# Safety & Security ACTI N PLAN

## Quarter 1 2025 Update

Metropolitan Council Committee of the Whole | May 7, 2025







Operator and Rider Survey Results



Metro Transit Police Department Update



Outreach and Communication **Metro Transit Forward** 

### MetroTransit FORVARD Connecting People • Strengthening Communities • Improving Lives

## **VISION AND MISSION**

We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.

### **STRATEGIC PRIORITIES**

#### **Employees**

We value employees and continuously improve how we attract, retain, develop, and support our workforce. **Experience** We provide a consistently safe, clean, and welcoming experience on our system. Service We offer service that is convenient, reliable, and environmentally sustainable.

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## **Safety & Security Action Plan History**



## 43 action items in 3 areas of work

Improving Conditions on the System 🐼 Training & Supporting Employees 🐼 Engaging Customers & Partners

## **Action Item implementation update**





## **Upcoming listening sessions**

SSAP action items 3.8, 3.12

Date	Time	Location
May 7	6 – 8 a.m.	Nicollet Mall
May 8	5 – 7 p.m.	46 <sup>th</sup> Street
May 13	6 – 8 p.m.	Cedar-Riverside
May 17	10 a.m. to noon	Brooklyn Center Transit Center
May 28	6:30-8:30 a.m.	Central Station





## What we've learned from operators and customers

Rachael Jones | Senior Researcher, Strategic Initiatives



## **Operator survey | Background**

- Surveyed during Fall 2024 training
  - 1,226 bus operators
  - 103 train operators
  - 105 operations managers
- Survey topics
  - Employee satisfaction
  - Safety/security
  - Retention



SSAP Action Item 2.4: Regularly survey employees

## Key takeaways

Satisfaction	<ul> <li>Nearly 75% of operators enjoy their jobs and 60% would recommend being an operator to family and friends</li> <li>May be higher than past estimates or at other agencies</li> </ul>
Safety/Security	• Security is still a top concern, but there are some improvements
Retention	<ul> <li>Pay, benefits, and job security retain operators</li> <li>Hostile interactions with riders and safety/security issues take their toll on operators</li> <li>Work hours/scheduling is an important concern for new operators</li> </ul>

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## Fewer frequently experience harassment, feel unsafe







32%

frequently experience harassment or verbal assaults

Improved

23%

frequently feel unsafe while operating a vehicle

Improved

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frequently felt unsafe while on a layover or making relief

16%

Improved

# Less than half feel safe and secure at work, but there are notable differences

Feel more safe (higher agreement)	Feel less safe (lower agreement)
Operations management	Operators
Rail operators	Bus operators
Male operators	Female operators
Operators of less than 1 year	Operators of 5 or more years

## Reasons that would make operators consider leaving



# 2024 MetroTransit CUSTOMER SATISFACTION SURVEY

## Fall 2024 Customer Survey

## **Customer survey background**

- Open November 13 December 16, 2024
- Promoted using digital communication, inperson outreach, postcards
- 2,733 responses
  - 85% ride at least once/week
  - Results are representative of riders' demographics



## **Overall customer satisfaction has remained stable**



## 2 of 3 respondents

are satisfied or very satisfied with their Metro Transit experience

## A greater share of riders than last year feel safe









Share of respondents who agree or strongly agree they feel safe...

On board	Waiting at bus	On board trains	Waiting at train
buses	stops		stations
64%	<b>48%</b>	<b>41%</b>	36%
Improved 3%	Improved 7%	Improved 8%	Improved 7%

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# Most find buses, trains, and stops/stations equally or more safe than 6 months ago



- Are Metro Transit \_\_\_\_\_ safer now than 6 months ago?
- ≥ 40% say safer than 6 months ago
- Biggest improvement with trains

## A greater share of riders know how to report a problem

 43% of respondents aware of campaigns to encourage better behavior while riding



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# Riders less likely than last year to see drug use often, but equally likely to see erratic behavior



• Fewer see smoking, drug, or alcohol use most of the time or almost every time



• Equally likely to see erratic or unpredictable behavior most of the time or almost every time



• Equally likely to find buses and trains, stations and stops clean and comfortable

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## Presence makes most riders feel safer





- Metro Transit Police
  - 68% agree police makes transit feel safer
  - More people see MTPD most of the time or almost every time
- Transit Rider Investment Program (TRIP) Agents
  - 66% agree TRIP makes transit feel safer
  - Almost 70% of light rail riders see TRIP Agents at least some of the time they ride



# **Questions?**



## Metro Transit Police Department Update

Interim Chief Joe Dotseth



## Goals

MTPD Goal	Q1 highlight
Employee development	2,500+ training hours
Recruitment, onboarding	CSO Pathways, dedicated HR staffing
Retention, employee satisfaction	Ongoing culture work, 90% retention rate
Crime reduction	Transit Response Unit
Community-focused policing	Law enforcement partnerships
Increase visible presence	Focused details, beats
Exceptional service to internal partners	Town Halls, garage liaisons
Proactive community outreach	Homeless Action Team
Professional delivery of police service	SOP Committee



Gold Line opening with Woodbury Police



## **Coordinated layers of official presence**

Community **Real Time** Safety Security Police **TRIP Agents** Information Service Ambassadors Officers 8 locations Officers Center 60+ Downtown St. 112 18 Paul 5+

Supplemented by law enforcement and community partnerships, dispatchers, field staff, 24/7 Text For Safety coverage

Staffing

#### SSAP Action Item 1.1



Position	Actual	Vacant
Police Officers	112	59
Community Service Officers (CSOs)	18	39
Support Services	32	8

As of April 1, 2025; vacancies based on adopted 2025 operating budget

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## Q1 presence by the numbers

- 16,188 proactive calls for police service (+55%)
- 1,124 crimes attributed to proactive-policing (+2.5%)
- 1,194 "Rules for Riding" crimes (+15%)
  - Includes alcohol, tobacco, narcotics, vandalism
- 28,068 police + TRIP Agent onboards (+20%)
- 267,000 regular fare checks by TRIP Agents (+455%)
  - TRIP Agents introduced in February 2024



#### Proactive (officer-initiated) calls for service by quarter

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## **Total reported crime**



	Q1	Q2	Q3	Q4	Total
2023	2,384	2,023	1,578	1,792	7,777
2024	2,119	1,682	1,681	1,822	7,304
2025	2,273				

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## FBI top seven crimes



	Q1	Q2	Q3	Q4	Total
2023	291	302	267	249	1,109
2024	200	257	283	212	952
2025	211				

FBI top seven crimes include robbery, assault, homicide, sex offenses, larceny or theft from person, motor vehicle theft, and burglary or breaking and entering

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## Crime rates per 100,000 rides



----- Total Crime ----- Top 7 Crime

Q1 prosecution summary



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## What's next

- Ongoing workforce development
  - Next academy summer 2025
  - CSO Pathways Program
- Strengthening partnerships
  - Safe & Strong University Avenue
  - Gold Line, Green Line Extension





# Discussion