

# Safety & Security ACTION PLAN



Quarter 4 2022 Update

Presented to the Metropolitan Council on January 18, 2023

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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.

To fulfill this requirement, Metro Transit will present this report to the Metropolitan Council committee of the Whole and make this update available on its website at: [www.metrotransit.org/public-safety](http://www.metrotransit.org/public-safety).

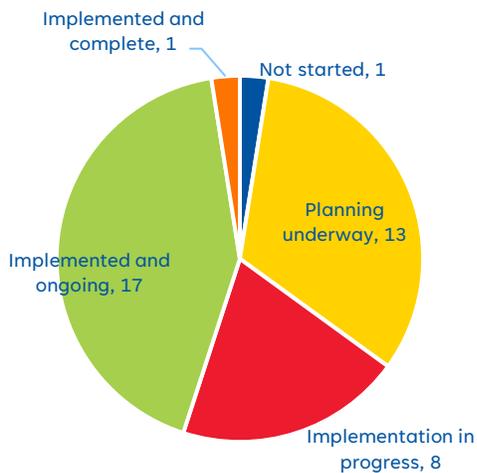
This Quarter 4 2022 update is divided into two parts:

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

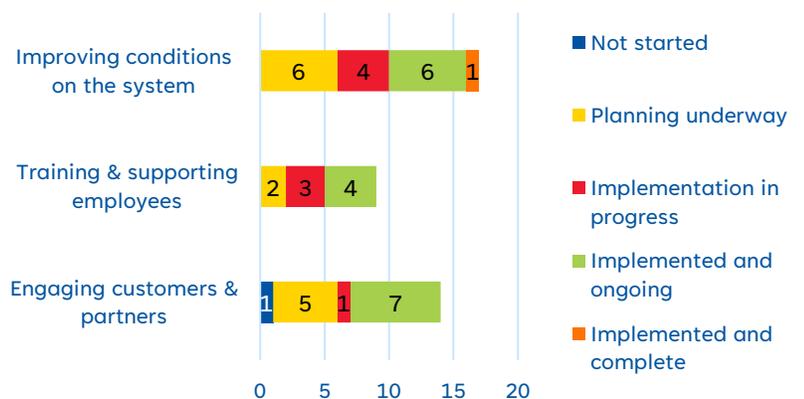
## Part 1: Status Updates on Action Items

The first part of this update includes information on the implementation status for the 40 action items at the end of Quarter 4 2022.

**Number of action items in each implementation status category**



**Action item status by area of work**



### Area of Work 1: Improving Conditions on the System

## 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. There are nine action items in this area of work.

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



Action Item	Q4 Implementation Notes	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	Red Kite training is occurring January 5th, 6th and 7th and 9th, 10th and 11th. This is a three full-day training where operators are removed from their work to attend. Mental Health Awareness has become a standard portion of the training provided to new operators during their first two years of employment. Vendors are being researched for a self-protection training focused on de-escalation and personal protection. Trainings are offered at a variety of times and days to allow operators and others to attending at their preferred time.			X		
2.2 Create regular channels to improve communication	This action item remains implemented and ongoing. MTPD has a new shift bid starting in Q1/2023 and part of the supervisor				X	

Action Item	Q4 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
<p>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>	<p>duties will support garages as a liaison between departments. Additionally, the new patrol bid has a unit specifically titled “Community Engagement” and will have Sergeants, CSOs and non-sworn staff assigned to it. Additionally, MTPD is partnering with the Great Workplace Project to enhance internal communications and engagement with staff. This will be on ongoing effort in 2023.</p>					
<p>2.3 Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation</p>	<p>The Peer Support program is being restructured to a model that could meet the needs of all frontline employees and their managers. Primary goals and steps include: (1) gathering peer support information from other agencies (2) reviewing peer support statistics, (3) evaluating our desired needs from Employee Assistance Program (EAP), (4) developed peer support survey of recent recipients to determine the needs of peer support recipients, (5) developed peer support survey of peer support members to determine their needs / desires to assist in their effectiveness, (6) review of department-specific peer support needs – Employee Survey at Annual Right to Know, and (7) data tracking for all critical incidents – past 6 months and ongoing.</p> <p>This is a wholistic look at the entire program and processes to provide the necessary empathy and aftercare. A program is expected to be ready to present to Senior Management for review during the Quarter 1 2023.</p>			X		
<p>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>	<p>Started survey planning in 2022 with existing resources. Data collection has completed of bus and train operators in the peer support / safety &amp; security at work survey. Around 150 paper surveys remain to be keyed in to complete the data frame, then analysis will begin. Preliminary report of Peer Support outcomes are due to that team on Jan 30, meaning analysis of safety and security questions should be complete by that time as well.</p>		X			

