

# Safety & Security ACTION PLAN



Quarter 4 2024 Update

For the February 5, 2025 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 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 more than 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 Service 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 and began issuing administrative citations in December 2023. (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.)

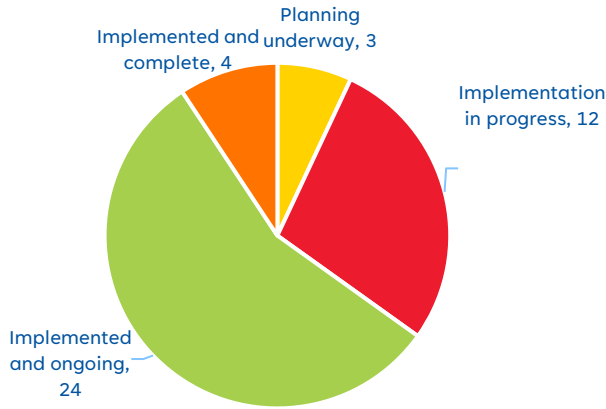
This Quarter 4 2024 update is divided into two parts:

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

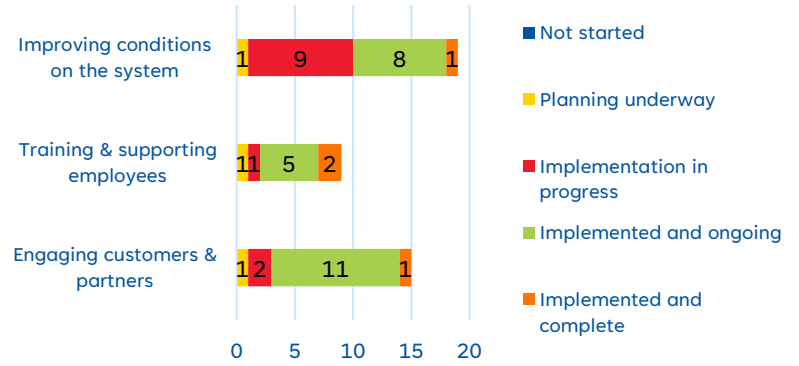
# Part 1: Status Updates on Action Items

The first part of this update includes information on the implementation status for the 43 action items at the end of Quarter 4 2024.

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



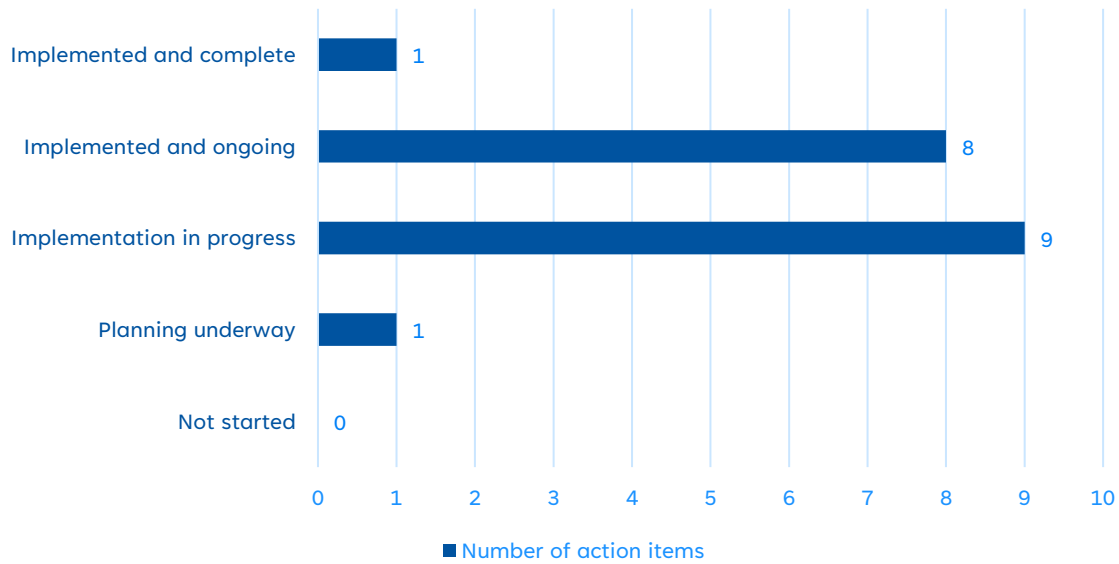
**Action item status by area of work**



## 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 2024



Action Item	Q4 2024 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

<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>Metro Transit Police Department Community Service Officers (CSOs) began issuing administrative citations for fare non-payment on December 4, 2023.</p> <p>Following Council action in December 2023 to amend the existing contract with Allied Universal, Metro Transit started deploying contracted TRIP Agents in February 2024. Metro Transit began the process of hiring Metro Transit employee TRIP agents beginning September 2024. By Dec. 31, 2024, TRIP Agents conducted over 484,000 fare inspections. Additional assistant manager and supervisor staffing identified for Q3, 2024; the positions are currently in the hiring process and anticipated to be onboard in Q1 2025.</p> <p>As required by the TRIP legislation, in addition to inspecting fares and issuing administrative citations, the personnel also interact 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>Security continues at eight locations throughout the transit system. Work has begun for the next contracted security request for proposal (RFP) that will increase the number of supplemental security locations. The Saint Paul Downtown Alliance worked to add their Safety Ambassadors to Green Line Stations in downtown Saint Paul beginning February 2025.</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 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 illegal activities create the basis of our Rules for Riding. Signage with Your Role as a Rider was updated across LRT and BRT stations in Q1 2024. The Take Pride in Your Ride Campaign launched in February 2024, emphasizing everyone's responsibility to each other in shared spaces. For the remainder of 2024, each month focused on a specific element within the Code of Conduct to further communicate its importance. This 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><i>Relates to 2023 legislation</i></p>	<p>During the quarter, staff in the Real Time Information Center (RTIC) logged 3,058 hours of service. RTIC staff continue to support MTPD and Metro Transit operations by actively responding to requests and monitoring hot spots in the system. RTIC staff have assisted in focused enforcement details conducted by MTPD on light rail in hot spot areas. MTPD is working with Human Resources to fill the RTIC Specialist opening. Additionally, Bus Maintenance has installed monitors on 245 buses of 762 total buses (32%). Going forward, Metro Transit will include monitors in the procurement of all new buses.</p>				X	

<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.</p> <p>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>The design of the Lake Street/Midtown Station has achieved 60% and is currently routing for internal stakeholder comment. These comments will be incorporated as plans advance to the 90% design stage.</p> <p>At Franklin Avenue Station, the south elevator was opened for public use on Jan. 7, 2025. Removal of the stair alcove, improved lighting, and glass repairs have all occurred within the last couple of months. The Design Scope of Work for Franklin is nearing completion, and the plan is to have a designer under contract in Q2 of 2025.</p>			X		
<p>1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria</p>	<p>2024 bus stop capital improvements through the Better Bus Stops program:</p> <ul style="list-style-type: none"> <li>• Add 30 shelters (6 completed)</li> <li>• Replace 20 aged shelters (28 completed)</li> <li>• Construct 60 accessible boarding pads (81 completed)</li> <li>• Add solar light to 40 shelters (30 completed)</li> <li>• Add heat and light to 8 shelters (7 completed)</li> </ul>				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>In May 2024, Metro Transit installed art clings in six D Line shelters in North Minneapolis in partnership with the Walker Art Center and Juxtaposition Arts.</p> <p>Artworks completed in Q3&amp;4 of 2024 include:</p> <ul style="list-style-type: none"> <li>- Graffiti was removed from on and around more than a dozen artworks</li> <li>- Anti-graffiti coatings were added to murals at Franklin Avenue and Lake Street-Midtown Stations</li> <li>- Art glass repaired at 30<sup>th</sup> Avenue Station</li> <li>- Artwork at Dale Street was re-anchored to prevent from falling into traffic lane</li> <li>- 2 utility cabinets in Bloomington were wrapped with anti-graffiti art by Bloomington artists</li> </ul>				X	
<p>1.10 Continue review of MTPD policies. Apply an equity lens</p>	<p>During the quarter, MTPD's policy analyst continued to review all MTPD policies and procedures. As part of the Great</p>			X		



<p>as part of this review through partnership with Metro Transit's Equity &amp; Inclusion team</p>	<p>Workplace Project and with support from the Metro Transit Equity and Inclusion team, MTPD will review all policies using an equity lens, which will include use of the equity consideration tool. Training, education and the involvement of staff in the development of new policies and procedures has been integral to this process. MTPD also begun writing standard operating procedures with a new SOP Committee. Employees selected for the SOP Committee have been writing and reviewing internal operating procedures that align with legal standards, as well as industry best practices. These procedures are vetted through Command Staff and will be launched department-wide in 2025.</p>					
<p>1.11 Improve transit service reliability</p>	<p>Bus: Completed 99.9% of our scheduled pullouts. Hiring levels met goals. Attrition rate improved and will continue to be evaluated. In 2024, an additional week of commercial driver's license training was added at the Instruction Center and has resulted in a significant increase in training success rate. Beginning July 2024, an additional week of training focused on in-service operations has been added to the new operator training program.</p> <p>Rail: Rail has accomplished a fifth successful internal/external recruitment effort, netting 82 eligible candidates who passed their agility test and initial oral interview. Since the implementation of hiring external candidates for Rail in 2023, the program has produced 46 operators who are 'in the seat' with nine students projected to graduate and nine students projected start their training in February 2025. Recruitment and training will continue in 2025.</p>				X	
<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>Rail Transit Supervisors are broadening their presence on platforms as they become more available.</p> <p>Bus Street Operations has implemented daily shift requirements requiring District Supervisors to prioritize their presence, inspecting, and reporting deficiencies.</p> <p>TCC has implemented processes creating an SSR for any deficiency being reported generating reports to facilities for them to create work orders for proper resolution. This process allows for proper reporting and documentation and provides data for further analysis when required.</p> <p>Bus operations is developing a staffing and deployment model for coordinated on board and on-street presence</p>				X	
<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,</p>	<p>Pilot program 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 2024, while not related to Safety &amp; Security Action Plan implementation, two-car consist operation began for non-event weekdays and weekends to better match capacity with</p>					X

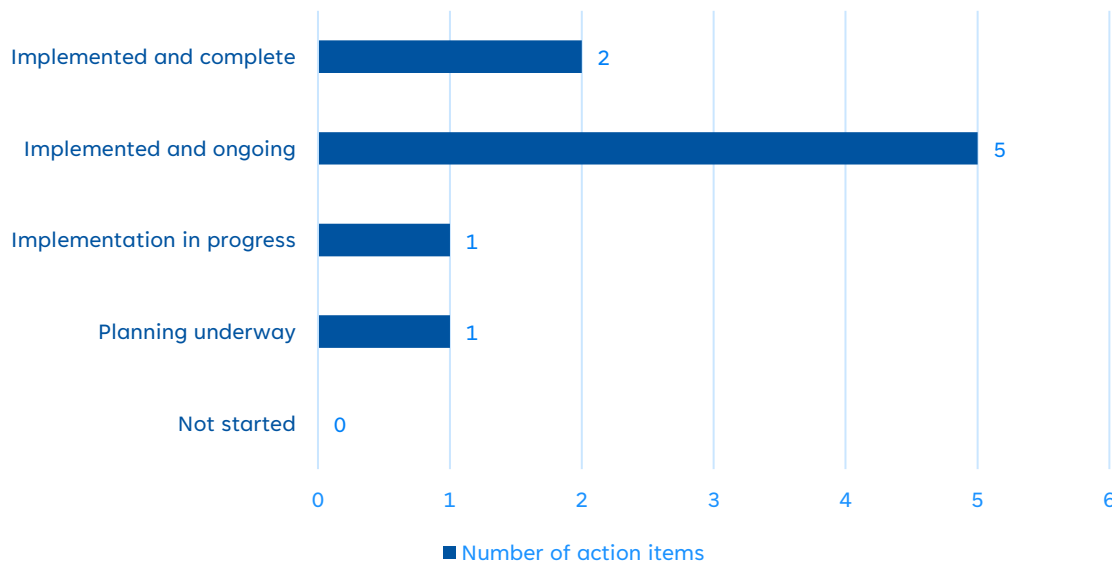
<p>maintenance, cleaning, and police calls for service</p>	<p>expected passenger demand. Data since transitioning from 3-car trains to 2-car trains beginning in April, shows that on-time performance for Blue Line is consistently above 90% (was 80% or less in Q1) and Green Line is now at 80% on a regular basis (was 50%-60% in Q1). A large portion of this is due to the dramatic decline of passenger-caused delays like door holding from more than 7,500 weekly minutes in Q2 to less than 2,500 at the end of September.</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 remains in the early stages of defining the scope and project plan for this action item given the newness of TRIP.</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. Activities in 2024 include:</p> <ul style="list-style-type: none"> <li>• Reorient or replace with smaller shelter and clear glass at Lake &amp; Bloomington &amp; Hennepin &amp; 27<sup>th</sup> (January 2024)</li> <li>• Reorient and replace with smaller shelters and clear glass on Dale at University (July 2024)</li> <li>• Temporarily removed shelter (September 2024) on Cedar between 10<sup>th</sup> &amp; 11<sup>th</sup>. Reinstalled prior to schedule changes (December 2024)</li> <li>• Temporarily removed midblock shelter on 6<sup>th</sup> St at Washington/7<sup>th</sup> St (December 2024)</li> </ul> <p>Staff is 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>This action has become part of a larger effort to implement legislatively required Cleaning &amp; Repair Standards.</p> <p>Consistent with Minnesota Statutes, Section 473.412, the Council submitted a Cleaning and Repair Standards Report in <a href="#">September 2023</a> and in <a href="#">September 2024</a>. The reports include standards for cleaning and repairs focused on improving the customer experience. The 2024 report addresses progress on cleaning and repairs, preliminary metrics, and other required reporting.</p>			X		

