

Safety & Security ACTION PLAN



Quarter 1 2023 Update

For the May 3, 2023 Metropolitan Council Committee of the Whole

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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’s three areas of work and established a requirement that Metro Transit report on action plan progress quarterly.

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.

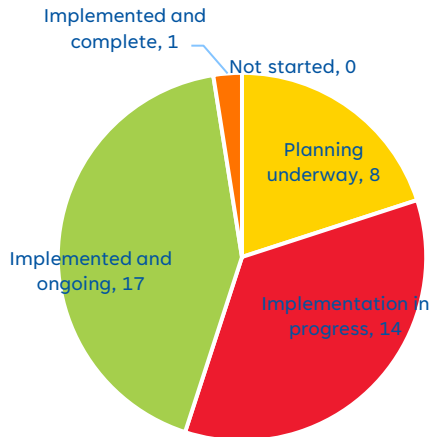
This Quarter 1 2023 update is divided into two parts:

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

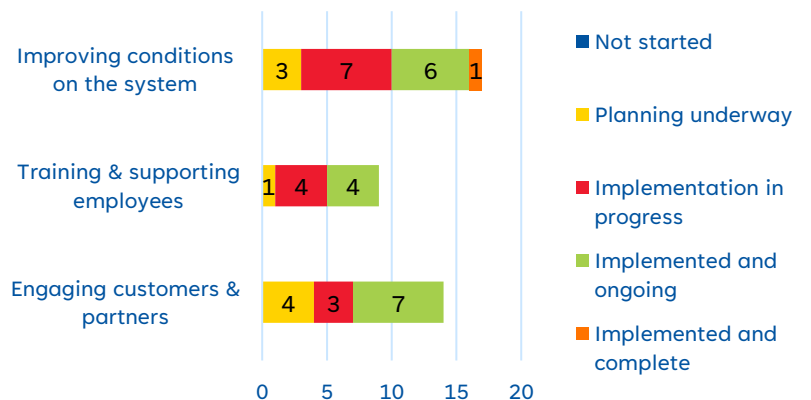
Part 1: Status Updates on Action Items

The first part of this update includes information on the implementation status for the 40 action items at the end of Quarter 1 2023.

Number of action items in each implementation status category



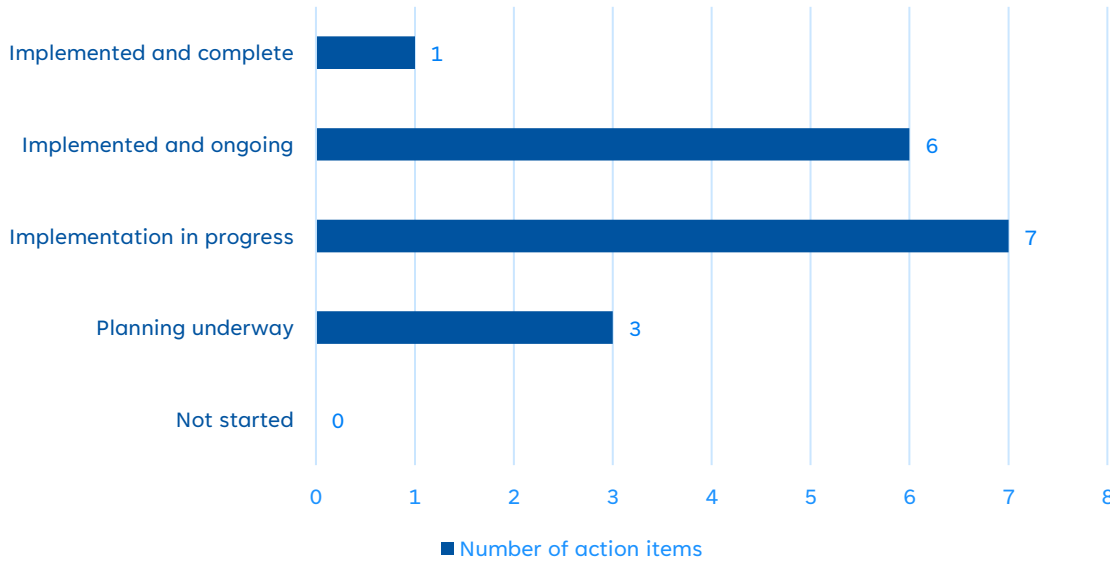
Action item status by area of work



Area of Work 1: Improving Conditions on the System

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. There are 17 action items in this area of work.

Area of Work 1: Action Item Status as of Quarter 1 2023



Action Item	Q1 2023 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	During Q1 2023, MTPD onboarded 9 full-time police officers and 3 Community Service Officers (CSOs) while losing 6 full-time officers and 1 CSO, MTPD re-established its recruitment team and is working on a comprehensive recruitment document that highlights recruitment efforts. There have been 3 academies held in Q1. Also, in Q1, MTPD implemented a tuition reimbursement plan for CSO’s with a benefit up to \$18,000 in tuition reimbursement. There were 3 CSOs hired in January. In addition, MTPD staffing numbers are reviewed bi-weekly at the Transit Security Initiative (TSI) & Facilities Conditions meeting. As of March 22, the police department had 113 full-time police officers (of 171 authorized) and 14 CSOS (of 70 authorized).			X		

Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
1.2 Review and adjust approach to increasing official presence with non-sworn personnel on the system	The Deputy COO for Transportation is leading the effort to establish a new group of non-law enforcement personnel who would expand the official presence on transit by working in collaboration with police, supplemental security, and staff in the Real Time Information Center, and support fare compliance. Ongoing negotiations with ATU are happening and the next scheduled session is May 4, 2023. The outcomes of the 2023 Minnesota Legislative session may influence the direction of this action item.		X			
1.3 Pilot the use of contracted security guards at transit facilities that frequently generate police calls	The pilot project for security services at two METRO Blue Line stations – Franklin Avenue and Lake Street/Midtown – continued during Q1 2023. Additionally, the Met Council approved a contract for a vendor to begin offering supplemental security services at six boarding locations in March. The final contract is being negotiated with services anticipated to begin Q2 2023.				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	A cross-functional staff group is reviewing the Code of Conduct, including how it is upheld, communicated and how it compares to peer agencies. Staff feedback was collected to assess staff priorities. Analysis of 400+ survey responses is underway. Legislation that would require the Metropolitan Council to adopt a Rider Code of Conduct is being tracked.			X		
1.5 Expand real-time monitoring of security cameras, including facility and bus cameras	<p>During Q1 2023, Real Time Information Center (RTIC) staff viewed 1,780 hours of live video. MTPD also worked with HR to fill an open position for the RTIC with a goal to fill the remaining non-sworn position during Q2 2023. Currently, there are 6 full-time employees in RTIC, and 5 open positions.</p> <p>Work to bring real-time monitoring capability to buses continues, and updating standard operating procedures for viewing video will occur before “going live” with real-time camera monitoring on buses.</p> <p>37 buses have been outfitted with the video display monitors. We have zero (0) monitors in stock. Procuring the next order (198) is progressing through the approval process. Once these monitors arrive at Metro Transit, the Electronics Shop can</p>			X		

Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
	complete one (1) bus per day. We will have a better understanding of the delivery/lead time when the PO is issued.					
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.	<p>The facilities hours element of this action item is connected to the Champion Facilities Committee work in Action Item 1.15. In spring 2022 facility hours were adjusted at Brooklyn Center Transit Center due to damage to property, negative customer feedback, and police calls for service. Since then, there has been a decrease in all three areas. In December 2022, hours of interior waiting areas were reduced at the Chicago-Lake Transit Center. We are currently monitoring this location.</p> <p>The review of late-night service hours has not started. Staff will attend an APTA Mobility Conference session on this topic, including alternatives to fixed route services.</p>			X		
1.7 Improve conditions at high-traffic facilities, including Franklin Ave LRT Station and Lake St-Midtown LRT Station through design changes	<p>In addition to ongoing cleaning and repairs at these locations, recent actions include (1) mural installation at the Lake Street/Midtown Station (2) installation of metal paneling at the Franklin Avenue Station and (3) signage repairs/replacement at each location. With supplemental security unable to provide the level of services expected at Lake Street/Midtown, some repairs have temporarily been put on hold. Future plans include installing new ceiling tiles, painting, interior art, and repairs to the escalator and elevator.</p> <p>Supplemental Security is deployed at the Franklin Avenue Station and multiple facility adjustments have been made. Replacement of glass with metal panels and art installation have occurred. Recent meetings have been held to expand the implementation of metal panels and more art. The goal is to deploy different art items at Franklin Avenue to help minimize the damage to the facilities we have been seeing. Additionally, there will be ongoing cleaning efforts with the warmer weather.</p> <p>Draft Request for Proposals is currently routing for comment internally. Goal is to have the RFP out for designers to bid on by fall of this year.</p> <p>Central Station Vertical Circulation Building (VCB) was temporarily closed in December 2022. Facilities has cleaned, repainted, and repaired this facility in preparation for reopening (reopening date has not been set.)</p>			X		

Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria	<p>Better Bus Stops program is ongoing. Bus stop capital improvements completed in 2022:</p> <ul style="list-style-type: none"> • 25 new shelters added • 33 aged shelters replaced • Added light to 34 shelters, 15 included heat • Constructed 18 accessible boarding areas in partnership with roadway authorities • Modified 70 shelter benches for accessibility <p>Planned 2023 bus stop capital improvements include:</p> <ul style="list-style-type: none"> • Place up to 20 new shelters, including accessibility improvements • Replace up to 20 existing shelters, including accessibility improvements • Construct up to 30 accessible boarding pads at bus stops without shelters • Add light at up to 15 shelters, with heat at up to 8 shelters 				X	
1.9 Continue investment in public art at facilities to deter vandalism and create a more inclusive, welcoming experience	<p>The Bus Shelter Beautification Project has become an annual program, and Facilities Maintenance continues to address areas where public art can help deter graffiti.</p> <p>Ten bus shelters and the Chicago-Lake Transit Center currently have window cling artworks. Next steps include installing interior anti-graffiti graphics inside Lake Street/Midtown Station, installing a window cling artwork at Smith Avenue Transit Center, and installing permanent artwork at the METRO Orange Line's I-35W & Lake Street Station beginning in June.</p>				X	
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	<p>MTPD and Equity & Inclusion (E&I) staff have developed a process for evaluating police department policies. A meeting series is being established for Q2 2023. MTPD will focus on using established E&I tools and processes to help determine appropriate updates and changes to current policy.</p>			X		

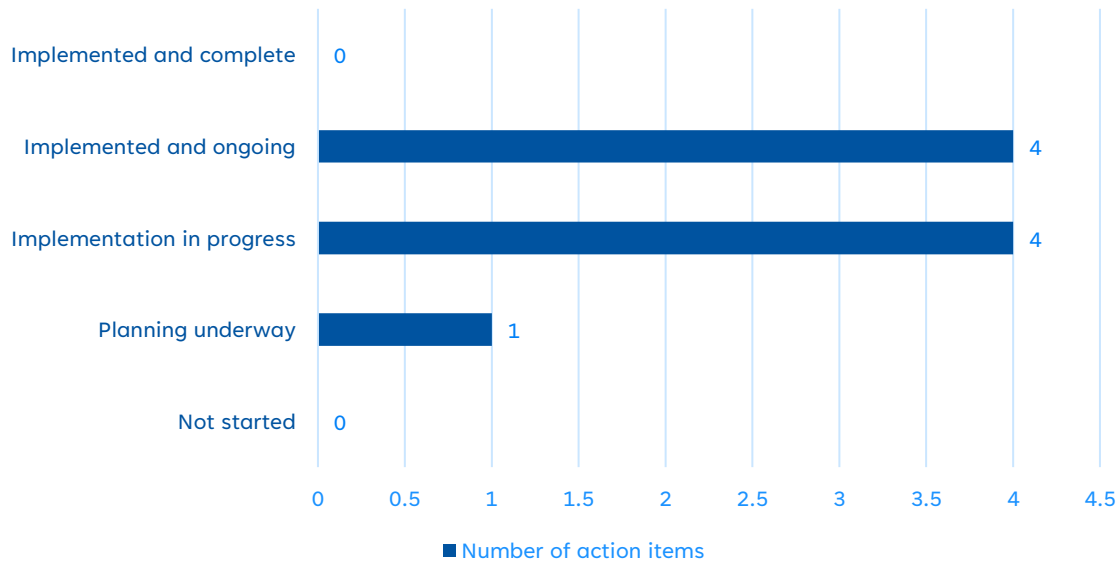
Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
1.11 Improve transit service reliability	<p>This action item ties to operator workforce levels and includes evaluating service plan and projected workforce to provide appropriate amount of service.</p> <p>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 ongoing, real-time alerts when there is a disruption or incident. Bus reports disruptions and delays using Special Situation Reports for documentation and distribution.</p> <p>A Drive the Bus hiring event was held at North Loop garage on February 5, 2023 resulting in 163 attendees. Rail operator applicants completed interviewing on January 25, 2023 allowing Human Resources to move to the next step of the process to start our first class of Rail operators from off the street. Rail has accomplished a second successful internal/external hiring effort, netting over 30 eligible candidates who are undergoing background checks and DOT drug testing. Three train operator students are currently in training and on-track to begin operating in regular service by the end of May.</p>				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.	<p>Transit Supervisors are required to visit every facility in their area of responsibility once per shift, resulting in some being checked and reported on more than once per day. This results in a more visible presence, establishing the priority necessary to address and resolve issues with the appropriate stakeholders. TCC supervisors create a Special Service Report (SSR) for any reported deficiency, generating reports to facilities and creating work orders for proper resolution. The SRR reporting formalizes, tracks, and immediately informs the proper stakeholders for their attention and resolution. This process allows for further analysis when required.</p> <p>Rail Supervisors continue to walk platforms at Union Depot, Target Field, and the Mall of America at least twice per shift. This is tracked by the Senior Supervisor and is accomplished every day on most shifts.</p>				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 program was completed in August 2022. Post-pilot report recommended three-car trains on all weekdays given the					X

