

# Safety & Security ACTION PLAN



Quarter 3 2023 Update

For the November 1, 2023 Metropolitan Council Committee of the Whole

# Contents

Safety & Security Action Plan Quarterly Updates .....	3
Part 1: Status Updates on Action Items.....	4
Area of Work 1: Improving Conditions on the System .....	5
Area of Work 2: Training and Supporting Employees .....	12
Area of Work 3: Engaging Customers and Partners.....	15
Part 2: Data Relating to Measurable Goals .....	19
Area of Work 1: Improving Conditions on the System .....	20
Measurable goal: Decreased serious crime on transit.....	21
Measurable goal: Decreased Code of Conduct violations .....	22
Measurable goal: Increased official presence on transit.....	23
Measurable goal: Police response time meets standards .....	27
Measurable goal: Response time to address facilities work orders meets standards .....	29
Measurable goal: Increased proportion of rides with lighting at their stop or station .....	32
Measurable goal: Decreased customer complaints relating to public safety on transit.....	32
Measurable goal: Improved customer satisfaction relating to public safety on transit .....	33
Measurable goal: Increased hiring and retention for officers and non-sworn personnel who provide presence.....	35
Area of Work 2: Training and Supporting Employees .....	36
Measurable goal: Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work .....	37
Measurable goal: Increased structured interaction and cross-learning opportunities between police and other frontline employees .....	42
Measurable goal: Achieving target rates for operator check-ins and on-boards by MTPD .....	42
Area of Work 3: Engaging Customers and Partners.....	43
Measurable goal: Increased availability of information about safety and security efforts.....	43

# 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 first 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](http://www.metrotransit.org/public-safety).

The Safety & Security Action Plan includes efforts to implement state legislation passed during the 2023 session of the Minnesota Legislature, and several provisions were already in progress through existing action items. Most notably, the legislation included:

- **A ¾-cent metro-area sales tax for transportation.** The metro-area sales tax that takes effect on Oct. 1, 2023, will provide a predictable revenue source for transit operations and maintenance, including investments in public safety.
- **Transit Safety Intervention Project (TSIP).** TSIP is a coordinated, high-visibility effort to provide enhanced social services and Code of Conduct and law enforcement on transit. TSIP is led by Metro Transit with participation from state and local partners and community-based social service organizations. (See action item 3.15.)
- **Transit Rider Investment Program (TRIP).** TRIP authorizes the creation of a program that will allow non-police personnel to issue administrative citations for fare non-compliance. These citations would replace the former misdemeanor citations that could only be issued by sworn police officers and were rarely prosecuted. In October 2023, the Metropolitan Council adopted a policy and resolution to create TRIP. (See action items 1.2 and 3.2.)
- **Transit Rider Activity.** This includes a requirement that the Met Council adopt and prominently display a Code of Conduct, following a public engagement process. This also requires Metro Transit to clearly designate paid fare zones, maintain camera monitoring, and maintain the public address system on light rail. (See action items, 1.4, 1.5, and 3.7.)
- **Cleaning and Repair standards.** This requires establishing cleaning standards for transit vehicles and facilities and reporting to the legislature every two years, beginning October 1, 2023. (See action item 1.17.)
- **Transit Safety and Rider Experience Legislative Report.** Covers numerous topics, including transit public safety issues and actions taken to improve public safety, updates on TRIP implementation and impact, data on crime, warnings/citations issued and personnel numbers, and recommendations to change the administration citation program and improve safety on public transit. The report is due to the legislature by February 15 every year. (See action item 3.11.)

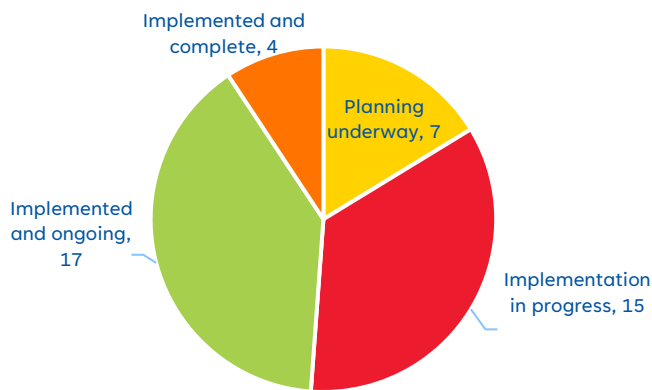
This Quarter 3 2023 update is divided into two parts:

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

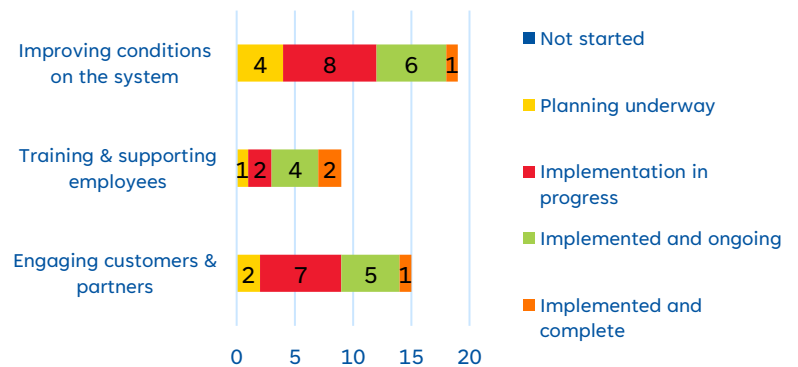
## Part 1: Status Updates on Action Items

The first part of this update includes information on the implementation status for the 43 action items at the end of Quarter 3 2023.

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



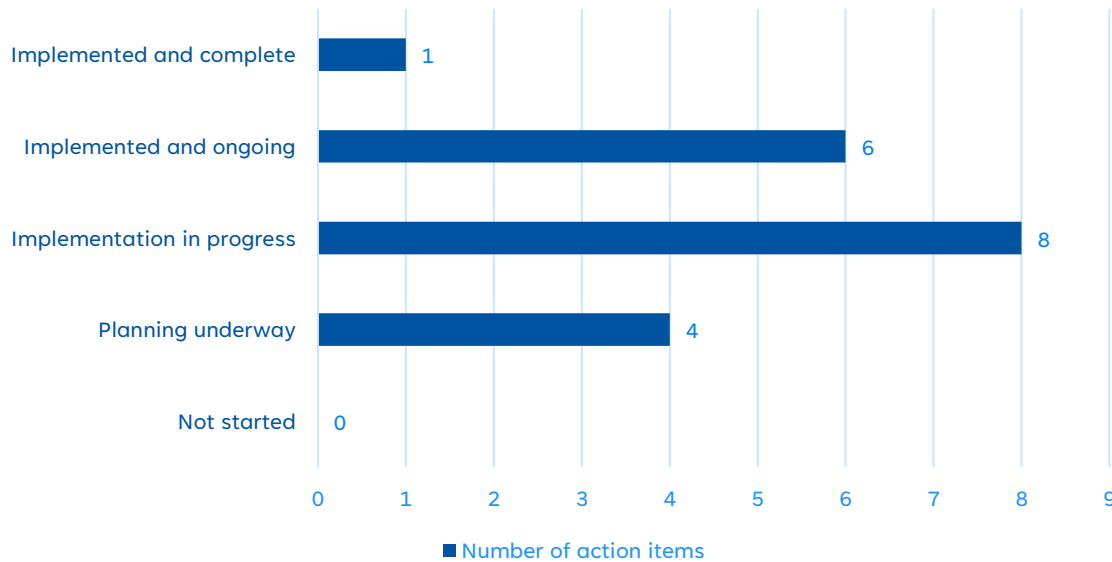
**Action item status by area of work**



## 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 19 action items in this area of work, including one new item included this quarter (1.19).

Area of Work 1: Action Item Status as of Quarter 3 2023



Action Item	Q3 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

	focus will be on the CSO program that will include highlighting MTPD's success with career pathways with the CSO program.					
1.2 Review and adjust approach to increasing official presence with non-sworn personnel on the system  <i>Relates to 2023 legislation</i>	Bus Transportation is leading the effort to establish a new group of non-police personnel who will ride transit to assist customers and support fare ongoing education and compliance efforts. Steps are also being taken to establish the administrative citation program for fare non-compliance.  This action item supports Transit Rider Investment Program (TRIP) requirements included in 2023 state transportation bill.		X			
1.3 Pilot the use of contracted security guards at transit facilities that frequently generate police calls	During the third quarter, contracted security services expanded to more locations within the transit system. These expanded locations included: Brooklyn Center Transit Station (7 days a week), I35/Lake (7 days a week) and Chicago/Lake (5 days a week) to include roving patrols at the Uptown Transit Center. Work continues at the Lake LRT and Franklin LRT stations as well (24/7 coverage). Additional locations to include the Central Station Vertical Circulation Building are under consideration for Q4.				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  <i>Relates to 2023 legislation</i>	Staff have reviewed the existing Code of Conduct, including how it is enforced and communicated and how it compares to peer agencies. To inform updates, staff collected 400+ employee survey responses and a public survey was conducted where 2,000 responses were collected. The updated Code of Conduct will be previewed to the Committee of the Whole and is slated to be adopted by the Metropolitan Council by the end of the year. Staff are currently working on the marketing and communications plan.  Action item relates to implementing the Transit Rider Activity provision included in 2023 state transportation bill.			X		
1.5 Expand real-time monitoring of security cameras, including facility and bus cameras  <i>Relates to 2023 legislation</i>	During the third quarter, staff in the Real Time Information Center (RTIC) viewed over 2685 hours of live video. Additionally, RTIC staff continue to help and support MTPD and Metro Transit operations by actively responding to requests and actively monitoring hot spots throughout the system. MTPD also continued work with Human Resources to fill the remaining RTIC Specialist opening.  37 buses have been outfitted with video display monitors. We have zero (0) monitors in stock. Procuring the next order (198) is progressing through the approval process. Once these			X		

	<p>monitors arrive at Metro Transit, the Electronics Shop can complete one (1) bus per day. We will have a better understanding of the delivery/lead time when the PO is issued.</p> <p>Action item relates to implementing the Transit Rider Activity provision included in 2023 state transportation bill.</p>					
<p>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>	<p>The Champion Facilities Committee (action item 1.15) continues to meet and assess facility hours as part of its work, and adjustments are made based on their recommendations. As part of Network Now survey efforts, riders were asked whether they preferred more frequent service or service that began earlier and/or ran later in the day. These survey findings and other engagement efforts will help continue the conversation around late-night service.</p>			X		
<p>1.7 Improve conditions at high-traffic facilities, including the Franklin Avenue and Lake Street/Midtown stations through design changes</p>	<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 (4) escalator cleaning and repairs (5) removal of ceiling tiles (6) interior painting with art installation to follow (7) repair work to the elevator in the south tower is underway.</p> <p>Supplemental Security is deployed at Franklin Avenue and Lake Street/Midtown.</p> <p>Design Request for Proposals for the new Lake Street/Midtown Station was advertised and multiple proposals were received. A selection committee has been formed and internal reviews have started. Goal is to have a vendor selected for the full design in early winter 2023.</p> <p>In addition to the items at Lake Street/Midtown and Franklin Avenue:</p> <ul style="list-style-type: none"> <li>- A new mural has been completed at I-35W &amp; Lake Street Station, along with under-stair fencing.</li> <li>- The Vertical Circulation Building (VCB) next to the Central Station was temporarily closed in December 2022. Facilities has cleaned, repainted, and repaired this facility in preparation for reopening (reopening date has not been set).</li> </ul> <p>Supplemental Security continues to patrol the area. Engineering, Facilities and other staff did a site visit to determine what additional items could be completed at the site to continue to identify areas of improvement. Facilities staff is working on continued cleaning efforts and also replacing glass with metal paneling to produce a better site.</p>			X		