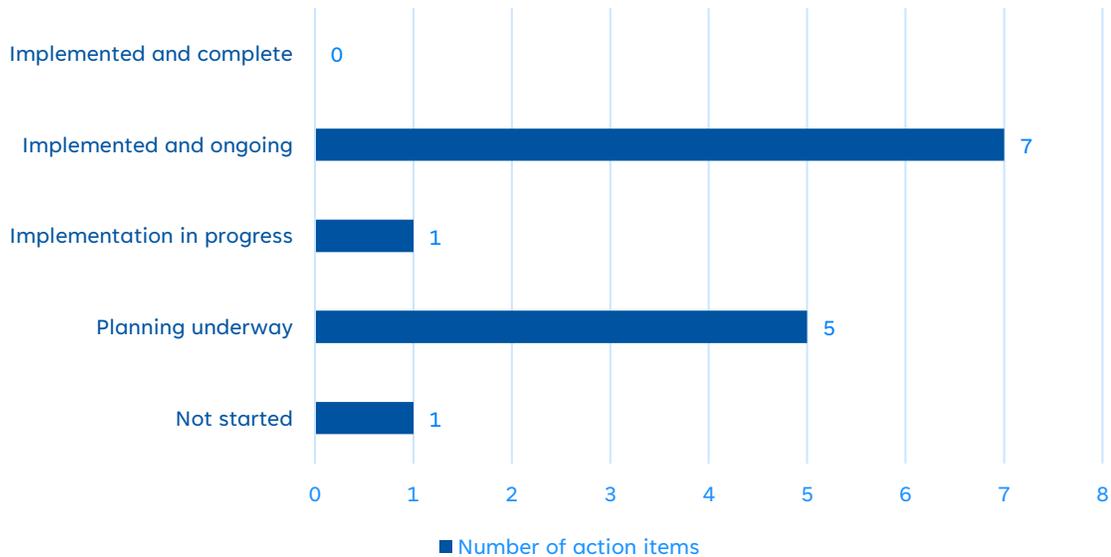
Action Item	Q4 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
2.5 Regularly update employees on Transit Safety & Security Plan progress and provide opportunities for additional ideas and feedback	Staff outreach occurred at each garage, light rail facility and Transfer Road in November 2022 and updates have been regularly provided through the Insights newsletter. Staff presented to the Transit Safety & Security Committee (TSSC) on 10/20/22. Plans to visit worksites and share information about the Code of Conduct, Transit Safety Officials and other SSAP updates have been proposed for Q1 2023. Site visits will also occur in Q2, Q3 and Q4. Updates will continue to be provided through the Insights and Transfer Point newsletters, Managers' Meeting, on MetNet and through other channels. Updates to the TSSC will be provided if/when their input is needed on other SSAP action items.				X	
2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers	MTPD continues to make training and development of staff a priority. One of MTPD's core values remains training and education of all staff. MTPD's training unit continues to coordinate trainings through the Council E-LOD process. One of the training units' goals for 2023 is to develop an internal "future supervisors" series to help enhance and develop staff for leadership roles. During Q4/2022 MTPD promoted six Sergeants and four Lieutenants. Each one of the newly promoted supervisors will undergo leadership training. Additionally, MTPD has worked with the Great Workplace Project to identify a priority recommendation to enhance training and mentoring programs. Also, and identified in the Great Workplace Project, MTPD seeks to develop a formal mentorship program during 2023 with the goal to enhance the development of its staff and resources. MTPD leadership is also exploring avenues to provide career enrichment opportunities as well as providing opportunities for front line staff to be engaged in project management development.				X	
2.7 Review and standardize approaches to providing administrative leave to employees who are victims or witnesses to violence on the job	Currently gathering information from other departments and looking back at internal operations past practice. Work underway includes (1) staff are engaged in discussions with Communications and are providing input and discussion towards the standard operating procedure which is being developed for reporting of victimization or witnessing of violence by field staff, (2) copy of MTPD standard operating procedure for critical incident leave received, (3) discussions with Risk/ Work Comp and internal departments, (4) gather existing procedures and SOPs, (5) review data, (6) recommendation for a larger discussion will occur with the			X		

Action Item	Q4 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
	drafting of a procedure, and (7) draft SOP for guidelines for critical incident leave.					
2.8 Develop standard operating procedure for communicating critical incidents (e.g., fatalities) to employees, including providing updates and one-on-one communication	A Critical Incident Communication Standard Operating Procedure (SOP) outlining the steps taken after critical incidents is being used by Metro Transit Communications. For the purposes of this SOP, a critical incident is defined as a suspected homicide, an incident resulting in a life-threatening injury to an employee, or an incident resulting in significant property damage that makes a facility unsafe/inaccessible. The SOP was most-recently utilized following a December 2022 double-homicide in the Vertical Circulator Building near Central Station. Operations and others have been engaged in conversations about additional tools that could be used to communicate with staff after a critical incident, such as text alerts. Those discussions are ongoing.				X	
2.9 Evaluate and improve the process of informing staff about security incidents that occur on or near transit property	In November 2022, Communications led a discussion with operations, transit police and others about critical incident communications. Currently, all-staff emails are sent by the General Manager and/or Chief of Police to all staff when there is a critical incident on transit property (see Critical Incident Communication SOP). These messages are also posted at worksites for staff who do not regularly check or have work-based email accounts. Questions that are currently being reviewed to build and improve upon this practice include: Under what circumstances do we communicate with staff? What do we communicate with staff in these circumstances? How do we communicate with staff? Who is responsible for communicating with staff? When do we communicate with staff? A memo addressing these questions will be submitted in before the Q2 SSAP Update.		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. There are 14 action items in this area of work.

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



Action Item	Q4 Implementation Notes	Implementation Status				
		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 to this action item. The initial work includes establishing a process to track public safety-related external meetings that Metro Transit representatives are having with across Metro Transit with individuals and organizations.		X			
3.2 Advocate for state law change that creates an alternative to misdemeanor citations for fare nonpayment	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	Q4 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
(i.e., the Met Council’s administrative citations bill)						
3.3 Contract with community-based organizations to support violence prevention on transit	MTPD worked with Met Council Procurement to conduct an RFP for these services for 2023. A vendor was selected at the conclusion of the competitive bid process. That vendor is under contract for 2023. MTPD’s patrol division will lead this project with an identified project manager. The project manager will coordinate services for 2023 directly with the vendor selected. This will be an ongoing project for 2023 and MTPD has begun the conversations of this need for 2024 and beyond.				X	
3.4 Continue to invest in the MTPD Homeless Action Team (HAT)	This is ongoing work to continuously improve the HAT team.				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	MTPD’s HAT continues to partner with local social service agencies as well as other law enforcement agencies with similar outreach services. Additionally, MTPD is actively exploring the options of partnering with local government agencies to have a social worker assigned to MTPD specifically.				X	
3.6 Re-activate and expand the anti-harassment campaign or other steps towards reducing harassment	This work is in the planning stages. 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 update and policy development work is underway. As part of this work, Marketing reviewed existing signage used to communicate behavior expectations on transit. Next steps on this action item will build on the adopted Code of Conduct policy.		X			
3.8 Create structured opportunities for employees and the public to learn more about	MTPD’s patrol division continues to meet with operators on a regular basis as part of their “garage liaison program.” Additionally, the 2023 new officer bid has clearly identified a				X	

