

Citizens League Report

Metro Transit Safety Conversation

September 2021

Prepared by the Citizens League

Funded by the Metropolitan Council

Citizens League

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Introduction

In the weeks following the murder of George Floyd by a Minneapolis police officer in May 2020, Metropolitan Council Chair, Charlie Zelle, announced the agency's commitment to addressing systemic inequities and taking stronger action towards racial equity. Chair Zelle stated, "We know the power that transportation investments and development can have in communities. Especially when they are intentionally aligned with community-driven development goals and expectations. It's time we more directly align the power of that investment to address the impacts of decades and decades of marginalization. We need to set priorities around that investment by listening to what communities want and need."¹

This commitment by Metropolitan Council prompted Citizens League, a nonpartisan, nonprofit public policy organization based in Saint Paul, to reach out to Chair Zelle to explore how the organization could be of service to the Council's mission. Citizens League's long standing history with the Metropolitan Council, dating back to 1967 when the Minnesota State Legislature adopted the League's recommendation to create the Metropolitan Council, also informed this decision to reach out and be of service to Minnesota's largest regional transportation agency.

In September 2020, Citizens League entered into a contract agreement with the Metropolitan Council for a transit safety conversation project. The purpose of this safety project was twofold:

1. Engage stakeholders (those who have been impacted by the Metro Transit policing system and those who can create impact) in conversations about experiences with the Metro Transit Police Department
2. Learn from stakeholders how they define safety and enforcement

While the initial agreement was signed in September 2020, the project did not commence until December 2020 due to changes in the contract language; the addition of a project partner, Twin Cities Innovation Alliance (TCIA) who led all community engagement efforts; and a new target end date of August 31, 2021. This adjusted timeline allowed for understanding and accommodation around delays in community engagement because of the current moment and tensions that existed between community and police, as well as the ongoing challenges of the COVID-19 pandemic. Additional context can be found in following sections of the report.

The Citizens League appreciates Metropolitan Council's commitment to this important work and the opportunity to engage community and stakeholders in this conversation. We are grateful to our partner, Twin Cities Innovation Alliance, for their expert community engagement practices and collaboration, and to the Community Planning Committee for their time, commitment to this work, and for sharing their experiences in order to develop authentic engagement strategies.

This final report outlines the feedback from community members, riders, stakeholders, and those connected to transit about their experiences with the Transit Police Department, and their definitions of safety and enforcement. The Citizens League's governing document, included in the Appendix of this report, outlines the values and practices that guided our work.

¹ <https://metro council.org/About-Us/Who-We-Are/Council-Chair/Messages/June-2020.aspx>

Letter from the Chair

August 2021

When I became chair of the Metropolitan Council in January 2020, there's no way we could have anticipated what we would face in the next two years as a community, let alone as a planning agency and transit operator.

As an organization, we had already identified the priority of ensuring that our transit system is safe for customers, neighbors, and the broader community. In February 2020, we announced our focus on two important outcomes: freeing up our Metro Transit police to address more serious safety issues on our system (rather than fare enforcement) and improving the experience for our riders, who all deserve a safe ride.

We're still working on the first piece, which requires the legislature to change the penalty for fare evasion from a misdemeanor – which carries a \$180 fine – to an administrative penalty that is handled outside the court system and carries a more reasonable fine for the offense. Currently, fare evasion must be cited by a sworn law enforcement officer. An administrative penalty could be ticketed by designated staff people, who aren't necessarily police officers. This will continue to be a focus of our legislative agenda in future sessions.

But the concept of safety on our transit system also extends to how our customers feel on the buses and trains, at the stations and bus stops, and near our transit facilities in the community. Following the tragic murder of George Floyd in Minneapolis, community members asked us, along with other governments, to take a critical look at our Metro Transit Police Department.

We have been fortunate to partner with the Citizens League to engage our customers, employees, and communities in conversations about their experiences with the Metro Transit Police Department. It's one aspect of our commitment to bolder action on racial equity and more directly addressing its impacts on our region.

Our goal is to intentionally center our customers and our communities in this process. They have led the way in examining what safety really means for our operators, our customers, our neighbors in community, the youth riding our system, and leaders. The Citizens League was a natural partner for this engagement, given its long history of data-informed research, and facilitating challenging conversations across difference.

We're so grateful for the honest, unvarnished experiences participants have provided in this engagement process. This feedback really helps get us to a level of specificity that we can act on. We're looking forward to the full details of that engagement this report provides.

As a Council, we're ready to take this conversation to the next level and begin prioritizing specific ways to address the concerns.

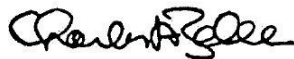
- We still have some work to do to address safety concerns among our youth and the significant segment of participants who don't feel safe when our transit police are present on vehicles.
- In July, we announced an effort to hire more community service officers, who will partner with police officers and frontline employees to be present on our system, both to help solve problems and to address concerns and questions our customers have. We hope this strikes the right

balance in response to feedback from community members and our frontline staff to have more people to help de-escalate situations and help our customers feel welcome.

- In early August, we created a Metro Transit Police Work Group of Council members to examine the issues and recommend changes to the full Council for consideration. We hope to complete this work by the end of February 2022. In the work group, our Council members will be discussing these considerations, as well as how we can provide information about our priorities and performance related to policing on our transit system.

We want to thank the Citizens League and the Twin Cities Innovation Alliance for their work, particularly the leadership of Kate Cimino, Amanda Koonjbeharry, and Marika Pfefferkorn. We also want to thank each person, each employee, and each community leader for all the important information each of you have shared with the Citizens League and Twin Cities Innovation Alliance engagement team. We plan to more regularly engage with our customers, business partners, and neighbors to make sure we're meeting expectations for a transit system we all have confidence in.

The safety of our customers and employees is our top priority. This report represents an important beginning to a long-term conversation about transit safety with our customers, employees, and community.



Charles A. Zelle
Chair

Executive Summary

The Metro Transit Safety Conversation project ran from December 2020 to August 2021. The goals of the project were:

1. Engage stakeholders (those who have been impacted by the Metro Transit policing system and those who can create impact) in conversations about experiences with the Metro Transit Police Department.
2. Learn from stakeholders how they define safety and enforcement.

The work was led by a project team from Citizens League and subcontractor Twin Cities Innovation Alliance. The project was guided by two committees:

1. Stakeholder Committee – Tasked with serving as advisers for high level strategy development for stakeholder outreach and engagement.
2. Community Planning Committee – Tasked with designing and planning the community engagement platforms to ensure the relevance and accessibility of those platforms.

A multi-method approach was used to conduct the community engagement efforts such as in person and virtual interviews, small group discussions, an online survey, and community forums.

The current environment around public safety, the trial of former officer Dereck Chauvin, and the COVID19 pandemic all contributed to the challenges and intensity of this project. The pandemic itself created challenges to engagement as ridership trends fluctuated due to the public health safety concerns. This report is a snapshot in time and consideration of these factors must be included when viewing the results.

The process involved a learning phase where the project team reviewed past community engagement efforts funded by Metropolitan Council. The team and Community Planning Committee used this information to build out their engagement survey questions, to learn more about the work of the council and the Metro Transit Police Department.

The following themes arose from the Transit Safety Conversations. It is important to note that during this process it became clear that community members and stakeholders do not distinguish Metro Transit Police from other police departments. Therefore, the results should be looked at through an overall lens of public safety/transit safety in Minnesota.

- **Perception vs. reality of safety** – In all of the community engagement efforts the perception vs. reality of safety was discussed. Many people identified that there is a difference between feeling unsafe or uncomfortable but that there might not be an actual threat to safety. However, the perception of safety is what drives ridership trends.
- **Passenger behavior impacts safety** – Respondents talked a great deal about other passenger's behaviors and the impact this had on their perceptions and realities of safety. As one rider stated, "Metro Transit is the dumping ground for underfunded safety net/social services". Many respondents commented about those who are unsheltered/experiencing homelessness, chemically dependent, and/or those with mental illnesses occupying and sleeping on the buses. There were also many comments about crime – theft, drug dealing, and assaults being a regular

experience on the train that negatively impacts safety perceptions. Many comments centered on the idea of what is socially acceptable behavior and what is not, and how this impacts people's feelings of safety and ultimately their ridership behavior. Of note are passengers who identify as female. Female passengers indicated that harassment and assault were a regular part of their rider experience and that training should occur for operators, police, and passengers on sexual harassment on buses, trains, platforms and stations.