	<p>Art work is being coordinated to also fill some of the voids left by broken glass.</p> <p>Engineering staff has also started the task of applying for Regional Solicitation funds as part of the upcoming application.</p> <p>Lake St/Midtown - Internal staff members are reviewing the design costs that were provided by the selected design consultant and negotiating a fair cost for the projects design. Once that is completed, plan is to go to the council with a Business Item for this design and get the design process started.</p>					
<p>1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria</p>	<p>Capital improvements that will be completed in Fall 2023 through the Better Bus Stops program include:</p> <ul style="list-style-type: none"> <li>• 20 new shelters, including accessibility improvements</li> <li>• 20 replacement shelters, including accessibility improvements</li> <li>• Up to 30 accessible boarding pads at bus stops without shelters</li> <li>• Light at up to 15 shelters</li> <li>• Heat at up to 8 shelters</li> </ul> <p>Outreach to cities about the annual work plan was completed in May 2023.</p> <p>Progress as of October 12, 2023:</p> <ul style="list-style-type: none"> <li>• 5 new shelters completed</li> <li>• 21 shelter replacements completed</li> <li>• 25 accessible boarding pads completed</li> <li>• Light added to 2 shelters</li> <li>• Heat added to 1 shelter</li> <li>• Working with Xcel Energy on getting power for adding heat/light at 3 shelters</li> </ul> <p>Construction of bus stop improvements is continuing in 2023 until freeze.</p>				X	
<p>1.9 Continue investment in public art at facilities to deter vandalism and create a more inclusive, welcoming experience</p>	<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>Thirteen bus shelters and the Chicago-Lake Transit Center currently have window cling artworks. Next steps include installing:</p> <ul style="list-style-type: none"> <li>• Installation of art clings on five additional bus shelters – install Oct 16</li> <li>• Interior anti-graffiti graphics installed inside the Lake Street/Midtown Station south tower – will be installed in north tower this winter</li> </ul>				X	



	<ul style="list-style-type: none"> <li>• A window cling artwork at the Smith Avenue Transit Center – install Oct. 19</li> <li>• Completed a mural at the I-35W &amp; Lake Street Station</li> <li>• Murals on three crossing houses along the Blue Line and Green Line – completed by October 19</li> </ul>					
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	As part of Metro Transit and MTPD's Great Workplace Project (GWP), action items are being developed and prioritized for Q4 and beyond. Reviewing MTPD policies with GWP support and framework continues to be a priority and work continues to be developed for plan implementation.			X		
1.11 Improve transit service reliability	<p>Transit service continues to be highly reliable. In Q3, the percentage of bus service delivered ranged between 99.6-99.7%.</p> <p>Year-to-date, approximately 300 bus operators have been hired.</p> <p>Rail has accomplished a third successful internal/external hiring effort, netting 68 eligible candidates who have passed their agility test and initial oral interview. Rail anticipates the next posting to be in January 2024. Year to date the program has produced 15 operators who are 'in the seat' with two students projected to graduate on or about November 6, 2023.</p> <p>With more available bus operators, service was expanded on several routes in June and August. Light rail service levels continue to be evaluated as more train operators complete their training.</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 public facilities (transit center, Park &amp; Ride) in their area of responsibility at least once per shift, resulting in some being checked and reported on several times a day. This results in a more visible official presence and more efficient repairs, as repair needs are reported, tracked, and addressed by internal stakeholders.</p> <p>Additionally, Rail Supervisors continue to walk platforms at Union Depot, Target Field, and the Mall of America at least twice per shift to be visible to staff and to report conditions that need further attention. These visits are 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 to customer feedback, employee feedback,	Pilot program was completed in August 2022. Post-pilot report recommended three-car trains on all weekdays given the reduced frequency of light rail service and use of two-car trains on weekends when events are not happening.					X

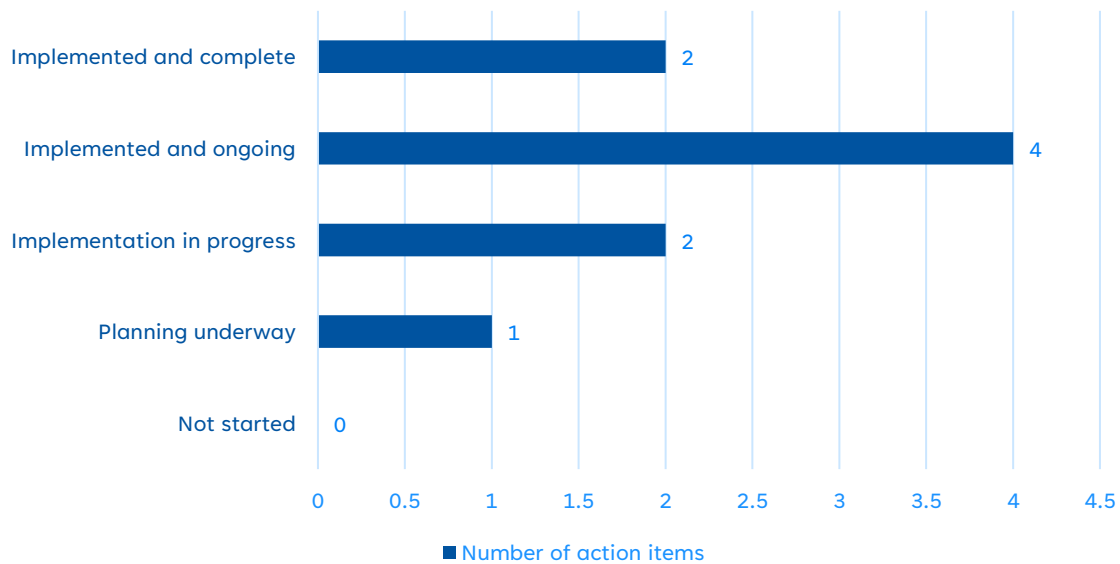
maintenance, cleaning, and police calls for service						
<p>1.14 Evaluate Metro Transit’s approach to fare enforcement and develop recommended options to improve fare compliance. This work will include reviewing peer practices.</p> <p><i>Relates to 2023 legislation</i></p>	<p>Staff is in the early stages of defining the scope and project plan for this action item given 2023 legislation to decriminalize fare non-compliance and require the Council to establish an administrative citation program for fare non-compliance. Once hired, the next Metro Transit chief of staff will be assigned to lead this evaluation.</p>		X			
<p>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>	<p>The Champion Facilities Committee continues to meet monthly to consider changes to problematic stops/facilities. Previously noted activities include:</p> <ul style="list-style-type: none"> <li>- Shelter removals at Broadway &amp; Lyndale in Minneapolis and at Como &amp; Rice in Saint Paul.</li> <li>- The temporary closures of the Vertical Circulation Building (Dec 2022) and the removal of benches near the Green Line’s Central Station</li> <li>- Closure of indoor waiting areas at Chicago Lake Transit Station (December 2022)</li> <li>- The temporary closure of indoor waiting areas at the Uptown Transit Station (March 16)</li> <li>- Shelter removals on Lake Street near the Lake Street/Midtown Station (June 1)</li> <li>- The temporary closure of the Lake Street/Midtown Station’s south tower (July 10-August 4)</li> <li>- An updated SOP</li> </ul> <p>Staff are continually working with community to determine next steps at these and other locations.</p>				X	
<p>1.16 Review Engineering &amp; Facilities Project Execution Plan process to ensure MTPD input in facility design</p>	<p>Leaders from Engineering &amp; Facilities are regularly meeting with MTPD to provide greater awareness and opportunities for input on future capital projects. This included a recent review of items coming forward through the Capital Improvement Plan (CIP). Facilities is also partnering with MTPD on supplemental security.</p>			X		
<p>1.17 Update guidelines for transit facility amenities and maintenance service levels. Evaluate existing facilities for consistency with these guidelines.</p> <p><i>Relates to 2023 legislation</i></p>	<p>On October 1, 2023, Metro Transit completed initial cleaning and repair standards, as required by the 2023 Transportation Omnibus. Implementation of these standards is ongoing.</p> <p>Prior to this legislation, a draft approach was prepared in December 2022. In the first quarter of 2023, internal stakeholders reviewed maintenance service level metrics prepared to date. Attention has since shifted to improving the mobile application Public Facilities Workers use to provide updates on cleaning and repair work orders. More consistent</p>			X		

	<p>reporting will help ensure work is being performed in a timely manner and identify opportunities for improvement.</p> <p>In the third quarter of 2023, transit facility amenity guidelines were reviewed in conjunction with updates to Appendix G of the Transportation Policy Plan.</p>					
1.18 Evaluate the use of smoking narcotics onboard buses and trains	<p>Metro Transit is continuing to follow research that is being conducted on this subject. Bulletins have been sent out to bus transportation and rail as to what to do when operators encounter this problem. Additionally, this topic has been raised with the Joint Labor Management Safety Committee (JLMSC), and it's anticipated that the JLMSC will be involved in next steps.</p>		X			
<b>NEW</b> 1.19 Studying potential infrastructure investments at existing light rail platforms to provide a safe and secure customer experience.	<p>Metro Transit is studying an array of potential infrastructure investments at exiting light rail facilities, including lightening, technology, and exploring the feasibility of retrofitting platforms to limit access to customers who have paid their fares. The 2024-2029 proposed CIP includes funding for this effort.</p>		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 3 2023



Action Item	Q3 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. On June 28, the Met Council approved a new contract with Red Kite for continued services.</p> <p>Mental health awareness has also 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	MTPD continues to work to improve communication with frontline staff. MTPD’s garage liaisons are developing better				X	