Action Item	Q4 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
MTPD and build relationships with MTPD personnel	unit specifically titled “Community Engagement” that will have Sergeants, CSOs and non-sworn staff assigned to it.					
3.9 Evaluate Text-for-Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders	As of November 29, 2022, TCC’s Communication Specialist is fully staffed with 5 FTEs. A residual FTE is currently in process of being reclassified to an Assistant Manager whose 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. Stretch assignments for two Communication Specialists are in place, and they are being rotated on a two- to three-month basis each to allow for them to develop/experience leadership roles/responsibilities.				X	
3.10 Relaunch Adopt-A-Stop program	The Adopt-A-Stop campaign is ongoing and on schedule. As of December 2022, 91 bus stops and/or stations have been adopted. The goal for 2022 was 75 adopted locations. Marketing work to promote this program continues, including a Flickr account to help promote the program: <a href="#">Adopt A Stop   Flickr</a> . 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. Goal for 2023 is 50 additional adopted stops. More information available at the Adopt-a-Stop <a href="#">website</a> .				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	<p>Metro Transit is making quarterly updates available on the Metro Transit webpage: <a href="http://www.metrotransit.org/public-safety">www.metrotransit.org/public-safety</a> and will distribute this update to employees too. In addition to providing this report, Metro Transit publishes Group A Crime data available on our website at: <a href="http://www.metrotransit.org/performance">www.metrotransit.org/performance</a>. We continue to develop plans to regularly communicate this information internally and externally.</p> <p>MTPD’s Business Technology Unit is working to develop a public facing dashboard on the public website with the goal to provide more transparency to the community as it relates to statistics and department demographics.</p>				X	
3.12 Provide quarterly reports on public safety on transit and action plan implementation	Metro Transit provided the first quarterly update at the Metropolitan Council’s October 5, 2022 Committee of the			X		

Action Item	Q4 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
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	<p>Whole meeting. The Q4 report will be presented in in January 2023.</p> <p>MTPD leadership continues to work closely with internal partners to provide the most up to date and reliable information to internal and external stakeholders. MTPD will continue to support the Safety &amp; Security Action Plan (SSAP) reporting structure as well as be present at regular Council meetings and committees as available. This is an ongoing goal that will carry into 2023. Additionally, MTPD seeks to expand upon the successful “Coffee with Council members” open house sessions held in 2022.</p>					
3.13 Identify opportunities and potential approaches for partnering with local governments or other partners to improve conditions near transit that are not on Met Council property	The scope for this work needs to be developed.	X				
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 is in the process of developing metrics to address all the potential measurable goals. This Quarter 4 2022 provides metrics with data that relate to a subset of the potential measurable goals identified in the plan.

Metro Transit’s Strategic Initiatives Department led the work to identify measures that can be produced for the 2022 quarterly updates 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 initial (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

## 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
- Police response time meets standards
- 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

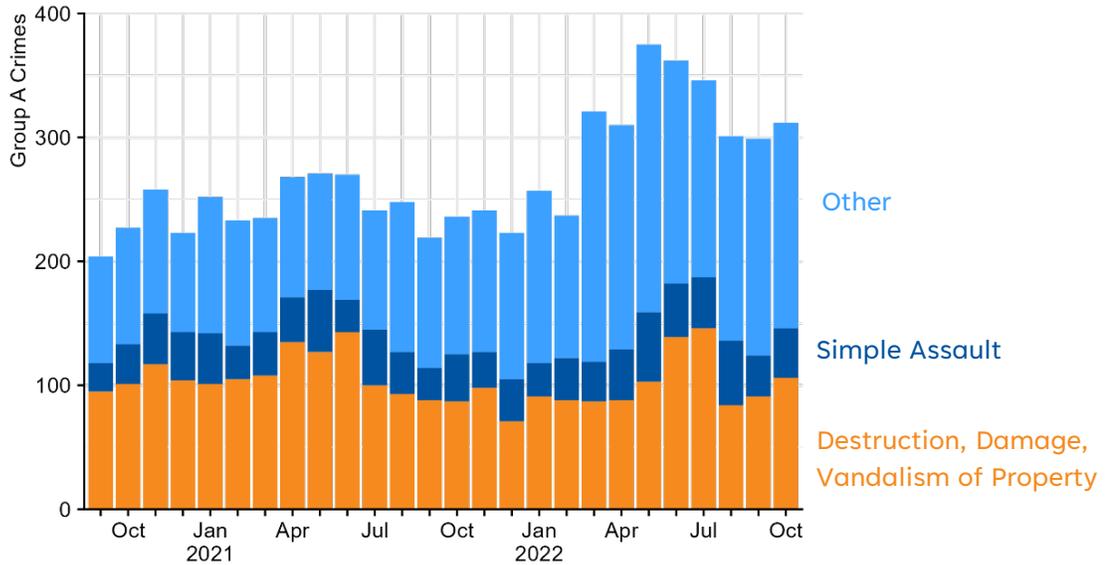
*Data not available for this report*

- Increased fare compliance
- Increased hiring and retention for officers and non-sworn personnel who provide presence

