

# Safety & Security ACTION PLAN



Quarter 4 2023 Update

For the February 7, 2024 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 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, including 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 took 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 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 Council adopt and prominently display a Code of Conduct, following a public engagement process. The Council adopted the Code of Conduct in December 2023. This legislation 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.)

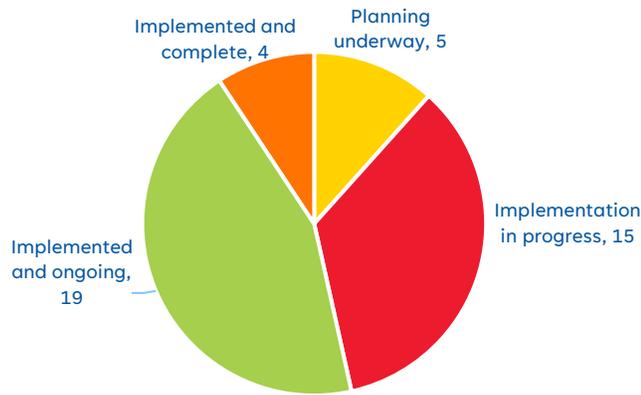
This Quarter 4 2023 update is divided into two parts:

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

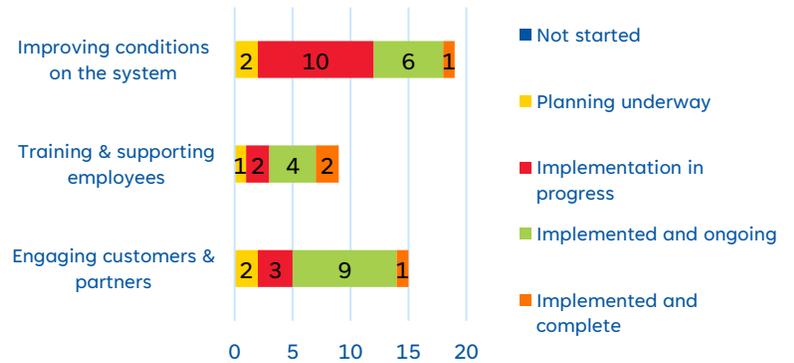
## Part 1: Status Updates on Action Items

The first part of this update includes information on the implementation status for the 43 action items at the end of Quarter 4 2023.

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



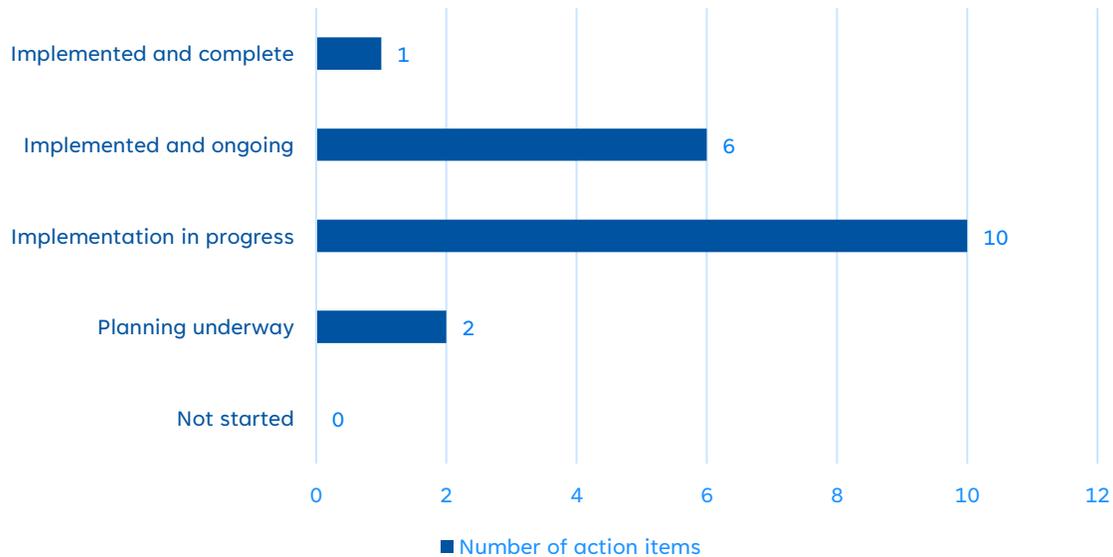
**Action item status by area of work**



## 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.

Area of Work 1: Action Item Status as of Quarter 4 2023



Action Item	Q4 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

	<p>MTPD staffing count as of 12.31.23 at 108/171 FTE sworn, 29/34 support staff and 13/70 CSO. (By the time this report is shared in February 2024, the FTE sworn count stood at 113/171). MTPD also worked with Marketing on a new hiring ad campaign including a new recruitment video.</p>					
<p>1.2 Review and adjust approach to increasing official presence with non-sworn personnel on the system</p> <p><i>Relates to 2023 legislation</i></p>	<p>While Metro Transit continues to work toward implementing the full Transit Rider Investment Program (TRIP) in 2024, MTPD’s CSOs began inspecting fares and issuing administrative citations for fare non-payment on December 4, 2023. Between December 4, 2023, and December 31, 2023, approximately 7500 fares have been inspected and 400 citations issued.</p> <p>Following Council action in December 2023, contracted TRIP personnel are expected to begin in Q1 2024. As required by the TRIP legislation, in addition to inspecting fares and issuing administrative citations, the personnel will also be interacting with customers to advise regarding the code of conduct, assist with wayfinding and directions, and connect individuals to social services when needed.</p>			X		
<p>1.3 Pilot the use of contracted security guards at transit facilities that frequently generate police calls</p>	<p>During Q4 2023 contracted security continued staffing locations that included: Lake/Midtown LRT, Franklin LRT, Brooklyn Center Transit Station, I35/Lake, Chicago/Lake and the Uptown Transit Center. Security resources were also added to Lake Street-Midtown and dedicated staff deployment at the Uptown Transit Center 5 days a week. Additionally, work continued to incorporate components of the TRIP program with contracted security services.</p>				X	
<p>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</p> <p><i>Relates to 2023 legislation</i></p>	<p>In December 2023, the Metropolitan Council has adopted an updated Code of Conduct that was developed through an extensive process of customer and employee engagement. The adopted Code of Conduct as well as most challenging illegal activities create the basis of our Rules for Riding. Signage with Your Role as a Rider is currently being placed throughout our transit system. Supportive education campaigns will also begin in February. The campaign will focus on “take pride in your ride” and will emphasize everyone’s responsibility to each other in shared spaces. Action item relates to implementing the Transit Rider Activity provision included in 2023 state transportation bill.</p>			X		
<p>1.5 Expand real-time monitoring of security cameras, including facility and bus cameras</p>	<p>During the fourth quarter, staff in the Real Time Information Center (RTIC) logged 2863 hours of service. 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</p>			X		

<p><i>Relates to 2023 legislation</i></p>	<p>continued work with Human Resources to fill the remaining RTIC Specialist opening. As of the end of 2023, the RTIC now can remotely view Metro Transit’s bus onboard cameras in the event of security incidents to aid with information gathering and MTPD response actions.</p> <p>RTIC, Light Rail Operations and Information Services collaborated in Q4 2023 to evaluate additional opportunities in section 1.5. The groups are now in the process of working with our vendor, Wabtec, to provide LRT Platform Public Address system access for RTIC personnel. Work is expected to be completed in Q1 2024.</p> <p>Metro Transit has procured parts for onboard monitors to display security camera coverage on 198 additional buses. These procured parts are expected to ship in the 3<sup>rd</sup> week of January 2024. Once these monitors arrive at Metro Transit, the Electronics Shop can complete one bus per day and will bring the total outfitted buses to 235. Going forward Metro Transit will include monitors in the procurement of all new buses.</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 is complete (7) repair work to the elevator in the south tower was completed. (8) installation of wallpaper and repainting of the north tower</p> <p>Supplemental Security is deployed at Franklin Avenue and Lake Street/Midtown.</p> <p>A design contract for the new Lake Street/Midtown station was taken to Council and awarded to MCUB/DBE Firm 4RM+ULA Architects. Design kick-off meetings will occur in early 2024 with multiple internal stakeholders involved.</p> <p>Regional Solicitation application was submitted for funding of a future renovation at Franklin Station.</p>			X		

	<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, has several projects that are advancing to provide upgrades to the facility.</li> </ul> <p>Supplemental Security continues to patrol the area. Facilities staff is working on continued cleaning efforts and also replacing glass with metal paneling to produce a better site.</p>					
1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria	<p>Capital improvements completed as of December 31, 2023 through the Better Bus Stops program include:</p> <ul style="list-style-type: none"> <li>• 19 new shelters completed (goal met)</li> <li>• 25 shelter replacements completed (goal met)</li> <li>• 82 accessible boarding pads completed (goal exceed)</li> <li>• Light added to 3 shelters (did not meet goal)</li> <li>• Heat added to 3 shelters (did not meet goal)</li> </ul> <p>Conducted evaluation of shelter solar lighting pilot project, initiated in 2022.</p> <p>Initiated a pilot project to test polycarbonate alternative to glass in a bus shelter and shelters at Cedar Riverside Station, to reduce broken glass.</p>				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>Eighteen bus shelters, the Chicago-Lake Transit Center, and the waiting area at the Smith Avenue Ramp currently have window cling artworks. Interior anti-graffiti graphics, previously installed in the South Tower of Lake Street-Midtown Station, have been added to the North Tower. Murals were added to three Rail Crossing Houses (Prospect Park, 38<sup>th</sup> Street and US Bank Stadium Stations).</p> <p>Next steps include installing:</p> <ul style="list-style-type: none"> <li>- Window cling artworks on 5 additional bus shelters</li> <li>- Interior anti-graffiti graphics -- complete the south tower of Lake Street/Midtown Station</li> <li>- In partnership with the Walker Art Center and Juxtaposition Arts, add art clings to at least 6 D Line shelters in North Minneapolis</li> </ul>				X	
1.10 Continue review of MTPD policies. Apply an equity lens	<p>As part of Metro Transit and MTPD's Great Workplace Project (GWP), action items are being developed and prioritized.</p>				X	

<p>as part of this review through partnership with Metro Transit's Equity &amp; Inclusion team</p>	<p>Reviewing MTPD policies with GWP support and framework continues to be developed for plan implementation.</p>					
<p>1.11 Improve transit service reliability</p>	<p>Transit service continues to be highly reliable. In Q4, the percentage of bus service delivered remained above 99%.</p> <p>404 bus operators were hired 2023.</p> <p>As of the end of 2023 Q4, Train Operator staffing has returned to full staffing based on current 15-minute service levels. We have 20 current train operators who were hired externally in 2023 with six additional operators in training. 13 additional operators are needed to move to 12-minute headways in 2024 and the recruiting plan including a Jan 1, 2024 Job Posting is complete.</p> <p>With more available bus operators, service was expanded on several routes in December. Plans are to add service in the March pick as well. As noted above, light rail service levels continue to be evaluated as more train operators complete their training with a goal to increase service in 2024.</p>				<p>X</p>	
<p>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>	<p>Transit Supervisors continue to conduct and report on facilities (transit centers, park &amp; rides) 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 This information is documented &amp; collected in a Power BI report.</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>				<p>X</p>	
<p>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, maintenance, cleaning, and police calls for service</p>	<p>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.</p> <p>In Q3 and Q4 2023, an internal working group analyzed ridership demand and has determined that 2-car service with 12-minute peak hour frequency will meet demand. 3-car service needed for the largest events served by LRT (Twins Home Opener and Vikings football games, as one example). Planning is underway to utilize 2-car trains when service levels are improved in 2024, pending the outcomes of the recruiting needs identified in 1.11.</p>					<p>X</p>