Action Item	Q1 2023 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	reduced frequency of light rail service and use of two-car trains on weekends when events are not happening.					
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 is in the early stages of defining the scope and project plan for this action item. This action item relates to state legislation currently under consideration.		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.	<p>The Champion Facilities Committee continues to meet monthly to consider changes to problematic stops/facilities. Notable activities include:</p> <ul style="list-style-type: none"> - Shelter removals at Broadway & Lyndale in Minneapolis and at Como & Rice in Saint Paul. - The temporary closures of the Vertical Circulation Building and the removal of benches near the Green Line's Central Station - The temporary closure of indoor waiting areas at the Uptown Transit Station. <p>Staff are continually working with community to determine next steps at these and other locations.</p>				X	
1.16 Review Engineering & Facilities Project Execution Plan process to ensure MTPD input in facility design	Leaders from Engineering & Facilities met with MTPD in April 2023. Quarterly meetings and additional reporting to MTPD will be undertaken to provide greater awareness and opportunities for input on future capital projects. Facilities is also partnering with MTPD on supplemental security.			X		
1.17 Update guidelines for transit facility amenities and maintenance service levels. Evaluate existing facilities for consistency with these guidelines.	A draft approach was prepared in December 2022. In Q1 2023, work focused on meeting with internal stakeholders to review maintenance service level metrics prepared to date. Next steps include convening project stakeholders to develop amenity guidelines and service level metrics.		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. There are nine action items in this area of work.

Area of Work 2: Action Item Status as of Quarter 1 2023



Action Item	Q1 2023 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	<p>More than 800 operators have attended Red Kite training, a three-day program focused on resiliency. In addition to ongoing offerings, a follow-on program is being developed.</p> <p>In addition, mental health awareness has become a standard portion of the training provided operators during their first two years of employment. Vendors are being researched for self-protection training focused on de-escalation and personal protection.</p>			X		
2.2 Create regular channels to improve communication between MTPD and frontline	Transit Police continue to host Coffee with Cops events at garages and other support facilities.				X	

Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
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	Transit Police has coordinated with Community Affairs to jointly track engagement activities and create a more complete record of community engagement activities.					
2.3 Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation	<p>The Peer Support program is being evaluated with the intention of developing a new model that better meets the needs of frontline employees and their managers.</p> <p>Operators were surveyed in late 2022 and feedback is being used to inform future changes. Changes are also being informed by a peer review and ongoing conversation with Sand Creek, the Council’s Employee Assistance Provider.</p> <p>Recommendations will be presented to senior leaders in 2023.</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.	In late-2022, operators were invited to take a survey that included questions about their personal safety at work. Results are included in part two of this update.			X		
2.5 Regularly update employees on Transit Safety & Security Plan progress and provide opportunities for additional ideas and feedback	<p>Efforts to raise awareness of the Safety & Security Action Plan and action item progress are ongoing. Of note:</p> <ul style="list-style-type: none"> - Updates are provided weekly in the Insights newsletter, monthly Managers’ Meetings and at the Transit Safety & Security Committee - Information is available at all Coffee with Cops events and in April 2022 was provided to staff during an outreach event at the Brooklyn Transit Center - An internal communications plan has been developed describing additional tactics that will be used in 				X	

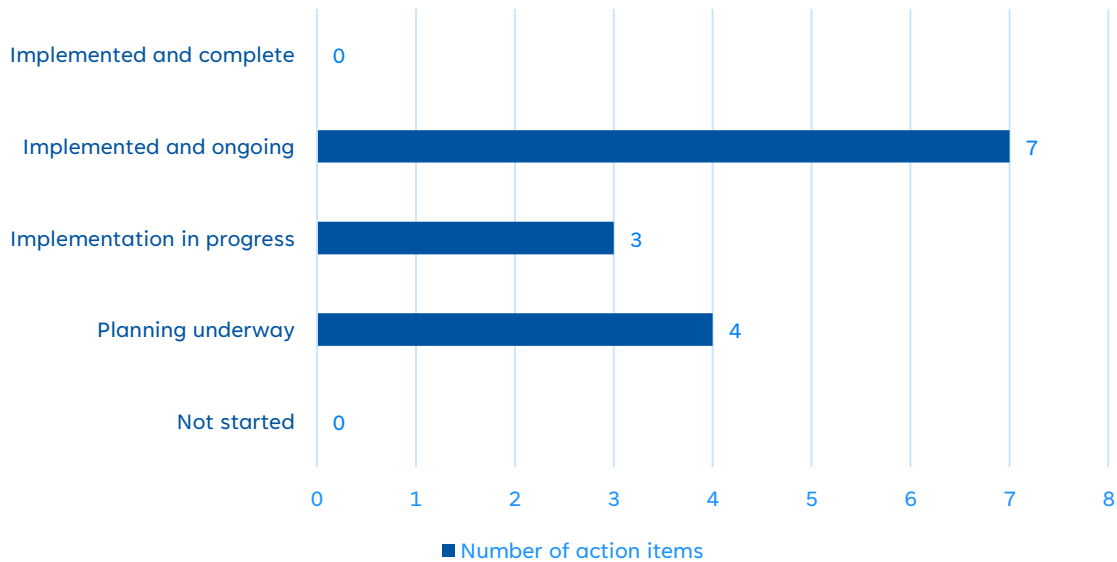
Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
	future, including the use of digital screens and ongoing in-person activities at support and public facilities					
2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers	MTPD offered several career enrichment opportunities, sending 25 officers to more than 248 hours of instructor-led courses. A supervisor also graduated from the FBI Academy during Q1 2023. MTPD facilitated three academy classes for new staff during Q1 2023. Additionally, during Q1 2023 MTPD logged more than 1,689 training hours.				X	
2.7 Review and standardize approaches to providing administrative leave to employees who are victims or witnesses to violence on the job	Gathering information from other departments and reviewing 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 drafting of a procedure, and (7) draft SOP for guidelines for critical incident leave. Final Draft of SOP 10-03 Administrative Leave is under review.			X		
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) that calls for all-staff communication following critical incidents is being used. 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.				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. Communications will continue to		X			

Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
	determine what more could or should be done to better meet staff needs.					

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 Quarter 1 2023



Action Item	Q1 2023 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 has convened internal stakeholders to develop an approach to this action item, which will continue to evolve as needs change. The initial work includes tracking across departments public safety-related external meetings that Metro Transit representatives are having with individuals and organizations. Engagement is also being planned to support the introduction of supplemental security.			X		
3.2 Advocate for state law change that creates an alternative to misdemeanor citations for fare nonpayment	Gov. Walz supported the Metropolitan Council’s request to introduce administrative citations as an agency initiative this year. In February, bills were introduced in both the House and Senate.			X		