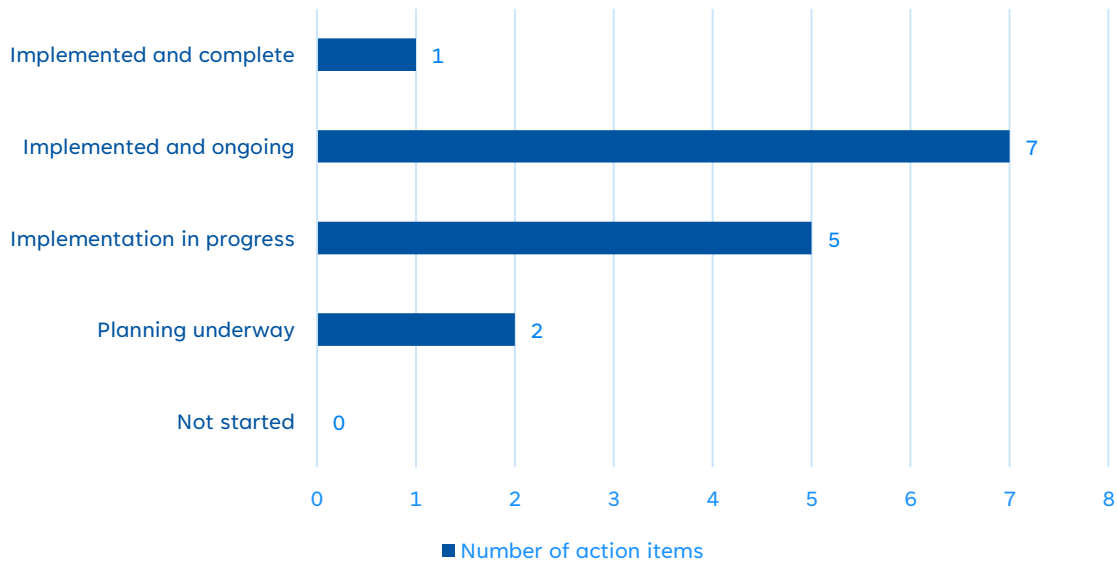
between MTPD and frontline staff (e.g., operators, public facilities workers, etc.), including designating an MTPD liaison for each garage and work facility and efforts to educate staff about police practices and policies	relationships with staff at their assigned locations. Additionally, MTPD held five Coffee with Cops, attended every Employee Town Hall with Metro Transit leadership, and is represented at every Transit Safety & Security Committee Meeting.					
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 before the end of 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.	<p>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.</p> <p>Early 2024 is the next planned and targeted opportunity to gather operator feedback about safety.</p>				X	
2.5 Regularly update employees on Safety & Security Plan progress and provide opportunities for additional ideas and feedback	<p>Safety &amp; Security Action Plan updates are regularly provided through the Insights newsletter, monthly Managers' Meetings, at the Transit Safety &amp; Security Committee and other in-person events (i.e. Coffee With Cops, Employee Town Halls).</p> <p>An internal communications plan was developed to identify additional communication tactics, including the use of digital screens and ongoing in-person activities at support and public facilities. Several of these strategies have been implemented.</p> <p>A new communications staff member dedicated to public safety on transit is scheduled to begin in November 2023.</p>				X	
2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers	During Q3 MTPD logged 2,312.50 hours of training hours. These trainings included: recruitment and retention workshops, MPPOA violent crimes summit, NAPOA leadership and training symposium, evidence management, DMT certifications, ballistic shield instructor, homicide and death investigation, proactive patrol tactics, human trafficking, advanced data				X	

	practices, team dynamics, national internal affairs conference, leading without rank, LELS annual training, national Latino peace officer conference, LEMA honor guard, peer support, EVOC training, firearms, crime reporting, criminal justice health summit, social media and open source investigations and FTO basics MTPD also continued its work with Human Resources on developing a career track planning guide. Additionally, during quarter three, MTPD and Human Resources began their formal work on developing new performance management metrics and procedures for sworn staff with the goal of enhancing and promoting the work of the sworn staff.					
2.7 Review and standardize approaches to providing administrative leave to employees who are victims or witnesses to violence on the job	SOP 10-03 Administrative Leave was reviewed and is active.					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	Communications initiated a discussion with operations, transit police and others about critical incident communications. Currently, all-staff emails are sent by the General Manager when there is a critical incident on transit property. These messages are also posted at worksites for staff who do not regularly check or have work-based email accounts. Communications will continue to determine what more could or should be done to better meet staff needs.		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 15 action items in this area of work.

Area of Work 3: Action Item Status as of Quarter 3, 2023



Action Item	Q3 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

<p>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)</p> <p><i>Relates to 2023 legislation</i></p>	<p>Administrative citations was included in the 2023 Transportation Omnibus. Administrative citations implementation will be tracked as part of the TRIP implementation in Action 1.2.</p>					X
<p>3.3 Contract with community-based organizations to support violence prevention on transit</p>	<p>MTPD continued its partnership with A Mothers Love (AML) during Q3. AML logged 180 hours of outreach work and made 358 referrals for services (918 Q3 contacts). AML’s partnership with MTPD and contracted security was focused primarily at the Brooklyn Center Transit Station during Q3.</p>				X	
<p>3.4 Continue to invest in the MTPD Homeless Action Team (HAT)</p>	<p>MTPD’s Homeless Action Team (HAT) is staffed by one Sergeant and three Officers. During quarter three HAT continued to work seven days a week with 19 hours of service each day. During Q3, HAT responded to 408 calls for service and provided 9 housing vouchers.</p>				X	
<p>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> <p><i>Relates to 2023 legislation</i></p>	<p>During quarter three MTPD’s Homeless Action Team (HAT) provided critical resources and supported Metro Transit’s response to the Transit Service Intervention Project (TSIP). Under the TSIP, Metro Transit began awarding contracts to the community organizations to help support initiatives within the TSIP and Metro Transit priorities. MTPD also worked with local law enforcement agencies during quarter three to help support initiatives supporting those in need and connecting them to social service programs.</p> <p>Relates to Action Item 3.15.</p>			X		
<p>3.6 Re-activate and expand the anti-harassment campaign or other steps towards reducing harassment</p>	<p>This work is now in phase two of the planning process. During Q3, we solidified subject matter expert community partners and held focus groups with external stakeholder groups. Options for internal operating procedure are still being explored for the harassment-reporting tool that will be used to capture reports of non-criminal behavior. Timeline has been pushed to a Q2 2024 roll-out.</p>			X		
<p>3.7 Re-activate Respect the Ride Campaign or similar education campaign to communicate expectations to riders</p> <p><i>Relates to 2023 legislation</i></p>	<p>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 follow Council adoption of the Code of Conduct, anticipated by end of 2023. The 2023 Transportation Omnibus includes requirements regarding where the Code of Conduct must be displayed.</p>		X			



<p>3.8 Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel</p>	<p>During Q3 MTPD staff attended over 40 community events. These community events included: SPPD Safe Summer Nights, BPPD Cops and Fishing, National Night out, Transit Youth Day, Backpack Event, SOMN Plane Pull, UMPD SOMN Plunge, UMPD Coffee with Cops and collaboration with multiple law enforcement agencies. MTPD outreach also attended and participated in Native American meetings (MUID focused) regarding homelessness to include opioid planning meetings within the Little Earth Community while taking part in Little Earth Advisory Residents Public Safety meetings.</p>				X	
<p>3.9 Evaluate Text-for-Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders</p>	<p>The Transit Control Center is fully staffed and the additional Assistant manager position has been filled allowing for a proper span of control of management of the teams. We continue to manage and assess our current Text for Safety as we pursue evaluating other systems that could be a more efficient tool for this purpose. Monthly Text-for-Safety stats are provided to leadership for their consideration.</p>				X	
<p>3.10 Relaunch Adopt-A-Stop program</p>	<p>Currently, 213 stops and/or stations have been adopted. Marketing continues to promote the program and has developed a video that will be shared soon. More information is available at the Adopt-a-Stop <a href="#">website</a>.</p>				X	
<p>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> <p><i>Relates to 2023 legislation</i></p>	<p>Partnerships with MTPD, Metro Transit Strategic Initiatives and Metro Transit Communications continued during quarter three. These partnerships helped focus on MTPD’s continued work to develop statistics and crime reporting into a comprehensive reporting tool for MTPD performance to include Metro Transit key performance indicators.</p> <p>In addition to the metrics provided in part 2 of this report, Group A crime data are available at <a href="http://www.metrotransit.org/performance">www.metrotransit.org/performance</a></p> <p>The Transit Safety and Rider Experience report requirement included in the 2023 Transportation Omnibus will become an additional opportunity to provide information to the public. The first report is due February 2024.</p>				X	
<p>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>	<p>Metro Transit continues to provide quarterly updates to the Metropolitan Council at Committee of the Whole meetings. These updates are comprised of an MTPD update from the Chief and staff updates on Safety &amp; Security Action Plan implementation progress. In addition to presenting this information to the Metropolitan Council, Metro Transit keeps quarterly updates publicly available at <a href="http://www.metrotransit.org/public-safety">www.metrotransit.org/public-safety</a>.</p> <p>Chief Morales continued to make it a priority to be available, visible, and accessible to members of the department and community during quarter three. MTPD’s commitment to providing forums for public safety and the community are</p>				X	

	showcased in town halls, public forums, and Council presentations.					
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	<p>This work has started in relation to developing plans to phase in supplemental security at transit locations with historically high calls for service. 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.</p> <p>Community Relations Plans have been developed and executed for the Lake Street/Midtown Station, Chicago Lake and Uptown Transit Stations. Partnership meetings are taking place that include representatives from the City of Minneapolis, Minneapolis Police Department, Minneapolis Public Schools, Neighborhood Associations, and several neighboring property owners.</p>			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			
3.15 Implement the Transit Service Intervention Project <i>Relates to 2023 legislation</i>	The 2023 Transportation Omnibus required the Council to implement the Transit Service Intervention Project (TSIP) to increase social services engagement and law/Code of Conduct enforcement on the light rail system. Metro Transit launched the project on June 1. The initial round of social services contracts was approved by the Metropolitan Council in September 2023.			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 3 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