<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 the found 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.</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 the 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>A bulletin was issued to operators for how to handle narcotics smoke.</p> <p>Staff evaluated standalone air purifiers and do not believe that there would be a benefit due to the number of times doors on trains and buses open &amp; close combined with the ultra-fine particles in odors from smoking and vaping.</p>			X		
<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 existing light rail facilities, including lighting, technology, and exploring the feasibility of retrofitting platforms to limit access to customers who have paid their fares. The 2025-2030 CIP includes funding to begin implementing improvements identified by 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 2024



Action Item	Q4 2024 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

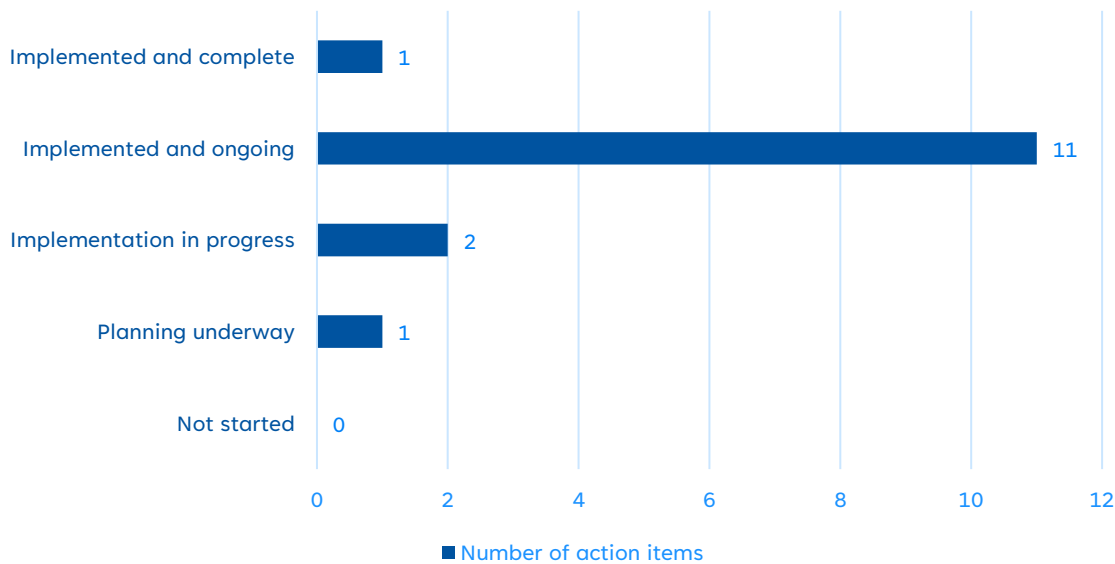
	<p>Aerosol training (includes de-escalation) was offered to other frontline workers in Spring 2024, including all members of the Joint Labor Management Committee who attended as a group on April 18.</p> <p>De-escalation training development for new hire Bus Operators was completed Q3 2024 with first classes trained in September 2024. Development work continued through Q4 2024 to bring the training to other front-line worker positions, including all bus operators, rail operators, public facility workers, maintenance and front-line supervisors. Classes are on track to be delivered February 2025.</p>					
2.2 Create regular channels to improve communication between MTPD and frontline staff (e.g., operators, public facilities workers, etc.), including designating an MTPD liaison for each garage and work facility and efforts to educate staff about police practices and policies	<p>During quarter 4, MTPD continues to have supervisors assigned as garage liaisons. The list will be updated during quarter 1 of 2025 to reflect recent position changes. Additionally, officers are regularly tasked with visiting garages throughout their shift.</p>				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 was evaluated with the intention of developing a new model that better meets the needs of frontline employees and their managers.</p> <p>Position classifications for Program Manager and Coordinator roles were completed August 2024. The hiring process for the Manager position was completed in December 2024 with the new Manager onboarding in January 2025. The coordinator positions is anticipated to be selected in Q1 2025.</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>Operators were surveyed again in fall 2024 during Professional Operator Development (POD) to gather feedback on current security concerns and any changes in their perception of personal safety. Results from this survey will be available in Q1 2025.</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, quarterly Employee Town Halls, and digital signage. Updates to organizational leaders are also provided as part of monthly Managers' Meetings.</p>				X	

	A senior communications specialist focused on public safety will be onboarded in January 2025.					
2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers	During the quarter, MTPD logged 1,468 hours of training. These training courses included: CPR, Engaging and Building Partnerships with Transgender Communities, crash reconstruction/bicycle and pedestrian, EVOG, Force Science, LETR Conference, Basic Narcotic Investigations, K9 Certification, SWAT, Officer Wellness, Influence in Supervision, Trust and Legitimacy, NAKL Conference, Servant Leadership, Standardized Field Sobriety, Command and Control, FBI-LEEDA ETI, MN MAPET Conference, BCA MNJIS Users Conference, and eight hours of civilian in-service training was completed in Q4.				X	
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. Ongoing policy discussions with internal stakeholders, including Labor Relations, ATU and Workers Comp regarding approach on traumatic incidents.					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> <p>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
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 (see above.) More work needs to be done to provide information about public safety on/near transit for frontline employees beyond critical incidents.		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 2024



Action Item	Q4 2024 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>During quarter 4, MTPD logged 17 hours of dedicated outreach services while working with TSIP partners to support community-based partnerships in an approach to enhance safety and security on the transit system while providing resources to the community. HAT participated in 10 outreach events and 18 people accepted treatment for substance abuse at various treatment centers. HAT has begun weekly 6-hour-long outreach details as part of its Winter Safety Operations Plan. These details consist of HAT and 2-4 MTPD officers taking the team's MAV to an LRT station and working together with community partners to provide unsheltered individuals with winter gear, services, and other resources.</p>				X	
<p>3.4 Continue to invest in the MTPD Homeless Action Team (HAT)</p>	<p>During quarter 4, HAT responded to 255 calls for service. HAT is currently waiting to receive more housing vouchers from Metro HRA. The HAT team is also finalizing the process of a new RFP for community organization partnerships for 2025. During this quarter, HAT evening officers are being utilized for HAT's extended winter outreach, in addition to focusing on patrol duties they have been assigned due to department staffing levels.</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 4, MTPD's Homeless Action Team (HAT) provided critical resources and supported Metro Transit's response to the Transit Service Intervention Project (TSIP). Under TSIP, HAT assisted and held 10 outreach events and 18 people accepted treatment with the assistance of Mental Health Minnesota for substance abuse at Meridian Behavioral Health treatment centers. Seven six-hour winter outreach details also occurred as a part of HAT's Winter Safety Operations Plan. Hennepin and Ramsey County social workers and organizations joined these weekly efforts to connect riders with services and resources. HAT also reestablished its connection with Avivo Village and housed two clients through the organization.</p>			X		
<p>3.6 Re-activate and expand the anti-harassment campaign or other steps towards reducing harassment</p>	<p>The website is now live (<a href="https://metrotransit.org/harassment">metrotransit.org/harassment</a>) and the reporting tool is up and running. The goals of the reporting tool are to validate customers' experiences, to collect data, to prevent future occurrences from happening, and to connect customers to resources. Metro Transit Equity &amp; Inclusion will be receiving responses and monitoring trends. Marketing Creative has been installed during Q4 and an</p>				X	



	outreach awareness and visibility campaign is finalized to be executed in 2025.					
3.7 Re-activate Respect the Ride Campaign or similar education campaign to communicate expectations to riders  <i>Relates to 2023 legislation</i>	Since February the “Take Pride in Your Ride” campaign rolled out to customers through a variety of venues. The campaign is communicating information about the rules for riding and aims to inspire respectful behavior in shared spaces. The campaign includes both digital and physical ads, as well as direct customer outreach. Each month throughout 2024 a campaign focused on a specific expectation within Your Role as a Rider. The campaign has addressed items such as smoking, littering, and door holding. Action item relates to implementing the Transit Rider Activity provision included in 2023 state transportation bill.				X	
3.8 Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel	During quarter 4, MTPD attended 60 community outreach events reaching over 23,069 community members. These community events included: Law Enforcement Partnership Meetings, Trunk or Treats (3), serving food at Agate for the unsheltered, Holiday Basket Giveaway, U of M Women's Session, Asian Peace Officer Gala, Pro Driver Toy Delivery, SOMN Truck Convoy, LETR SOMN Conference, MTPD Heros and Helpers, MPD Heros and Helpers, NLPOA Heros and Helpers, Hmong New Year, Blue Moon Mass, numerous recruitment events, Indigenous Peoples Sunrise Ceremony, Indigenous Peoples Career Fair and Powwow, Halloween events, Embracing Native Voices, Native Elders Lunch, Holiday Toy Give Away at Little Earth and Minneapolis American Center, Police Community Relations Meeting with Native American Community and Leaders and a multitude of meetings.				X	
3.9 Evaluate Text for Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders	Text for Safety call volumes continue to be monitored carefully by staff with an average of 27.3 calls per day in December 2024. Two additional Communications Specialists staff to support the program were approved in 2024 Q1 budget to provide 24/7 coverage for the program in the TCC. Hiring for these positions is in process and anticipated to be completed January 2025.				X	
3.10 Relaunch Adopt-A-Stop program	Currently, 566 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> .  In November 2024, Metro Transit and Listening House of Saint Paul began piloting an approach for Listening House clients to adopt multiple stops.				X	
3.11 Regularly report transit public safety data and action plan implementation to	Partnerships with MTPD, Metro Transit Strategic Initiatives and Metro Transit Communications continued during the quarter. These partnerships helped focus on MTPD's				X	

<p>employees and the public as part of demonstrating transparency and accountability</p> <p><i>Relates to 2023 legislation</i></p>	<p>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>The Transit Safety and Rider Experience report requirement included in the 2023 Transportation Omnibus is an additional opportunity to provide information to the public. The first report was submitted in February 2024.</p> <p><a href="https://www.lrl.mn.gov/docs/2024/mandated/240347.pdf">https://www.lrl.mn.gov/docs/2024/mandated/240347.pdf</a></p>					
<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 MTPD updates and information on Safety &amp; Security Action Plan implementation progress. In addition, Metro Transit makes quarterly updates available at <a href="http://www.metrotransit.org/public-safety">www.metrotransit.org/public-safety</a>.</p> <p>During the quarter, MTPD leadership 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, community outreach, Council presentations, and listening sessions.</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 opportunities to support restorative justice approaches.</p>	<p>Work is happening, but we have not yet developed a centralized way to inventory these efforts</p>		X			
<p>3.15 Implement the Transit Service Intervention Project</p>	<p>The Transit Service Intervention Project (TSIP) is being transitioned into an ongoing program based within TRIP and several community partners remain active on transit. Since launching Phase I of TSIP in June 2023, community</p>				X	