**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 October 2022

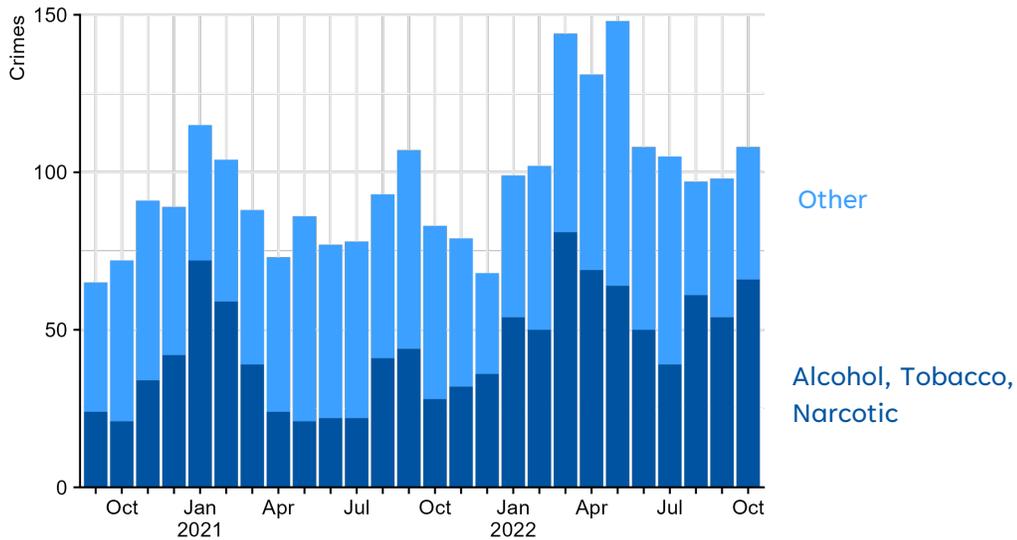


There are 28 Group A offense categories made up of 71 Group A offenses.

**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 October 2022



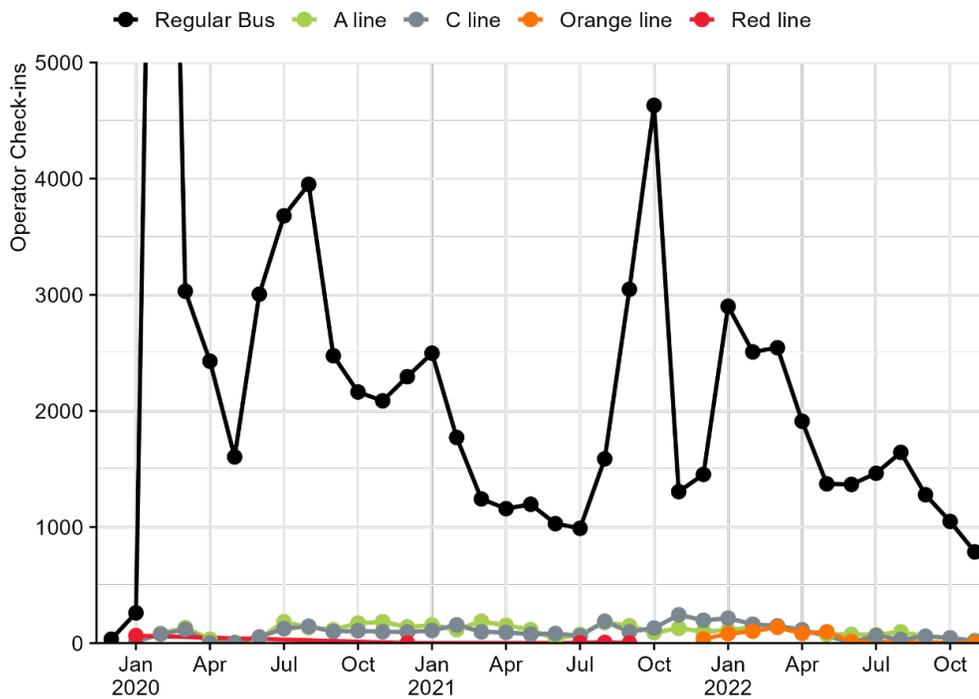
Code of Conduct violations that are also crimes are being driven by Alcohol/Tobacco/Narcotic citations and usually make up most Code of Conduct violations. (Note: Drug/Narcotic Violations are also reported in Group A plot above.)

**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

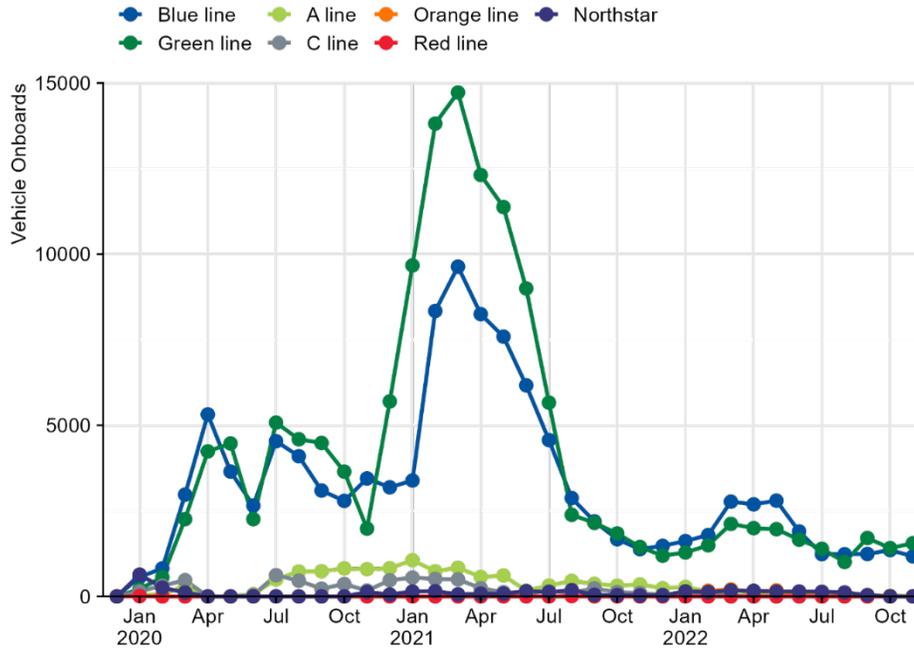
**Data source:** MTPD E Log, December 2019 to November 2022



When you look at check-ins and on-boards, there tends to be a trend when check-ins increase, on-boards decrease and vice versa. This is a result of limited personnel resources. In addition, during Q4 Officers were needed for special assignments at Franklin and Lake St.