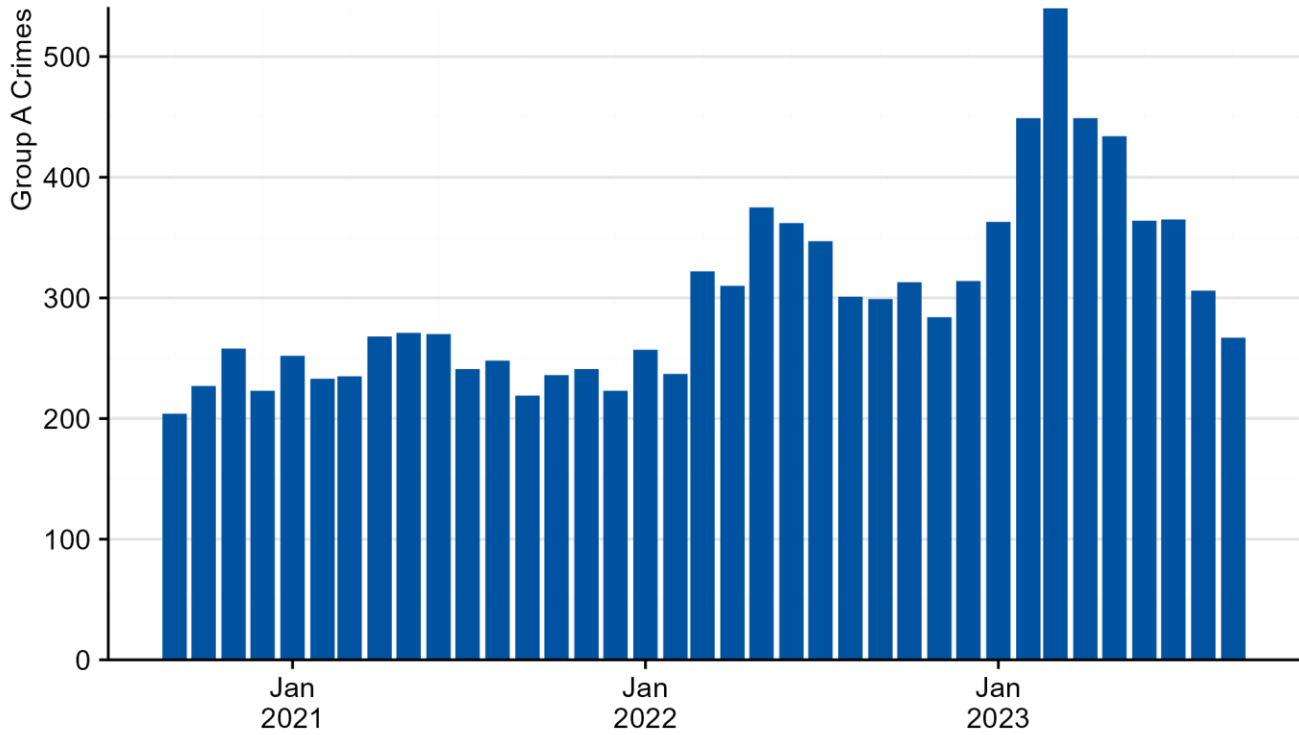
*Data not available for this report*

- 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 September 2023

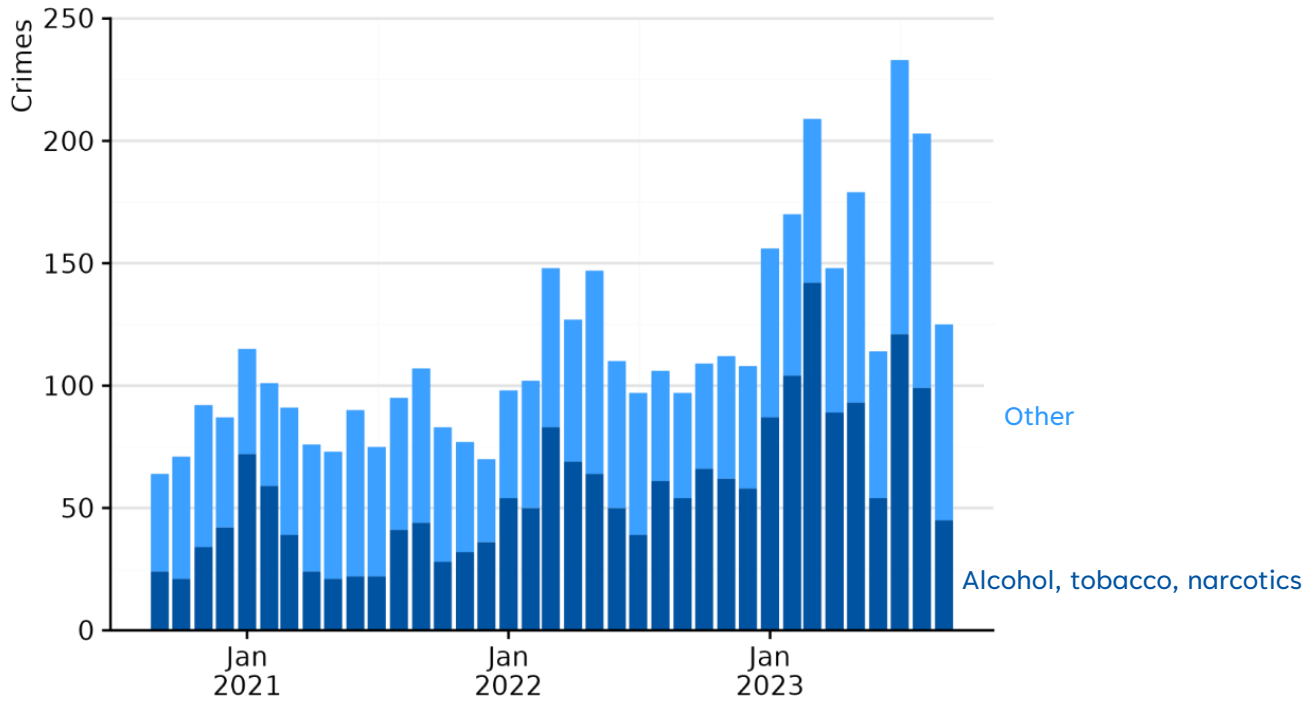


During Q3, MTPD saw an overall decrease in Group A crimes. Limited personnel resources are being strategically deployed, as well as partnering with other agencies.

## 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 September 2023

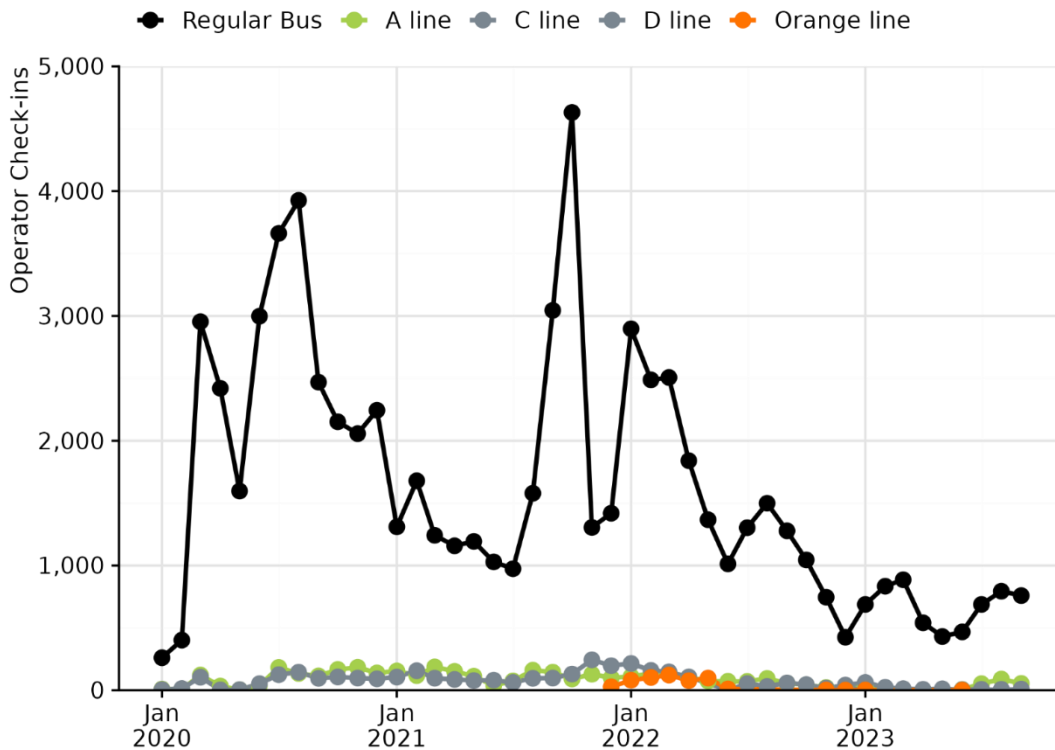


## Measurable goal: Increased official presence on transit

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.

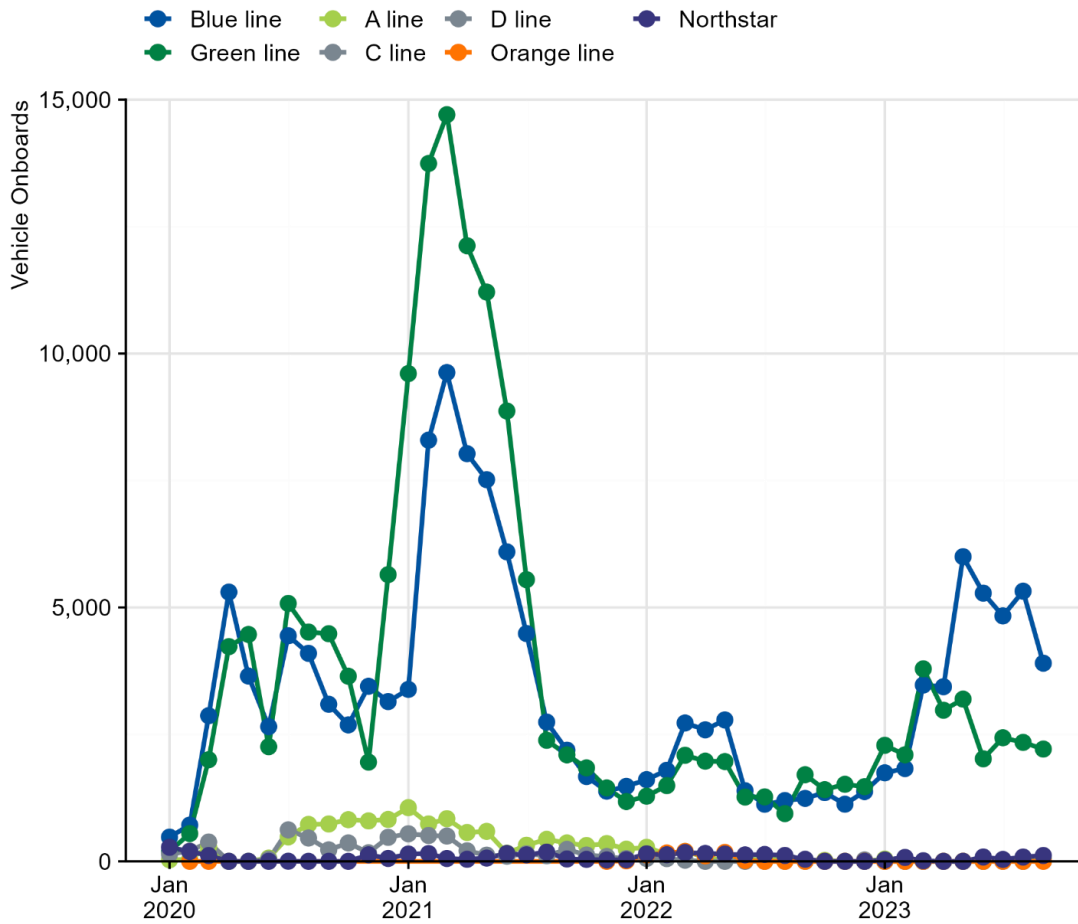
**Data source:** MTPD E Log, January 2020 to September 2023



During Q3, based upon MTPD staffing, operator check-ins were prioritized accordingly based upon patrol centric initiatives.