<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 2023)</li> <li>- Shelter removals on Lake Street near the Lake Street/Midtown Station (June 1 2023)</li> <li>- The temporary closure of the Lake Street/Midtown Station's south tower (July 10-August 4 2023)</li> <li>- An updated SOP</li> <li>- Shelter removals a Lake &amp; 12<sup>th</sup>, Lake &amp; 3<sup>rd</sup>, 1<sup>st</sup> &amp; Lake (2023)</li> <li>- Reorient or replace with smaller shelter and clear glass at Lake &amp; Bloomington &amp; Hennepin &amp; 27<sup>th</sup> (Jan 2024)</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. 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 for this action was prepared in December 2022, and in the first quarter of 2023, internal stakeholders reviewed maintenance service level metrics prepared to date.</p>			X		

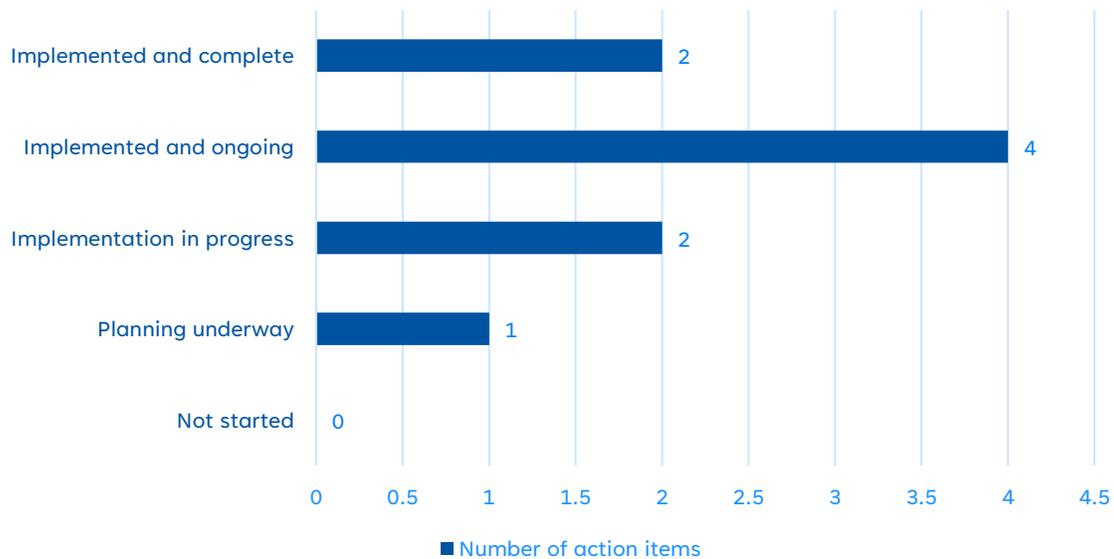
	<p>In the second through fourth quarters of 2023, several process improvements were implemented or initiated:</p> <ul style="list-style-type: none"> <li>• The mobile application Public Facilities Workers use to provide updates on cleaning and repair work orders was improved to collect more complete and accurate data. More consistent reporting will help ensure work is being performed in a timely manner and identify opportunities for improvement.</li> <li>• Improved data reports were created for Facilities Maintenance Supervisors to track issues reported by employees (via the Transit Control Center) and by customers (via Customer Relations). This is one step in streamlining the process for receiving reported issues and creating work orders to respond.</li> <li>• Developed a tool to help supervisors schedule and track shelter cleaning visits to ensure all bus shelters are visited at least once per week and BRT, LRT, Northstar and custom enclosed facilities are visited at least daily, consistent with the Initial Cleaning and Repair Standards.</li> <li>• New “Report Problems” signs for stations and transit centers were developed and are scheduled for completion in February 2024. These signs direct individuals to report issues by calling Customer Relations or using a QR code to access an online reporting form. This effort is needed to clarify how the public can and should report problems and is required by 2023 legislation.</li> <li>• A Customer Issue Reporting and Tracking project was initiated to elevate customer and stakeholder reporting via multiple channels, including our mobile app, website, phone, and text message was initiated. This initiative involves a comprehensive review of the current reporting mechanisms, aiming to streamline the process for customers, stakeholders, and staff. The goal is to implement these improvements by Q4 of 2024, ensuring a more efficient and user-friendly experience for reporting issues and feedback.</li> </ul> <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. This coordination is ongoing.</p>					
<p>1.18 Evaluate the use of smoking narcotics onboard buses and trains</p>	<p>Metro Transit received and reviewed the University of Washington study commissioned by several transit agencies experiencing similar issues in the Pacific Northwest. The study determined that found that the levels measured do not pose a health risk to the riding public or employees. However, it is recognized that this activity is challenging on front-line staff and long-term exposure effects were not within the scope of the study. Study summary:  <a href="https://www.washington.edu/news/2023/09/07/uw-assessment-finds-fentanyl-and-methamphetamine-smoke-linger-on-public-transit-vehicles/">https://www.washington.edu/news/2023/09/07/uw-assessment-finds-fentanyl-and-methamphetamine-smoke-linger-on-public-transit-vehicles/</a></p>			<p>X</p>		

	<p>Metro Transit is committed to improving conditions for front-line staff and customers by stopping this behavior and recognizes the need to remain in compliance with the MN Indoor Clean Air Act. Staff have been in contact with Minnesota Department of Health to determine if there are external resources who can assist with an anti-smoking campaign or if there are other ideas to decrease this customer behavior.</p> <p>An internal working group has been assembled to meet in Q1 2024 to continue working on this topic and will include: peer research/best practices evaluation, technology solutions, outreach, and enforcement ideas, etc.</p>					
<p>1.19 Study potential infrastructure investments at existing light rail platforms to provide a safe and secure customer experience.</p>	<p>Metro Transit is studying an array of potential infrastructure investments at exiting light rail facilities, including lighting, 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 4 2023



Action Item	Q4 2023 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

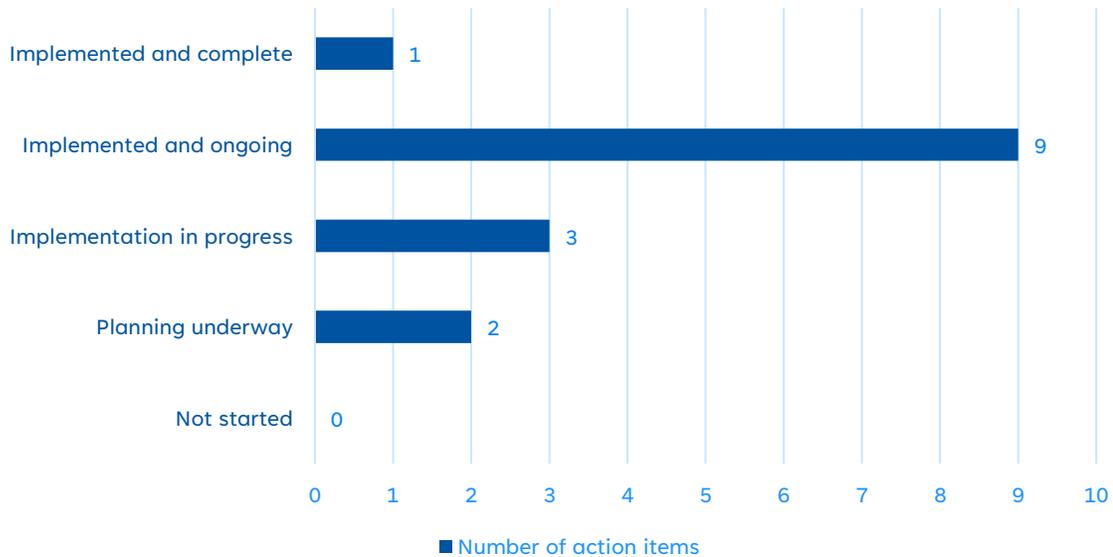
	Aerosol training (current de-escalation) will be offered to other frontline workers in Spring of 2024 once class schedules are determined.					
2.2 Create regular channels to improve communication between MTPD and frontline staff (e.g., operators, public facilities workers, etc.), including designating an MTPD liaison for each garage and work facility and efforts to educate staff about police practices and policies	MTPD continues to work to improve communication with frontline staff. MTPD's garage liaisons continue to develop relationships and strengthen communications. Additionally, MTPD held 4 Coffee with Cops and attended 6 Town Halls with Metro Transit leadership. These events and the focus of MTPD community outreach remains committed to improving communications between MTPD and frontline staff.				X	
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 informed by a peer review and ongoing conversation with Sand Creek, the Council's Employee Assistance Provider.</p> <p>Recommendations presented to senior leaders In November 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>Employees continue to receive regular updates on efforts to improve public safety on transit through internal newsletters and Employee Town Halls that leadership are hosting at each support facility on a quarterly basis.</p> <p>Updates to organizational leaders are also provided as part of monthly Managers' Meetings, and staff regularly present at the Transit Safety &amp; Security Committee, which includes representatives from Bus Transportation, Rail Transportation, Safety and Transit Police.</p>				X	

	<p>Additionally, Coffee With Cops events that give staff and police officers opportunities to interact are being held throughout 2024.</p> <p>To support and expand on these efforts, Communications brought on two new staff members in 2023. These employees are dedicated to public safety communications and internal communications.</p>					
2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers	<p>During Quarter 4, MTPD logged 2,543.92 hours of training hours. These trainings included: Academy, leadership, command and control, trust and legitimacy, peer support, firearms, SWAT, field training (FTO), less-lethal, defensive edge, emergency management in MN, MAPET conference, CSO in-service, and command staff. MTPD also continued its work with Human Resources on developing a career track planning guide. Additionally, during the quarter, 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.</p>				X	
2.7 Review and standardize approaches to providing administrative leave to employees who are victims or witnesses to violence on the job	<p>SOP 10-03 Administrative Leave was reviewed and is active.</p>					X
2.8 Develop standard operating procedure for communicating critical incidents (e.g., fatalities) to employees, including providing updates and one-on-one communication	<p>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.</p>					X
2.9 Evaluate and improve the process of informing staff about security incidents that occur on or near transit property	<p>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 assess what more could or should be done to better meet staff needs, based on employee feedback.</p>		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 4, 2023



Action Item	Q4 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>The administrative citations policy change 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 this quarter. AML logged in 216 hours of outreach work and made 373 referrals for services (2,323 Q4 contacts). AML’s partnership with MTPD was focused primarily at the Brooklyn Center Transit Center and the bus routes that go through there.</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 this quarter, HAT continued to work seven days a week with 19 hours of service each day. HAT responded to 447 calls for service and helped secure housing for 6 families (6 adults and 7 children).</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 this quarter, MTPD’s Homeless Action Team (HAT) provided critical resources and supported Metro Transit’s Transit Service Intervention Project (TSIP). Under the TSIP, HAT took part in 19 outreach events and connected 149 individuals to information and resources regarding housing/shelter and benefit information. MTPD also worked with local law enforcement agencies to help connect those in need and with social services. 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>Engagement phase completed. Focus groups with subject matter experts, Metro Transit staff, and community partners were held in the last quarter. Feedback received solidified campaign message guide, goals, resource, and reporting needs. Currently aligning timeline of the anti-harassment campaign with the rollout of the ‘Code of Conduct’ marketing and educational campaign in Q1 of 2024. Drafting SOP and working collaboratively with OEEO, Office of the General Counsel, and Metro Transit Customer Relations to solidify reporting tool to capture reports of harassment.</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>In February a campaign titled “take pride in your ride” will begin to roll out to customers through a variety of venues. The campaign will communicate information about the rules for riding and work to inspire respectful behavior in shared spaces. The campaign will include both digital and physical ads as well as direct customer outreach.</p>		X			