<i>Relates to 2023 legislation</i>	organizations have made more than 15,600 individuals; 48% of these contacts led to referrals, primarily for housing and food/basic needs. In addition, 50 + individuals have been placed in addiction treatment.					
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## 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 2024 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

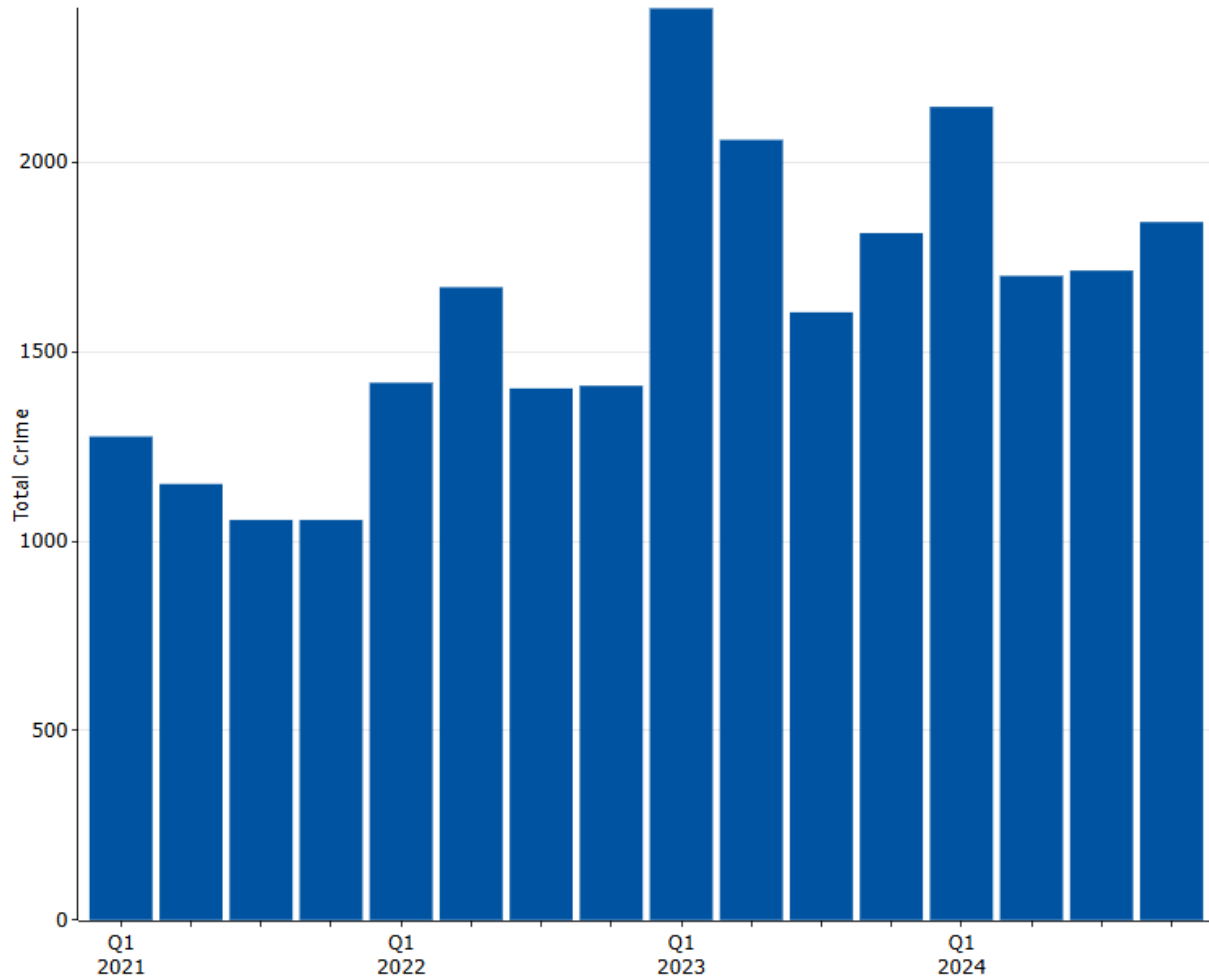
*Data not available for this report*

- Increased fare compliance

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

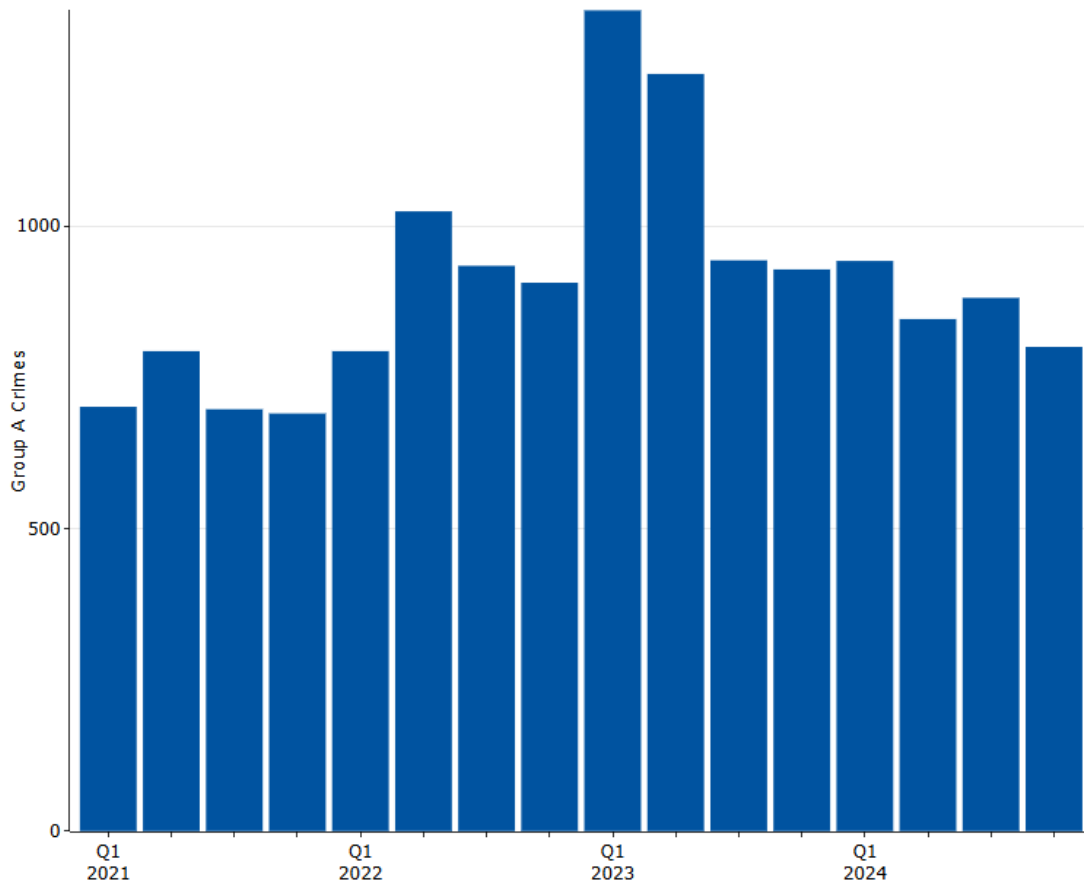
**Metric:** Count of Group A crime by quarter

**Data source:** TriTech Records Management System (RMS) administered by LOGIS, January 2021 through December 2024.



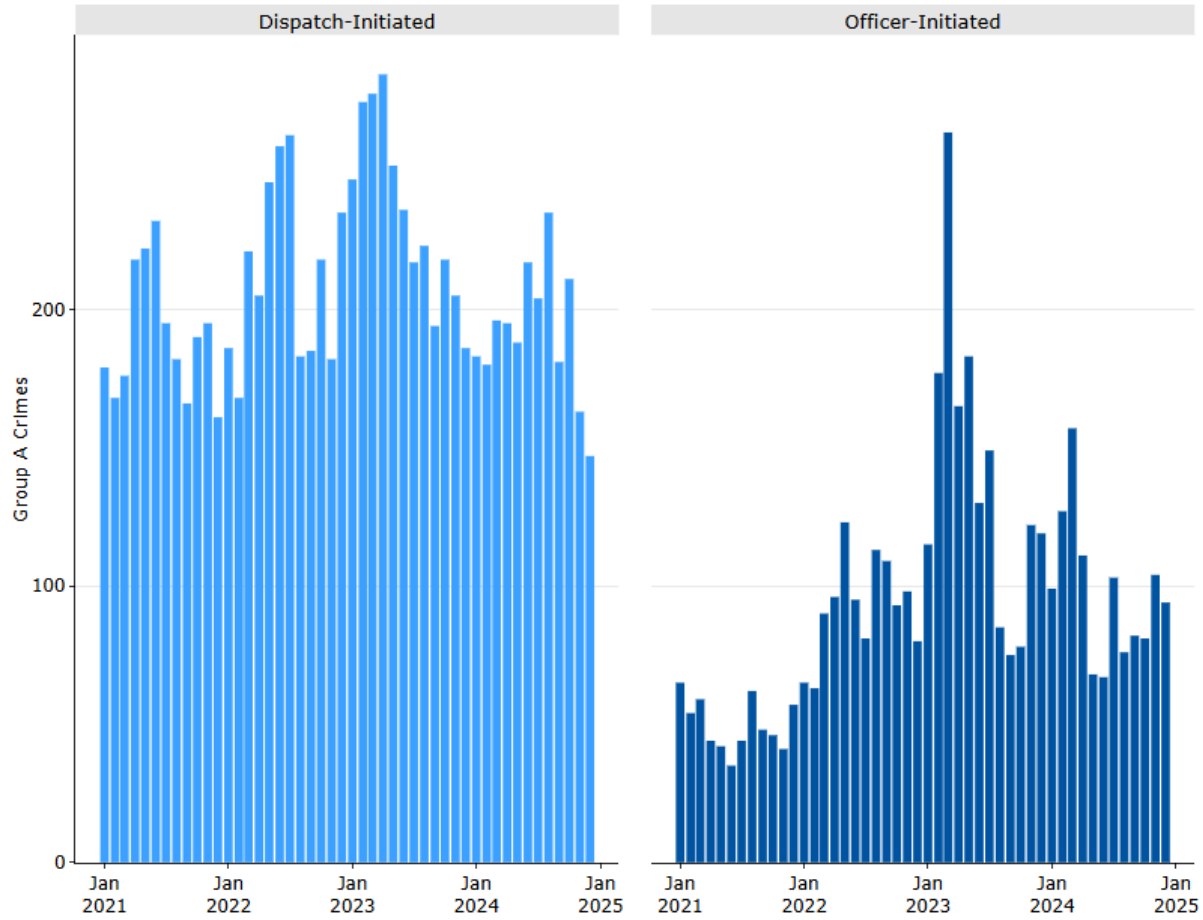
**Metric:** Count of Group A by quarter

**Data source:** TriTech Records Management System (RMS) administered by LOGIS, January 2021 through December 2024.



**Metric:** 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, Group A Crimes by Call Type, January 2021 to December 2024.