**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 September 2023

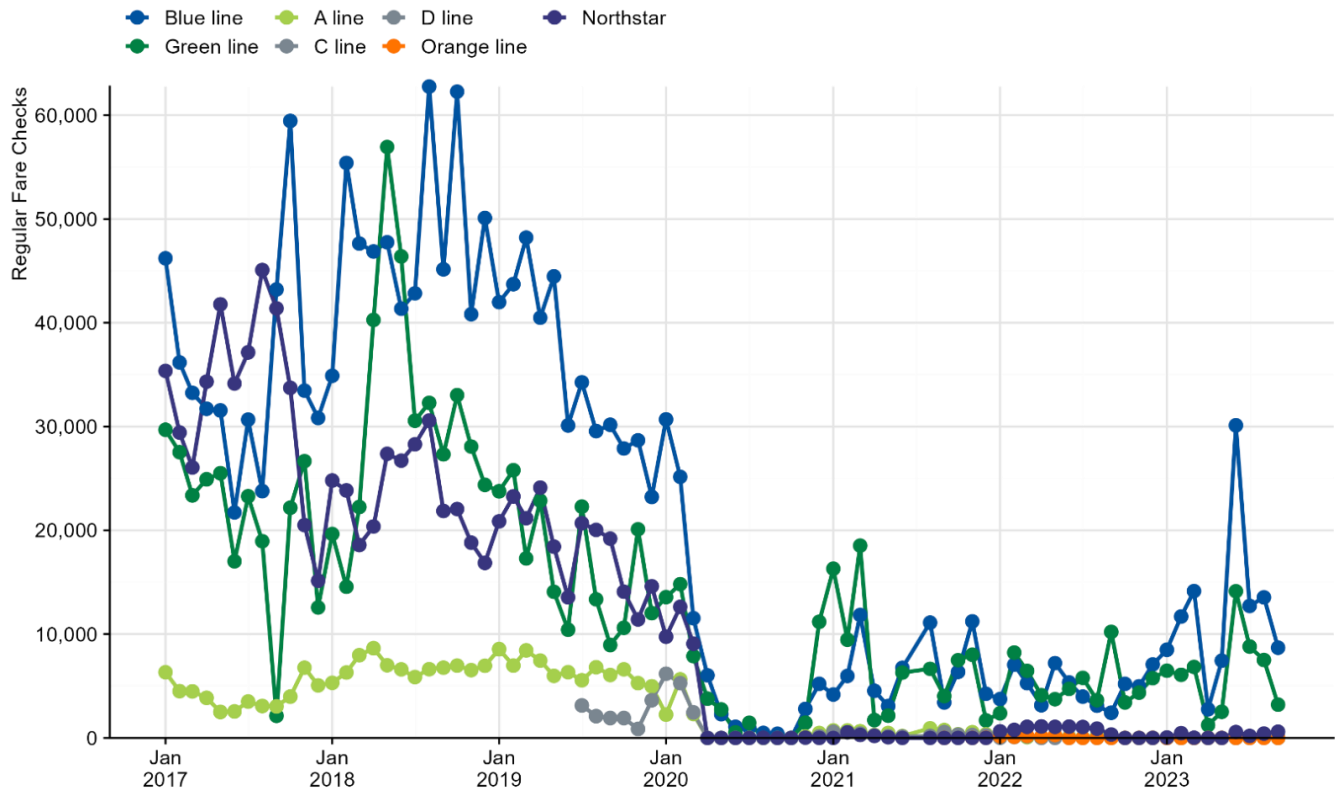


During Q3, based upon MTPD staffing, vehicle onboards were prioritized accordingly based upon patrol centric initiatives.



**Metric 3:** Count of regular fare checks on each METRO line by month.

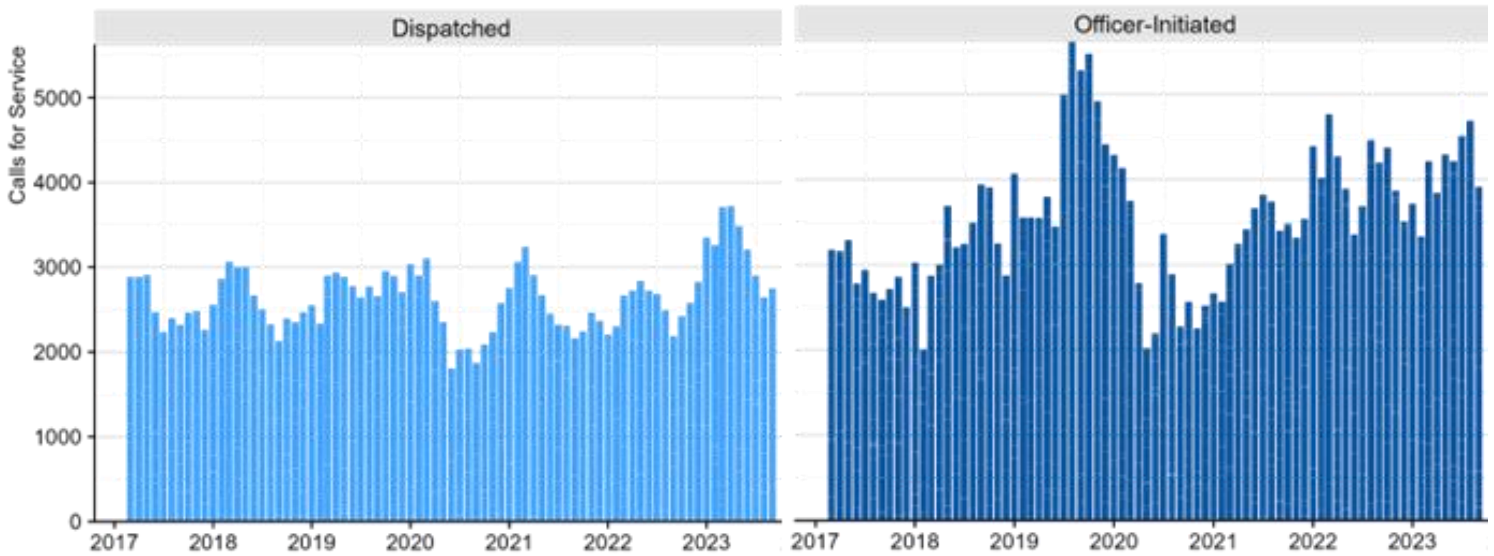
**Data source:** E Log Police Activity Application, January 2017 - September 2023



During Q3, based upon staffing and legislative changes pertaining to the decimalization of fare evasion, regular fare checks decreased while shifting focus to special event 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 include 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 September 2023



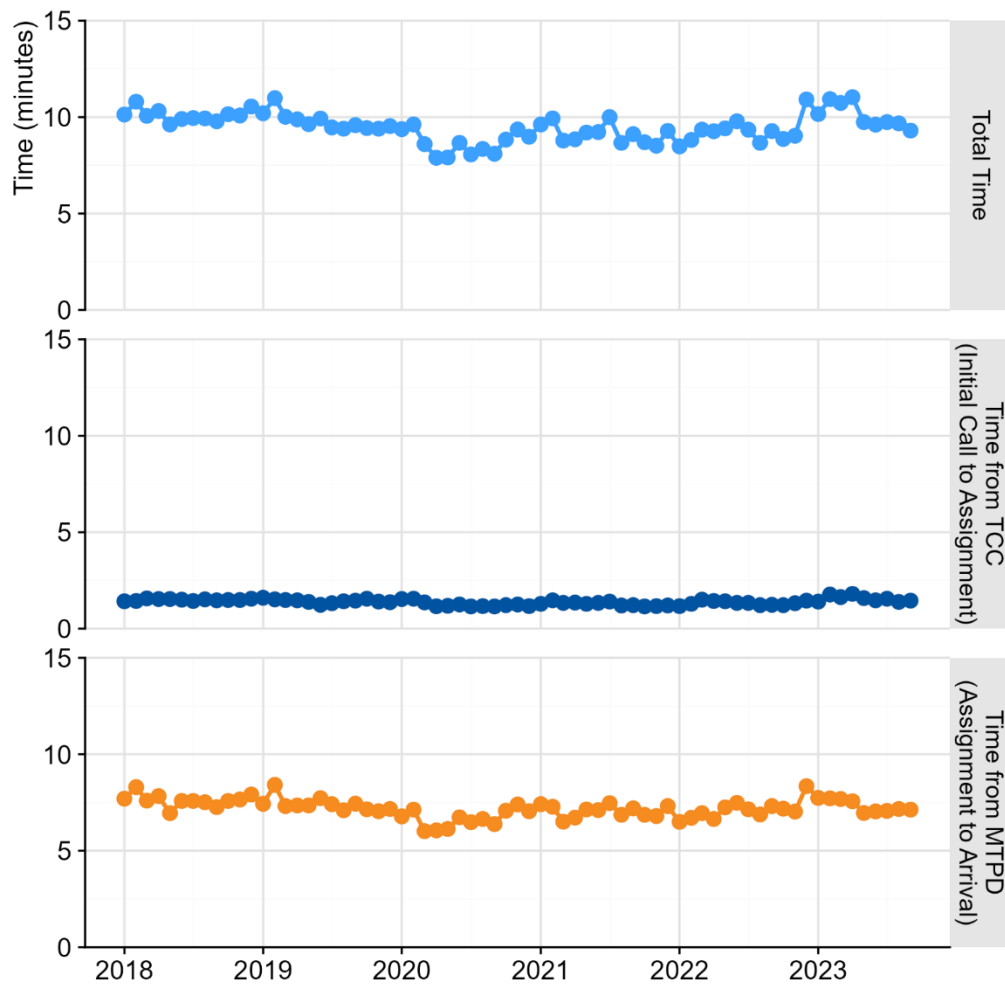
During Q3, MTPD saw an increase in officer-initiated activity and a decrease in dispatched calls for service. This data supports MTPD and enhanced security presence decreases dispatched calls for service.