	Action item relates to implementing the Transit Rider Activity provision included in 2023 state transportation bill.					
3.8 Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel	<p>During this quarter, MTPD attended 38 community outreach events reaching over 4,500 community members. These community events included: Minnesota Special Olympics, Holiday and Hero events, law enforcement collaboration meetings, Women in Public Service Conference, Coffee with Cops (Brooklyn Park), U of M Public Safety Recruitment, Shiloh Women and Girls Holiday Party, NLPOA Shop With A Cop, and Richfield Trunk or Treat. MTPD outreach also participated in Native American meetings (MUID focused) regarding homelessness, Little Earth Community opioid planning meetings, and Little Earth Advisory Residents Public Safety meetings.</p>				X	
3.9 Evaluate Text –for Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders	<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.</p> <p>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.</p> <p>Monthly Text –for Safety stats continued to be tracked and reported monthly in 2023. Year-end data shows that call volume dropped significantly in December to 14.1 calls per day, a 44% decrease from November and the lowest since September 2022. Blue Line calls alone decreased from 206 to 101 in December, a 51% decrease.</p> <p>Total Text for Safety Call volume in 2023 was 9,514 vs 6,168 in 2022. Call volume peaked in February, March and April with each month at about 33 calls per day. Light Rail-based contacts account for 61% of total calls (32% Green, 29% Blue) which is similar to 2022. Bus and Bus Stop based issues accounted for 13% of the annual total.</p>				X	
3.10 Relaunch Adopt-A-Stop program	<p>Currently, 300 stops and 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 the quarter. 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 is 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, 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. MTPD's commitment to providing forums for public safety and the community are showcased in town halls, public forums and Council presentations.</p>				X	
<p>3.13 Identify opportunities and potential approaches for partnering with local governments or other partners to improve conditions near transit that are not on Met Council property</p>	<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 requires 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		
<p>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</p>	<p>In very early planning stages to begin a methodical inventory to document and evaluate existing work.</p>		X			

opportunities to support restorative justice approaches.						
<p>3.15 Implement the Transit Service Intervention Project</p> <p><i>Relates to 2023 legislation</i></p>	<p>Transit Service Intervention Project (TSIP) currently has 10 community service organizations providing outreach and intervention services on the METRO Blue and Green LRT. The organizations board trains at different times and stations between the hours of 7am and 11pm. Outreach and intervention services are resulting in referrals for mental health services, substance use treatments, housing, and other health services. In addition, MTPD HAT continues to host outreach events on the METRO Blue and Green LRT in partnership with county and city housing stability, health, and social services. Part of this project is to work in partnership with other law enforcement agencies to increase visibility on our system. U of M Police department are patrolling METRO Green Line stations throughout campus as part of TSIP.</p>				X	

## Part 2: Data Relating to Measurable Goals

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

Metro Transit is in the process of developing metrics to address all the potential measurable goals. This Quarter 4 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

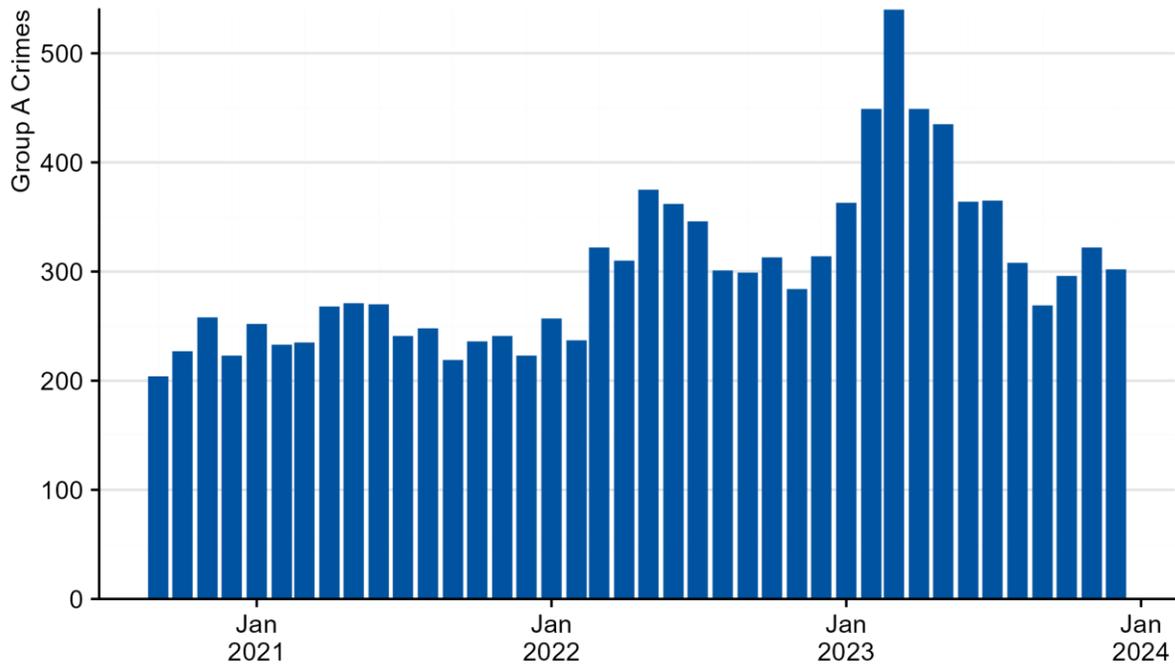
*Data not available for this report*

- Increased fare compliance

**Measurable goal:** Decreased serious crime on transit

**Metric:** Count of Group A crime by month

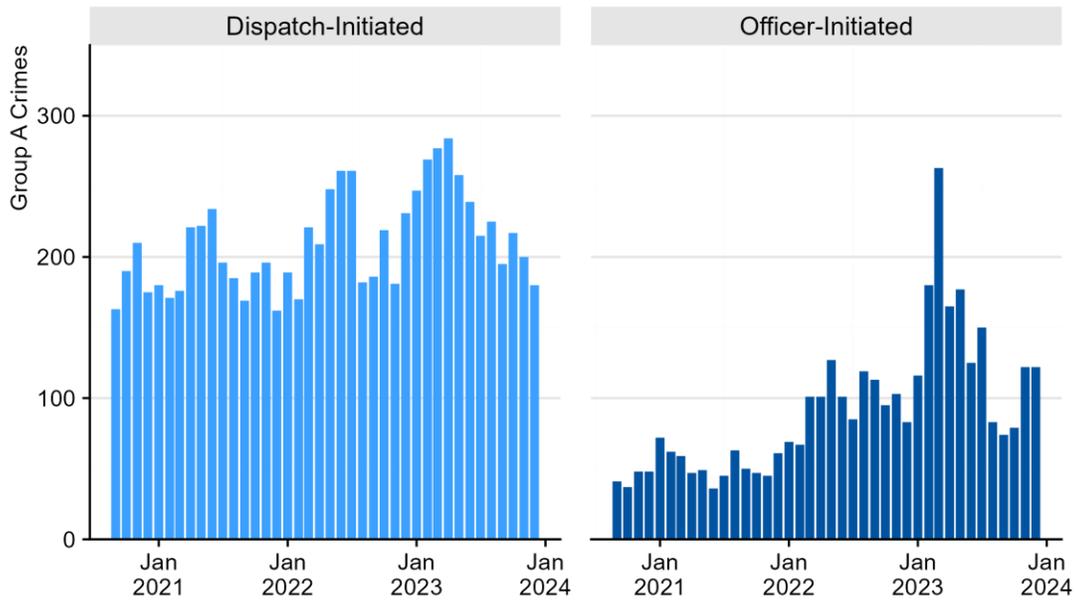
**Data source:** TriTech Records Management System (RMS) administered by LOGIS, September 2020 through December 2023



**Count of Group A crime by month, disaggregated by call type.**

**Data source:** TriTech Records Management System (RMS) administered by LOGIS for crime data and CentralSquare Technologies (CST) CAD for dispatch call data, September 2020 to current date

**2023 Q4 Content:** Group A Crimes by Call Type, September 2020 to December 2023

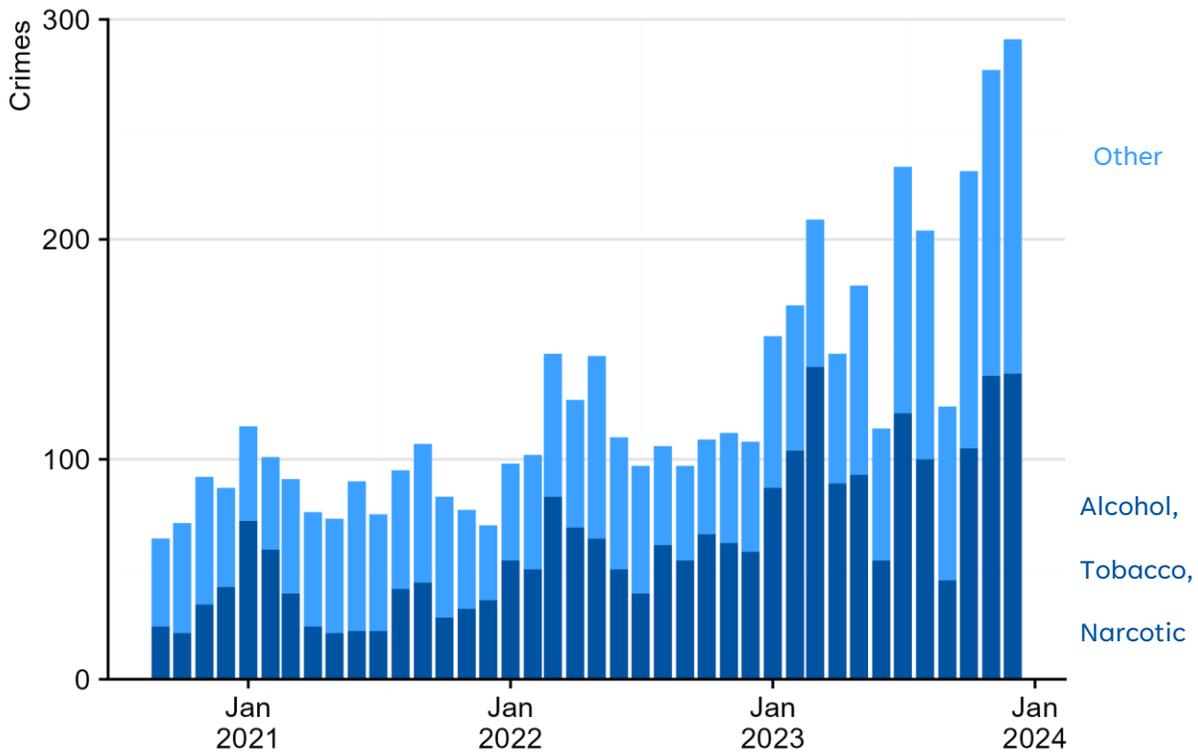


During Q4, dispatch-initiated activity remained high compared to officer-initiated activity as it related to Group A Crimes. Group A Crimes are more likely to be dispatched due to their nature.