Action Item	Q1 2023 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	A Mother's Love has been contracted to provide violence prevention services on the transit system. Attention is being focused on the Brooklyn Center Transit Center and other boarding areas in North Minneapolis.				X	
3.4 Continue to invest in the MTPD Homeless Action Team (HAT)	Radias Health will support the HAT team, under contract, beginning in Q2 2023. MTPD is also exploring an opportunity with Hennepin County Behavioral Health to provide HAT-related services specific to Hennepin County.				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 has begun the conversation with Hennepin County Behavioral Health to bring a dedicated social worker into the department. More partnership development will occur during Q2 2023.				X	
3.6 Re-activate and expand the anti-harassment campaign or other steps towards reducing harassment	This work is in the planning stages. The goal is to create an easier way for customers to report sexual harassment that occurs on transit and then launch an external educational campaign about the changes. Lessons learned from a 2019 anti-harassment campaign will be applied to future efforts.		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 and build relationships with MTPD personnel	An internal shared calendar has been created to track opportunities for internal and external stakeholders to develop relationships with Transit Police. Additionally, MTPD has partnered with Community Affairs to begin using a shared system to track community event participation.				X	

Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
3.9 Evaluate Text-for-Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders	The Transit Control Center's is fully staffed with Communication Specialists who respond to incoming Text for Safety messages. A new assistant manager position will oversee Communication Specialists, evaluate opportunities for improvement and, find new ways of promoting this service to riders, with other duties as assigned.				X	
3.10 Relaunch Adopt-A-Stop program	147 stops and/or stations are adopted. Marketing continues to promote the program. Program evaluation is a work in progress. 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	<p>MTPD continues to partner with Strategic Initiatives (SI) to develop transparent reports for Key Performance Indicators (KPI), along with other reportable crime statistics. MTPD is compiling a comprehensive monthly report that will be used to help communicate KPIs. MTPD has updated the internal CompStat report to a 28-day cycle and will be including additional internal and external partners in the reporting/meeting updates as it relates to CompStat. MTPD also continues to develop a beta format for public crime reporting.</p> <p>In Q2 2023, Metro Transit Communications plans to bring on a new Senior Communications Specialist who will be dedicated to communicating updates on the Safety & Security Action Plan and supporting other public safety communication needs.</p>				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	<p>Metro Transit provided the first quarterly update at the Metropolitan Council's October 5, 2022 Committee of the Whole meeting and has continued quarterly reporting into 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 & 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. Chief Ernest Morales III was</p>			X		

Action Item	Q1 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete
	sworn in as MTPD's ninth police chief in March 2023, and is regularly meeting with Met Council leadership. Chief Morales will participate in the quarterly updates to the Met Council.					
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	This work has started in relation to developing plans to phase in supplemental security at up to six transit locations. This will require working with neighboring businesses, property owners, elected officials, and others to coordinate responses to behaviors that may be displaced from transit property to nearby locations.		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 1 2023 report 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 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 provide information 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
- Increased hiring and retention for officers and non-sworn personnel who provide presence

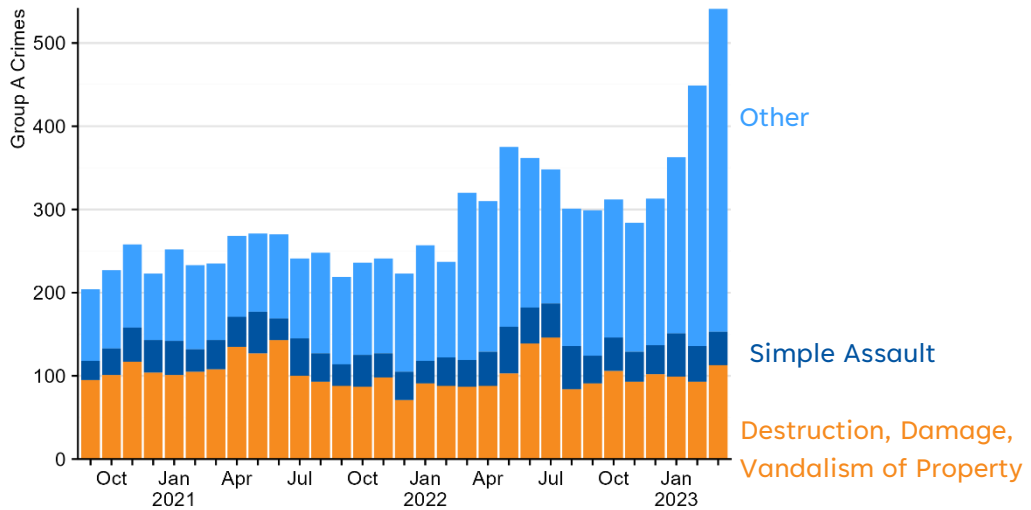
Data not available for this report

- Increased fare compliance

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 March 2023

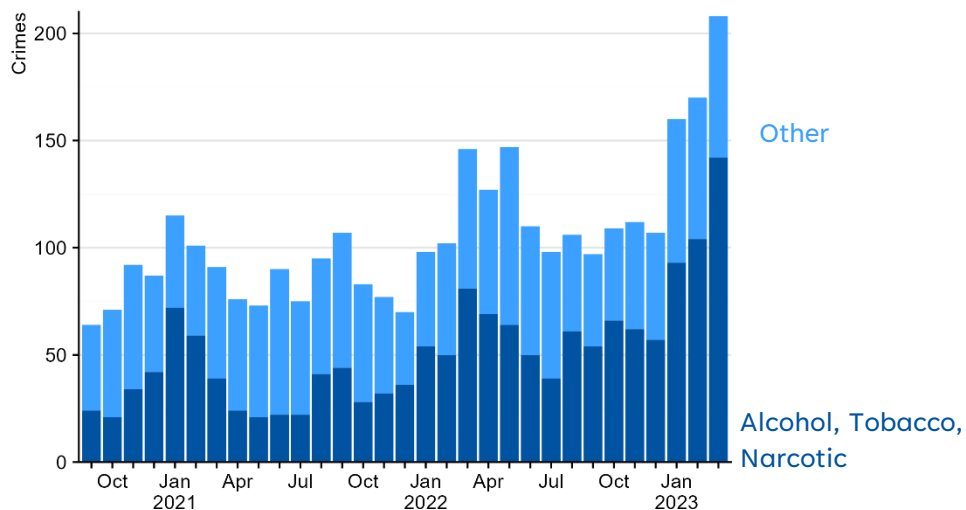


During Q1, MTPD saw an increase in “Other” Group A crimes; however, this is a result of proactive policing addressing issues of drugs and drug equipment, as well as fare evasion.

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 March 2023



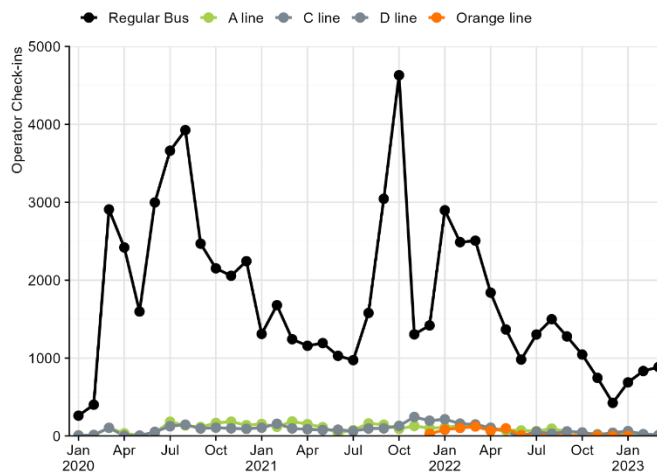
Code of Conduct violations that are also crimes are being driven by Alcohol/Tobacco/Narcotic citations and usually make up most Code of Conduct violations. (Note: Drug/Narcotic Violations are also reported in Group A plot above.) During Q1, MTPD has utilized special details and overtime that address Code of Conduct issues on Transit property resulting in an uptick of drug-related violations.