## Measurable goal: Police response time meets standards

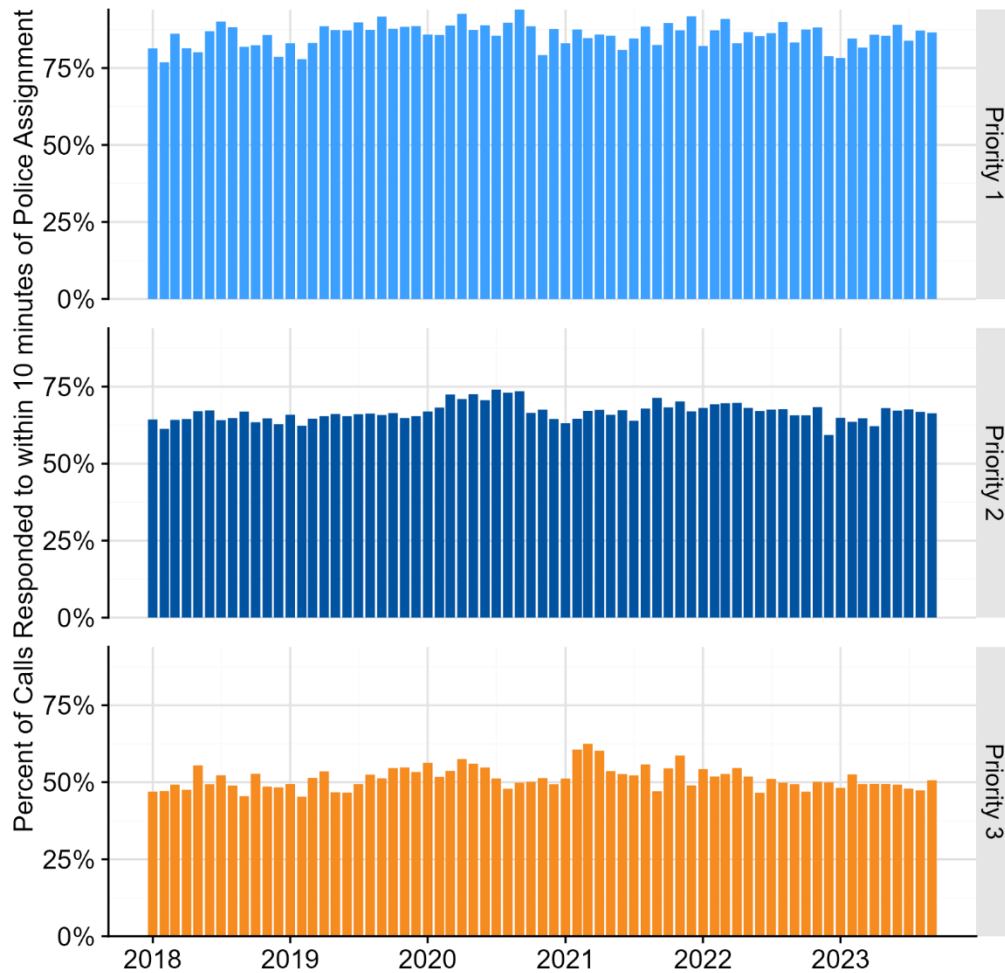
**Metric:** Response time to police calls for service

**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 2023.



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))



During Q3, MTPD has maintained a standard of response time while responding to calls for service despite having fewer officers available. Additionally, the strategic deployment of resources is believed to attribute to meeting this level of service.

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

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

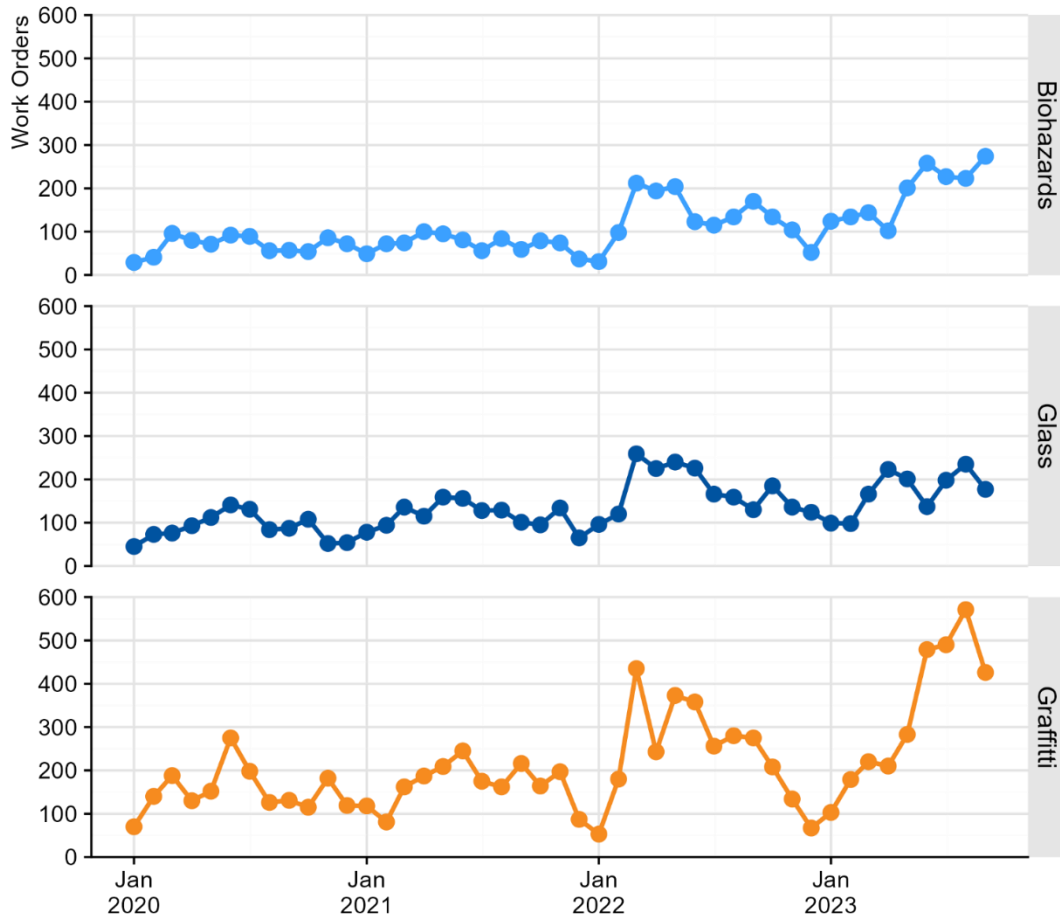
**Data source:** TXBase, January 2020 to September 2023



Currently, staff prioritize deploying staff to high activity areas. This is adjusted weekly. Shelter glass breakage is being repaired within 48 hours, usually less than 24 hours. Workorder numbers have increased by 33%.

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

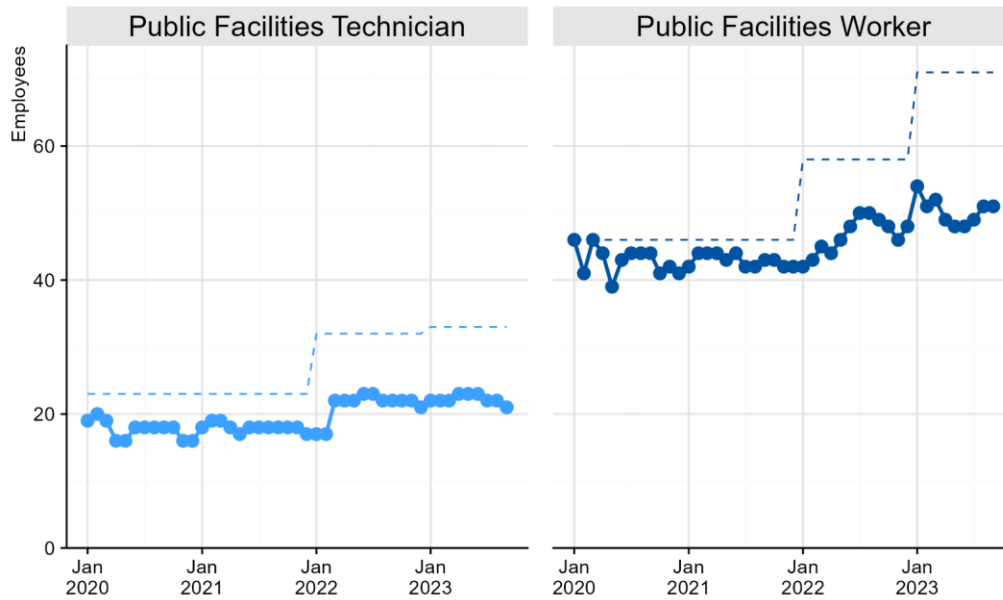
**Data source:** TXBase



Graffiti continues to be high but may drop as winter approaches. Glass breakage has been constant, but at a high level.

**Metric 3: Number of Actual and Authorized Public Facility Employees by Job Classification**

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



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.

Hiring continues for both the Public Facilities Workers and Technicians. The hiring of Technicians continues to be challenging due to a highly competitive job market. We are offering a hiring bonus, and we are starting an apprenticeship program to develop talent in-house. We have also started a recruitment campaign.

**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 where lighting is available.

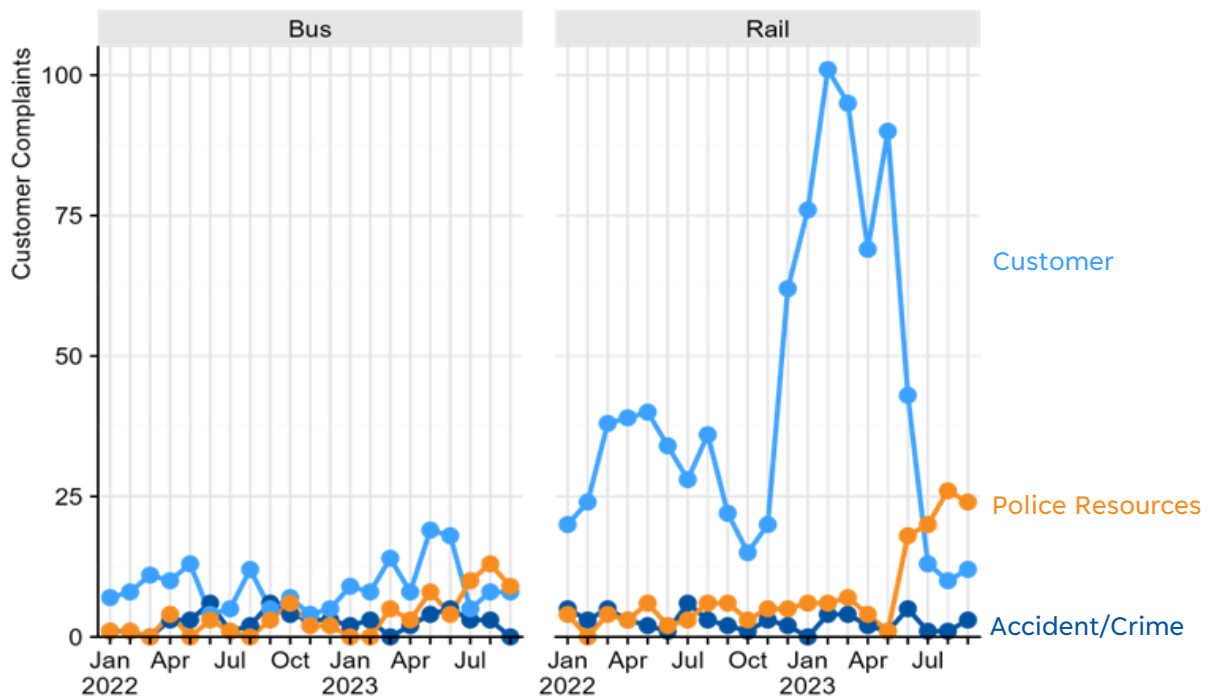
In Winter 2022–2023, 66% of transit boardings occurred where the region has invested in lighting at bus shelters, rail and BRT stations, and other customer waiting facilities. This is an increase of 2% since the metric was last calculated for Fall 2021.