**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 December 2023

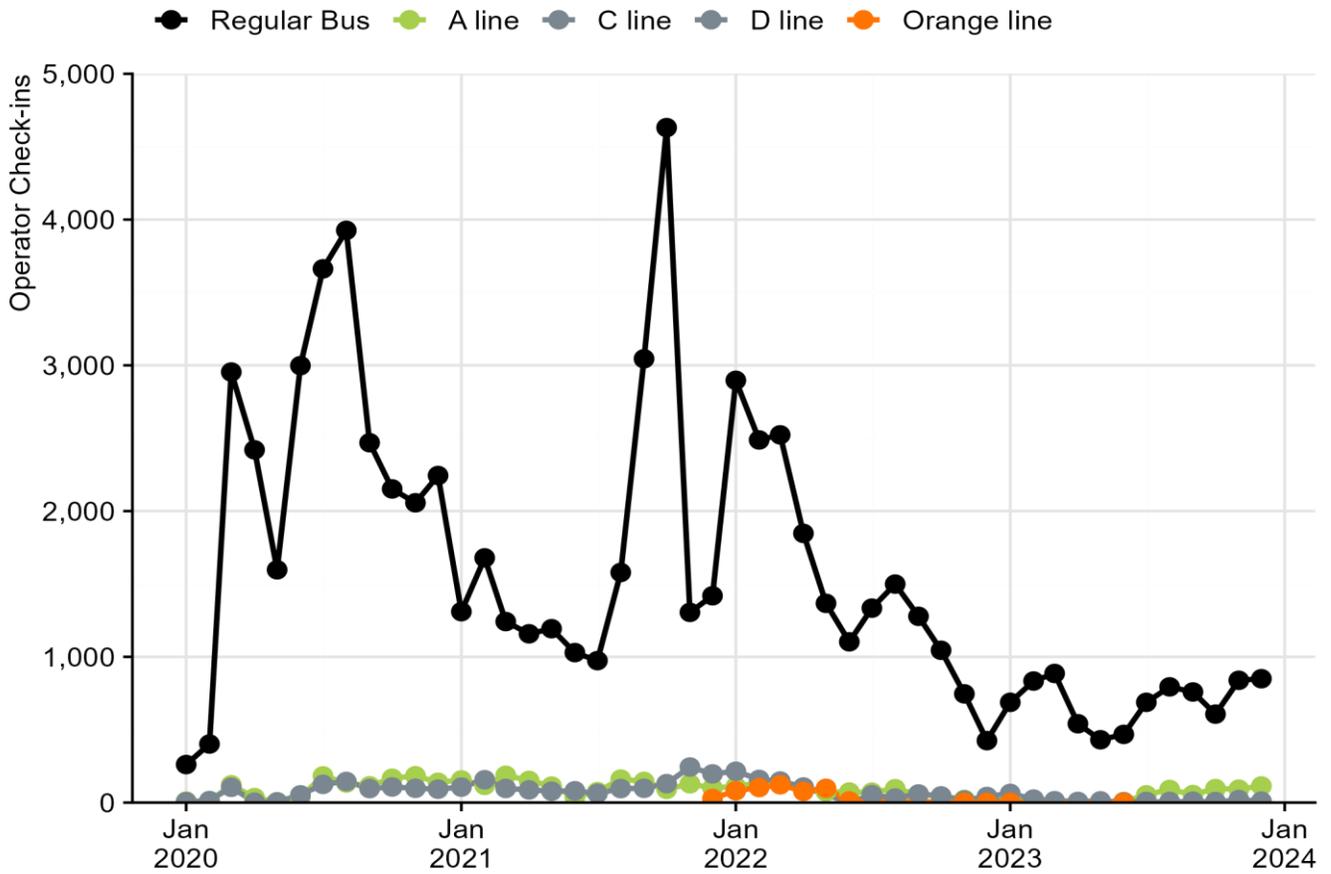


**Measurable goal: Increased official presence on transit**

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 December 2023



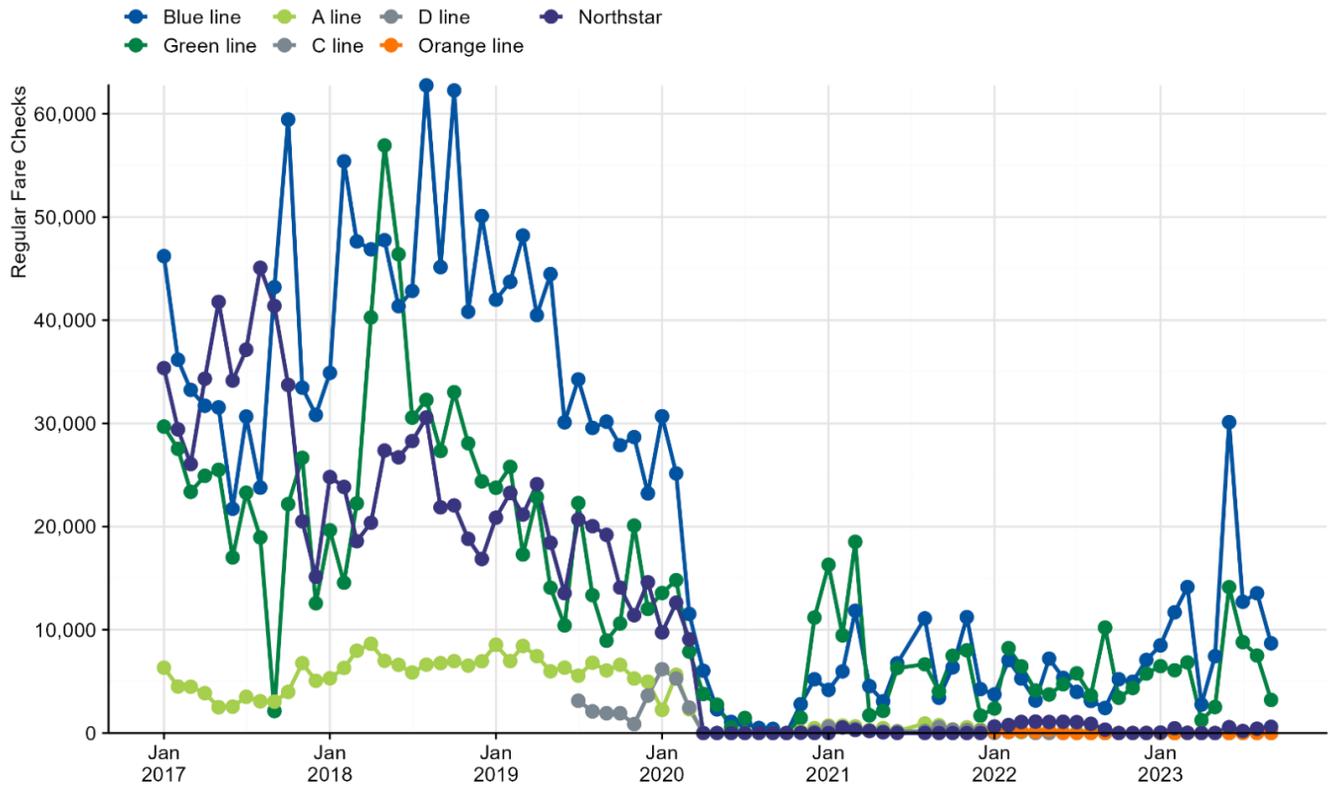
During Q4, MTPD has remained consistent with Operator Check-ins as assignments allow based on staffing levels.



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

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

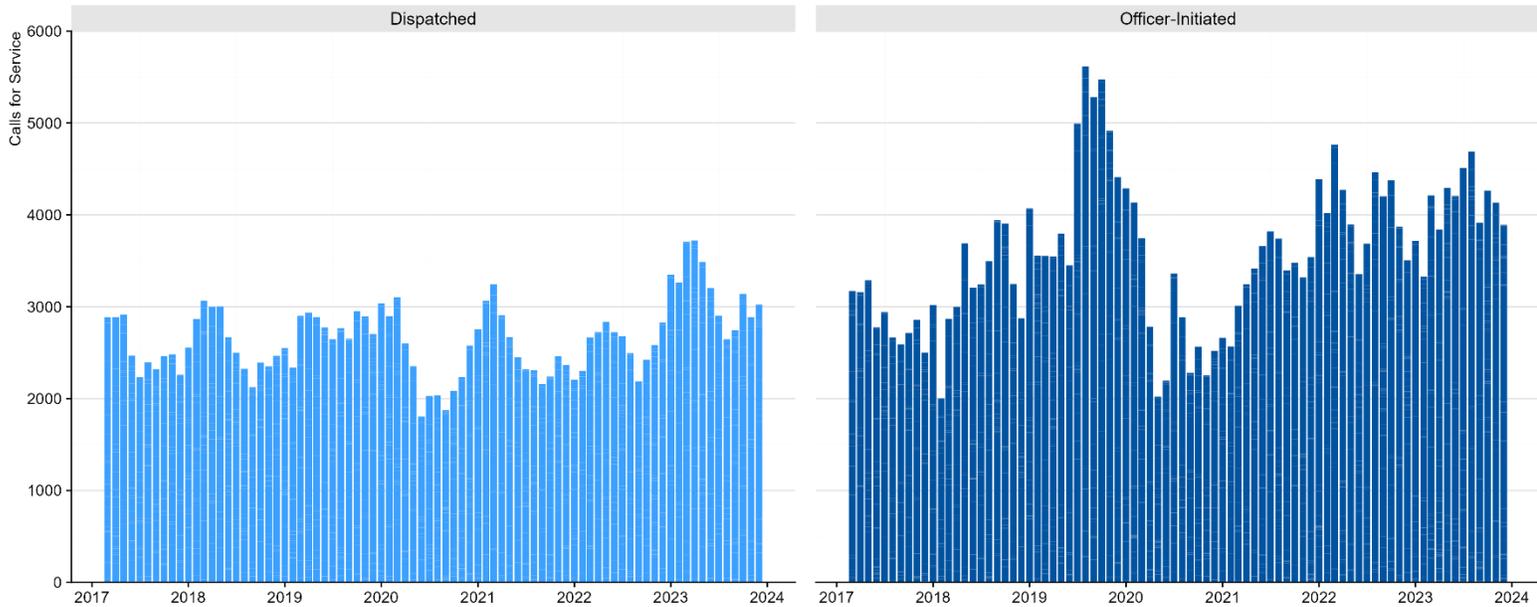
Does not include Q4 data due to transition to administrative citations. This data will be included in future reports, including the Q4 2023 data that's not reported here.



During Q4, Vehicle Onboards remained consistent based on priority assignments and available staffing.