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.

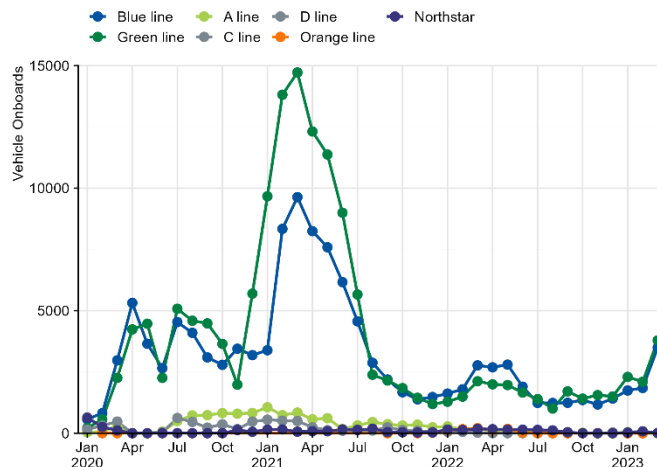
Data source: MTPD E Log, January 2020 to March 2023



During Q1, MTPD reversed the downward trend and showed an increase each month for Operator Checks.

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.

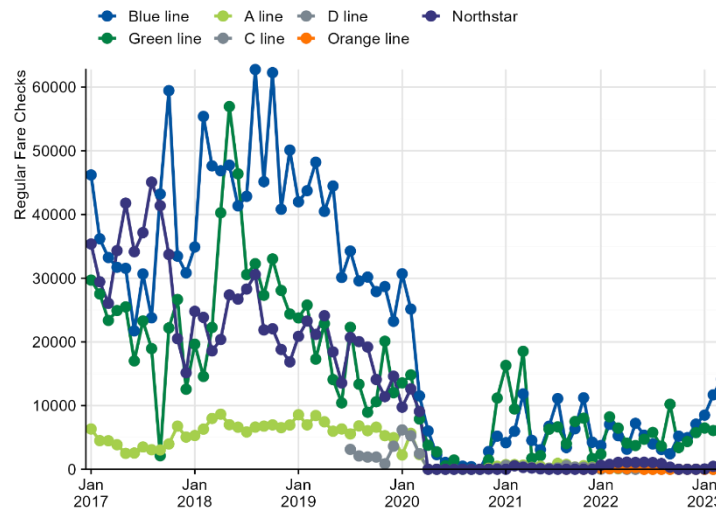
Data source: E Log Police Activity Application, January 2020 to March 2023



During Q1, MTPD focused efforts on the LRT utilizing overtime, which resulted in an increase of onboards for the Green and Blue Lines.

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.

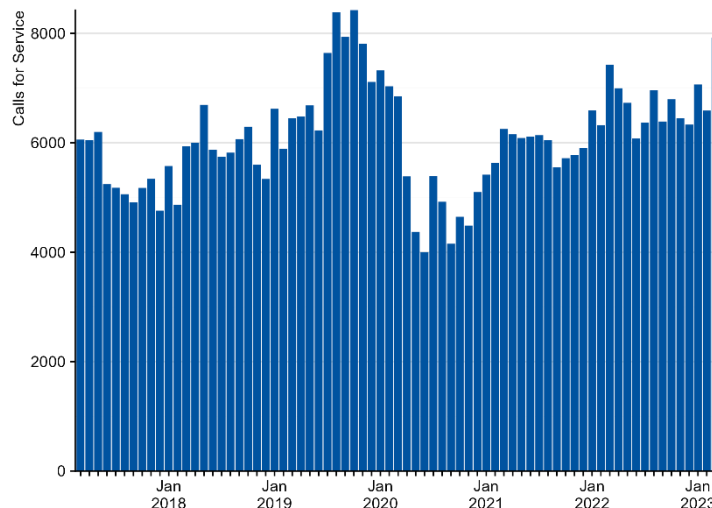
Data source: E Log Police Activity Application, January 2017- March 2023



During Q1, MTPD enacted a patrol detail for the Blue Line resulting in an increase in Fare Checks.

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



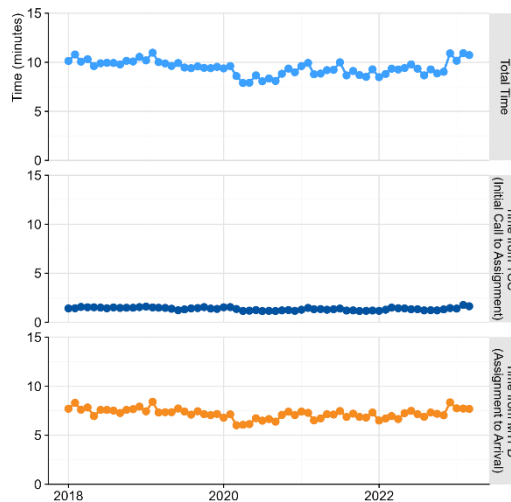
During Q1, MTPD saw a rise in Calls for Service as a result of overtime details and proactive policing. The categories with the largest increases include on boards, directed patrols, person stops, narcotics and prohibited acts.

Measurable goal: Police response time meets standards

Metric: Response time to police calls for service

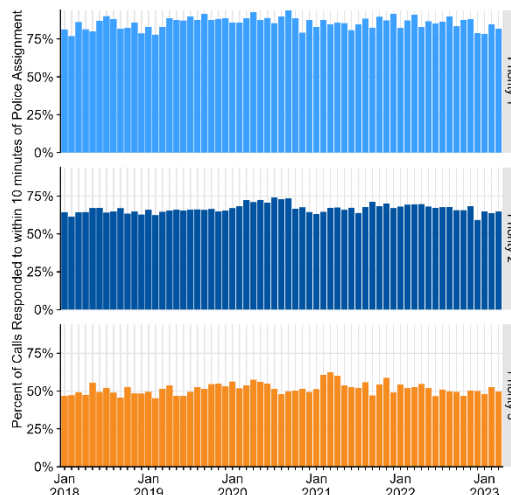
Data source: CentralSquare Technologies (CST) CADQueries executed by MTPD.

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



During Q1, MTPD has maintained our standard of Response Time in responding to calls for service despite having fewer officers available.