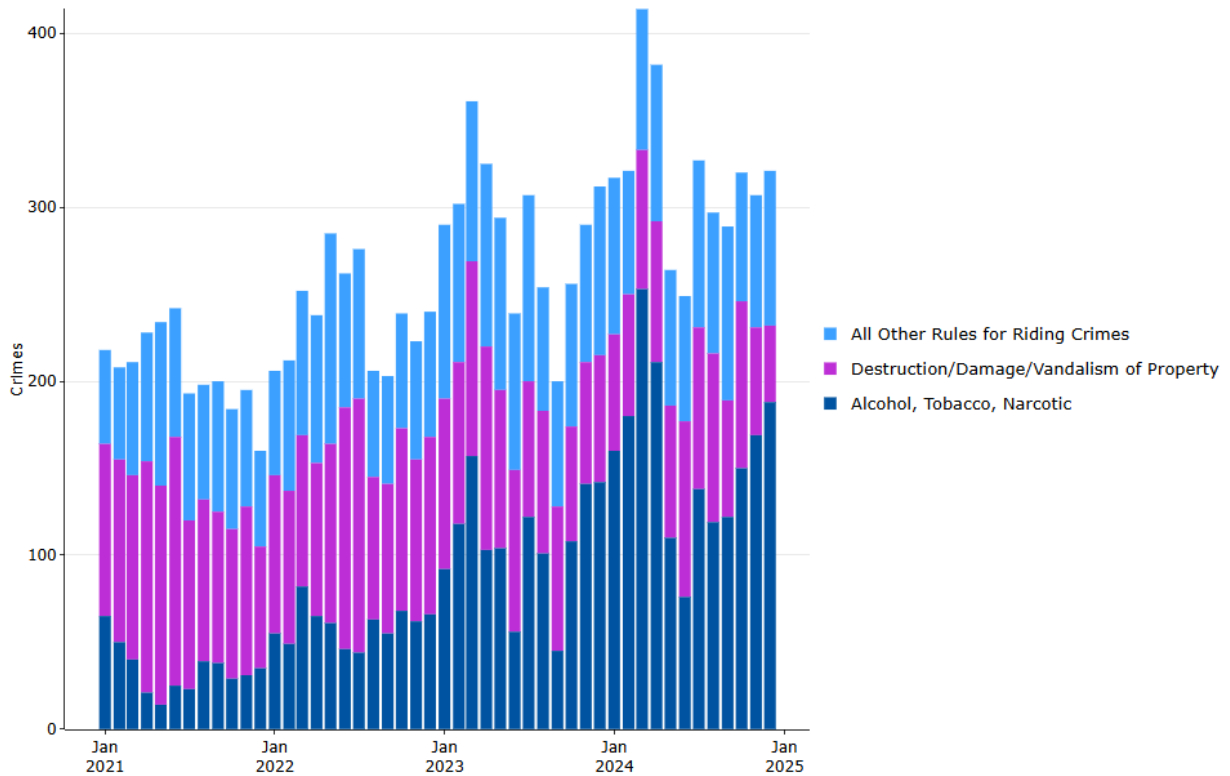


**Measurable goal:** Decreased violations of “Rules for Riding”

**Measurable goal:** Decreased violations of “Rules for Riding”

**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, and Destruction/Vandalism crimes per month.

**Data source:** TriTech Records Management System (RMS) administered by LOGIS, January 2021 to December 2024

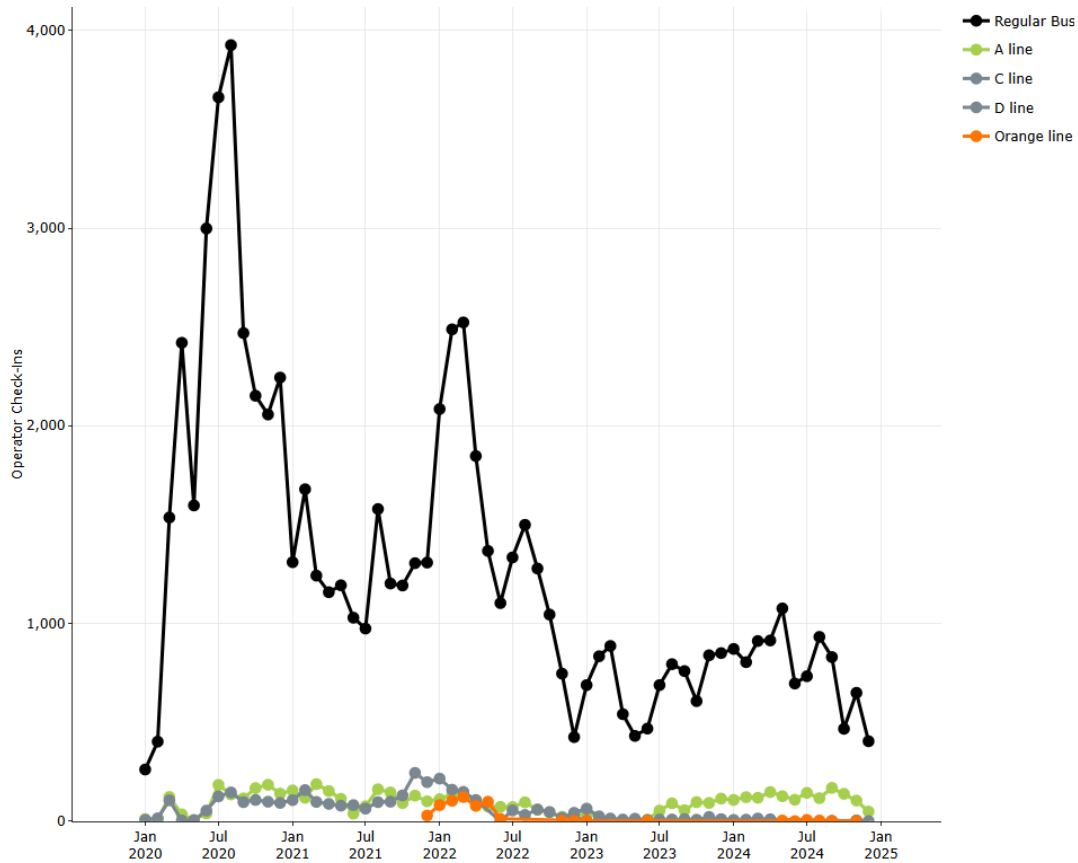


## Measurable goal: Increased official presence on transit

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.

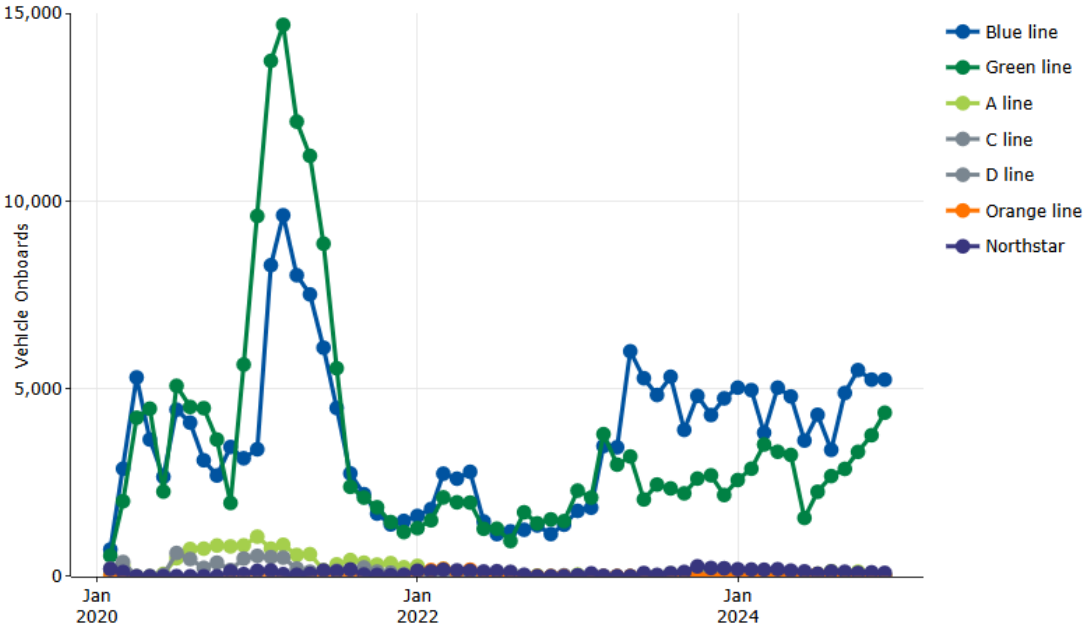
**Metric 1:** Count of operator 'check-ins' by month. A check-in is manual count of number of times an officer spoke to a bus operator; typically completed at a layover or terminal location.

**Data source:** MTPD E Log, January 2020 to December 2024



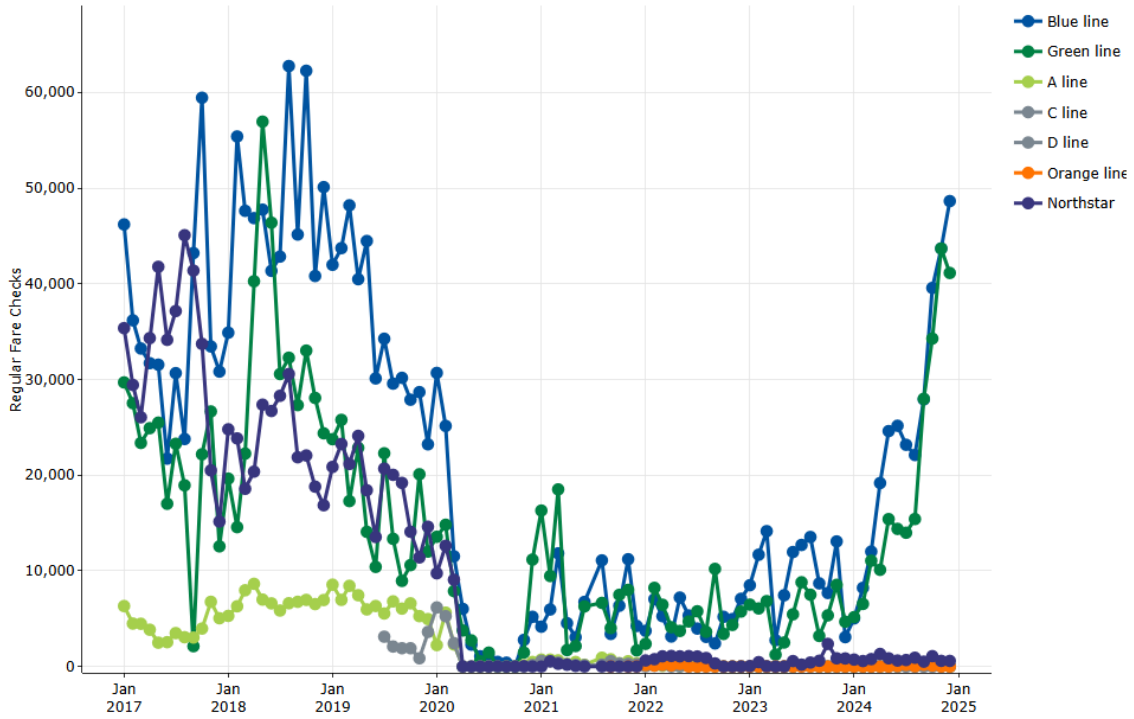
**Metric 2:** Count of on-boards on each METRO line by month. A vehicle onboard is when an officer records riding a BRT bus or train car. If officers enter 2 cars as part of the same train, it counts as '2' in this metric. Beginning in February 2024, TRIP Agent onboards are included.