**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 December 2023



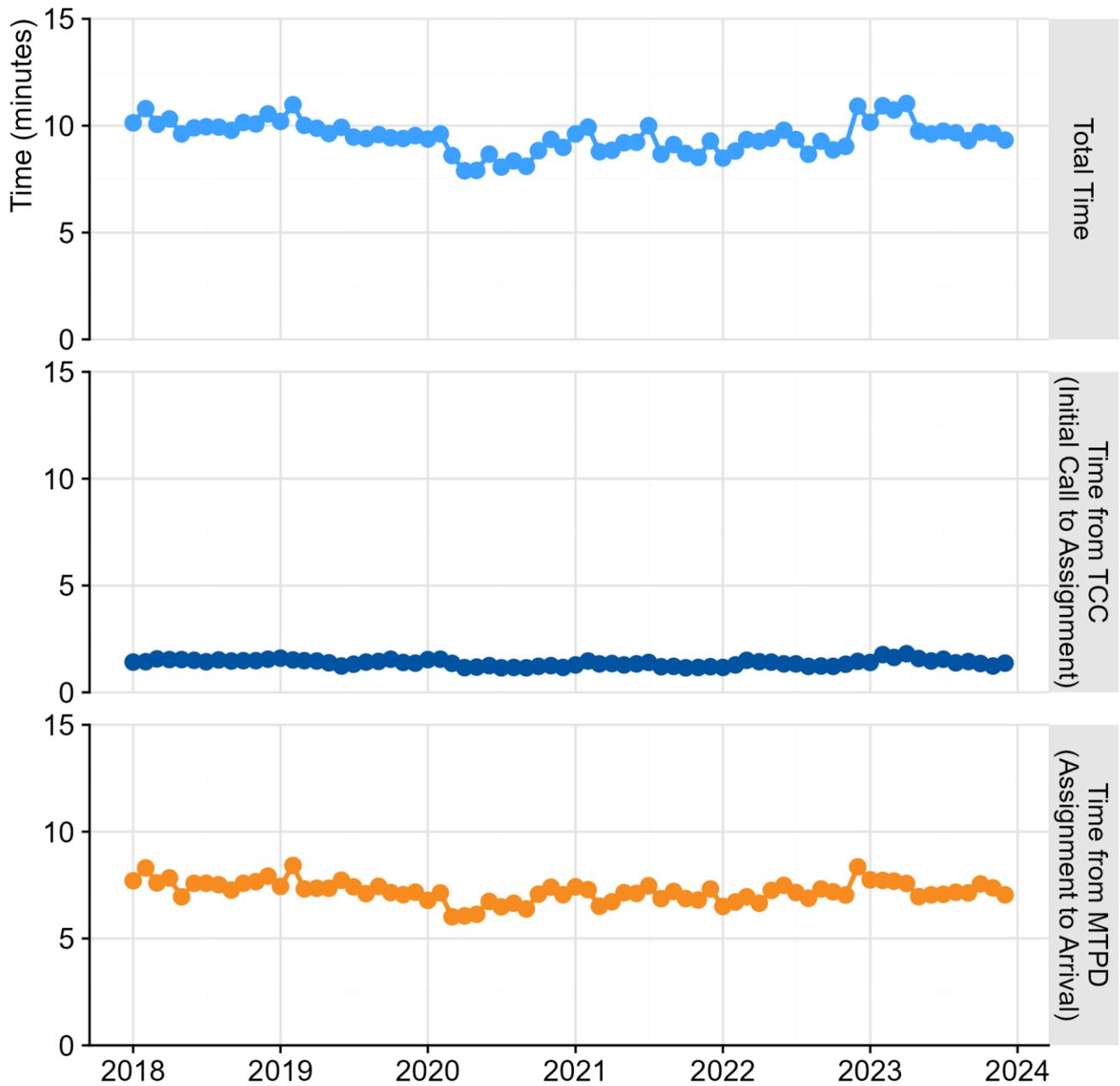
During Q4, we saw MTPD saw an increase in officer-initiated activity and a decrease in dispatched calls for service.

## Measurable goal: Police response time meets standards

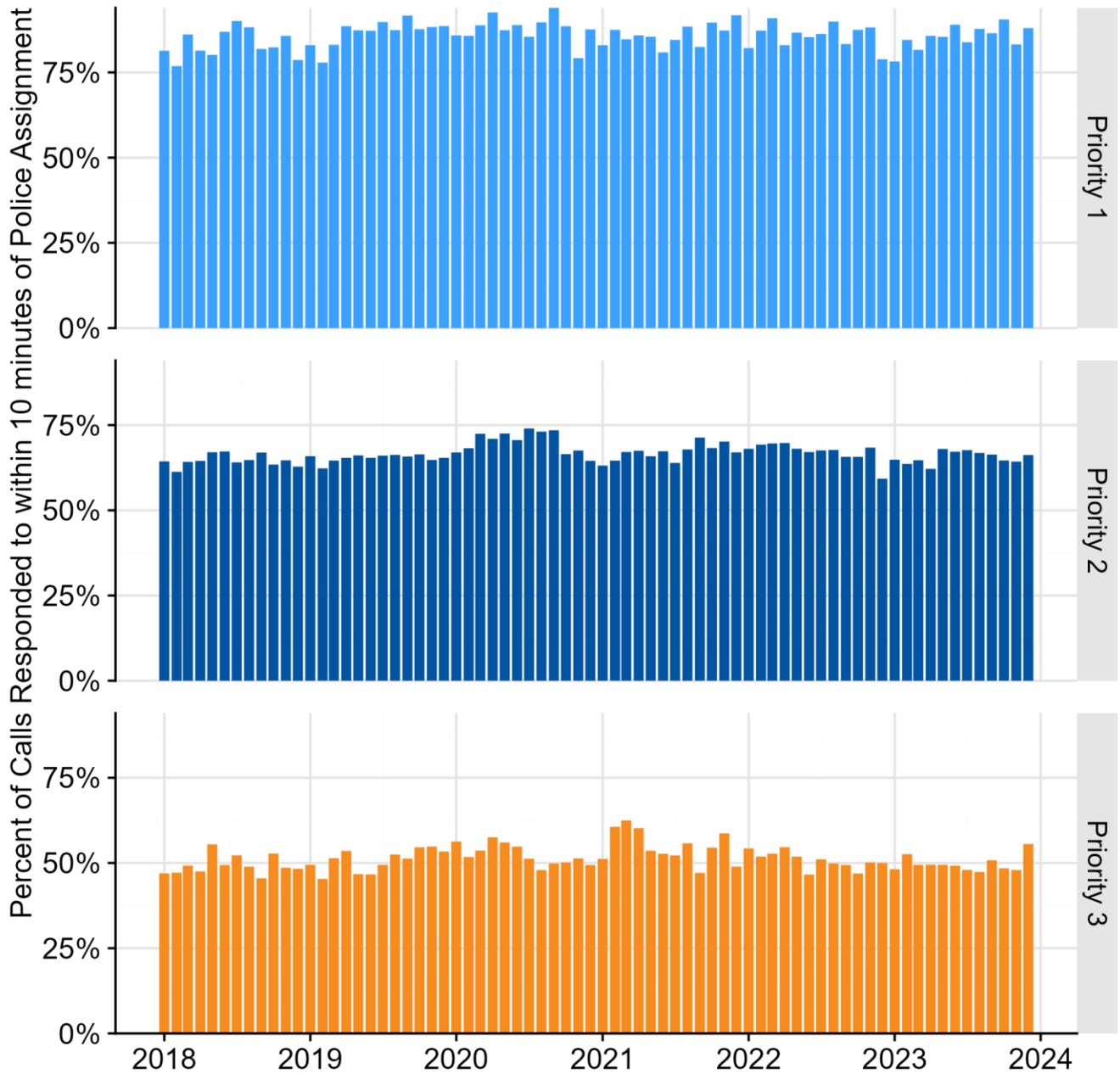
**Metric:** Response time to police calls for service

**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 December 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))

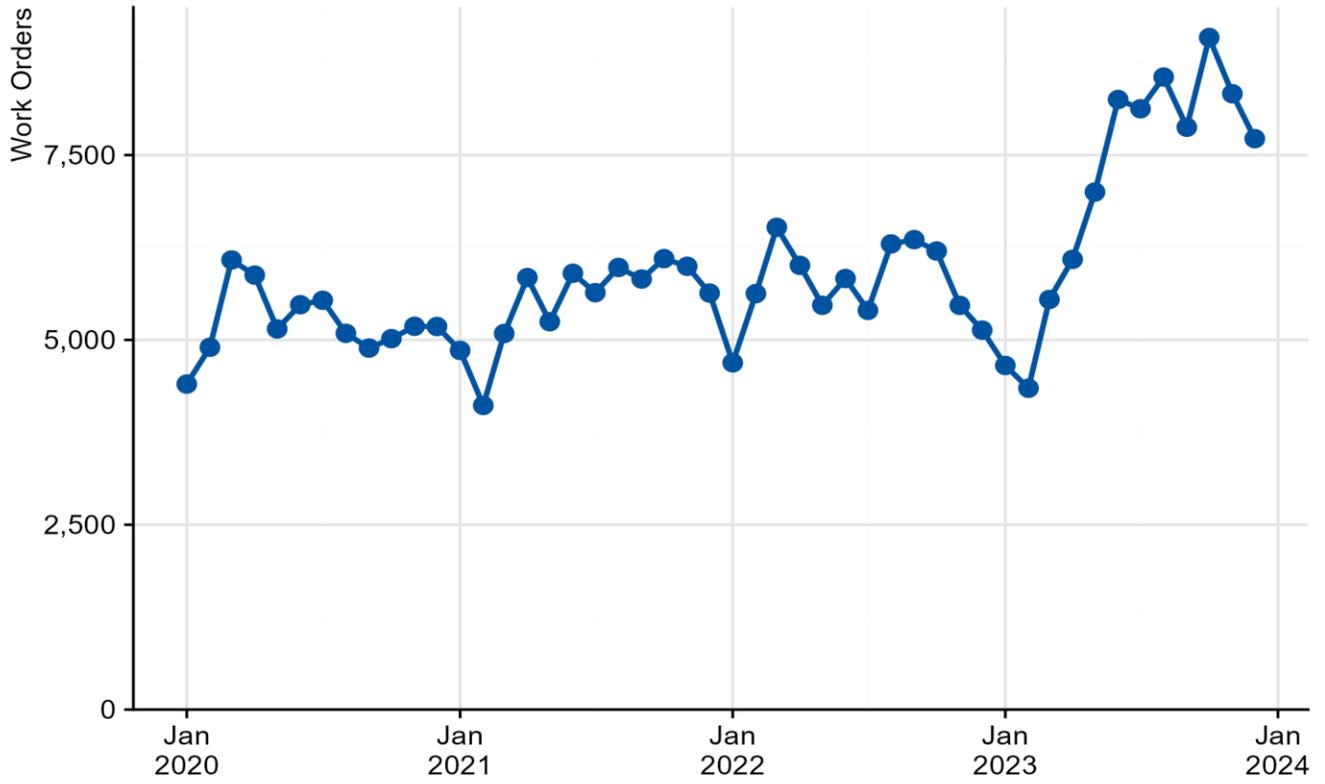


During Q4, MTPD has maintained a standard of response time while responding to calls for service despite having fewer officers available. Additionally, the strategic deployment of resources is believed to attribute to meeting this level of service.