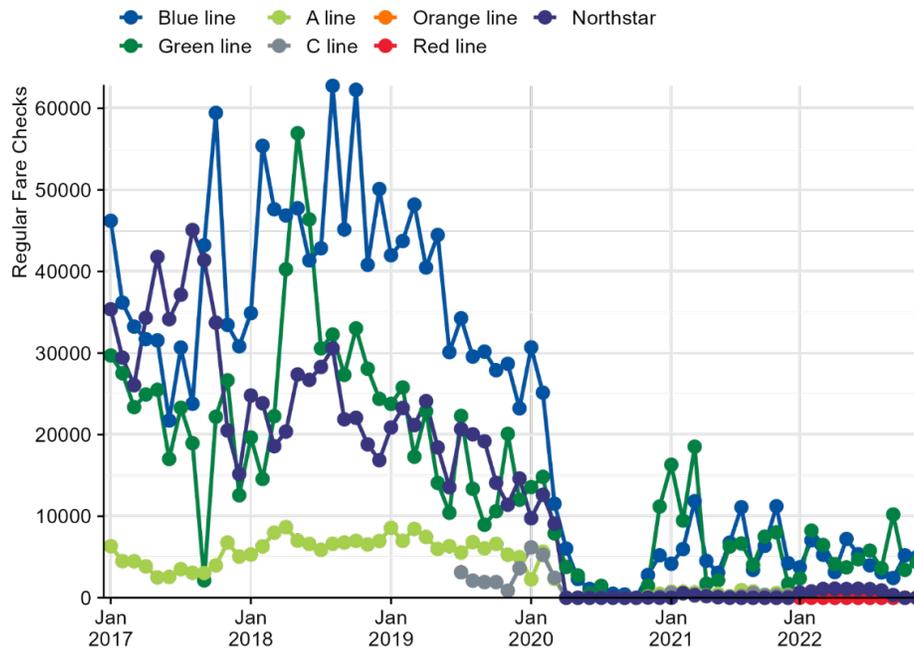
**Metric 2:** Count of on-boards on each METRO line by month. A vehicle onboard is when an officer records riding a BRT bus or train car. If officers enter 2 cars as part of the same train, it counts as '2' in this metric.

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



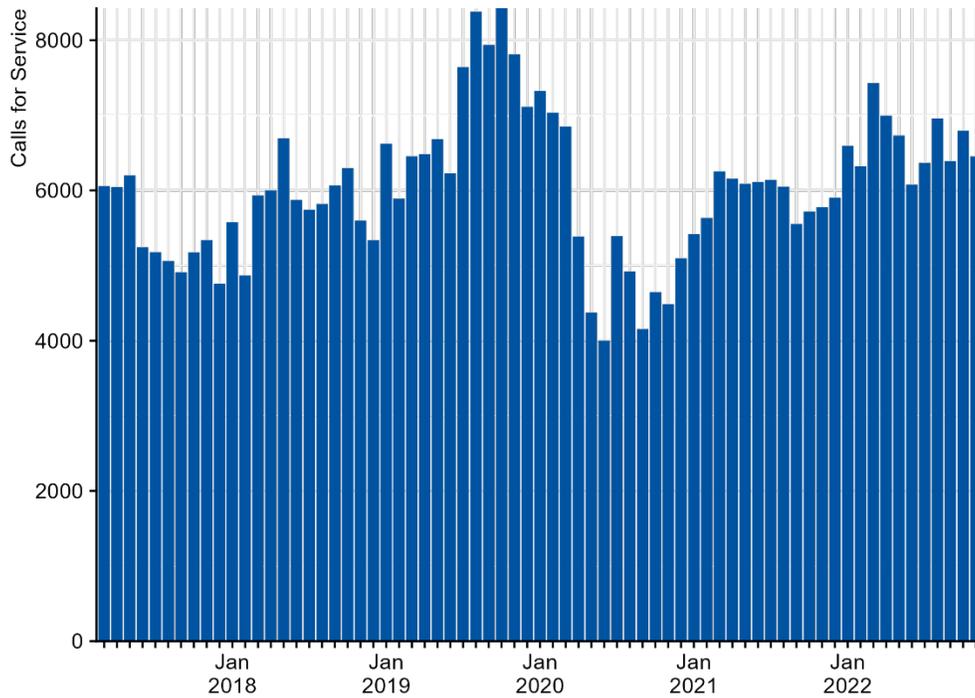
**Metric 3:** Count of regular fare checks on each METRO line by month. Special event fare checks are not included in the data provided below.