**Data source:** E Log Police Activity Application, January 2020 to December 2024



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

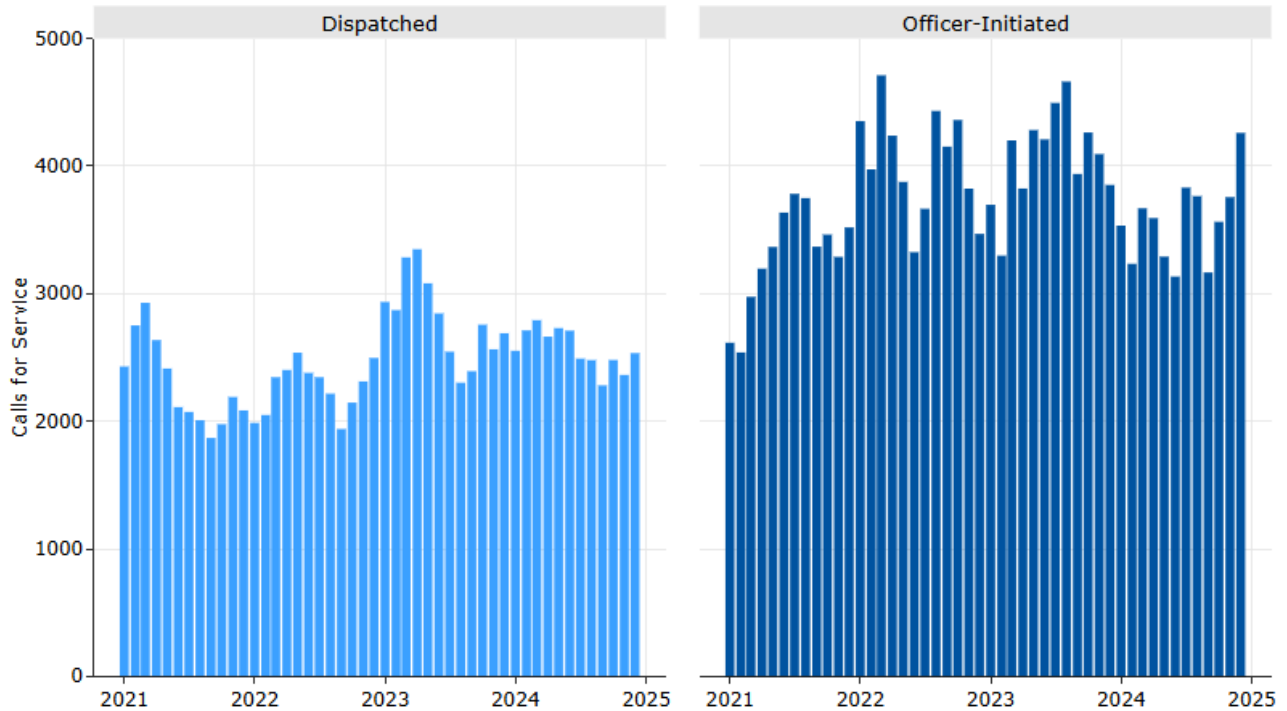
**Data source:** E Log Police Activity Application, January 2017 to December 2024. TRIP data added beginning in February 2024.



**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.

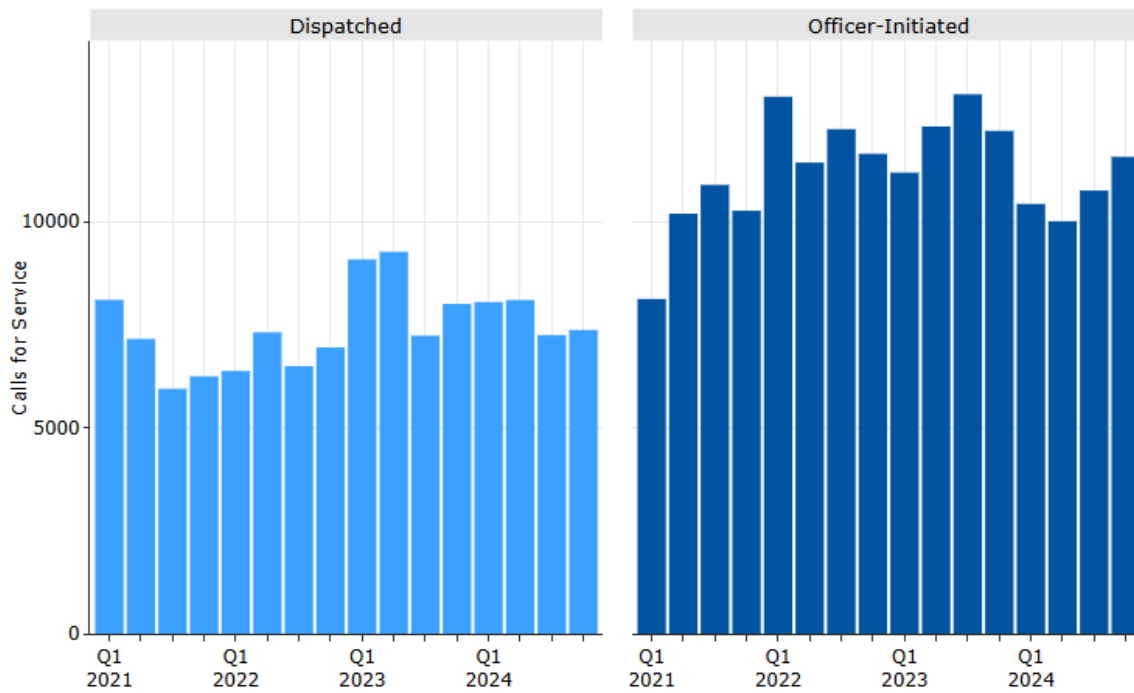
**Data source:** CentralSquare Technologies (CST) CAD, January 2021 to December 2024



**Metric 5:** Count of police calls for service by quarter

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, January 2021 to December 2024

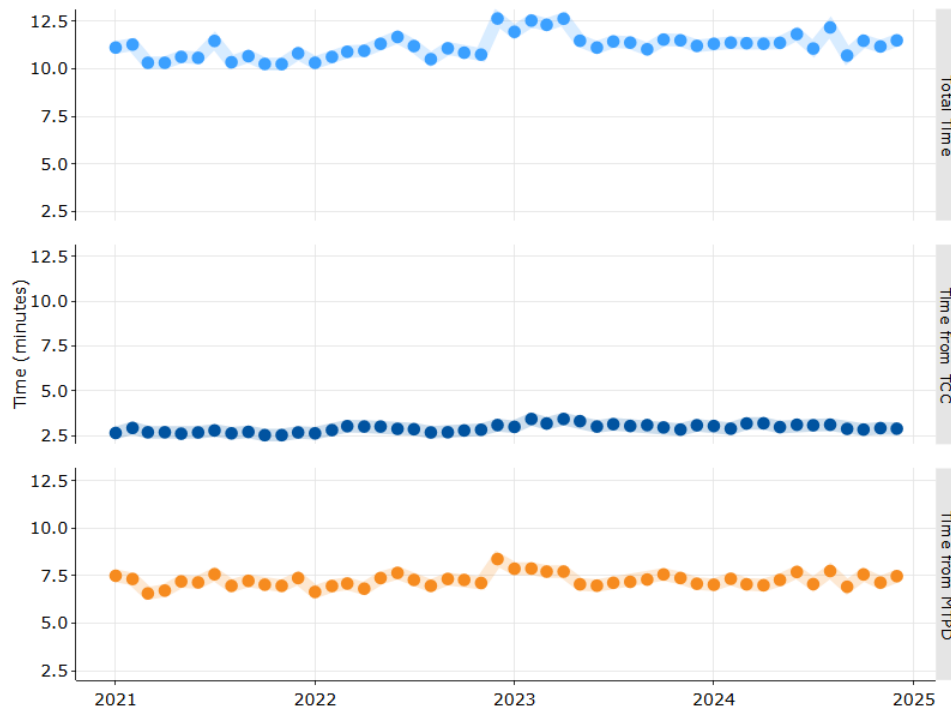


## Measurable goal: Police response time meets standards

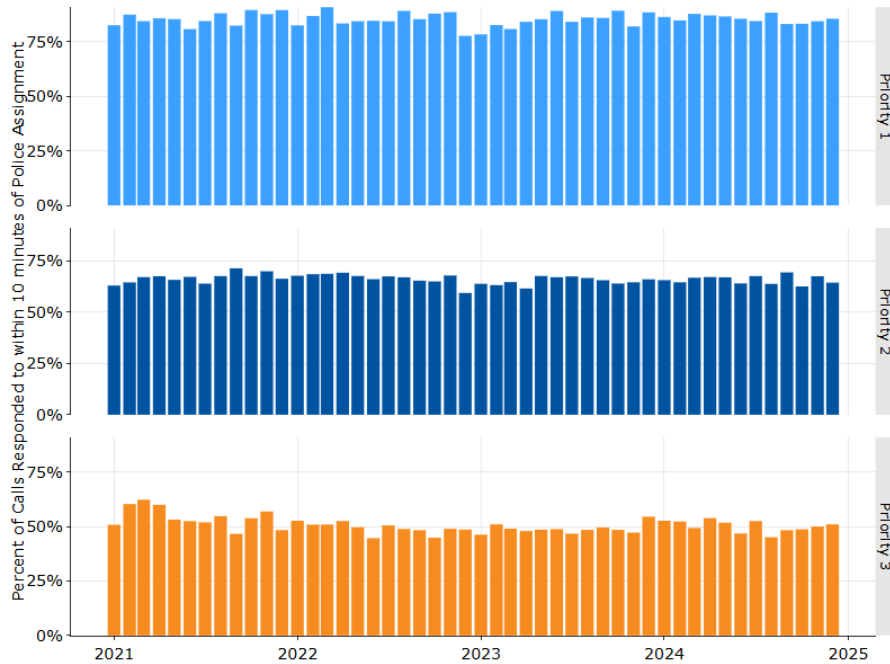
**Metric:** Response time to police calls for service

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

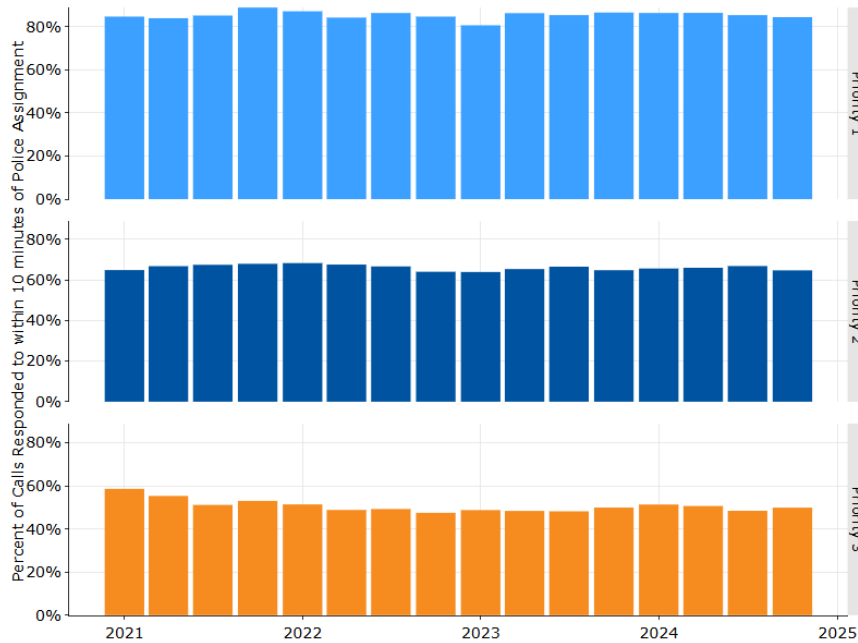
**Plot 1:** Median Response Times for Total Time, Time from TCC (Initial Call to Assignment), Time from MTPD (Assignment to Arrival) from January 2021 to December 2024



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



Plot 3: Police Response Time from MTPD Assignment to Arrival, Percent of Calls Responded to within 10 minutes by Priority by Quarter from January 2021 to December 2024 (NOTE: This does not include time from TCC (Initial Call to Assignment))