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

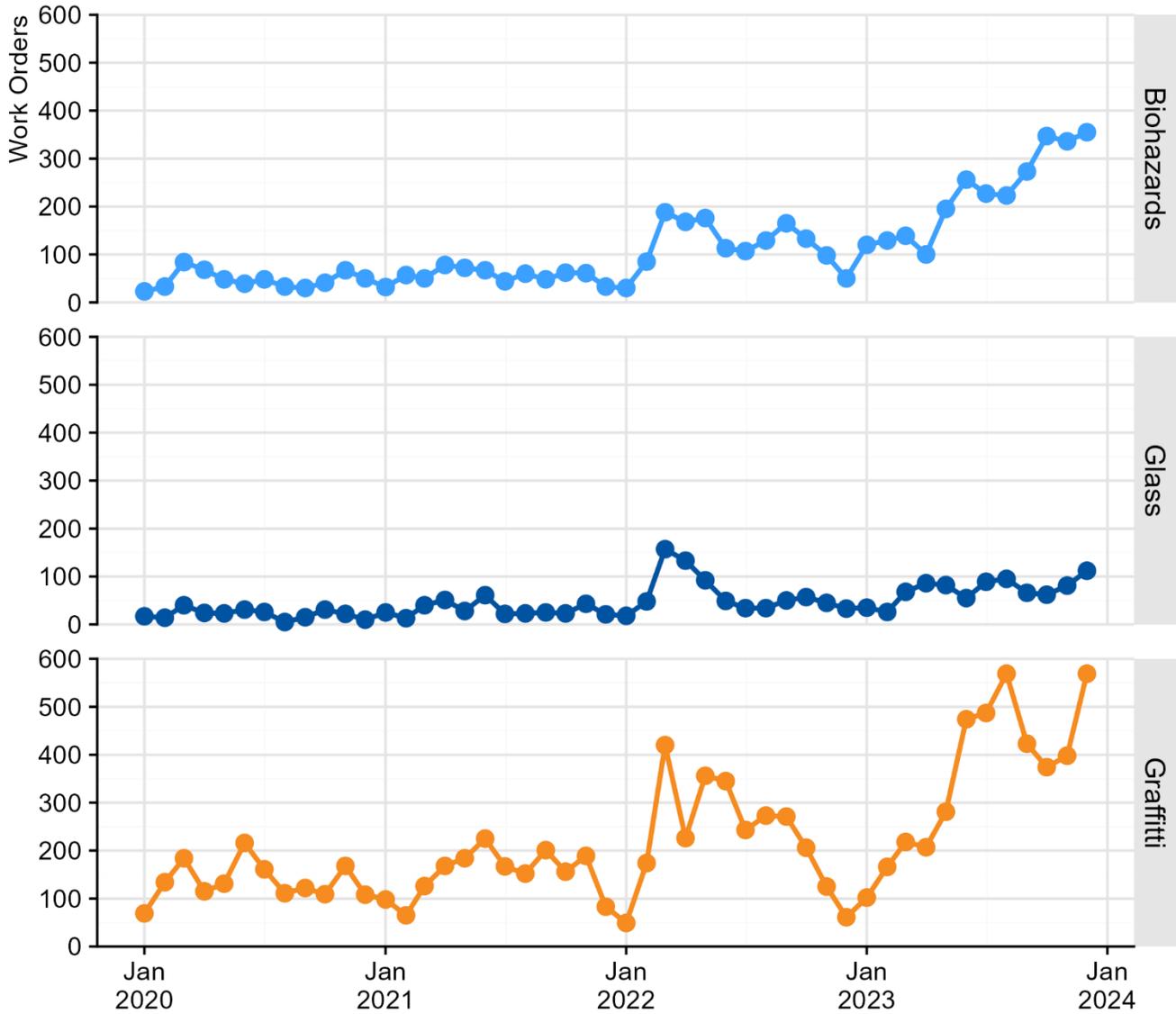
**Metric 1:** Count of public facilities work orders per month

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



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

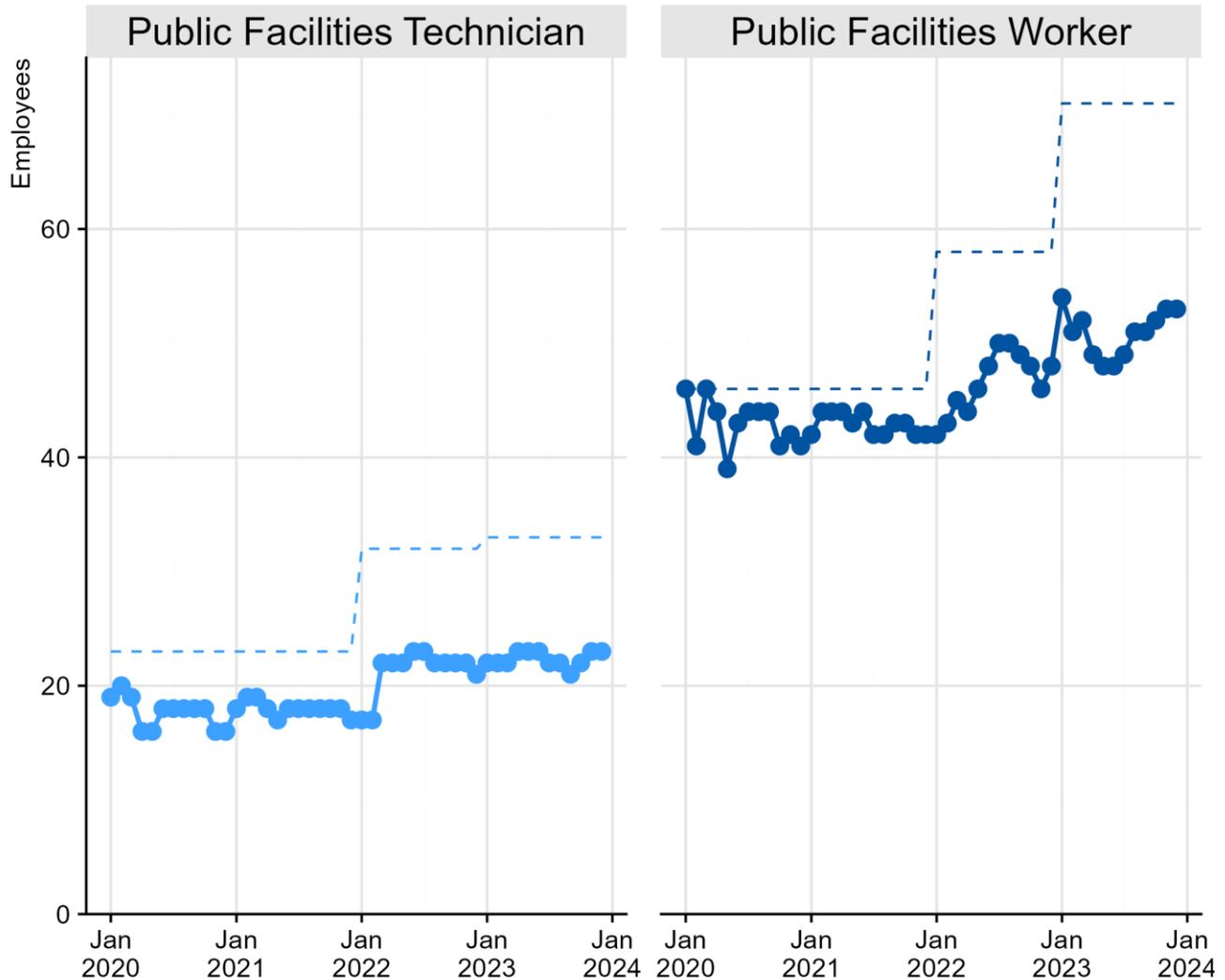
**Data source:** TXBase



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 December 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.

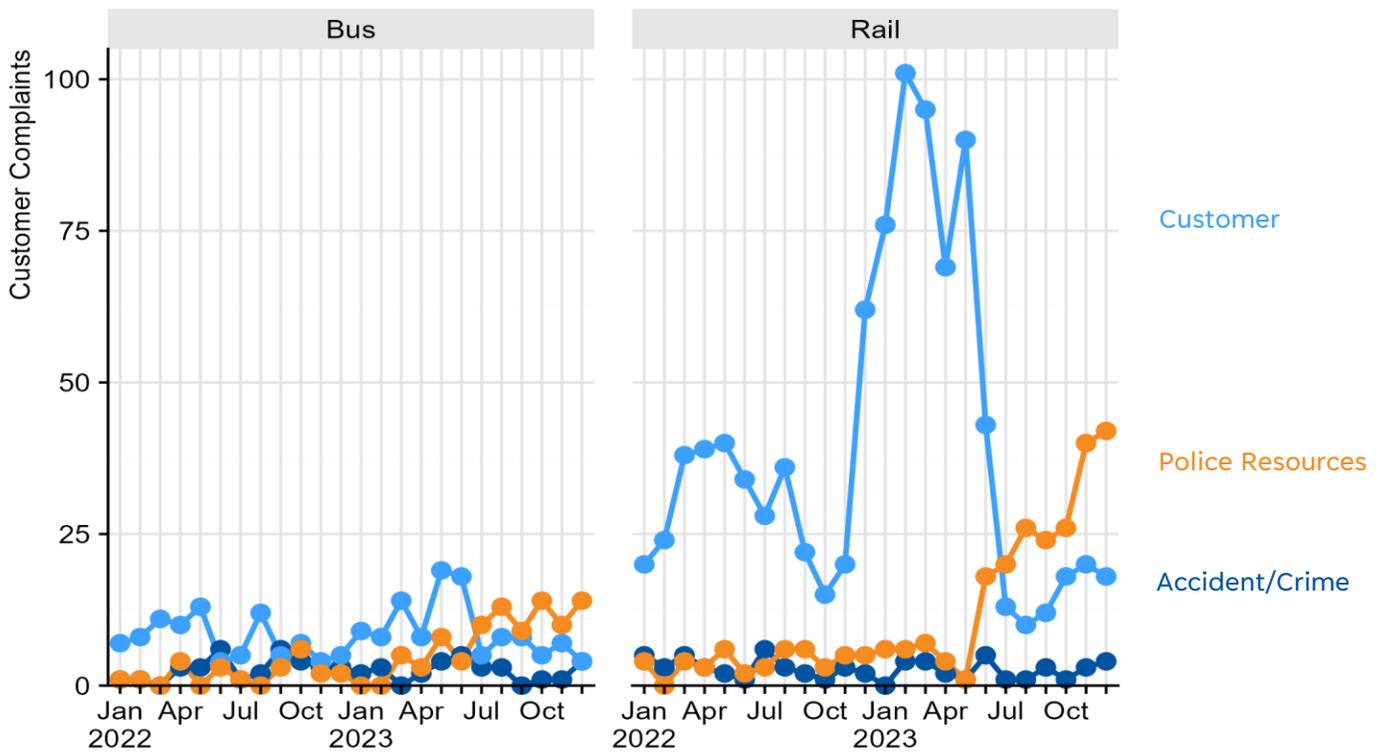
In Winter 2022–2023, 66% of transit boardings occurred where the region has invested in lighting at bus shelters, rail and BRT stations, and other customer waiting facilities. This is an increase of 2% since the metric was last calculated for Fall 2021.

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.