In 2022, D Line stations added light to the system and Better Bus Stops added light to 34 bus shelters.

**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 September 2023.



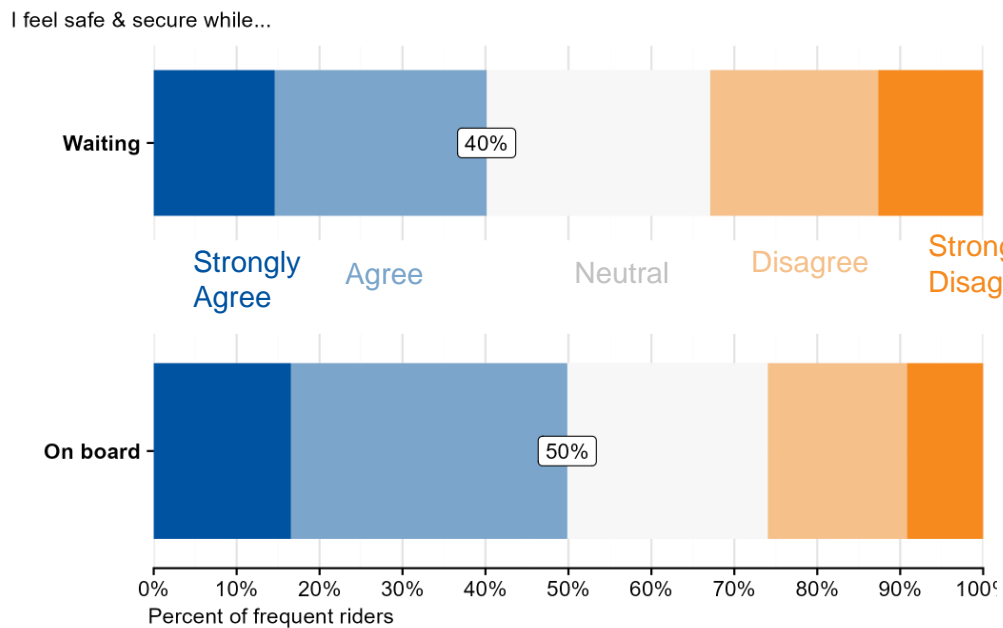


**Measurable goal:** Improved customer satisfaction relating to public safety on transit

**Metric:** Customers Responses to Survey

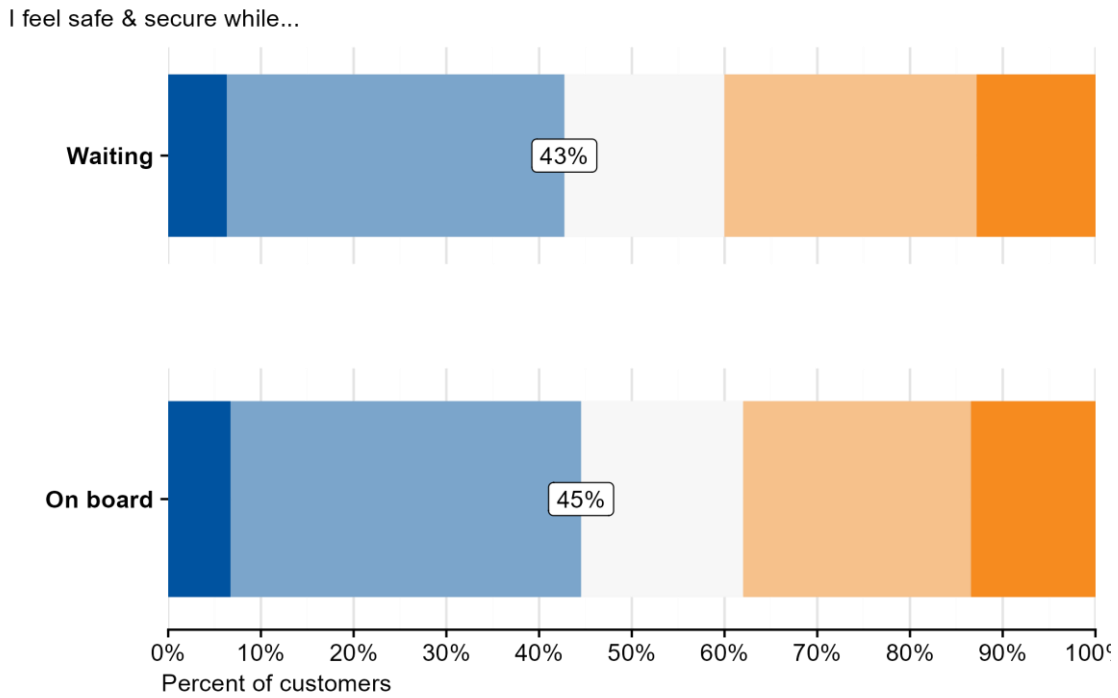
**Plot 1 - 2022 quarterly customer satisfaction survey**

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.



## Plot 2 – Survey data from June 21, 2023 Great Day in Transit survey

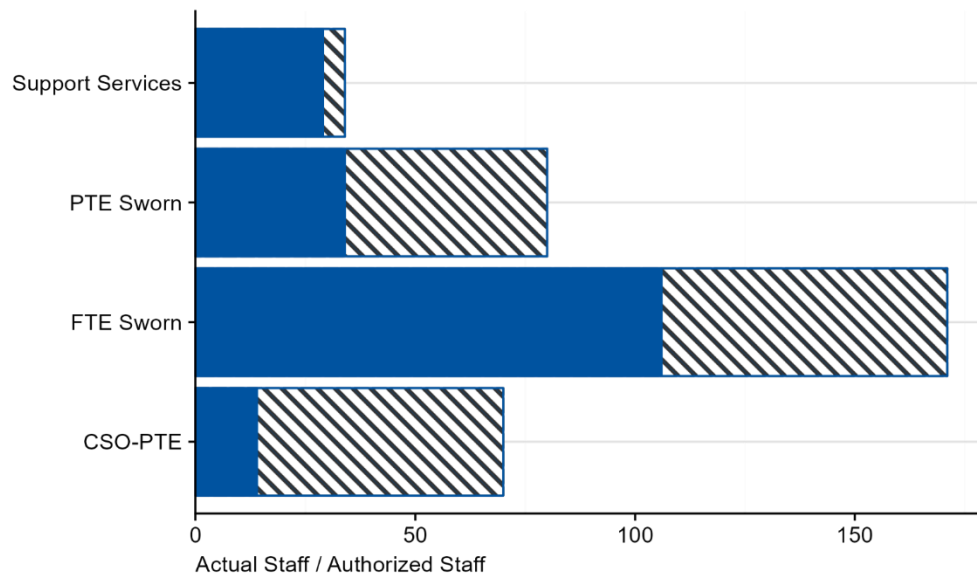
Data come from 520 customer surveys taken for the Great Day in Transit, June 21, 2023, “a special day to celebrate our accomplishments, show our appreciation for Metro Transit front line staff, while being out on our system engaging with customers.” These data come from customers who received the survey on June 21 (not through later outreach) at LRT stations and transit centers.



**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 September 27, 2023

**Data Source:** Staffing numbers from Workforce Director



As of Q3 MTPD continues recruitment efforts to hire new staff and reach authorized strength numbers.

## 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
- 

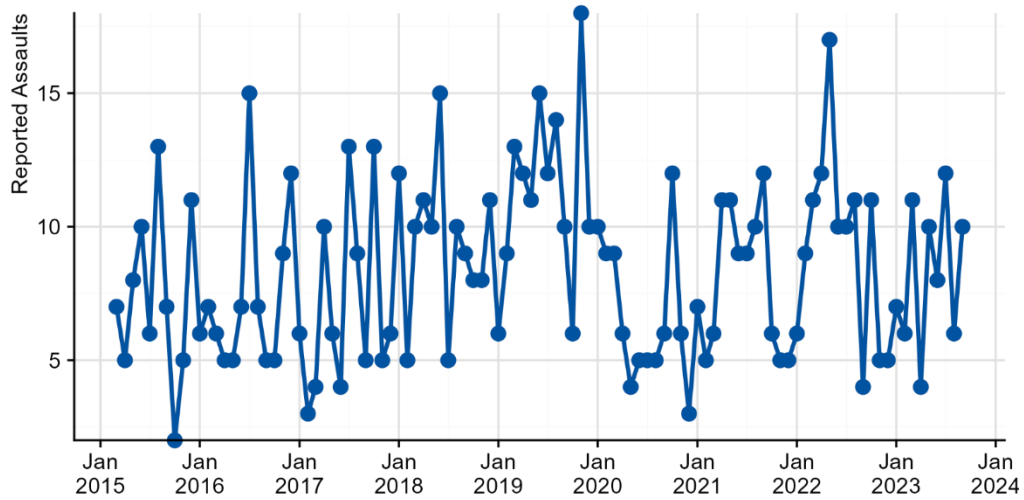
*Data not available for this report*

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

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

**Metric 1:** Reported front line employee assaults, March 2015-September 2023

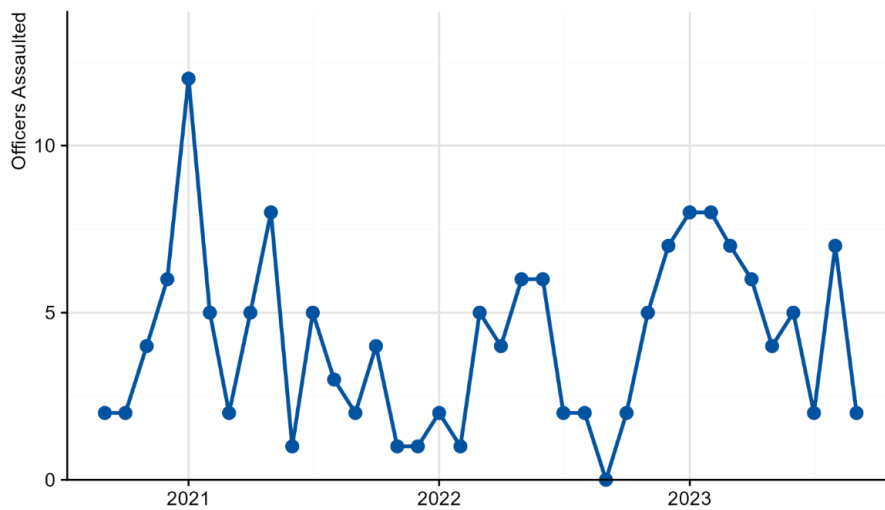
**Data source:** TransitMaster SSR events



Overall, bus operator assaults matched the year-to-date average of 8 for Quarter 3. There was a total of 9 spits, 7 pouring liquids, 5 punches and 2 throwing food. Police made 4 arrests and operators needed medical attention 4 times. Review and tracking of each assault continue by assigned staff.