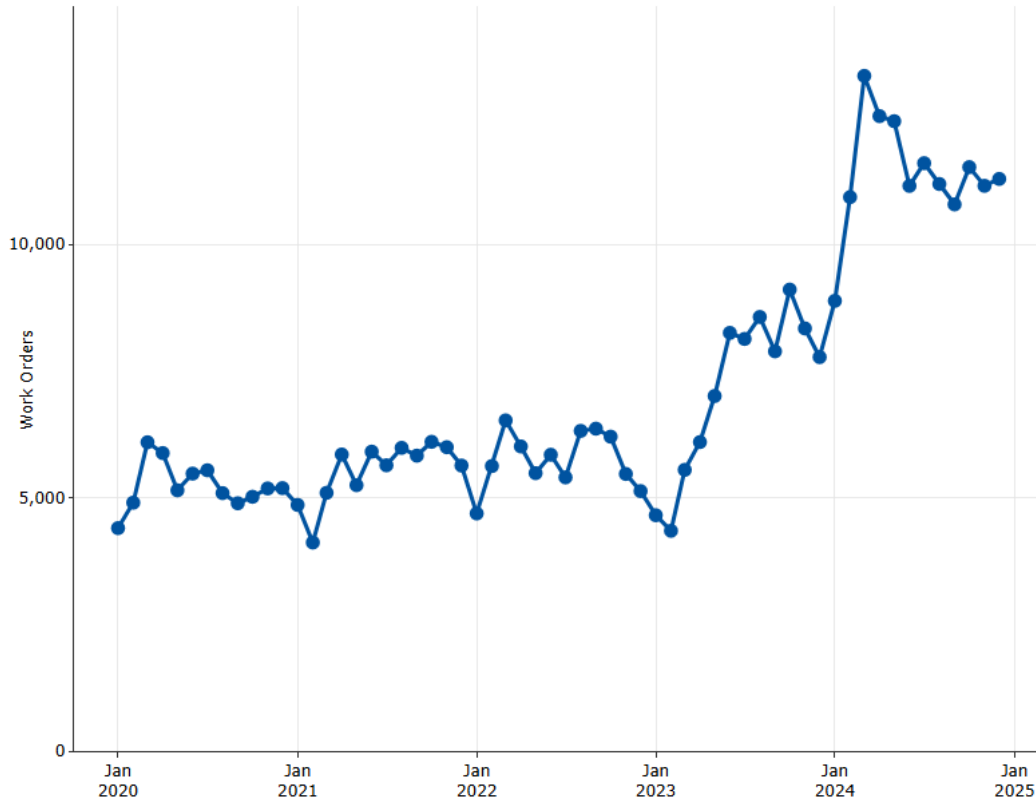




**Measurable goal:** Response time to address facilities work orders meets standards

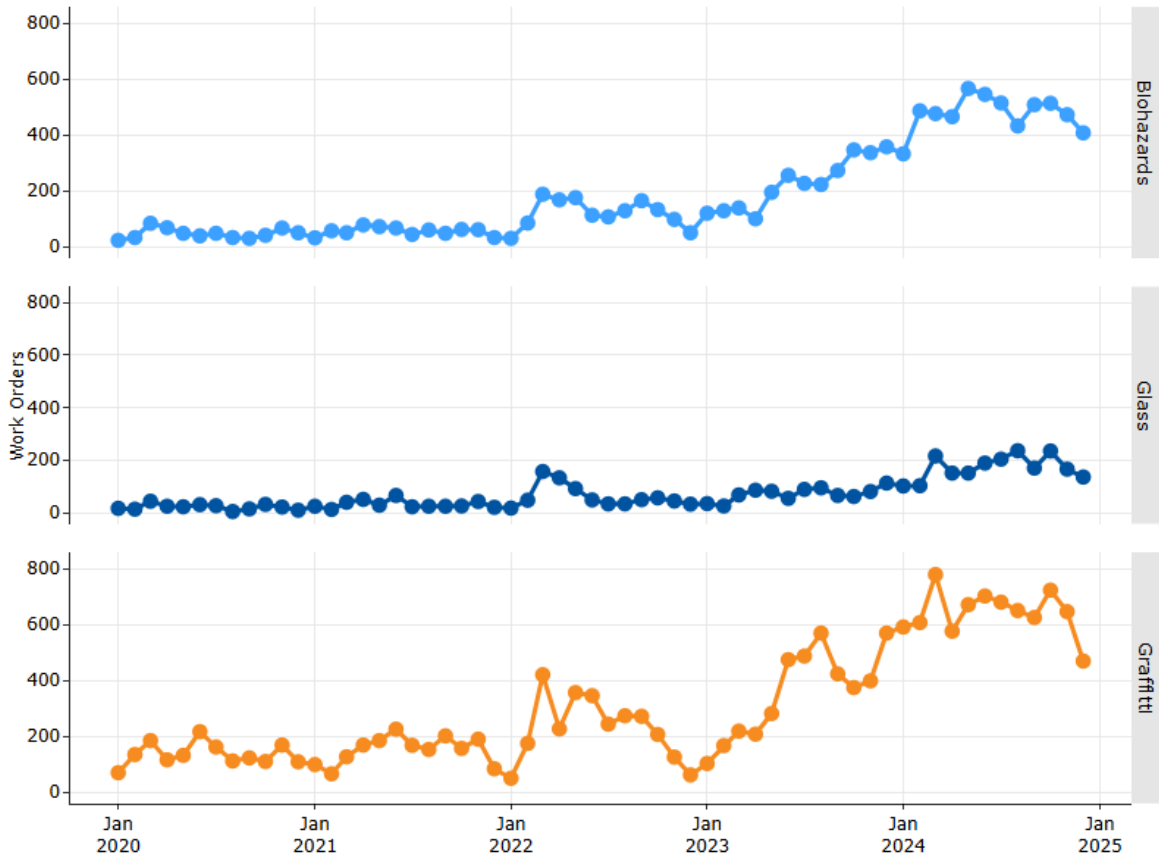
**Metric 1:** Count of public facilities work orders per month

**Data source:** TXBase, January 2020 to December 2024



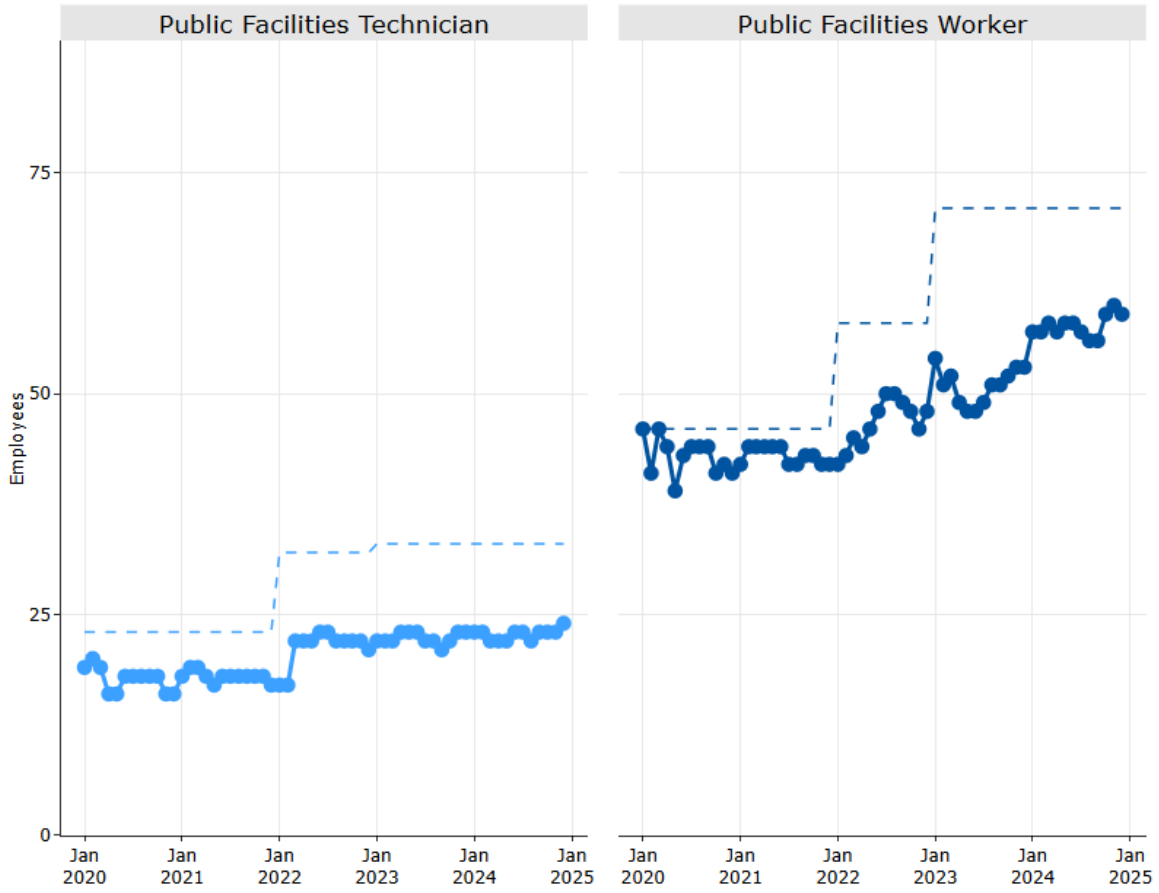
**Metric 2:** Count of graffiti, biohazards, and glass damage per month

**Data source:** TxBASE Public Facilities Work Orders for Glass, Graffiti, and Biohazards per month, January 2020 to December 2024.



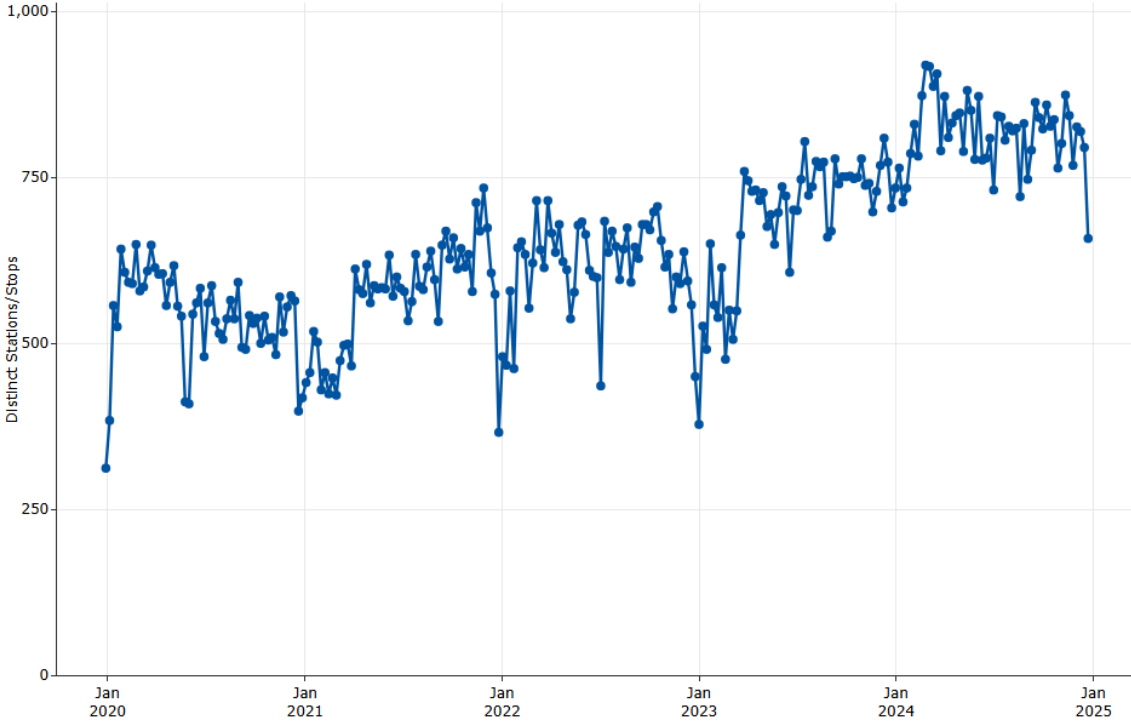
**Metric 3: Number of Actual and Authorized Public Facility Employees by Job Classification**