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

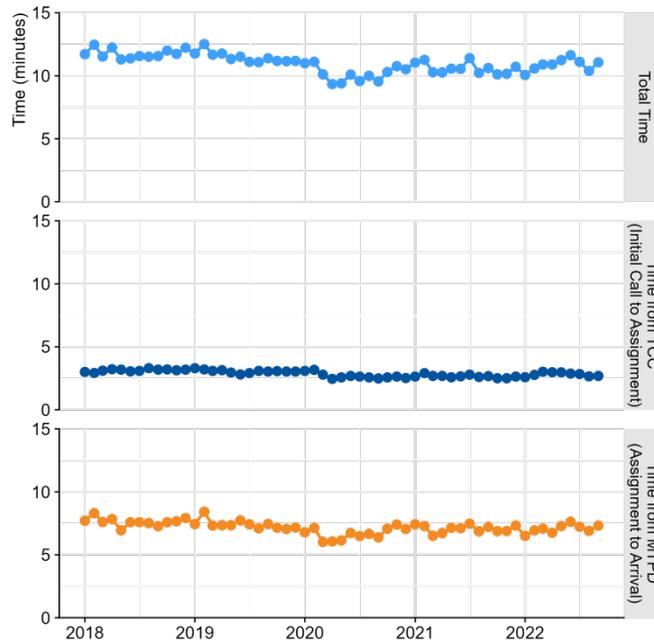


### Measurable goal: Police response time meets standards

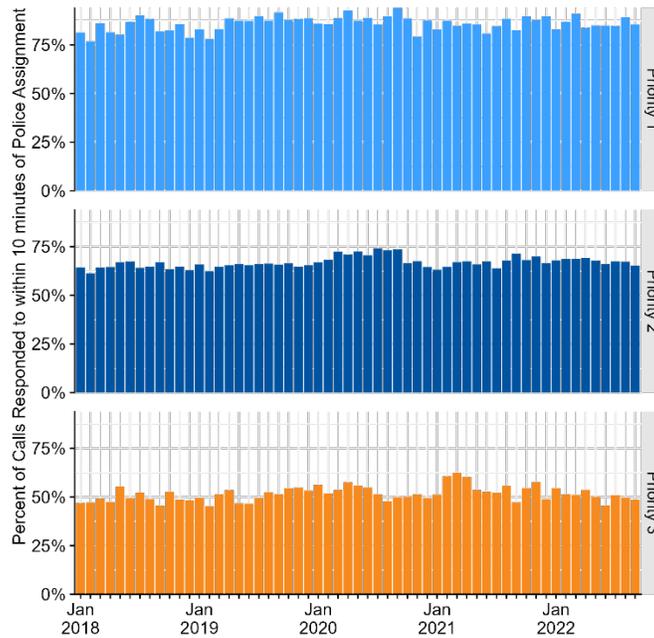
**Metric:** Response time to police calls for service

**Data source:** CentralSquare Technologies (CST) CADQueries executed by MTPD. CentralSquare Technologies (CST) CAD started on 02/15/2017, but we only included data from Jan. 2018 onwards since data in 2017 appeared inconsistent and appeared to be outliers relative to historical performance. Response times were only analyzed and included if they were greater than 0 minutes (a proxy for officer-initiated calls where they were already on premise). Test calls, duplicate calls, and calls where no officer was assigned were excluded from this measure.

Plot 1: Median Response Times for Total Time, Time from TCC (Initial Call to Assignment), Time from MTPD (Assignment to Arrival) from January 2018 to September 2022



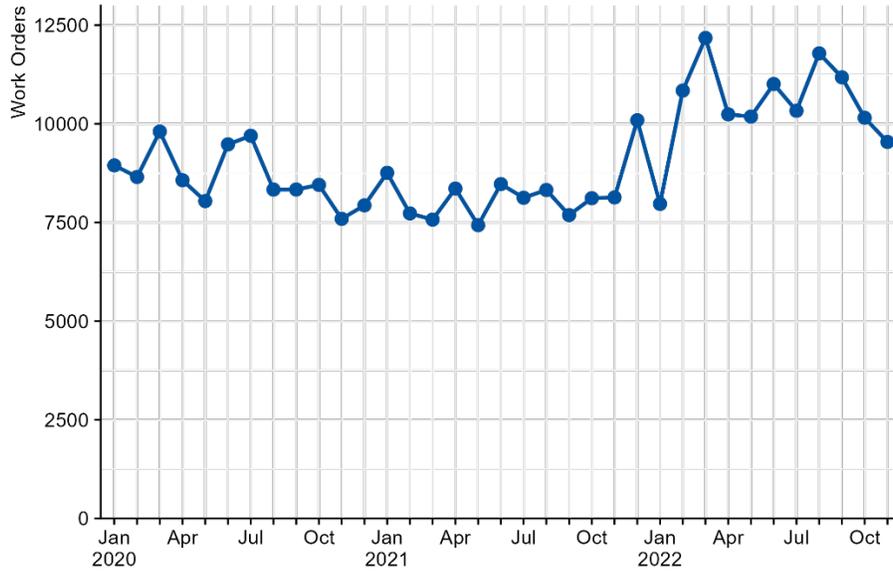
Plot 2: Police Response Time from MTPD Assignment to Arrival, Percent of Calls Responded to within 10 minutes by Priority (NOTE: This does not include time from TCC (Initial Call to Assignment))



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

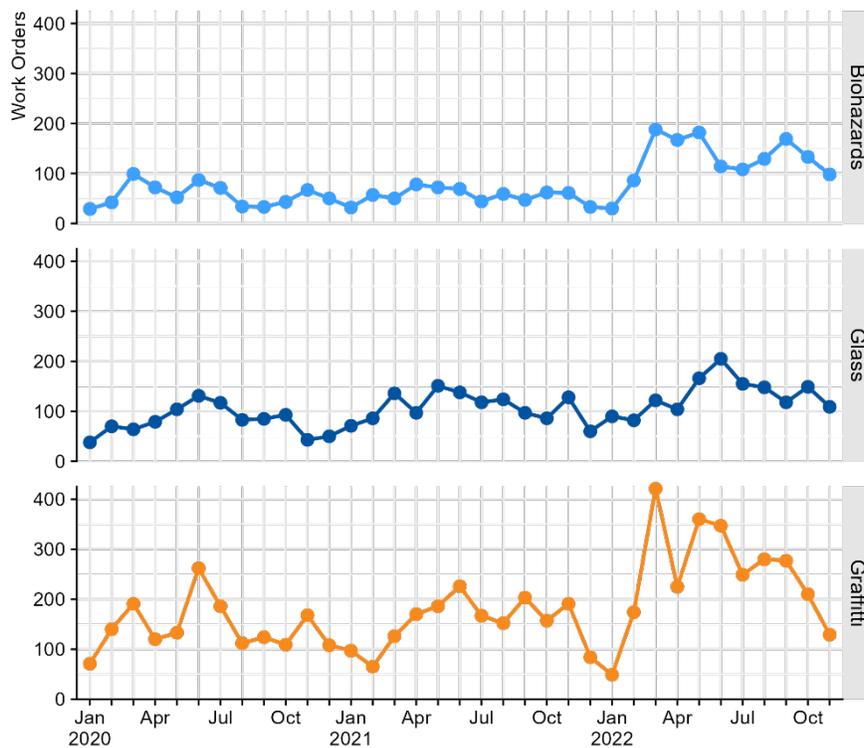
**Metric 1:** Count of public facilities work orders per month

