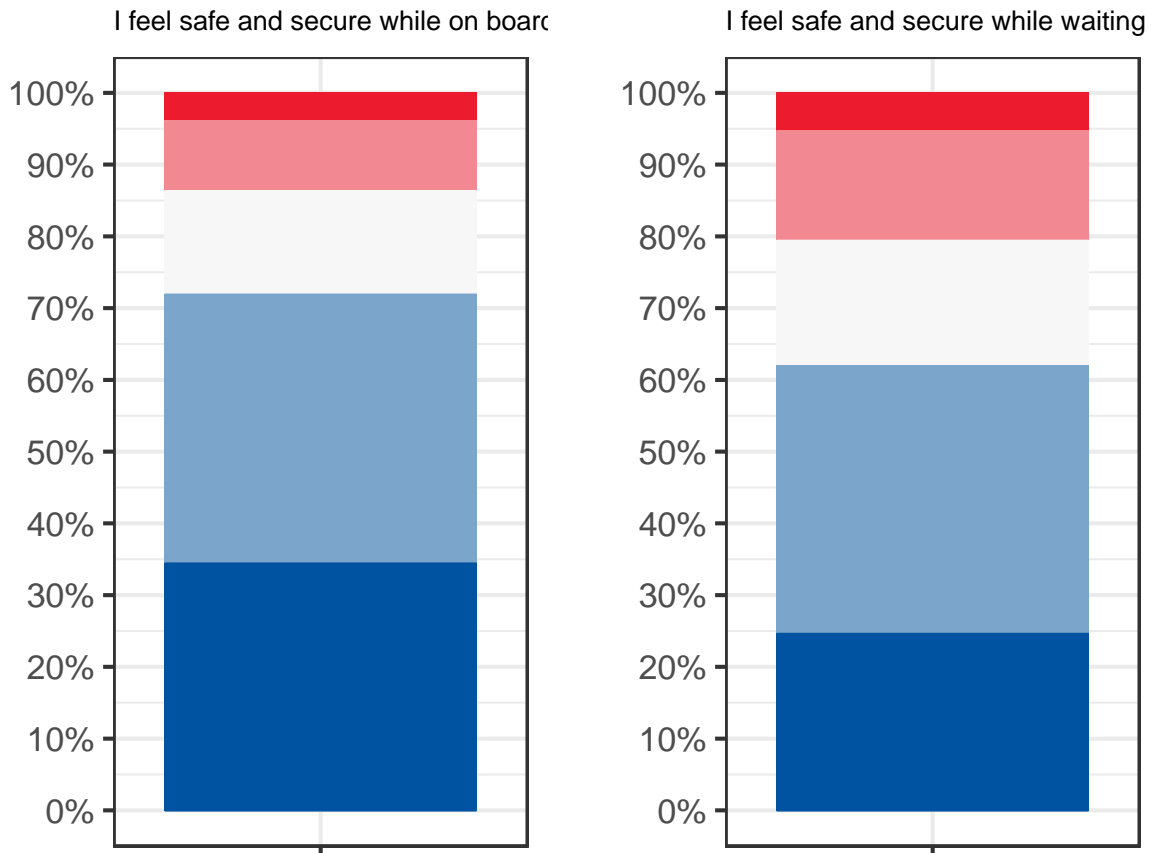
In the first six months of 2022, the most common type of customer complaint related to customer behavior. These complaints were more common on rail than on bus. Metro Transit typically receives several comments requesting additional police services or to report a specific accident or crime each month.

Text for Safety is another way for customers to report safety and security incidents. If the texts received do not request immediate service, communication specialists in TCC will send the CR app link to customers. Today’s Text for Safety application prioritizes ease of immediate feedback, and it is not designed to support robust historical reporting.

Measurable goal: Improved customer satisfaction relating to public safety on transit

Metric: Customers Responses to Survey

Data source: Customer survey, typically conducted every two years, most recently in 2018.



The most recent customer satisfaction survey was completed in 2018. In the 2018 survey, 62% of respondents feel safe while waiting, and 72% feel safe while on board. (These are weighted results, N=9,042)

Beginning in Q3 2022, Metro Transit is asking these two questions as part of a standard set of questions included in regular surveying. We expect to be able to provide data quarterly.

Area of Work 2: Training and Supporting Employees

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

Potential measurable goals for training and supporting employees include:

Some data available for this report

- Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work
- Increased structured interaction and cross-learning opportunities between police and other frontline employees
- Achieving target rates for operator check-ins and on-boards by MTPD

Data not available for this report

- Increased positive responses to employee satisfaction and engagement surveys relating to safety and security on transit
- Increased number of trainings relating to public safety, mental health, de-escalation, and related topics
- Increased utilization rates for optional training

Measurable goal: Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work

Metric: Number of Metro Transit employees assaulted

Metro Transit staff other than MTPD report an assault 5-15 times per month (which means an assault is reported every few days, on average) over the past 5 years. There has not been a significant change in reported assaults over time, although staff describe an environment where they feel less safe during internal engagement activities. Managers describe a belief that assaults like spitting are underreported. Given the relatively small - but significant - number of assaults, the number should be expected to be somewhat variable. Fewer than 5 and above 15 would be considered ‘unusual’ or ‘atypical’.

Note: Metro Transit will establish additional metrics to measure this goal beyond assaults, including employee surveys.

Measurable goal: Increased structured interaction and cross-learning opportunities between police and other frontline employees

Metric: Number of events attended by police staff with frontline staff

MTPD staff attended more than 10 event at Metro Transit facilities to share information and listen to concerns about front-line employees. A few are scheduled each quarter.

Measurable goal: Achieving target rates for operator check-ins and on-boards by MTPD

For now, we are using the same metrics for this measurable goal as reported above to indicate police presence – see page 22.

Area of Work 3: Engaging Customers and Partners

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

Potential measurable goals for engaging customers and partners include:

Some data available for this report

- 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

Data not available for this report

- 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
- Decreased numbers of people experiencing homelessness on the transit system for shelter purposes and not for transportation purposes
- Achieving target response time to public safety-related comments submitted to Metro Transit Customer Relations
- Increased frequency of opportunities for people to provide input on public safety and transit issues and learn the results of that input

Measurable goal: Increased availability of information about Metro Transit’s approach to safety and security

Metric: Qualitative information on how Metro Transit shares safety and security information

Recent work to increase availability of this information includes:

- **Adding crime data on website.** In October 2022, Metro Transit added Group A crime data to our website at www.metrotransit.org/performance.
- **Adding quarterly Safety & Security Action Plan updates and other safety and security information to the website.** Beginning with this Quarter 3 2022 update, Metro Transit will make these reports available on the webpage created in June 2022 to communicate about the action plan: www.metrotransit.org/public-safety.