- **More riders lead to a feeling of safety** – Due to the COVID19 pandemic, many riders talked about the decrease in ridership and how having less people using trains and buses makes them feel unsafe. It is important to note that overcrowded buses and trains do not lead to a feeling of safety and as some participants noted actually lead to unsafe situations.
- **Safety is more than enforcement** – Respondents mentioned that safety isn't just about fare enforcement. Safety is being able to ride on transit without worry of physical and/or emotional harm, without risk of violence or theft of personal property, without having to witness violence, with comfort, and to arrive on time to one's destination without being harassed. Safety is found in clean facilities and equipment. Safety includes being free from racial profiling and/or gender based harassment. Safety relates to frequency and timeliness of buses and trains.
- **The presence of an authority figure leads to a greater sense of safety** – While there was a mix of opinions shared about how safety is perceived with the presence of Metro Transit police, there was a desire to see the Metro Transit police interact more with riders to build stronger community relationships. A major theme that arose here was that people feel safer when there is some type of authority figure present on platforms, buses, and trains. It was noted that feelings of safety increase on buses because of the access and availability of the bus driver to passengers, unlike the trains where one may never come into contact with the operator. There were differing opinions about whether this "authority figure" should be a uniformed, armed individual (such as a police officer with MTPD) or an unarmed, non-uniformed staff member of Metropolitan Council, such as a staff ambassador, security, rapid response team, or etc. to respond to disruptive behavior, harassment, mental health crisis, need for services, and generally hold riders accountable.

While respondents shared a plethora of ideas and recommendations on how Metro Transit can create a safer transit system and experience, two major recommendations that arose from this project are:

1. Conduct review of other cities transit systems to understand their best practices, how they're addressing perceptions of safety vs realities of safety, and to learn from jurisdictions that have robust transit systems in place.
2. Continue community engagement efforts. The Transit Safety Conversation project should be viewed as a snapshot in time. This project took place during an exceptional time in our environment and state with the murder of George Floyd leading to civil unrest, the trail of Derek Chauvin; impacting people's willingness and ability to participate in another public safety related project, and the COVID- 19 pandemic that changed ridership trends due to the public health risks and fears.

Current Environment and Context

The following context is shared here, at the outset of this report, to embed this project within the current time and realities of the moment. These events informed the engagement strategies that were employed as well as the outcomes of engagement efforts.

When the project commenced in December 2020, it had been nine months since the onset of the COVID-19 pandemic in the United States. The pandemic had created stress and fear, and is widely recognized as having a disparate impact on communities of color. Many individuals had been working from home and caring for loved ones simultaneously, particularly children, as many schools were still conducting distance learning. Many front line workers, such as medical, retail, grocery, and transportation staff, were unable to work from home and were thus subjected to additional strain.

The COVID-19 pandemic most certainly had an impact on public transportation, leading to changes in ridership and feelings of decreased safety on transit/buses due to the public health risk.

These realities created barriers to engagement and outreach on this project, decreasing the number of people the team was able to reach in marketing efforts for the survey and through in-person outreach. Also, with the increasing demands to move everything to a virtual environment, many people had been experiencing screen fatigue and may have been less likely to participate in an online community forum or take an online survey.

The current tension around public safety and law enforcement itself was at the core of this process. Numerous violent incidents and police-related incidents occurred during the span of this transit safety conversation project which increased tensions between community and police, and created more community fatigue and stress. This included the killing of Dolal Idd by Minneapolis police officers; the killing of D'Zondria Wallace and her two children in a domestic incident; and several mass shootings in other states, one specifically targeting Asian-Americans, along with increased violent attacks against members of the AAPI community in recent months.

In January, we saw the attack on the U.S. Capitol in Washington, and a few weeks later, the transition from the Trump administration to the Biden administration.

This project also began seven months after the killing of George Floyd in Minneapolis, and the trial of former officer Derek Chauvin began midway through this project. Lastly, Daunte Wright, a black man, was killed by a police officer during a traffic stop in nearby Brooklyn Center. Throughout these weeks our communities experienced protests, barricading of government buildings, and expanded law enforcement presence which included members of the Minnesota National Guard.

These events led to increased feelings of stress, fatigue, and burnout from communities, creating a challenging time for people to engage in a project about transit safety and policing. These events impacted the ways in which outreach and engagement were conducted and the timeline of which this project was completed. Compassion and understanding were at the core of this process to recognize each person's humanity and experience during this challenging time in our state and nation.

Metro Transit Safety Conversations

Scope of work

The project's scope of work, as designed in coordination with Citizens League and Metropolitan Council is as follows:

The Metro Transit Safety Conversation project aimed to engage all stakeholders (those who have been impacted by the Metro Transit policing system and those who can create impact) in conversations about experiences with the Metro Transit Police Department, as well as to define what safety and enforcement mean to each unique stakeholder.

The project leads (hereafter referenced as "project team") consisted of the Citizens League Executive Director, Citizens League Public Policy Director, subcontractor Twin Cities Innovation Alliance (TCIA), and one staff member from the Metropolitan Council who served as the primary point of contact for Citizens League and TCIA throughout the duration of the project.

Project committees

The project was guided by two distinct committees:

1. Stakeholder Committee

- Charge: The Stakeholder Committee was tasked to serve as advisers for high level strategy development as it related to the stakeholder outreach and engagement.
- Members: This committee was made up of ten members, selected by Metropolitan Council. These individuals were selected based on their ability to influence change.
 - Chief Eddie Frizell, Metro Transit Police Department
 - Wes Kooistra, Metro Transit General Manager
 - Chair Christopher Ferguson, Metropolitan Council Management Committee
 - Vice Chair Reva Chamblis, Metropolitan Council Transportation Committee
 - Lisa Barajas, Director of Community Development, Metropolitan Council Community Development Committee
 - Monique Mitchell, Metropolitan Council Transit Operator
 - Anita Urvina Davis, Metropolitan Council Equity Advisory Committee (EAC)
 - Marcy Merkl, US Bank (Metropass), Metropolitan Council Business Advisory Committee (BAC)
 - Lamar Shingles, St. Paul College (College pass), Metropolitan Council Business Advisory Committee (BAC)
 - John Regal, Securian, Saint Paul Area Chamber of Commerce
- Meeting Frequency: The committee met from February 2021 to June 2021, one time per month with no meeting in April 2021 due to the tragic death of Daunte Wright that occurred on April 11, 2021 in Brooklyn Center, just one day prior to the scheduled April 2021 Stakeholder Committee meeting.

The committee's charter, which governed their work, can be found in the appendix.

2. Community Planning Committee

- Charge: The Community Planning Committee was charged with designing and planning the community engagement platforms to ensure the relevance and accessibility of those platforms.

- Committee membership demographics, structure, meeting frequency, and governance documents are described in detail in TCIA’s full report.

Project communication

Throughout the duration of the project there was ongoing engagement, communication, and transparency with the community and Metropolitan Council.

At the outset, the project team met with the Metropolitan Council and Metro Transit Police Department’s executive staff to build rapport, outline the proposed project engagement strategies, and determine the best communication strategies going forward. The project team also presented to the Equity Advisory Committee² on September 15, 2020 to answer questions the group had about the project.

The project team presented to the Metropolitan Council’s Committee of the Whole³ twice during the duration of the project, on March 17, 2021 and August 4, 2021. Committee of the Whole meetings are accessible to the public and project updates were provided at both meetings. During the August 4, 2021 presentation the team shared a preliminary summary of the community engagement results.

From April 19, 2021 to May 14, 2021 the project team met with nearly all council members to provide 1:1 project updates, gather feedback about engagement ideas, and hear thoughts that members had about the project. During these meetings council members agreed to promote the project survey with their constituents.