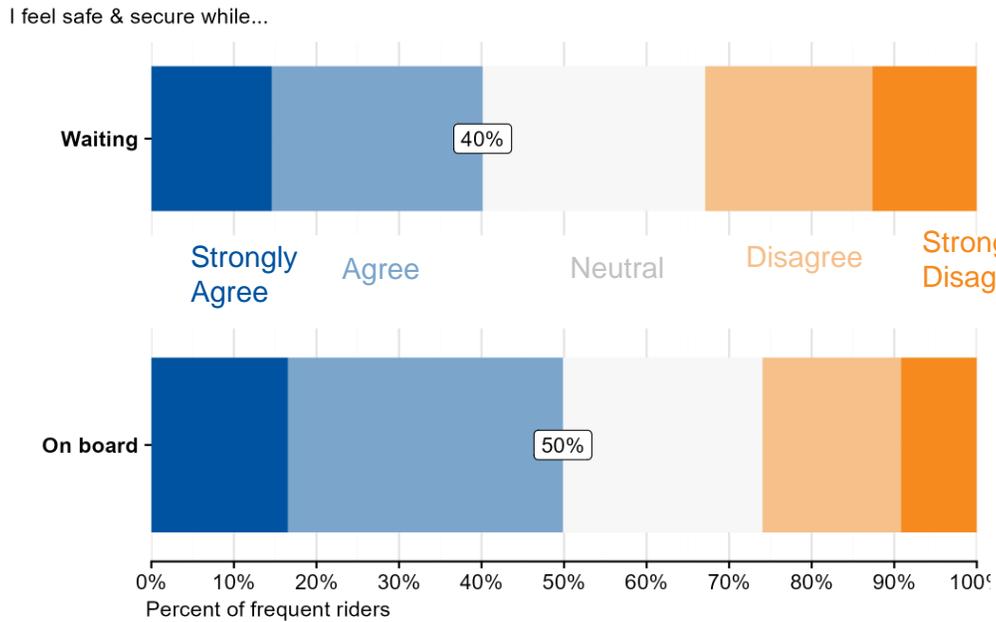


**Measurable goal:** Improved customer satisfaction relating to public safety on transit

**Metric:** Customers Responses to Survey

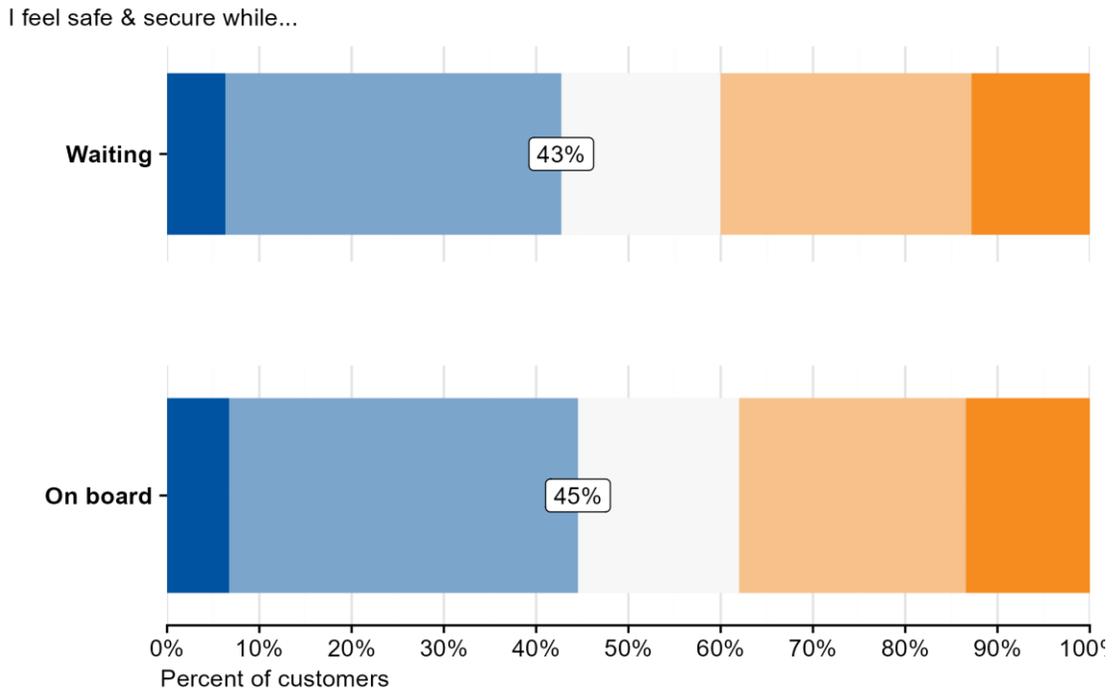
**Plot 1 - 2022 quarterly customer satisfaction survey**

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**

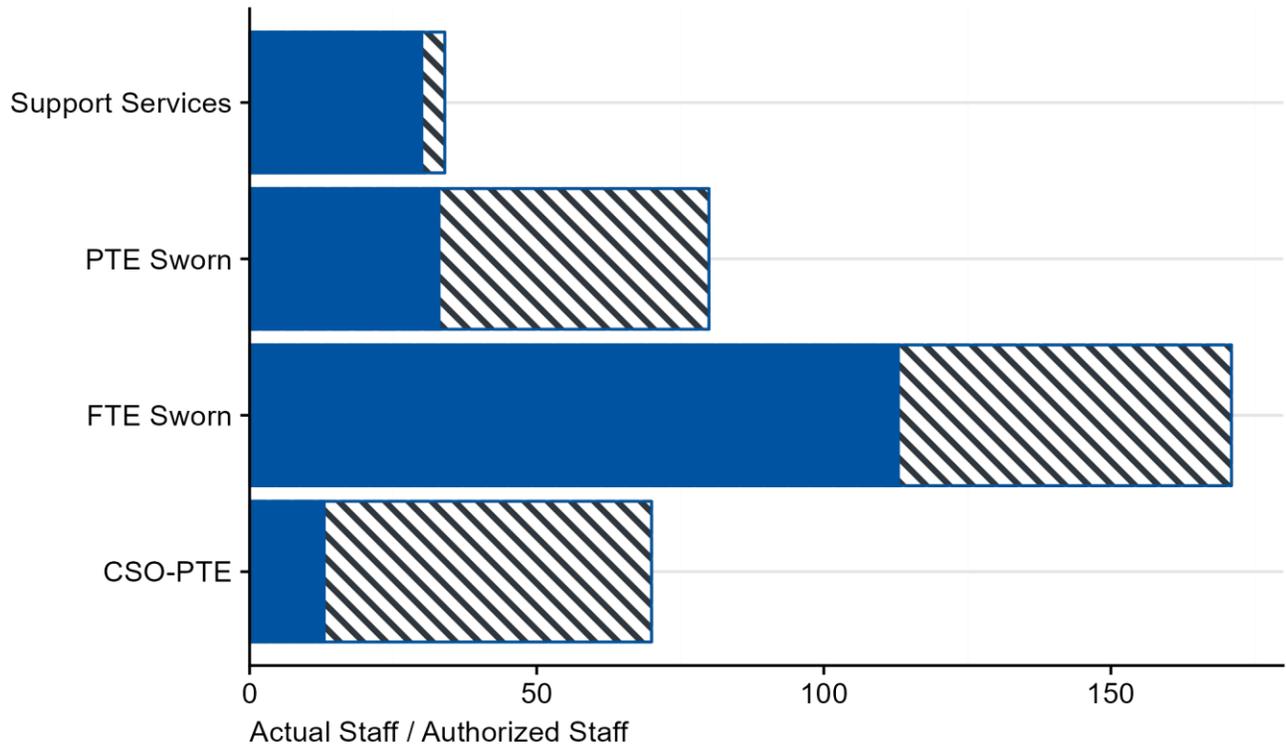
Data come from 520 customer surveys taken for the Great Day in Transit, June 21, 2023, “a special day to celebrate our accomplishments, show our appreciation for Metro Transit front line staff, while being out on our system engaging with customers.” These data come from customers who received the survey 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 January 10, 2024

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



As of Q4, MTPD continues recruitment efforts to hire new staff and reach authorized strength numbers. Additionally, MTPD partnered with Human Resources Workforce Development on hiring efforts for the CSO program.

## 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
- 

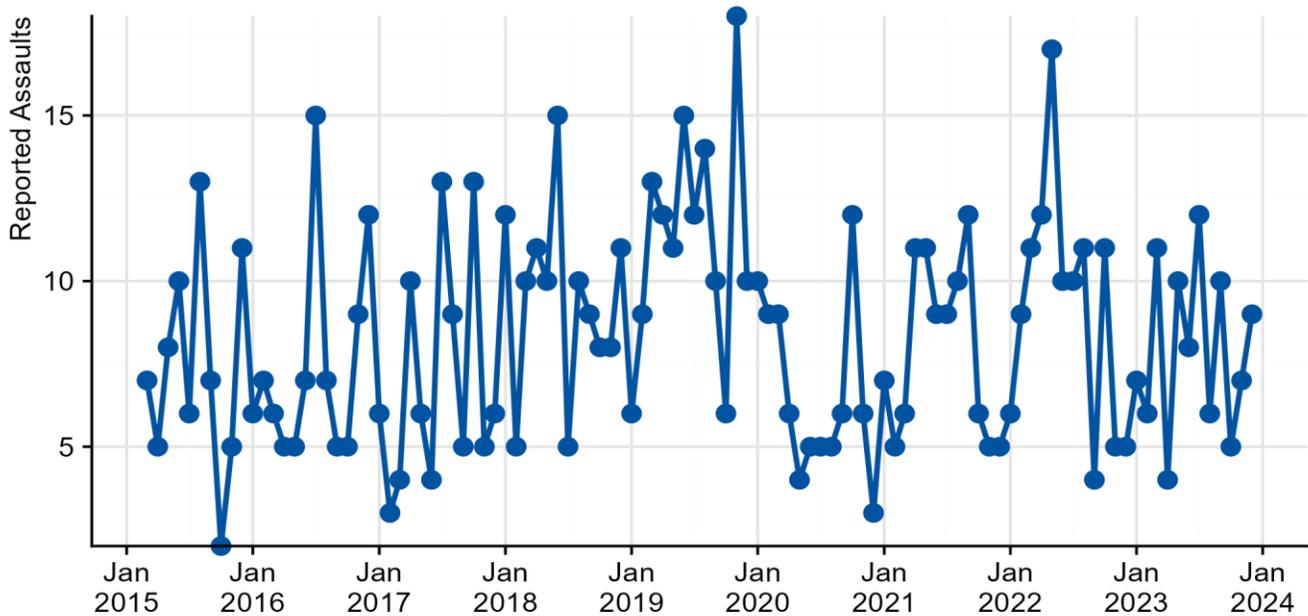
*Data not available for this report*

- 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- December 2023

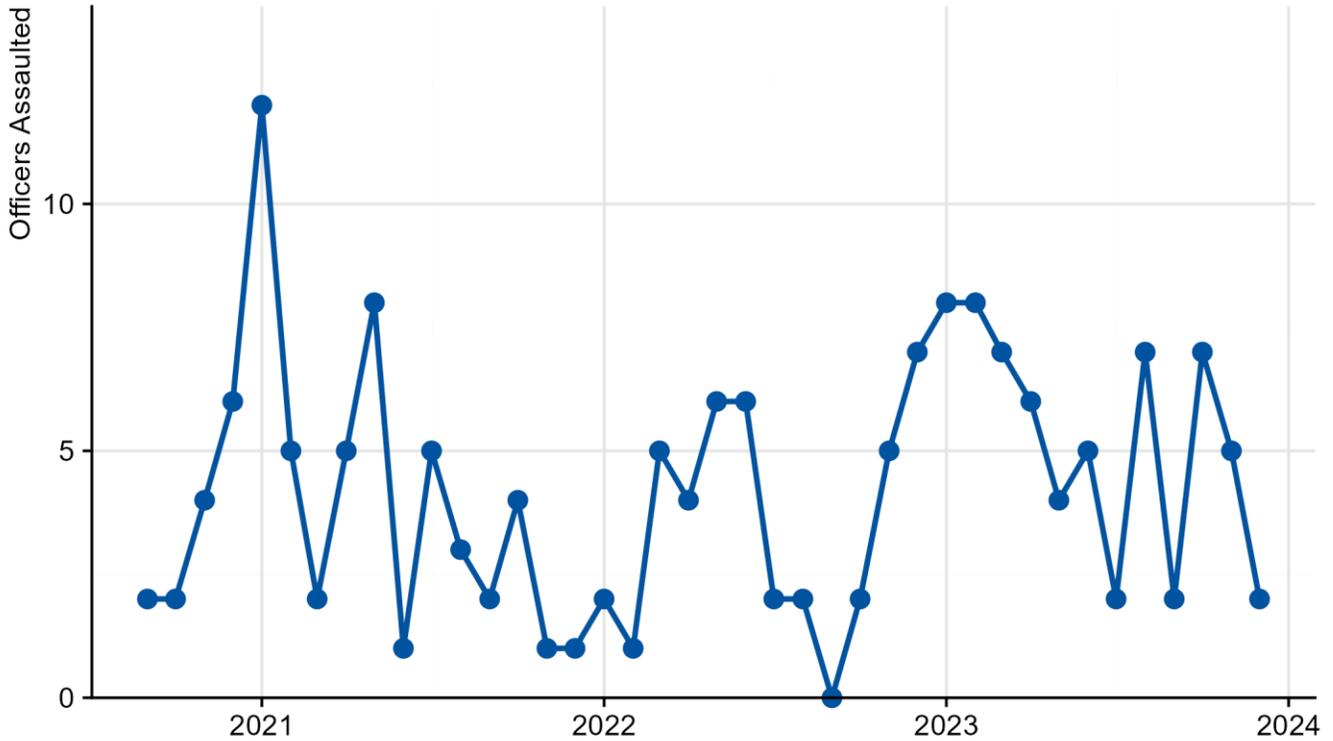
**Data source:** TransitMaster SSR events