**Data source:** Engineering & Facilities, January 2020 to December 2024



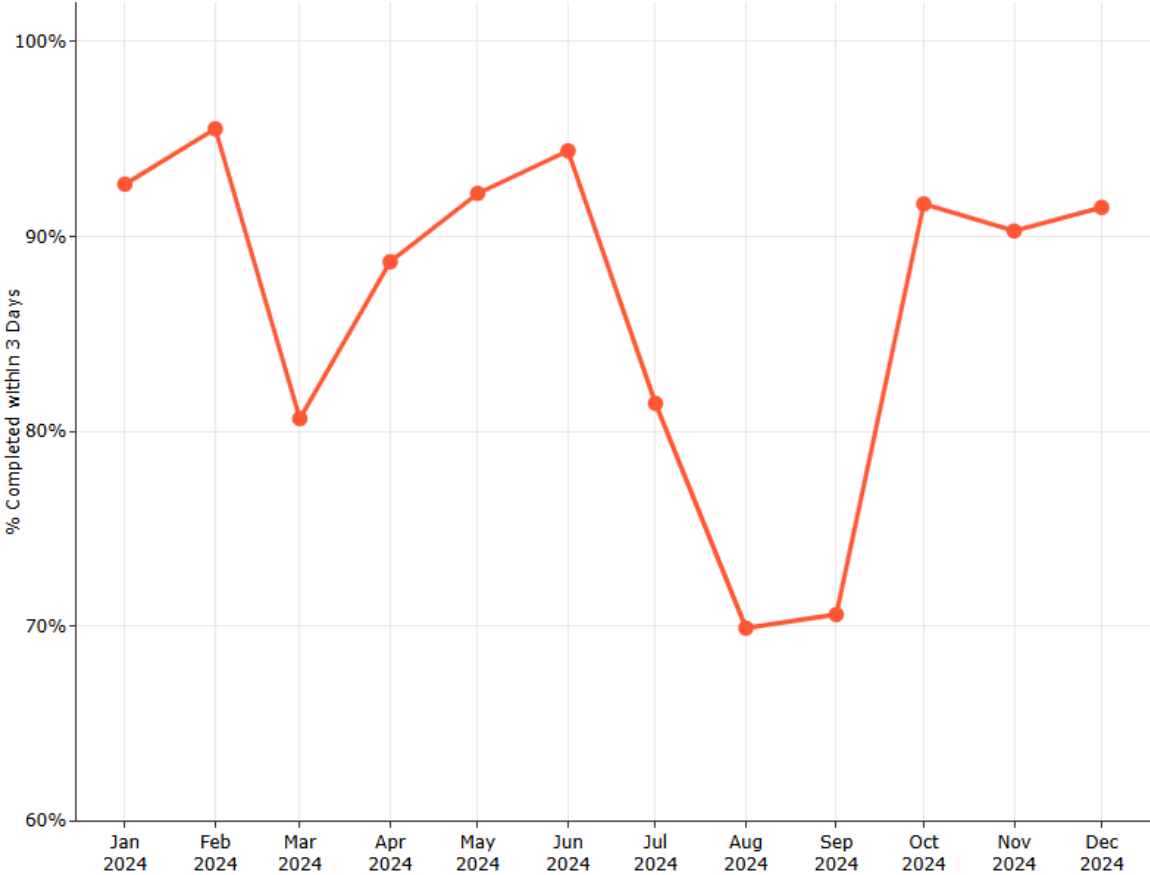
**Metric 4:** Number of Distinct Stations and Stops Visited Weekly by Public Facility Workers

**Data source:** TXBase, January 2020 to December 2024. Queries stored and managed by SI stored in Repo titled “MT\_SSAPMetrics”



**Metric 5: Percent of Broken Glass Work Orders Repaired Within 3 days**

**Data source:** TXBase, January 2020 to December 2024



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

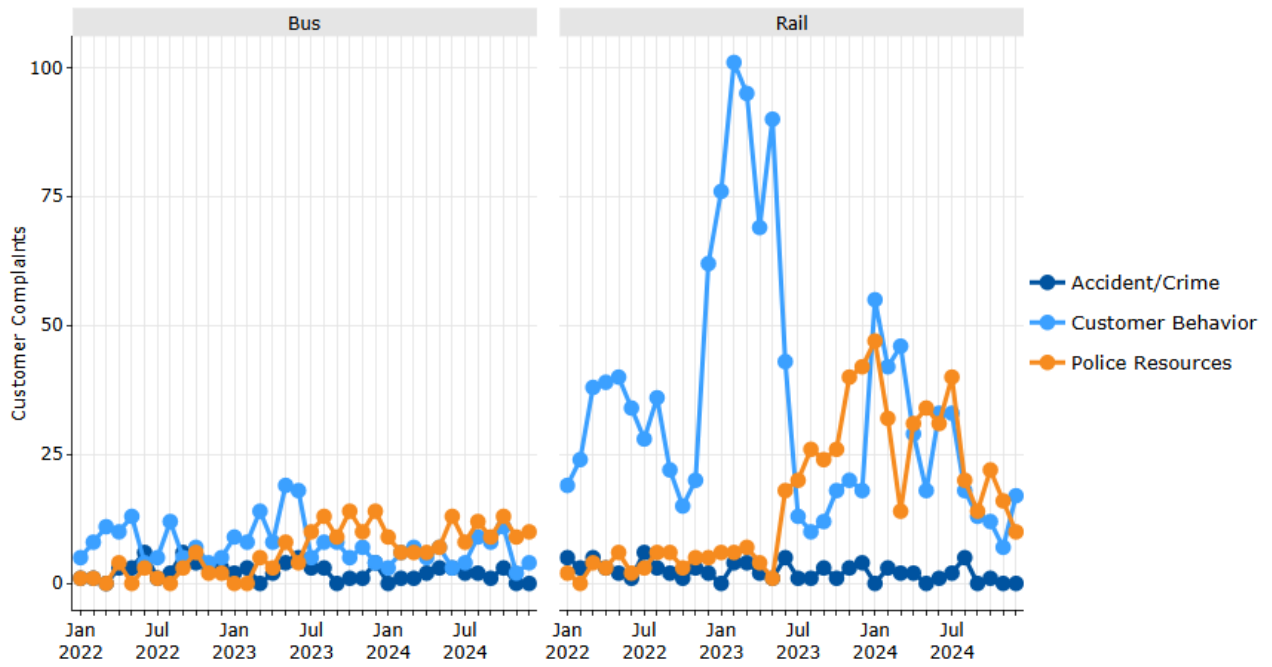
**Metric:** Boardings at location with lighting

- **Data source:** Facility databases, APC ridership data, Revenue/Ridership rail ridership data.
- 71% of bus boardings now occur at stops where there is a shelter; half of boardings occur at stops where shelters include light and 40% of boardings occur at stops where shelters include on-demand heat.

**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 December 2024.



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

**Metric:** Customers Responses to Survey

**Data source:** Customer Satisfaction and Safety Survey, Fall 2023, analysis completed in February 2024. Data from 2024 survey will be available in Spring 2025.

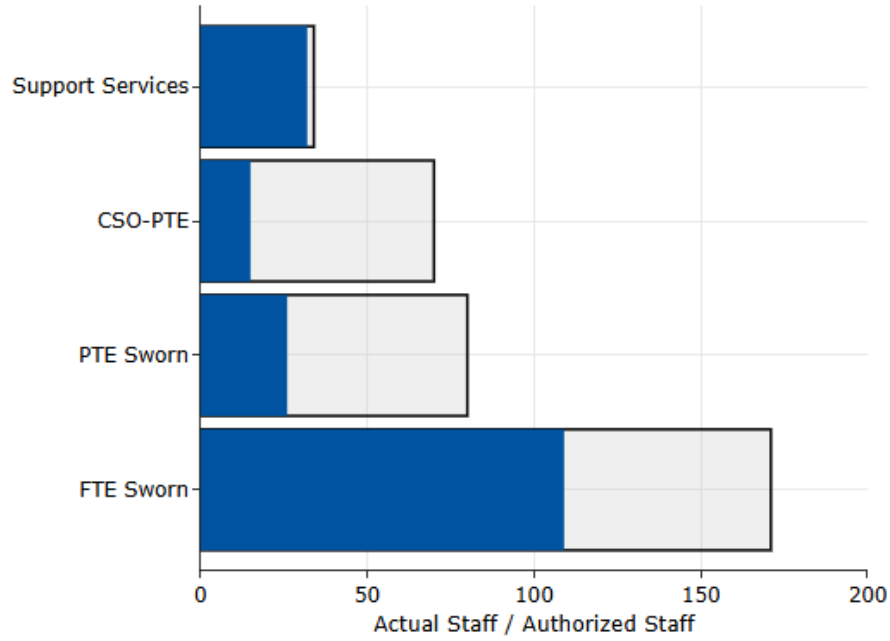
Summary of fall 2023 survey:

- 2 out of 3 respondents are satisfied with their Metro Transit experience. Customer satisfaction and safety have remained stable since last survey.
- Riders feel less safe waiting for service than on board.
- Riders feel less safe on trains than buses and encounter inappropriate behaviors more often there.
- Drug use and erratic behavior are the most common inappropriate behaviors riders encounter.
- More uniformed presence and cleaner facilities would most improve riders' sense of safety. Most riders rarely see MTPD and don't find facilities clean and comfortable.
- 25% of riders think vehicles and facilities are safer in Fall 2023 than 6 months before.
- Most riders say they would ride more if they felt safer



**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 as of Jan. 2, 2025



## 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

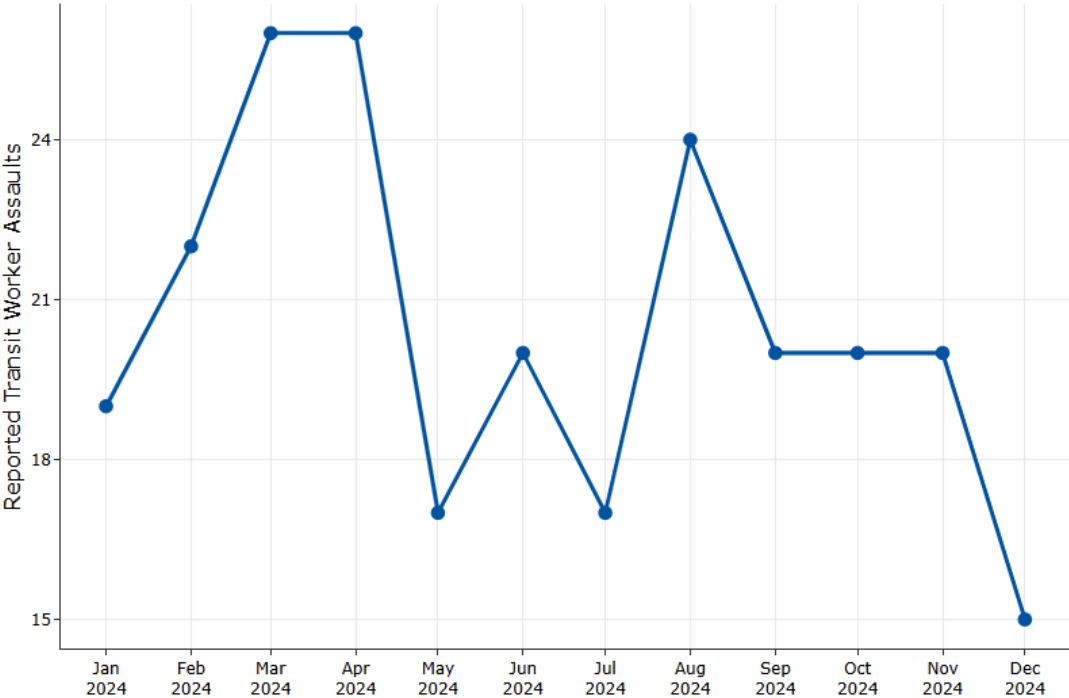
*Data not available for this report*

- 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

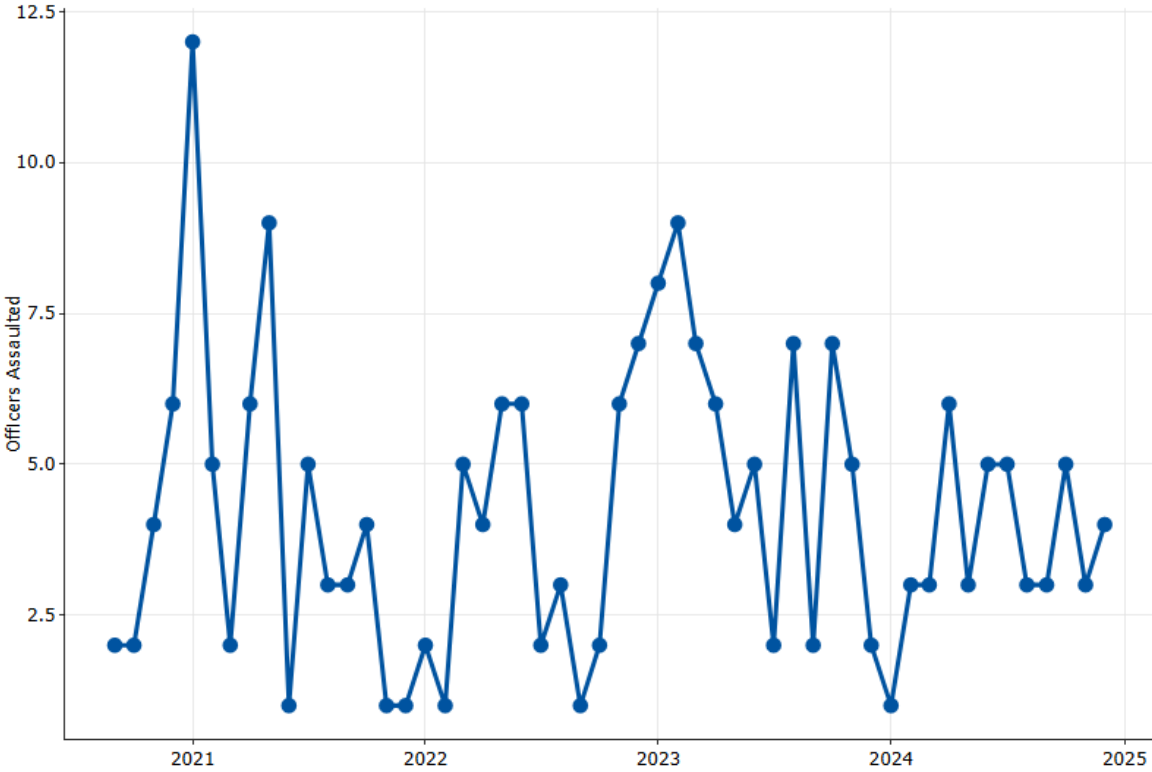
**Metric 1:** Monthly counts of operation employee assaults reported to TCC or RCC.