In addition to these meetings, the project team met on a regular basis, every other week, to provide real-time updates and coordinate engagement efforts.

Engagement Strategies and Findings

Citizens League, in partnership with Twin Cities Innovation Alliance (TCIA), conducted a multi-method engagement strategy for this project. Community forums, individual in-person and virtual interviews, group conversations, and an online survey were employed as strategies for engagement. Metropolitan Council simultaneously held a series of conversations with frontline staff including transit operators, maintenance and cleaning staff, and mechanical staff.

In addition to these efforts a dedicated project email was created and shared as a way for anyone to provide feedback and input into this process. It should be noted that emails received were in regards to signing up for and receiving more information about the community forums.

Stakeholder interviews

The Stakeholder Committee worked with the project team to build out a list of stakeholders to connect with as part of this engagement project. They also helped draft questions that could be asked of the identified stakeholders. Through the guidance and recommendation of Metropolitan Council, the stakeholder conversations were focused on individuals of the business community, such as business chambers around the region.

² <https://metro council.org/council-meetings/committees/equity-advisory-committee.aspx>

³ <https://metro council.org/Council-Meetings/Committees/Committee-of-the-Whole.aspx>

Outreach was conducted to the following business chambers in Minnesota. Conversations occurred with the chambers shown in **bold**, as outreach efforts were unsuccessful with the remaining chambers.

- Latino Chamber of Commerce Minnesota
- Minnesota Black Chamber of Commerce
- Minnesota Indigenous Business Alliance
- **East Metro Strong**
- **Midway Chamber of Commerce**
- **Minneapolis Regional Chamber of Commerce**
- **Minnesota Chamber of Commerce**
- **Saint Paul Area Chamber of Commerce**
- **Saint Paul Downtown Alliance**

The following questions were asked of each chamber:

1. What organization do you work for?
2. Please describe your or your organizations relationship with the Metropolitan Council and/or the Metro Transit Police Department.
3. Please describe what type of transit related benefits your organization provides to its customers, employees, and/or other members within the network?
4. How often do your employees ride transit on any given month (are there specific stats available)? Is data available on ridership trends pre and post pandemic?
5. How do you and/or your organization define safety?
6. Have your customers, employees, or others in your network who utilize transit related benefits provided feedback on their transit related experience, if so, what was the feedback they provided?
7. What do you think is working well in terms of public safety provided by Metro Transit Police? What can be improved?
8. In your wildest dreams, what does a safe public transit system look like?

Key Themes

The following key themes emerged from the conversations with the various chambers.

1. Perception vs. Reality: Every conversation included a discussion of how to separate people's perceptions of safety from the actual on-the-ground reality of safety. Most expressed in some way that for their largely white, affluent bases, made up of people who do not need to take transit, perception is more important.

“Improving safety outcomes and perceptions. If you don’t feel safe, data on safety doesn’t matter. Perception drives utilization.”

“The Chamber’s base is implicitly and explicitly racist. There is a lot of coded language that gets used. The membership is out in the suburbs, and they’re hearing what’s going on from the radio—that things are not good in downtown in urban areas, and that’s driving their mentality around what safety means.”

“Safety is being able to come and go without fear of something bad happening or something bad being done to you or your employees—whether that’s verbal or physical accosting, or finding yourself in a situation that makes you worry about those things.”

“People conflate “safety” and “comfort.” People can have an experience where they aren’t threatened, but they are uncomfortable, e.g. being on the train with someone who is drunk.”

2. Bias and Discrimination – Centered on Race: Whether coded or explicit, most conversations involved some kind of reference to how race plays into perceptions of safety. Several groups cited observance or lack thereof of so-called social norms as a factor that makes them feel more or less safe. Examples included littering, loitering, or cursing. Others emphasized concerns with unsheltered people, people using substances, or people experiencing mental health crises riding transit.

“People often conflate the young crowd that hangs out on or near platforms and creates discomfort (behaving in socially unacceptable ways) with people experiencing homelessness, but they’re often not the same people.”

“Why don’t people feel safe? There’s often a sense of harassment, sometimes there’s an actual danger like a weapon, sometimes it’s just people panhandling. The issue could be on the platform or on the train. There are bias issues about who people are seeing on the platform and not wanting to be around those people.”

“The transit system moves people around a region, from largely suburbs/exurbs into urban environments. How you make those people feel safe? This outlook is probably wrong, but it’s the reality. Racial disparities and racism play into this. Some people are uncomfortable sitting next to a Black person – which is not a real safety issue for them but is something else that needs to be tackled.”

3. People: the number one thing interviewees talked about when discussing their ideal vision for a public transit system was people. People make up a transit system, and a system without people riding is not doing its job. A well-populated system contributes to more feelings of safety.

“Transit functions best when it serves many kinds of people. That’s what makes it exciting and vibrant. We need to bring more riders by choice to the system. Transit shouldn’t be the option of last resort.”

“Population breeds a feeling of safety. When ridership is anemic, you might be on the train with 1-2 other people. The Twin Cities has historically lagged on choice ridership.”

Additional Feedback

- **What is MTPD doing well?**

Groups generally approved of the work the MTPD is doing, but most mentioned that the use of uniformed police officers for low-level issues is an inefficient use of resources.

“Fare jumping is not about safety. Someone getting stabbed is a safety issue. MTPD need the capacity to prevent that kind of thing, but also respond to it. The department is under-resourced.”

“Metro transit has a huge jurisdiction, regionally. There are lots of trains and buses with a big footprint. So they do a good job of making the most of the resources they have.”

- **What could MTPD be doing better?**

All groups indicated that they would like to see some kind of official presence on the buses, trains, and platforms. Most agreed either that sworn police officers themselves were not needed on a regular basis, or police presence should not be creating a climate of intimidation. Most indicated support for some kind of ambassador program with folks who are identifiable, but not armed or in a police uniform, who can be a friendly and helpful presence in the system.

“Police presence has been deployed, but it’s counterproductive when there’s a bunch of parked police cars with cops inside. They need to be out on their feet, engaged with the community.”

“We need more eyes and ears, we don’t need a badge and gun. Presence of people on the streets, e.g. out picking up trash, helps as well.”

“You don’t need an armed person but you need uniformed person/presence. This impacts behavior.”

“The system should have a clear distinction between police and not police. Not police can be part of the Police Department, but don’t have to be sworn. It’s more a matter of how they’re perceived by riders. Do they look or act like police? And any police in the system shouldn’t do fare enforcement. They should do police work.”

Addressing fare enforcement was sometimes mentioned in this category, but ranged from suggestions on increasing enforcement to discussions of advocacy work around decriminalizing fare avoidance.

“There’s too much of a focus on crime and not enough focus on positive social norms. Fare avoidance contributes to a sense of permissiveness. But you don’t need a badge and gun to affect some of those things.”

“Enforcing turnstile jumping is something that happens elsewhere. How would fare enforcement change things? What would change if you had to pay to get onto the platform?”

- **In your wildest dreams, what does a safe public transit system look like?**

Respondents mentioned that a safe public transit system would be one that is filled with people from all kinds of neighborhoods, and of all different socio-economic backgrounds. That a safe public transit system is one that is clean, well-maintained, reliable, and well-funded. Lastly, a safe public transit system is one that is an economic driver that plays a key role in connecting people to jobs.

“It looks like a multi-modal transit system that has different modes available for different parts of the Metro area, including light rail, bus rapid transit, arterial bus rapid transit, the regular bus, etc. There’s a good response time, good safety record, and the system is well-managed and reliable. The system serves pockets of the community that need access to jobs via transit and also opens up new areas of the Metro area for employers to build out their workforce.”

TCIA summary of results from community engagement strategies

The following report was developed by TCIA and outlines the community engagement strategies employed during this project and results from each engagement effort.

Metro Transit Ridership Engagement

As a Citizen’s League partner, the Twin Cities Innovation Alliance (TCIA) had responsibility to conduct community engagement among the Metro Transit ridership.