**Data source:** TXBase, January 2020 to November 2022



**Metric 2:** Count of graffiti, biohazards, and glass damage per month

**Data source:** TXBase

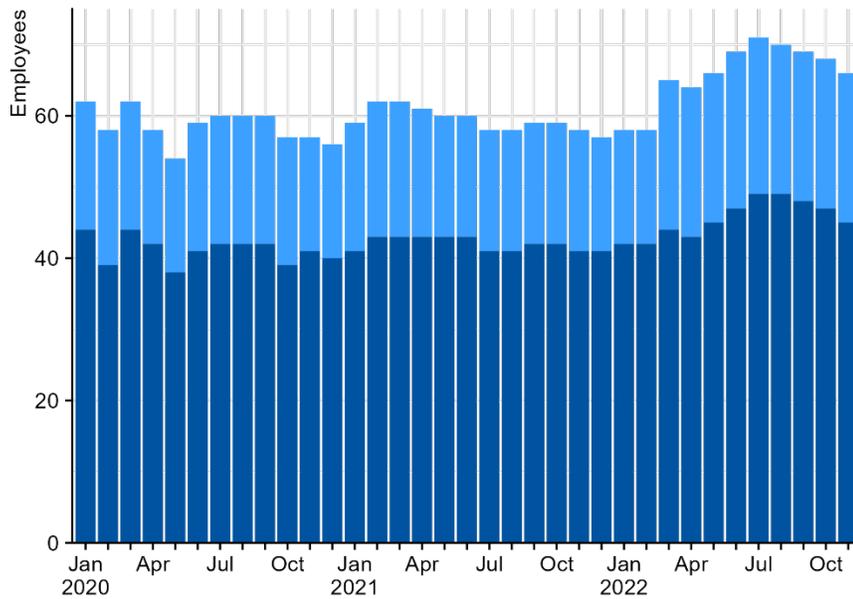


Public Facilities work orders increased significantly after 2018 due to system expansion and increased environmental challenges. The count of work order continues to increase with some seasonal variation.

In early 2020, ridership was down due to the pandemic, as ridership and people returning to work increased during the period of 2021-2022, there was an uptick in quality-of-life issues, i.e.: glass damage, graffiti, etc.

**Metric 3: Public Facility Worker and Technician Headcount**

**Data source:** Engineering & Facilities



On any given weekday, we average between 60 to 70 staff members who are spread out on multiple shifts. An employee is counted as working in the month if they were paid for standard hours worked at any point in the month. If an employee was on long term leave for the entire month, they were not counted in that month’s total. If an employee was on long-term leave for part of the month and worked standard hours during the same month, they are included in that month’s total.

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

**Metric:** Boardings at location with lighting

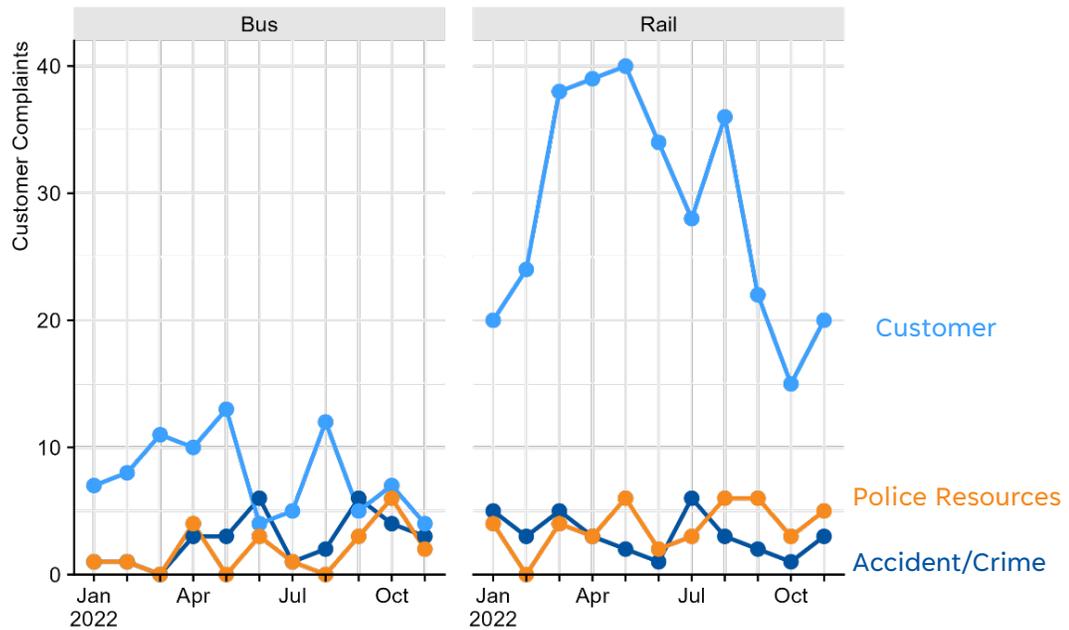
**Data source:** Facility databases, APC ridership data, Revenue/Ridership rail ridership data

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. 2022 analysis will begin after D Line opens in Dec 2022. Data will be reviewed in 2023.