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))

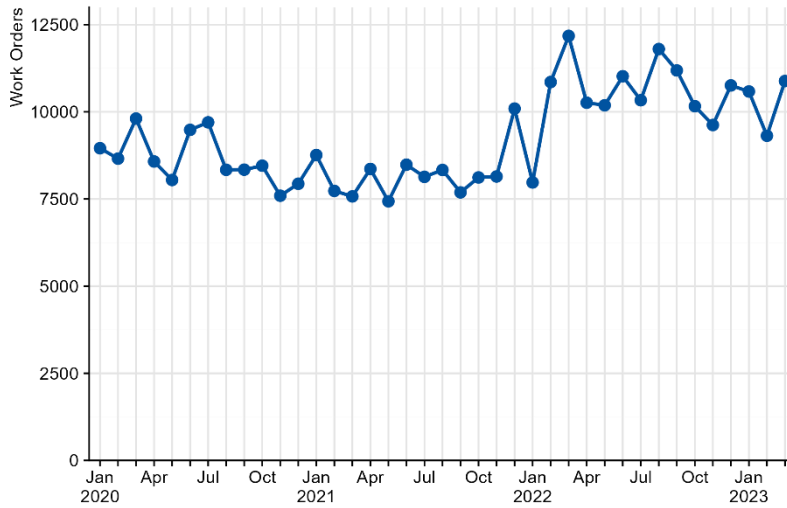


As stated above, MTPD has maintained our standard of Response Time in responding to calls for service despite having fewer officers available.

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

Metric 1: Count of public facilities work orders per month

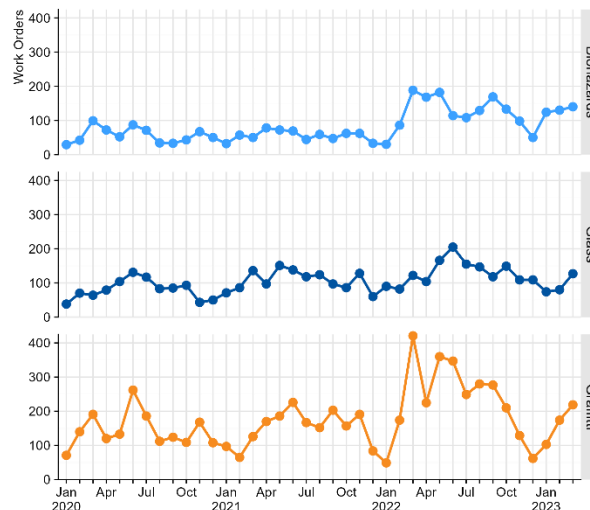
Data source: TXBase, January 2020 to March 2023



Public Facilities employees completed 5,081 work orders in January, 4,748 in February, and 6,422 in March.

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

Data source: TXBase

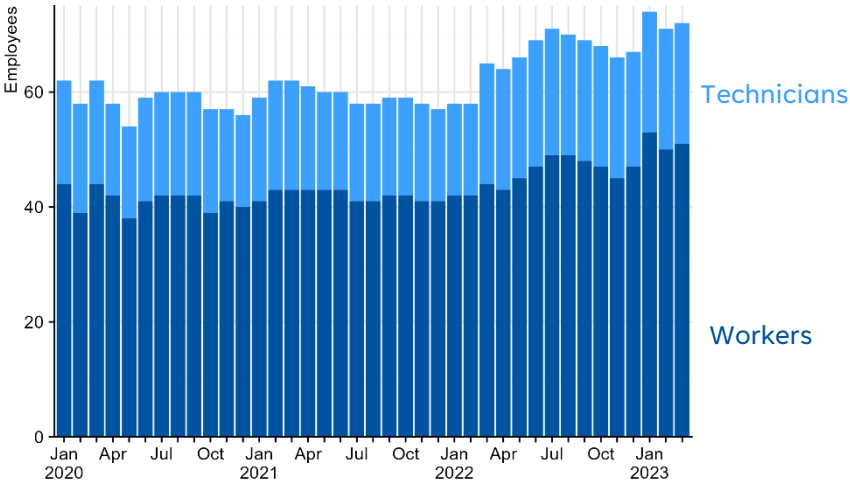


Overall, in Q1, public facilities employees completed 454 biohazard clean up workorders, 493 graffiti work orders, and 261 glass work orders. Month by month, January saw 138 biohazard, 100 graffiti, and 68

glass work orders, respectively; February saw 158 biohazard, 169 graffiti, and 77 glass work orders; and March saw 158 biohazard, 224 graffiti, and 116 glass work orders. This is broadly in line with previously observed trends during the coldest winter months, which typically see diminished activity around these issues.

Metric 3: Public Facility Worker and Technician Headcount

Data source: Engineering & Facilities, January 2022 to March 2023.



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

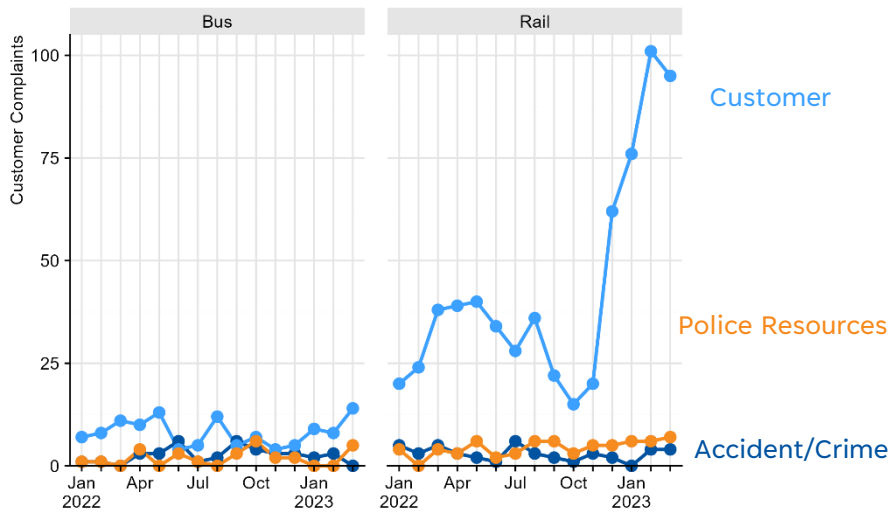
2022 analysis will be in late Spring 2023. Data will be reviewed in 2023.

Most of Metro Transit’s customers wait where lighting is available. In Fall 2021, 64% of transit boardings occurred where the region has invested in lighting at bus shelters, rail and BRT stations, and other customer waiting facilities. The analysis will be updated for Q2 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 between January 2022 to March 2023



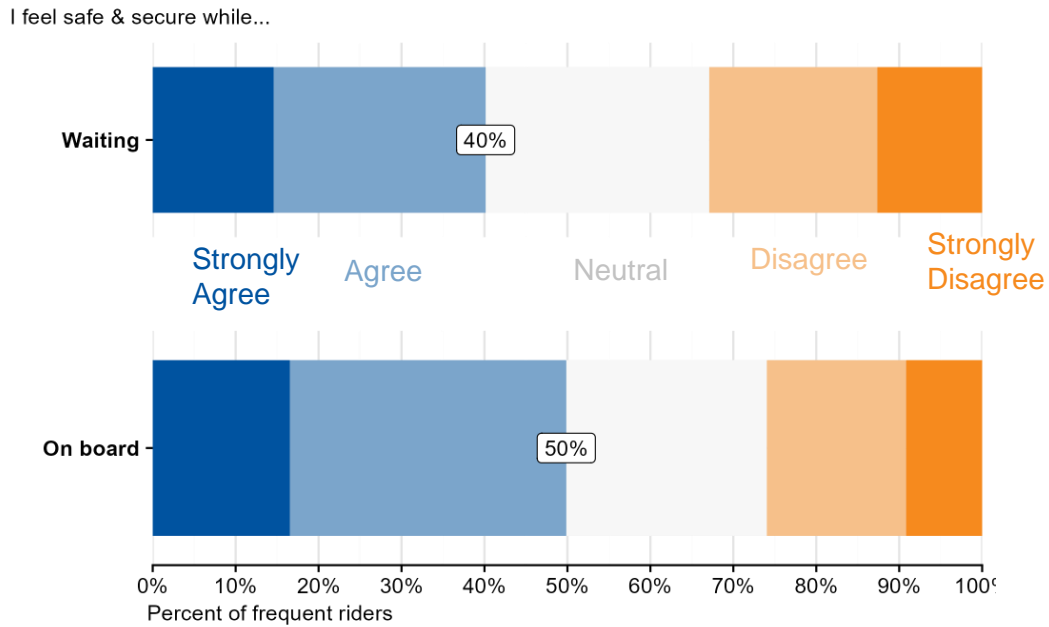
Between November 2022 and March 2023, we saw a higher volume of feedback related to customer behavior and requests for more police resources on light rail.