Context

This community engagement process unfolded during two significant events: a public health crisis with the COVID- 19 Pandemic, and the trial of Derek Chauvin, a police officer who murdered a Black man last spring in Minneapolis, setting off a local, and global, uprising. Both events impacted ridership, the perceptions of safety among the ridership and the willingness to participate in community engagement efforts.

Because of COVID- 19, fewer people are riding transit, in part because a significant number of folks are working from home, and because transit has been perceived as a high-risk space for virus exposure. With fewer riders entering platforms and stops, fewer people have been exposed to the opportunities to participate in the survey and forums. Due to agency restrictions, we were unable to post publicity and QR codes directly on busses and trains, possibly leading to a decrease in the number of riders reached.

Because of COVID- 19 and an increase in work and school happening in virtual spaces we faced an additional challenge with the community forums. People who may have otherwise participated, experiencing ‘zoom fatigue’, were unable to join a community virtual forum. In two of the forums, registrants joined, and as soon as the participatory nature of the agenda was shared, they left. Leaving a circle is more difficult to do in person, when you’ve arrived, hung up your coat, and broke bread with other participants, etc. Had it been possible to hold in person forums we likely would have had a larger turnout.

The COVID- 19 Pandemic also impacted the hiring of bilingual interviewers. We had intended to send bilingual interviewers out into Metro Transit platforms and stops (with Personal Protective Equipment) to conduct the survey live with demographic populations that were trending less represented in the survey. We found it very difficult to find people who were willing to assume the risk to exposure and go into the field to conduct interviews.

The highly publicized trial of former police officer Derek Chauvin was another event happening in the time of the community engagement efforts. Local folks were able to watch live the jury selection and the rest of the trial. The video of George Floyd's murder was shown repeatedly, from multiple angles and multiple cameras. Mr. Floyd's humanness was called into question by the defense team. All of this contributed to the re-traumatization of community. Trauma drives disengagement. We heard from Black, Indigenous, People of Color (BIPOC) riders that they just didn't feel like their voice mattered enough to participate. Participants in both the survey and the Forums were predominantly white identified.

The timeline created an additional challenge. Community engagement happens at the pace of community, not the institution seeking the information. The arrival of the Delta variant impacted the final weeks of the survey and interviews. If the timeline had been extended, we likely could have reached more people.

Creating the Community Planning Committee

Community engagement creates more sustainable, long-term progress for communities because it is rooted in relationships. Many organizations driving a specific issue or campaign agenda build transactional relationships, which are less personal and built specifically to obtain a desired result. Authentic community engagement, on the other hand, depends on developing a relational connection to the community that is focused on achieving long-term results rather than short-term gains. With a relational lens on authentic community engagement TCIA chose to build a Community Planning Committee representative of the ridership to participate in designing and planning the community engagement platforms to ensure the relevance and accessibility of those platforms. In January of 2021 recruitment for the Community Planning Committee began. Staff created an application form and made fliers and posters with the link and a QR code. These fliers were distributed primarily through social media and electronic newsletters.

Thirty-five individuals applied to join the Community Planning Committee. Staff used a selection process based on the following criteria to select members to have a committee representative of the ridership:

- Geographic home base
- Reasons for riding
- Age
- Gender
- Race/ethnicity

Ten riders were invited to participate; eight accepted and joined. Among these eight individuals there were:

- 1 in 20s
- 2 in 30s
- 2 in 40s
- 3 in 50-65 range

- 3 males
- 5 females

- 2 White

- 1 Asian
- 1 Latinx
- 1 African American
- 1 Indigenous/Native American
- 1 Native African
- 1 multi-racial

Committee members represented St. Paul, Minneapolis, Anoka County, Dakota County and Suburban Hennepin County in terms of residence. Additionally, one member had a disability requiring accommodations and interpretation.

Community Planning Committee members were paid a stipend of \$25 per hour to compensate them for their expertise as riders, the wisdom of their lived experience, and their insights.

Work of the Community Planning Committee

The Community Planning Committee began meeting twice a month on February 10, 2021, virtually via Zoom. During early meetings Committee members built relationships and trust, learned together about the Metropolitan Council, Metro Transit, and the Metro Transit Police Department. Additionally, we learned about the values and actions associated with authentic community engagement. The Committee reviewed themes from previous Metro Transit engagement efforts. The Committee designed the survey questions, planned and designed the flow and the question prompts for Virtual Forum conversations. The Committee members leveraged their personal and professional networks to recruit participants and participated in forums themselves as well. They reviewed and interpreted the results of the community engagement efforts in late June, identifying demographic groups to be targeted by the interviewers. The Committee members reviewed, interpreted, and advised on the draft of the final report.

Outreach

Invitations to the Virtual Community Forums with registration links and the links to the Survey were distributed widely. Both were shared on Citizen League, Metro Transit and Metropolitan Council's social media platforms. Metropolitan Council sent the links out in their e newsletter. Metro Transit sent the information out through two of their rider email list serves, as did the Metropolitan Council commissioners in their regular electronic newsletters. Community Planning Committee members shared the links with their own personal and professional networks.

Invitations, registration links, and survey links were sent out via email to:

- Non-profits working with immigrant and refugee communities (HAP, CAPI, Karen Organization of Minnesota, Vietnamese Community of Minnesota, Tibetan American Foundation)
- All of the Minneapolis neighborhood associations and councils
- All of the St. Paul District Councils
- Healthcare for the Homeless, drop-in and community centers and service providers for individuals and families experiencing housing instability (Healthcare for the Homeless, Catholic Charities Higher Ground, St. Stephens, Harbor Lights, Simpsons, Sharing and Caring Hands, Listening House, StreetWorks Collaborative)
- Minneapolis Public Schools GoTo Pass Coordinator and social workers

- School Social workers at high schools in St. Paul Public Schools, all Metro Area charter high schools, St. Louis Park Schools, Osseo School District, Armstrong High School, Hopkins High School, Waconia School District, Richfield Public Schools, Bloomington High Schools, Roseville, Mounds View, Blaine, Anoka-Hennepin and Coon Rapids High Schools, Apple Valley, Inver Grove Heights, Cottage Grove, Woodbury, Maple Grove High Schools
- Metro area post-secondary colleges and technical schools: (University of MN, Metro State, St. Paul College, MCTC, Anoka Technical, North Hennepin Community College, Normandale Community College, Century College, Augsburg, St. Thomas, St. Kates, Macalester, Hamline, Concordia, and Bethel.
- After-school program networks: Sprockets and the Minneapolis Youth Coordinating Board
- Libraries: St. Paul, Hennepin County, Ramsey County, Washington County, Dakota County Anoka County, and Scott County.
- Community based radio stations: Hmong Radio, Radio Rey, KMOJ and KFAI
- Nonprofits coordinating with employer incentive programs: Move Minnesota, Move Minneapolis, 494 Corridor, and Commute Solutions at Anoka County
- Several local blind and deaf resources (MN Deaf Blind Project, MN Association of Deaf Citizens)
- ACER
- The Blueline Coalition and their membership

Additionally, posters with links and QR codes were posted in the high traffic (as identified by Metro Transit) stops, platforms and park and ride spaces across the metro area. These included:

- For Light Rail:
 - Blue/Green: Nicollet Mall, US Bank
 - Green: Snelling & University, downtown St Paul
 - Blue: Lake St, 46th St, Mall Of America
- For Bus:
 - Nicollet Mall & 5th / 7th / 9th St
 - Brooklyn Center Transit Center
 - Mall of America Transit Center
 - 46th St Station
 - 6th & Cedar / 5th & Minnesota (St. Paul)
 - Southdale Transit Center
 - Sun Ray Transit Center
 - Chicago Lake Transit Center
 - Northtown Transit Center in Coon Rapids

Findings and Recommendations

Safety is more than enforcement. As a forum participant put it, “A safe public transit system is a well-funded public transit system.” There are many strategies Metro Transit could invest in and implement that would lead to an increased sense of safety among the ridership. A safer, cleaner transit system would result in increased choice riders, and increased fare revenue. Some of the strategies named by the collective rider community include:

1. Clean, well-lit, and well-maintained stops, platforms, and vehicles. Daily garbage removal and timely replacement of broken facilities. This includes timely and thorough snow removal. Riders

will rise to the environment they are given. Create an 'Adopt a platform' model based on the 'adopt a highway' Program or create jobs and hire enough people to do this right.