**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 November 2022



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

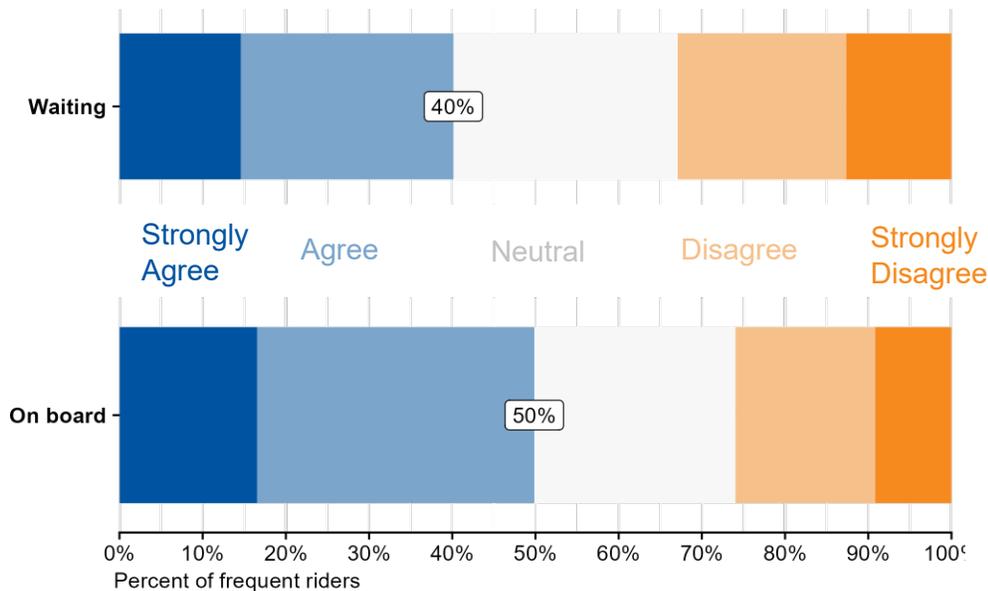
**Metric:** Customers Responses to Survey

**Data source:** 2022 quarterly customer satisfaction survey

Metro Transit has begun to implement regular general customer satisfaction surveys deployed approximately quarterly. These surveys include “special topics” (for instance, fare pass products) and a set of standard satisfaction questions which are repeated over time. The two questions repeated each survey related to safety are reported below, in the form of agreement to a positive statement about safety while waiting and riding.

We received 1,424 complete responses from solicitation sent to email contacts of registered go-to card holders, alert subscribers, and Riders Club subscribers. The survey was open from August 31 to October 7. Of the respondents, 51% (N = 726) reported riding “Almost every day” or “A few times a week” during the survey period. The responses to the safety questions below are from those respondents.

I feel safe & secure while...



## 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

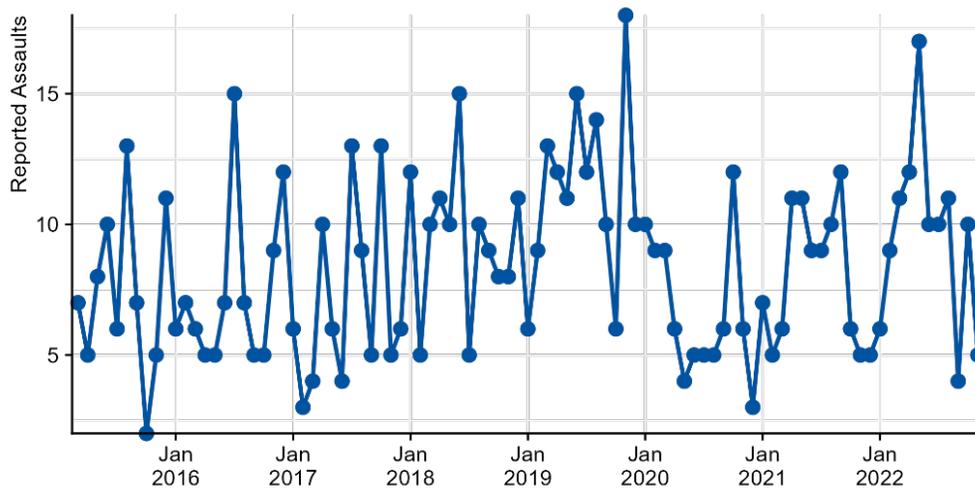
*Data not available for this report*

- 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 1:** Number of Metro Transit operations employee assaults reported to TCC or RCC

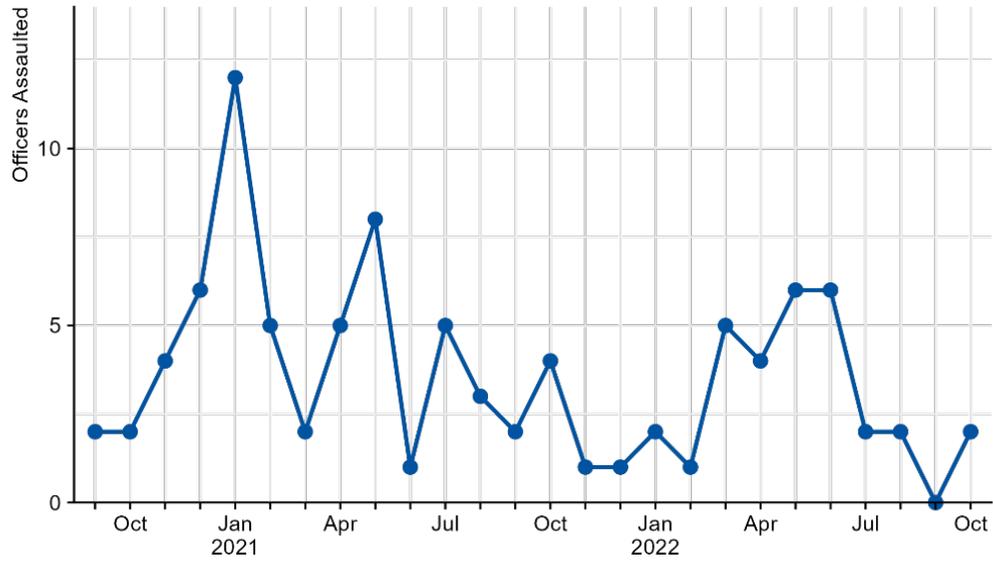
**Data source:** TransitMaster SSR events



Metro Transit operations staff 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’.

**Metric 2:** Number of Metro Transit Police Officer assaults reported

**Data source:** MTPD counts October 2021-October 2022



Note: Metro Transit will establish additional metrics to measure this goal in addition to 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 events in 2022 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 22-23*

## 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](http://www.metrotransit.org/performance).
- **Adding quarterly Safety & Security Action Plan updates and other safety and security information to the website.** Metro Transit makes these quarterly reports available on the webpage created in June 2022 to communicate about the action plan: [www.metrotransit.org/public-safety](http://www.metrotransit.org/public-safety).