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

Metric: Customers Responses to Survey

Data source: 2022 quarterly customer satisfaction survey **unchanged from Q4 2022**

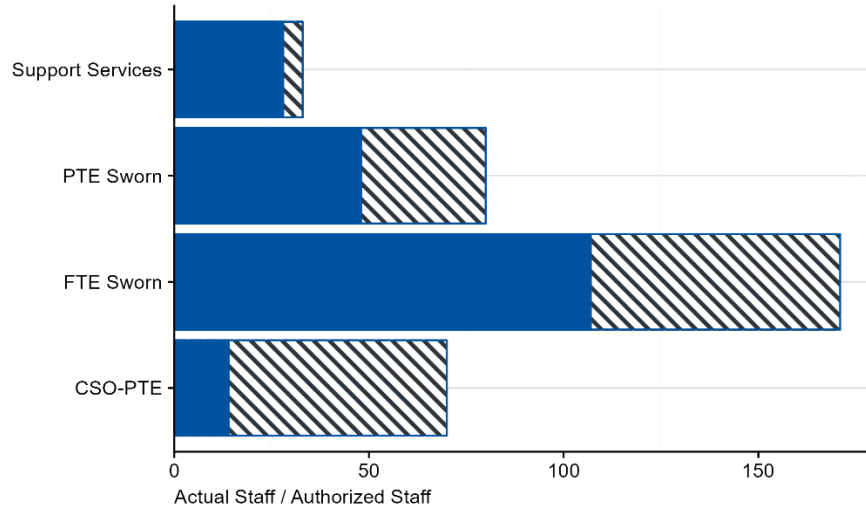
Metro Transit has begun to implement regular general customer satisfaction surveys. These surveys include “special topics” (for instance, fare pass products) and a set of standard satisfaction questions, which are repeated over time. The two questions repeated in each survey related to safety are reported 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, Rider Alert subscribers, and Riders Club subscribers. The survey was open from August 31 to October 7, 2022. 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.



Measurable goal: Increased hiring and retention for officers and non-sworn personnel who provide presence

Metric: Number of Actual Police Staff and Authorized Police Staff by Type on March 12, 2023

Data Source: Staffing numbers from Workforce Director that were in the Governor’s report.



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:

- 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

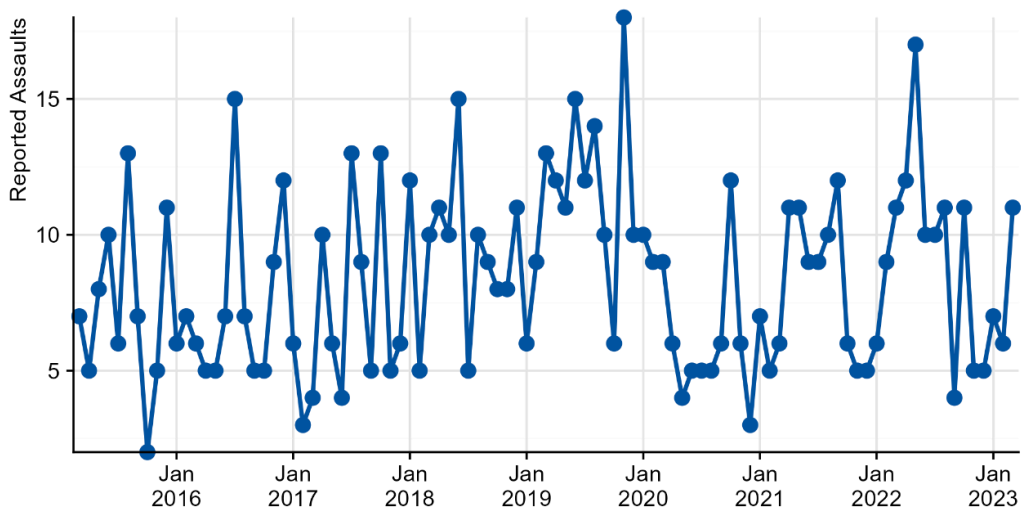
Data not available for this report

- 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

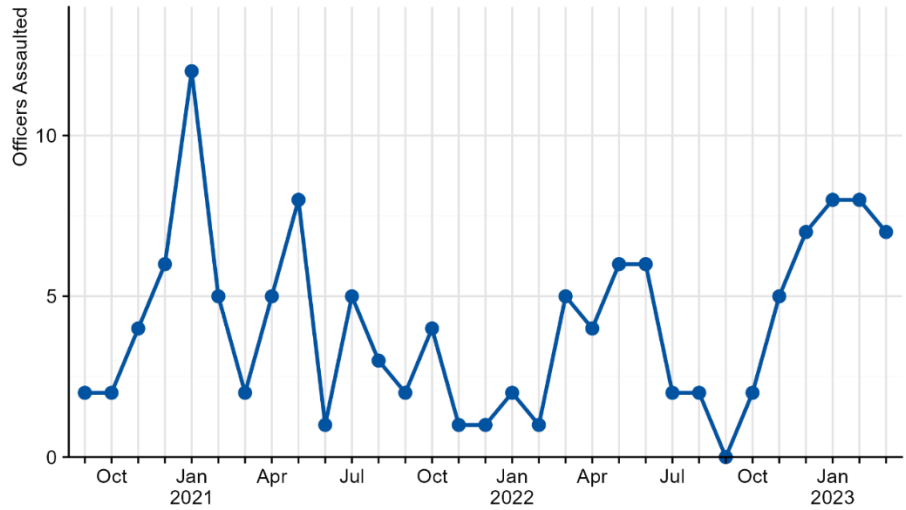
Data source: TransitMaster SSR events



There were an average of 5.3 bus operator assaults per month during Q1 2023. Report data is augmented with video to determine root cause for trends and future training or procedure changes in areas identified.