2. Address pedestrian crossing safety; install flashing lights at pedestrian crossings not at intersections, especially along the Green Line.
3. Address the reliability of existing routes and times. Improve the mobile apps that track times and vehicle movements. Add service so wait times are reduced.
4. Either eliminate fares, provide reduced fares to people experiencing economic hardship, and/or enclose train platforms so that only ticketed riders can enter.
5. Provide customer service, anti-racism, and de-escalation training to drivers and conductors. The driver's behavior has a significant impact on perceptions of safety among riders.
6. Add conductors to check fares if needed. Employ a community safety approach and hire unarmed ambassadors/helpers/security to de-escalate conflicts, address negative behavior, and connect those needing services to the appropriate resources.
7. Increase capacity for bicyclists to access transit by adding more bike racks and bike racks that will accommodate fat tire cycles for winter commuters.
8. Create a more effective and responsive emergency text, button or call system.
9. Consult people with disabilities before installing safety features and/or accommodations.
10. Provide drivers with a translation app so that people with limited English proficiency can feel safe.
11. Sponsor Public Service Announcements and visual campaigns on the transit vehicles can help create cultural norms that prevent some of the gender based and disability-based harassment. Perhaps a "safety matters to me" campaign.
12. Train Transit police, drivers and/or ambassador type staff how to appropriately respond to and handle sexual harassment and sexual violence incidents so that victims are not retraumatized. This is significant problem to be addressed.
13. Continue to convene and engage the ridership community by utilizing the Community Planning Committee long term. This community engagement process needs to continue. Because of the context marginalized communities were not reached, more time is needed. And it needs to be ongoing to ensure the rider voice is driving the design of a safe for all transit system.

The behavior of other riders has a huge impact on perceptions of safety. To some degree much of this is outside the direct scope of Metro Transit's ability to impact: homelessness, agism, sexism, poverty, chemical abuse. Many of the behaviors that riders complained about are behaviors that are perceived as problematic in all public spaces, and Metropolitan Council should be *collaborating* with other jurisdictions: state, county, and cities to solve some of these social issues that impact safety and *advocating* at the state and federal levels for increased resources and capacities to address the need.

Simply kicking the unsheltered and chemically dependent folks off transit does nothing to solve the problem. Nor is it enough to state that those problems are not Metro Transit’s jurisdiction or scope. The same goes for young people and spaces for young people to gather, be supported, and be off the streets/platforms.

Met Council and Metro Transit should review other cities’ transit systems and how safety is planned for and considered. New York, Chicago, Washington D.C., San Francisco, Phoenix, Ames (Iowa), Barcelona, Mexico City, Lisbon, and Bogota were among the cities named in forums and surveys.

The details of who participated in the forums and responded to the survey follow, as well as the actual results and summaries of the themes. Documents listing the open-ended question answers are also attached in the appendix.

Forums

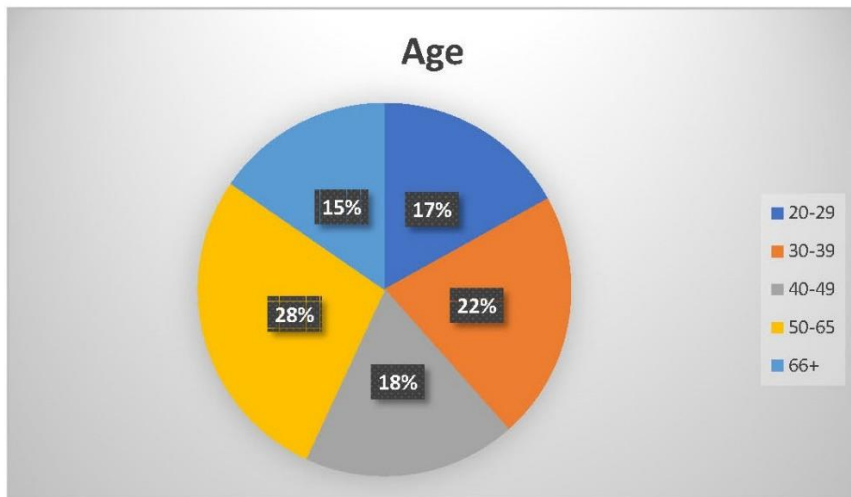
During the month of June 2021, a series of virtual community forums were held to engage the Metro Transit rider community in conversation to define safety and collect experiences related to safety on and in Metro Transit spaces.

Virtual forums were scheduled for a range of days and times for accessibility:

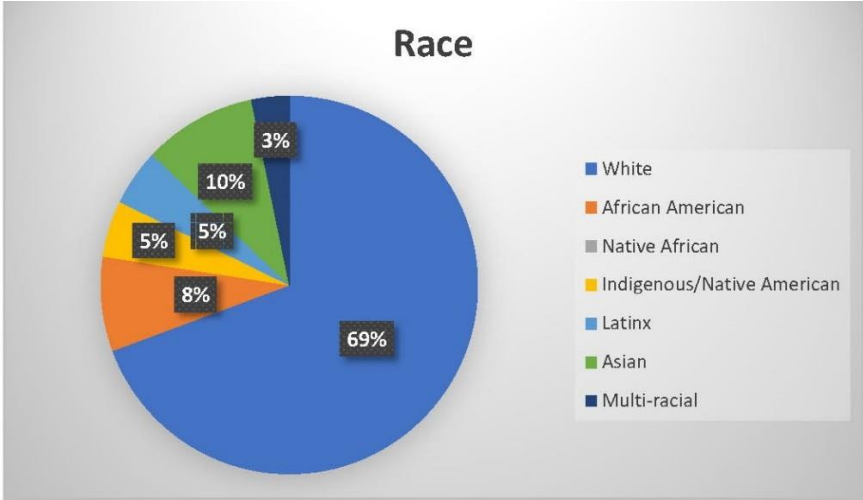
- Thursday, June 3, 1 pm to 3 pm
- Saturday, June 5, 11 am to 1 pm
- Wednesday, June 9, 5:30 pm to 7:30 pm
- Tuesday, June 29, 6 pm to 8 pm

A total of sixty-six individuals registered to attend at least one forum. All registrants were sent an email a reminder and a zoom link the day prior to the forum. Twenty-five individuals signed in and stayed to participate in the forums.

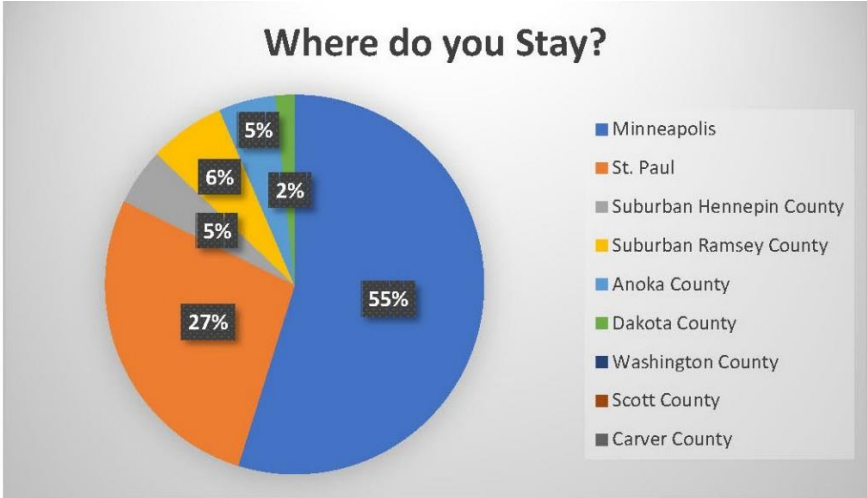
Registrant demographics are shown here:



Pie chart showing age of forum registrants: 20-29: 17%, 30-39: 22%, 40-49: 18%, 50-65: 28%, 66+: 15%