**Data source:** MT\_Safety Database, Transit Worker Assaults Table, January 2024 to December 2024



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

**Data source:** MTPD counts September 2020 to December 2024



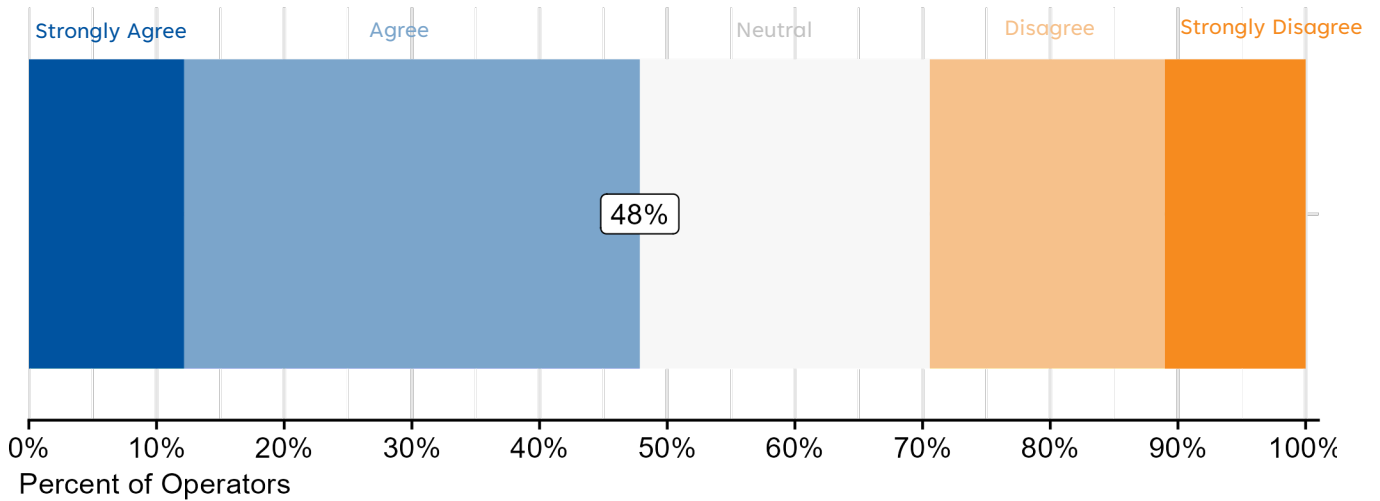
**Metric 3:** Operator Survey responses related to safety and security while at work.

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

**Plot:** Operators' Agreement with Feeling Safe at Work, Fall 2022 (Note: this is the same data as reported in Q1 2023; responses from a fall 2024 survey will be available in Q1 2025)

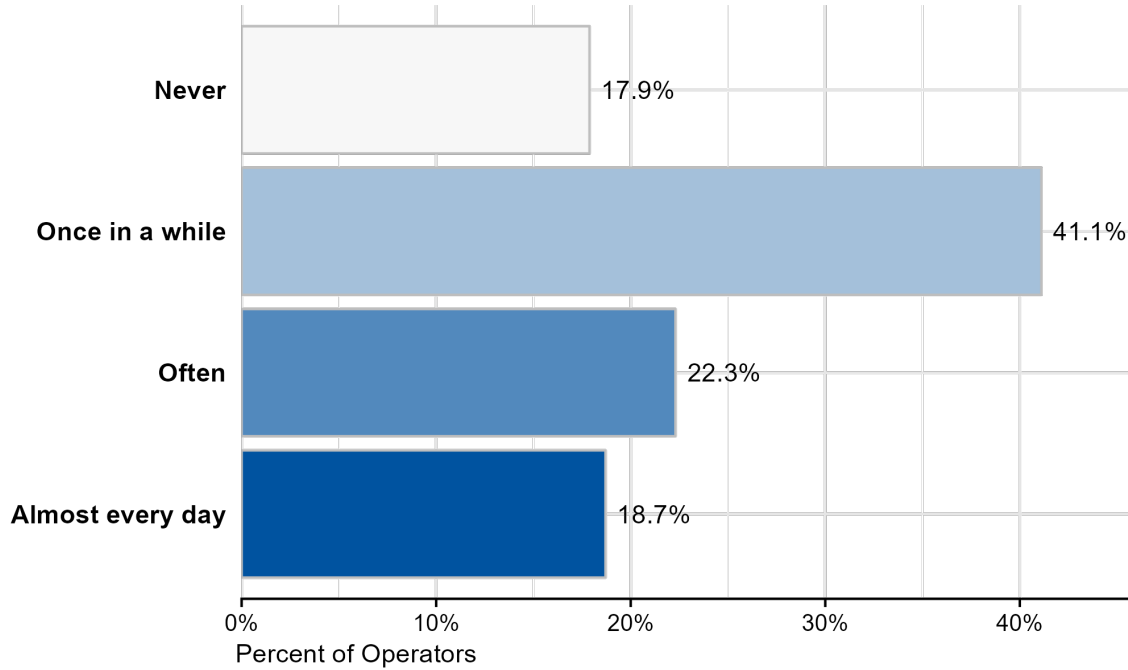
This survey was given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 978 responses; 127 respondents skipped this question. Nearly half of operators agree that they feel safe at work and approximately 30% disagree that they feel safe and secure while at work.

I feel safe and secure while at work.



**Plot:** Frequency of Operators' Experiences of Harassment or Verbal Assault, Fall 2022 (Note: this is the same data as reported in Q1 2023; responses from a fall 2024 survey will be available in Q1 2025)

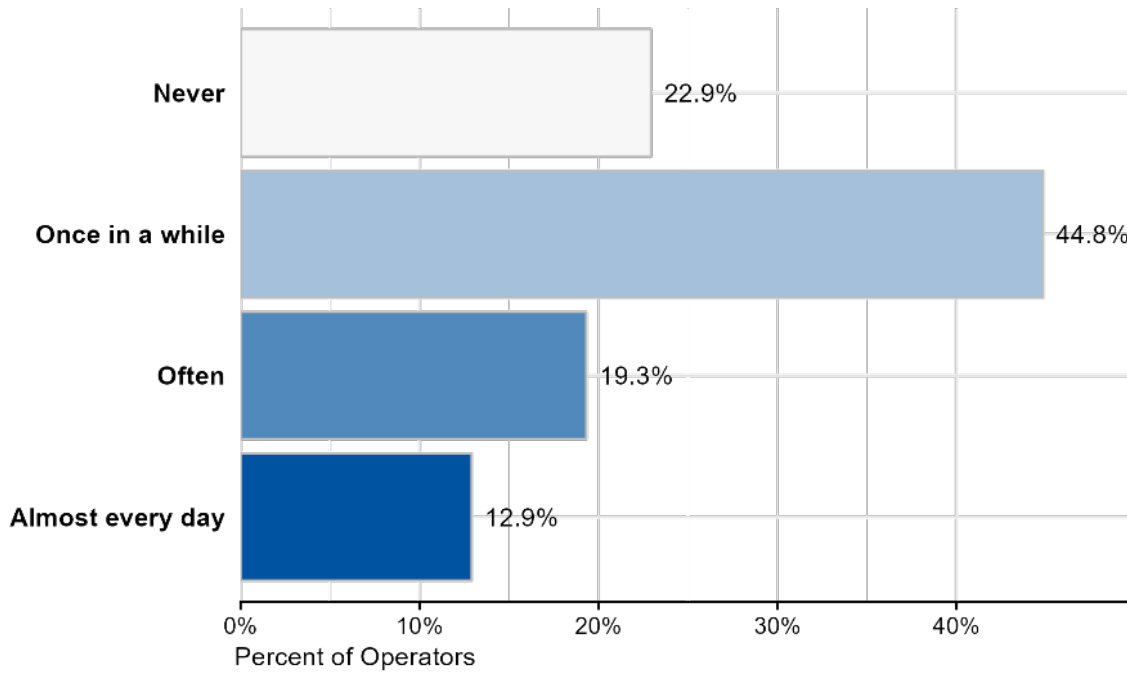
In the past six months, how often have you experienced harassment or verbal assaults from a passenger or member of the public?



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 (Note: this is the same data as reported in Q1 2023; responses from a fall 2024 survey will be available in Q1 2025)

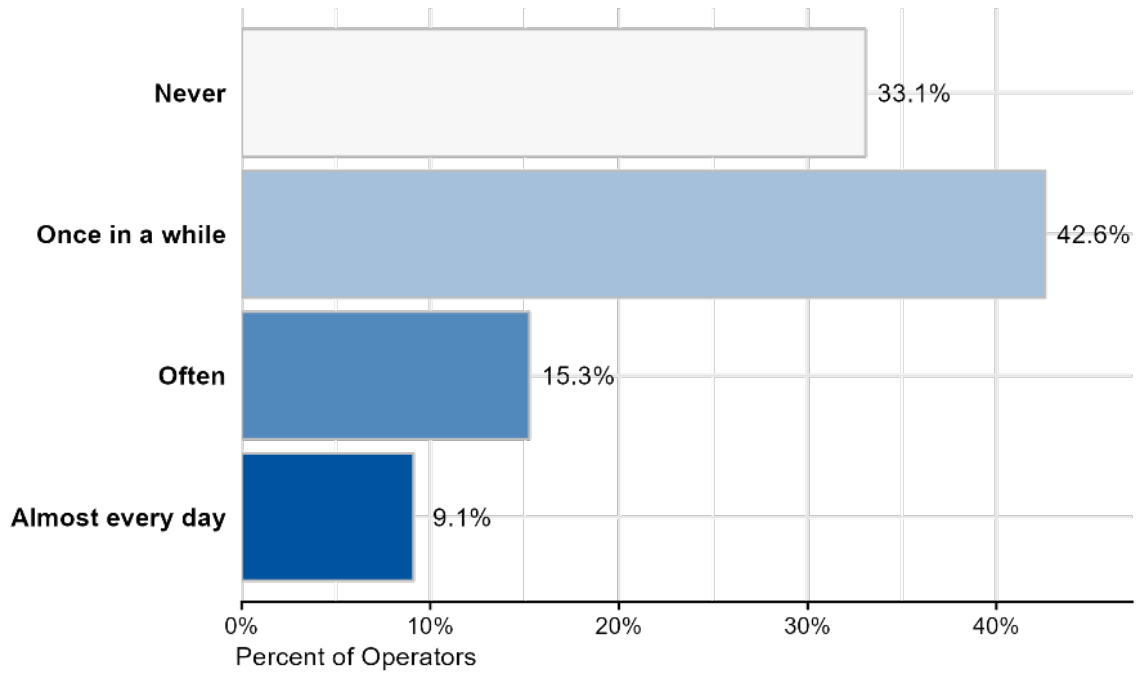
In the past six months, how often have you felt unsafe while operating the vehicle in service?



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  
(Note: this is the same data as reported in Q1 2023; responses from a fall 2024 survey will be available in Q1 2025)

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 Q4 2024 MTPD continued its commitment to improve communication between the department and frontline staff. Such events that helped promote this included employee town hall events. 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 26-28.*

## 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).