Metric 2: Number of Metro Transit Police Officer assaults reported

Data source: MTPD counts October 2021- March 2023



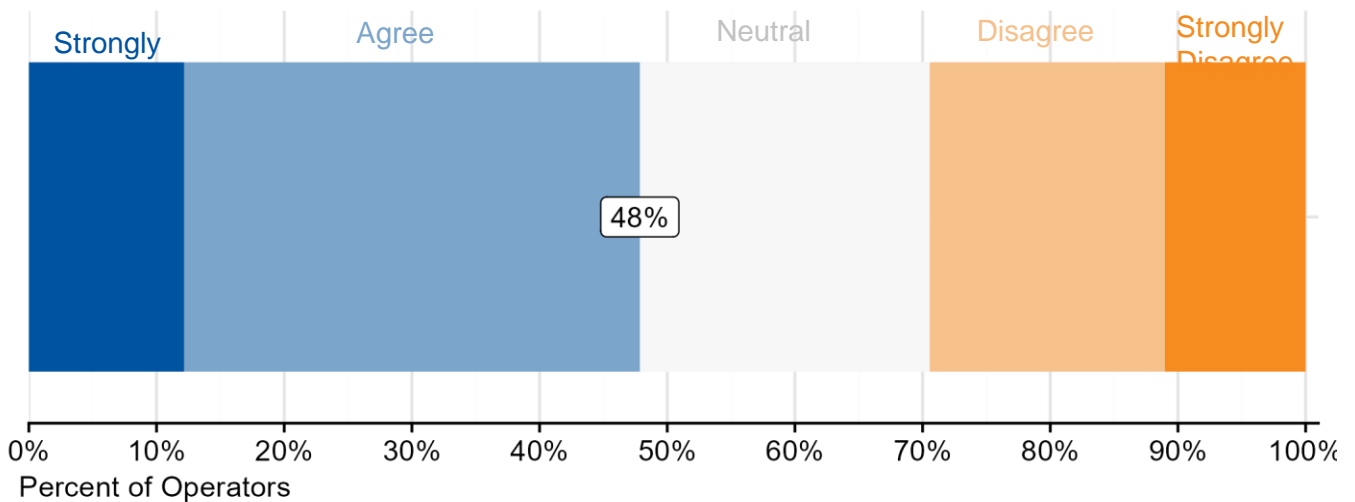
During Q1 2023, Transit Police were on par with historical numbers of officer assaults.

Metric 3: Operator Survey responses related to safety and security while at work.

Data source: Operator Training Survey questions related to safety and security.

Plot: Operators' Agreement with Feeling Safe at Work, Fall 2022

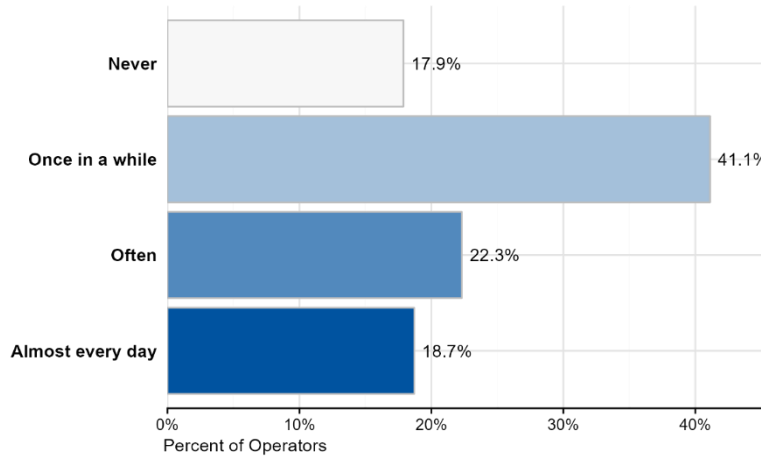
I feel safe and secure while at work.



This survey was given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 978 responses; 127 respondents skipped this question. Nearly half of operators agree that they feel safe at work and approximately 30% disagree that they feel safe and secure while at work.

Plot: Frequency of Operators' Experiences of Harassment or Verbal Assault, Fall 2022

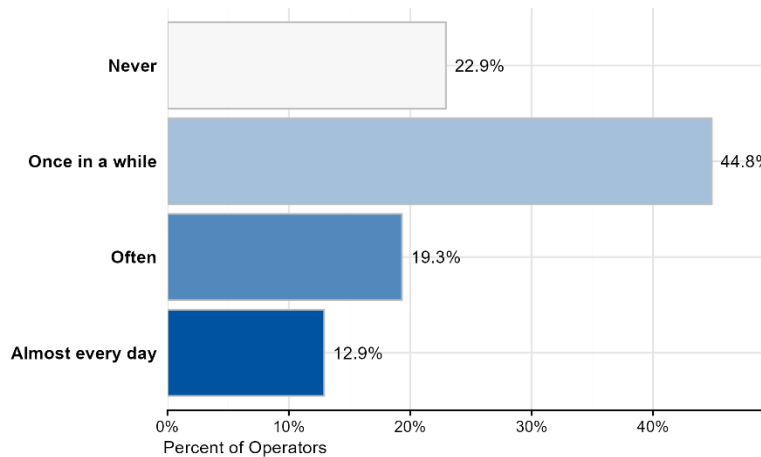
In the past six months, how often have you experienced harassment or verbal assaults from a passenger or member of the public?



Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 973 responses; 132 respondents skipped this question.

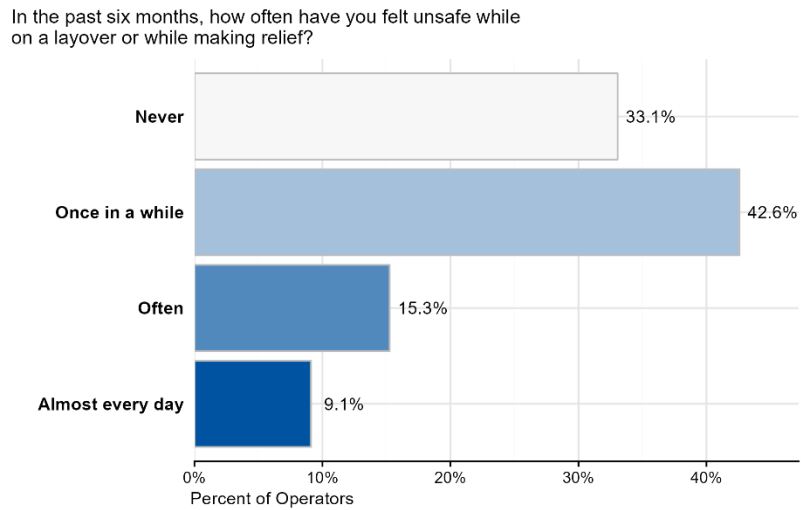
Plot: Frequency of Operators' Perceptions of Lack of Safety while Operating Vehicle, Fall 2022

In the past six months, how often have you felt unsafe while operating the vehicle in service?



Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 968 responses; 137 respondents skipped this question.

Plot: Frequency of Operators' Perceptions of Lack of Safety while on Layover or Making Relief, Fall 2022



Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 977 responses; 128 respondents skipped this question.

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

During Q1, MTPD continues to develop areas for open dialogue including ongoing outreach events of Coffee with a Cop at facilities and garages. Since the beginning of the year, Coffee with Cops events have been held at East Metro, Nicollet, Overhaul Base and the Transit Control Center. All other facilities have been scheduled to occur.

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 21-22.

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.** 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.