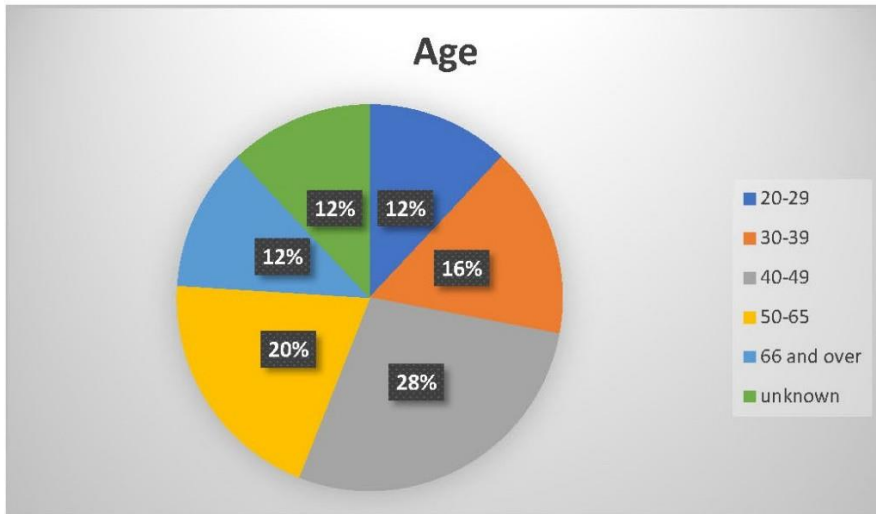


Pie chart showing race of forum registrants: white: 69%, African American: 8%, Indigenous: 5%, Latinx: 5%, Asian: 10%, Multi-racial: 3%

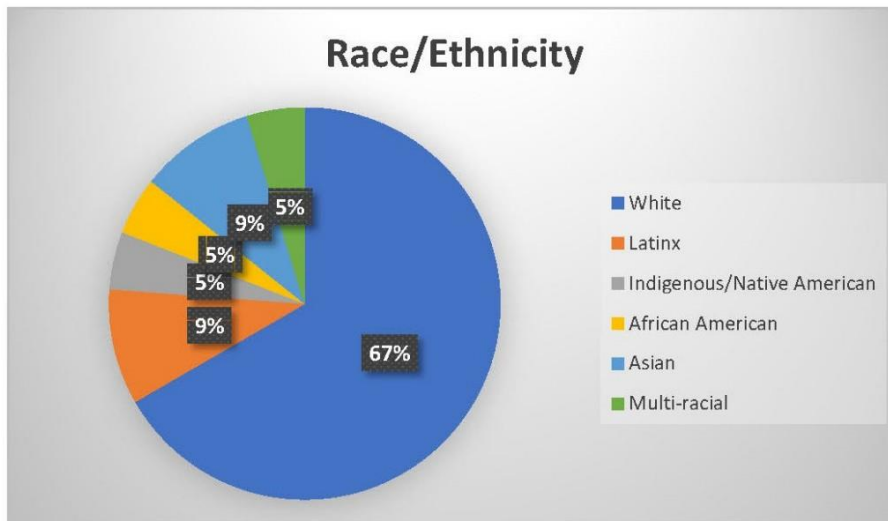


Pie chart showing residence of forum registrants: Minneapolis: 55%, St. Paul: 27%, Suburban Hennepin: 5%, Suburban Ramsey: 6%, Anoka: 5%, Dakota: 2%

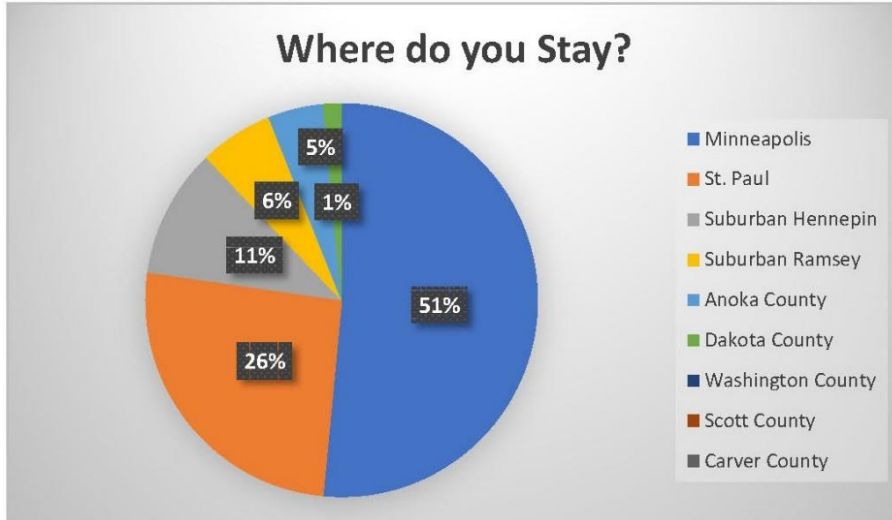
Participant demographics are shown here:



Pie chart showing age of forum participants. 20-29: 12%, 30-39: 16%, 40-49: 28%, 50-56: 20%, 66+: 12%, unknown: 12%



Pie chart showing race of forum participants. White: 67%, Latinx: 9%, Indigenous: 5%, African American: 5%, Asian: 9%, Multi-racial: 5%



Pie chart showing residence of forum participants. Minneapolis: 51%, St. Paul: 26%, Suburban Hennepin: 11%, Suburban Ramsey: 6%, Anoka: 5%, Dakota: 1%

TCIA staff hosted and facilitated the sessions with assistance from Citizen’s League staff. Volunteers recruited through the Citizen’s League took notes. The forums were organized as 3 rounds of small group conversations prompted by questions, in the style of a World Cafe. The small groups entered conversation notes into a google doc. Interpretation in ASL and Spanish was secured.

After the series was completed comments and notes were pulled out and grouped together in themes. Each theme represents multiple comments that centered the same experience, idea or concept. The themes and some comments, grouped by forum question, were represented in a visual Harvest that was shared with all Forum participants. It is offered here:



HOW DO YOU DEFINE SAFETY ON TRANSIT?

'A safe public transit system is a well funded public transit system.'

Safety is being free from danger, free from experiencing or witnessing violence, free from gender based harassment. Safety is both physical and emotional. For some, safety is feeling comfortable, for others there is a clear difference between safety and comfort. Reliability and consistency play a significant role in safety. Accessibility for differently abled folks is safety (plexiglass barrier around driver makes communication difficult). Accessibility includes platforms and stops that are free from snow. Transit safety includes pedestrian safety - being able to move on and off platform/stop safely.

'Safety is knowing I am part of a bigger community of people who use and rely on public transportation.'



DO YOU FEEL SAFE ON METRO TRANSIT? WHY OR WHY NOT?

Safety on Metro Transit has declined significantly in the past year, since pre-Covid days. Choice riders are gone, less riders = less safe ('eyes of the street' thinking), busses are perceived to be safer because of access to the driver; trains and platforms feel very unsafe, primarily due to the behaviors of other riders, other people using those spaces, and the general lack of timely response to calls for help.



Choice riders are choosing not to ride, others are not taking transit during evening and night hours, others are no longer taking certain routes. Train riders talked about exiting and switching cars to feel more safe (particularly Green Line) and avoiding certain platforms (Lake St. on Blue Line).

HOW IS YOUR SENSE OF SAFETY DISRUPTED? WHAT EXPERIENCES HAVE MADE YOU FEEL UNSAFE?

Since the pandemic, hardship and desperation among people have skyrocketed.

'Metro Transit is the dumping ground for underfunded safety net/services.'



Considering transit as a public space and what is happening on transit is happening in all public spaces, there has been a sharp increase in disruptive behavior: weapons, firecrackers, smoking, drug use, foul language, sex, gender based harrasment, verbal abuse, urination, etc. These disruptive behaviors are impacting safety.

Unreliable timetables: the apps and schedules are frequently wrong, leaving folks standing in the extreme cold or heat waiting. The service to call for bus status is not available

on Sundays.