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- December 2023



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

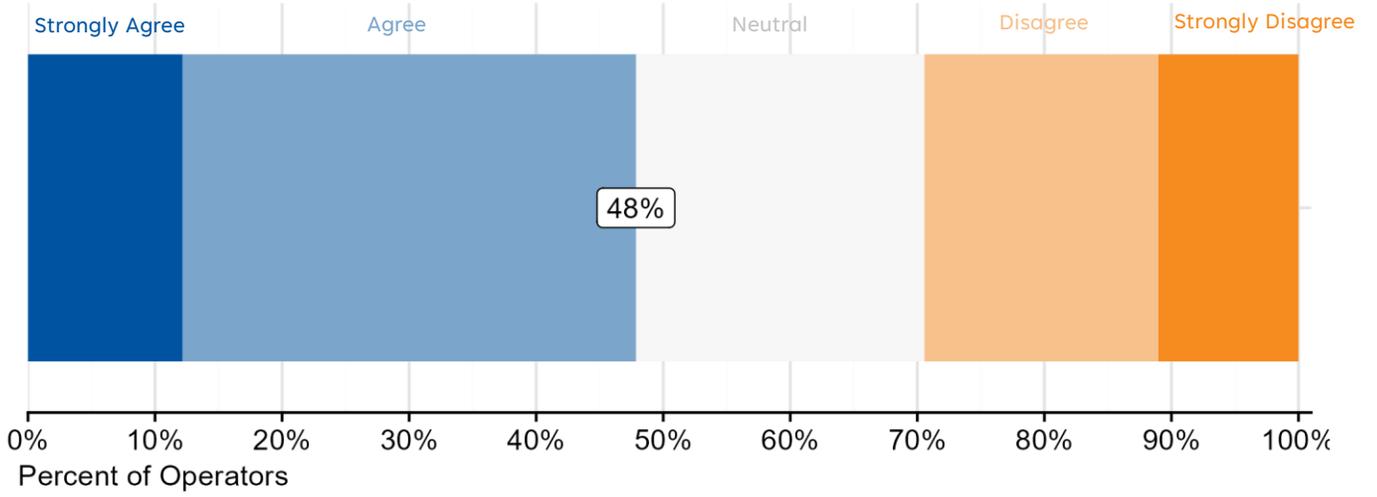
**Metric 3:** Operator Survey responses related to safety and security while at work.

**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)

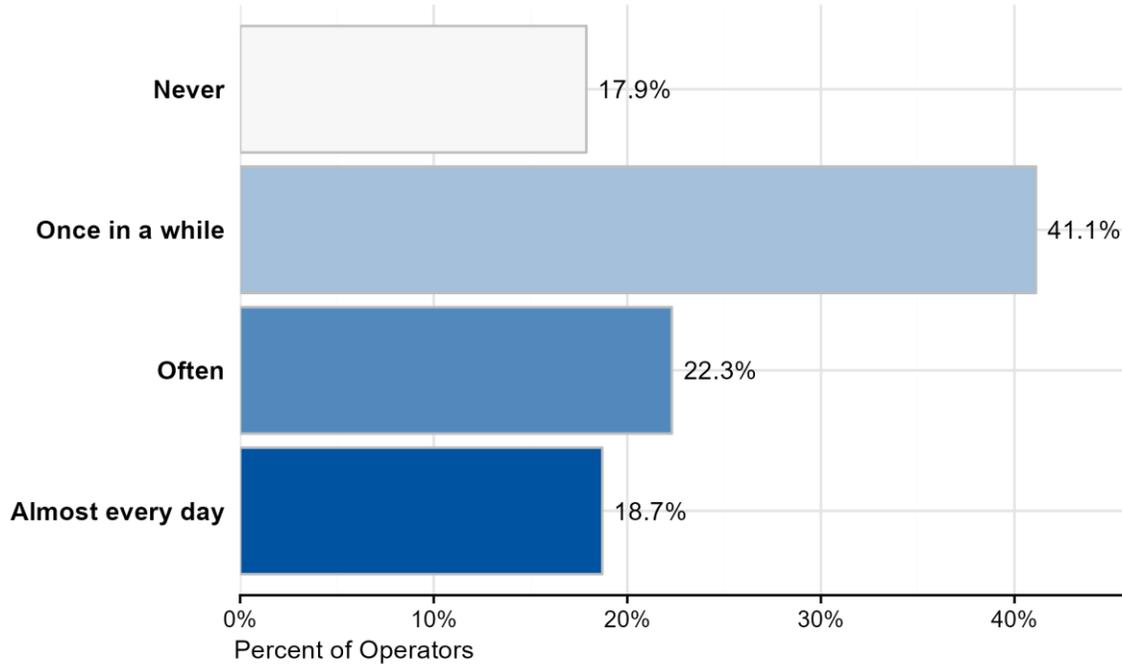
This survey was given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 978 responses; 127 respondents skipped this question. Nearly half of operators agree that they feel safe at work and approximately 30% disagree that they feel safe and secure while at work.

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)

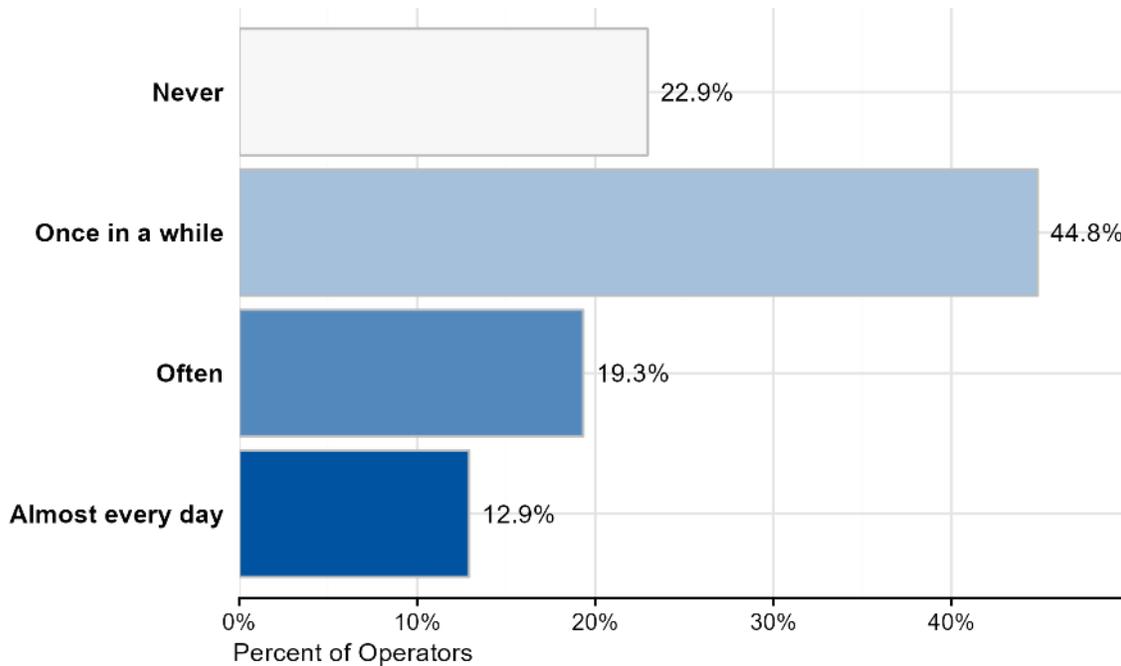
In the past six months, how often have you experienced harassment or verbal assaults from a passenger or member of the public?



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)

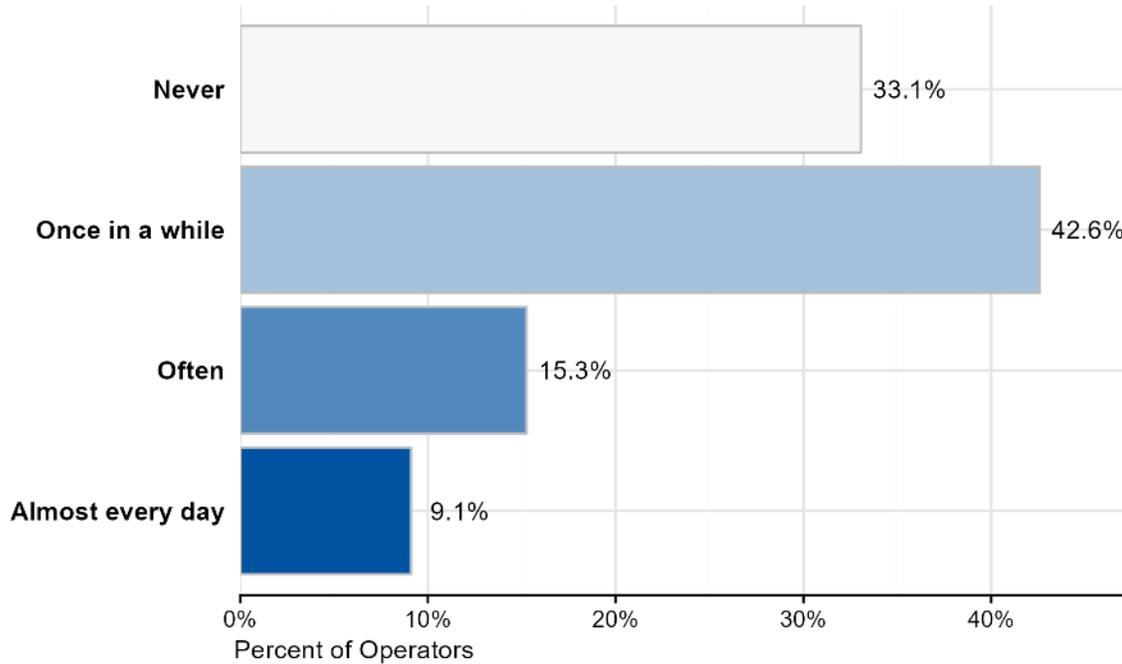
In the past six months, how often have you felt unsafe while operating the vehicle in service?



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 pages 25-28.*

## 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).