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

**Data source:** MTPD counts October 2021- September 2023



During Q3, officer assaults remained at a level consistent with historical data.

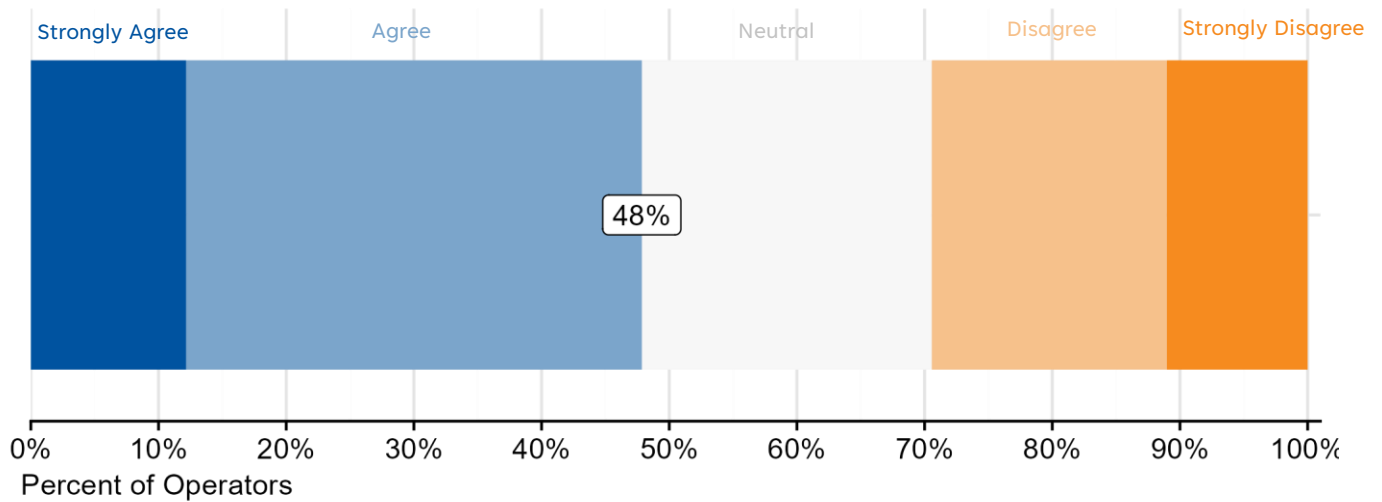
**Metric 3:** Operator Survey responses related to safety and security while at work.

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

**Plot:** Operators' Agreement with Feeling Safe at Work, Fall 2022 (same data as reported in Q1 2023)

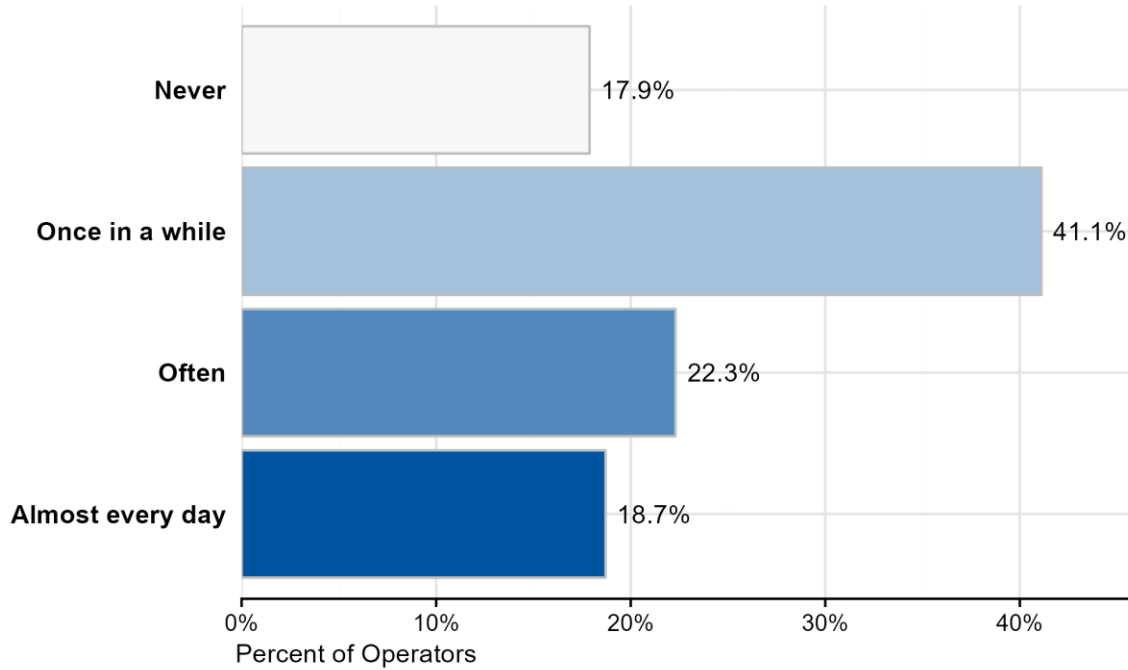
This survey was given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 978 responses; 127 respondents skipped this question. Nearly half of operators agree that they feel safe at work and approximately 30% disagree that they feel safe and secure while at work.

I feel safe and secure while at work.



**Plot:** Frequency of Operators' Experiences of Harassment or Verbal Assault, Fall 2022 (same data as reported in Q1 2023)

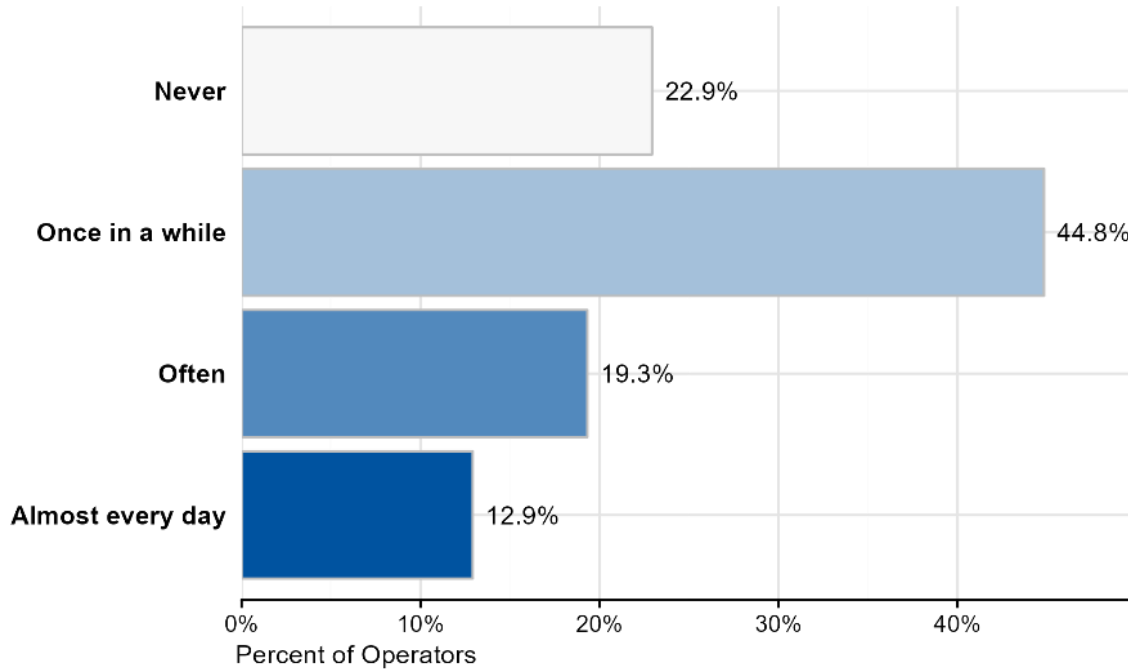
In the past six months, how often have you experienced harassment or verbal assaults from a passenger or member of the public?



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 (same data as reported in Q1 2023)

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

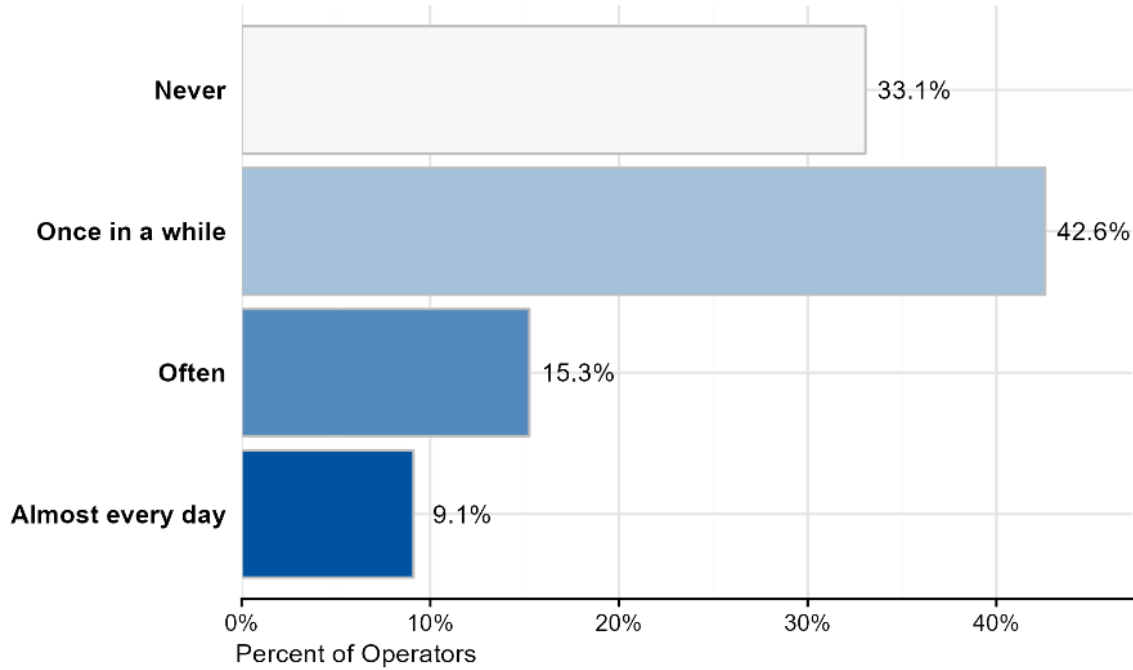


Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 968 responses; 137 respondents skipped this question.



Plot: Frequency of Operators' Perceptions of Lack of Safety while on Layover or Making Relief, Fall 2022 (same data as reported in Q1 2023)

In the past six months, how often have you felt unsafe while on a layover or while making relief?



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 Q3 MTPD continued its commitment to improve communication between the department and frontline staff. Such events that helped promote this were the participation in town hall events to include Coffee with a Cop. MTPD also continued its work with Communications to promote positive officer stories. MTPD's front line supervisors also continued their work as garage liaisons to Metro Transit facilities.

**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 23-25.*

## 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](http://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 safety and security efforts**

**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).