There is no clear way to get help - call 911, transit help line, emergency call buttons - consistent lack of response and/or timely response.

The lack of cleanliness and basic upkeep of platforms and stops - broken windows, urine, feces, garbage, etc. contributes to feeling unsafe.

Police presence can be a deterrent for disruptive behavior, but it can also be unsettling, given that escalation often occurs; there is a general lack of response. Transit police are too focused on fare violations.



The lack of masks - compliance and enforcement.

Remote and infrequent stops feel unsafe (one woman was stalked and hid behind dumpster)

WHAT HELPS YOU FEEL SAFE ON TRANSIT? WHAT DOES METRO TRANSIT DO THAT HELPS YOU FEEL SAFE? WHAT COULD/SHOULD THEY DO MORE OF?

Participants in the forums overwhelmingly called for some sort of unarmed Metro Transit staff - ambassadors, security, rapid response teams, etc. - that could respond to disruptive behavior, harrasment, mental health crisis, need for services, and generally hold riders accountable. Need to be culturally competent and trained in deescalation.



Reliable and more frequent schedules, more busses for less overcrowding.

better lit, heated, shoveled shelters/platforms, and more of them.



better bike facilities (ability to hold more bikes).

better signage

an effective emergency text response system

Regarding fares, participants were split. Some believed that fare evaders were very problematic and advocated for the installation of turnstiles or gates.

Others advocated that public transportation be completely FREE.



IN YOUR WILDEST DREAMS, WHAT DOES A SAFE PUBLIC TRANSIT SYSTEM LOOK LIKE?

Where mobility is a human right and humanity is baked into the physical infrastructure.



Getting off happier than when you got on.

Timely, seamless transfers and connections

Well lit, accessible stops



- Safe
- Convenient
- Accessible
- Affordable (free?)
- Fast
- Frequent
- Clean
- Pleasant

Where you see friends and others, smile and chat with neighbors, everyone is able to bring their whole selves.

A roving security staff to check on those who are not well and to keep the peace.



Where I don't even have to think about safety.

Where public transit becomes the preferred mode of transportation.

No need for cars, no more air pollution.

Surveys and Interviews

The Community Planning Committee developed a survey designed to get a sense of the transit rider community's definitions of safety and a sense of what experiences contribute to or detract from safety on transit. The survey questions were vetted with Metro Transit and translated into Spanish, Karen, Hmong, Somali and Oromo. The survey link was shared and distributed in the same ways and through the same channels as the Forum invitation, described above.

The survey contained 42 total questions divided into two sections. The first section's questions were about understanding who the respondent was as part of the rider community. These questions were in the first section:

1. What is your age?
 - 14-19
 - 20-29
 - 30-39
 - 40-49
 - 50-65
 - 66 and over

2. What is your race/ethnicity?
 - White
 - African American
 - Native African
 - Indigenous/Native American
 - Asian
 - Latinx
 - Multi-racial
 - Other

3. What is your gender identity?
(Open ended)

4. Do you rely on the bus/train to get to (check all that apply)
 - Work
 - School
 - Shelter
 - Grocery shop
 - Run Other errands
 - Social (see friends, get to entertainment)
 - Other

5. Where do you stay?
 - Minneapolis
 - St. Paul
 - Suburban Hennepin County
 - Suburban Ramsey County
 - Anoka County
 - Dakota County
 - Washington County
 - Carver County
 - Scott County
 - Other city, outside the metro area (please specify)

6. Where do you most often commute to?

- Minneapolis
- St. Paul
- Suburban Hennepin County
- Suburban Ramsey County
- Anoka County
- Dakota County
- Washington County
- Carver County
- Scott County

7. What times of the day do you most often ride transit?

- 6 am to 9 am
- 9 am to noon
- Noon to 3 pm
- 3 pm to 6:30 pm
- 6:30 pm to midnight
- Midnight to 6 am

8. A. Do you ride with children?

- Yes
- No

9. If yes, how many?

(Open ended)

10. Do you ever bring a bicycle onto transit with you?

- Yes
- No

11. Are there any accommodations that would make your ride safer and more possible?

- Yes
- No

12. If yes, please share.

(Open ended)

**See appendix for responses.*

The second section of the survey contained questions that are more specific to safety:

Safety shows up in many different ways depending on a person's comfort with a variety of risk. Please base your answers on your own lived experience.

13. How do you define safety as a transit passenger?

(Open ended)

**See appendix for responses.*

14. I feel safe as a passenger on Metro Transit.

- Strongly Disagree
- Disagree

- Neutral

- Agree
 - Strongly Agree
15. Smoking on the platform and the bus stops affects my sense of safety negatively.
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
16. The cleanliness of the platform and the bus stop affects my sense of safety.
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
17. Emergency call buttons at platforms and bus stops would help me feel safer riding Metro Transit.
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
18. Additional lighting at platforms and bus stops would help me feel safer riding Metro Transit.
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
19. More physical shelters at bus stops would help me feel safer riding Metro Transit.
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
20. The bus and/or train being on time contributes to my sense of safety.
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
21. When the bus and/or train is super full and packed I feel less safe.
- Strongly Disagree
 - Disagree

- Neutral
- Agree
- Strongly Agree

22. When routes change and are moved because of construction, etc. I feel less safe riding transit.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

23. The friendliness and helpfulness of the bus driver helps me feel safe.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

24. The behavior of other passengers has an impact on my sense of safety.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

25. The limited space for wheelchairs on the bus impacts my sense of safety.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

26. Have safety concerns impacted when and how often you ride transit?

- Yes
- No

27. Why?

- I rely only on Metro Transit for my transportation needs
- I have alternative modes of transportation
- Other, Please explain (open ended)

28. I feel safer at platforms and stops when the Metro Transit Police are present.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

29. I feel safer knowing platforms, trains and buses are monitored by cameras.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

30. I have had direct experience with the Metro Transit Police.

- Yes
- No

31. If Yes, As a result of that experience, I feel safer in the presence of Metro Transit Police.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

32. Why?

(Open ended)

**See appendix for responses.*

33. I have witnessed the Metro Transit Police interacting with other passengers.

- Yes
- No

34. If yes, the interactions I observed involved harassment.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

35. If yes, the interactions I observed involved racial profiling.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

36. If yes, the interactions I observed helped me feel safer.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

37. Is there anything else about the interaction(s) you witnessed that you feel is important to mention?

(Open ended)

38. The fact that Metro Transit Police carry firearms makes me feel safer.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

39. I have an experience with the Metro Transit Police that is not covered in the above questions.

Please share
(open ended)

40. Please share any other factors that contribute to or take away from your sense of safety riding Metro Transit:

(Open ended)

41. If you stopped using transit because you felt unsafe, please explain what made you feel unsafe and what would make you return to using transit?

(open ended)

42. What are other models of safety that Metro Transit could consider? And or, what are ways in which Metropolitan Council could improve your experience of safety on transit?

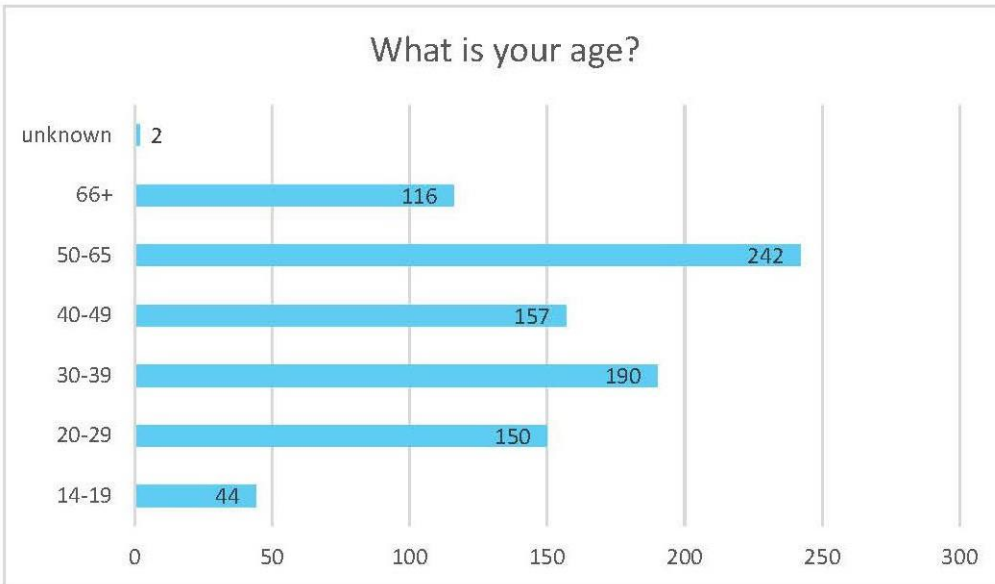
(open ended)

In late June the Community Planning Committee reviewed the demographics of the 782 surveys that had been completed to that date. We identified demographic groups to target through in person and in the field interviews as youth (under 21), African Americans, Native Africans, Indigenous people, Latinx individuals, and Asian riders. Job descriptions for bilingual individuals were posted. While the response to the posting was good, many of the candidates were unwilling to go out into the field, despite the provision of Personal Protective Equipment, due to the surge in the Delta variant of COVID- 19. Ultimately, we had two interviewers in the field, one of whom was Spanish/English bilingual.

In addition to the targeted interviewers, we gathered a group of 12 Native African and African American high school students to walk through the survey questions, in a modified focus group. Their responses are included in the survey results.

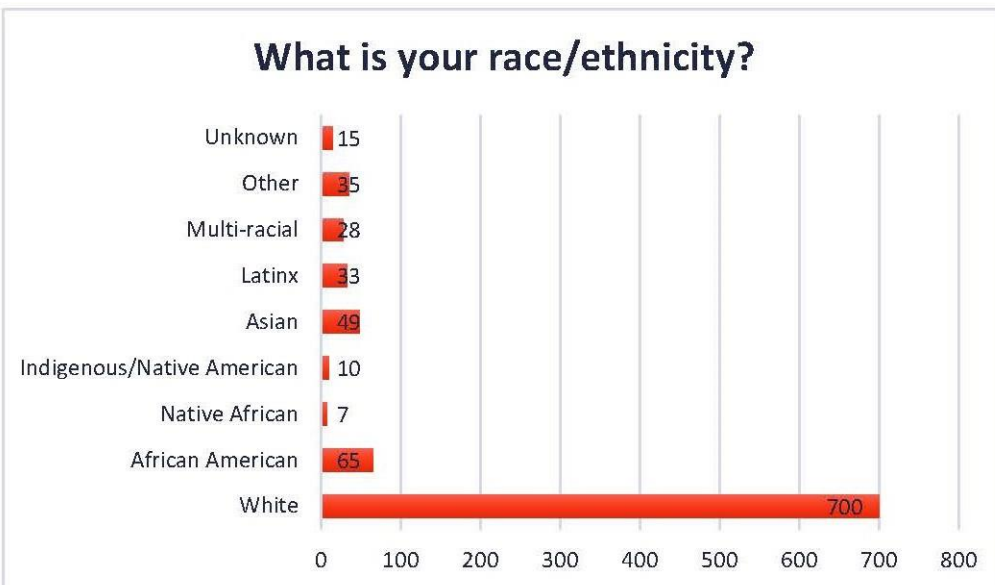
Survey participants – who responded

As of Tuesday, August 24, 2021, 901 individuals had taken the survey. One survey was completed in Somali, eleven surveys were completed in Spanish, and the remainder in English. The following charts illustrate who participated and when and why and where they use Metro Transit.



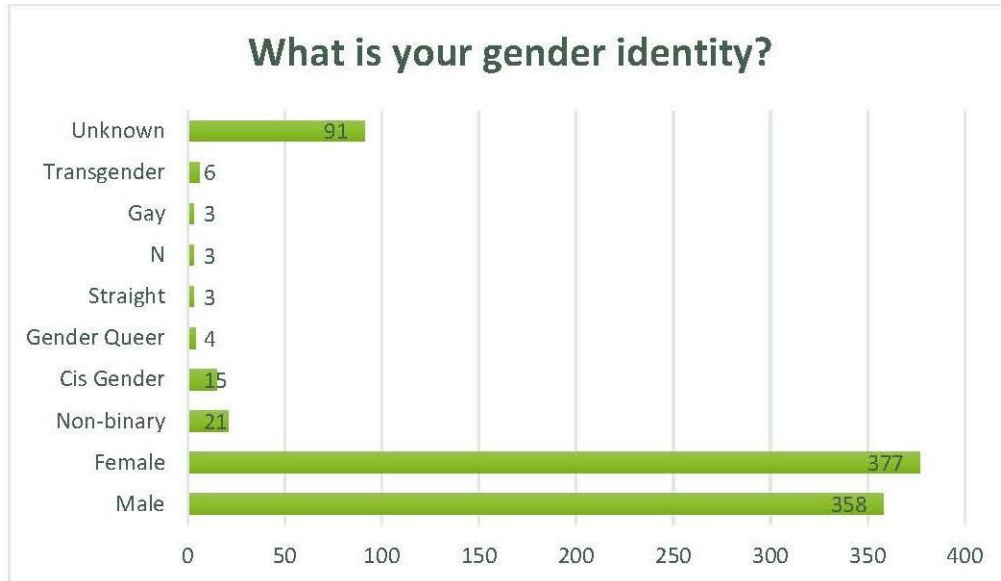
Bar chart of age distribution of survey takers: 2 unknown, 66+: 116, 50-65: 242, 49-49: 157, 39-39: 190, 20-29: 150, 14-19: 44

The age ranges of survey takers were somewhat evenly distributed with a significantly greater number of 50–65-year-olds participating and an unfortunate under representation of youth 19 and under.



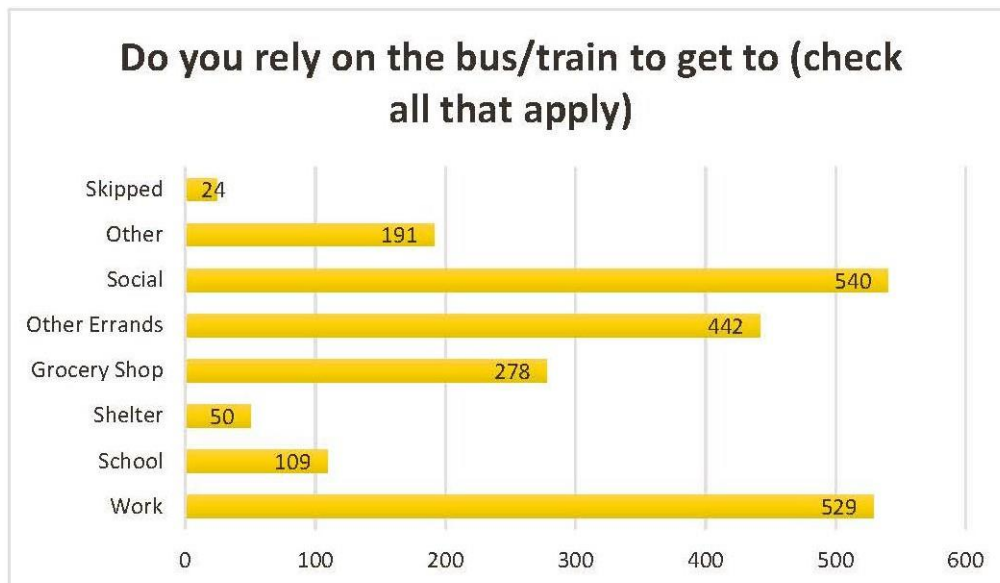
Bar chart showing race/ethnicity of survey takers: 15 Unknown, 35 Other, 28 Multiracial, 33 Latinx, 49 Asian, 10 Indigenous/Native American, 7 Native African, 65 African American, 700 White

For possible reasons outlined in the Context section of this report 77% of the survey takers identified as white, with 25% identifying as other, multi-racial or BIPOC (Black, Indigenous, People of Color).



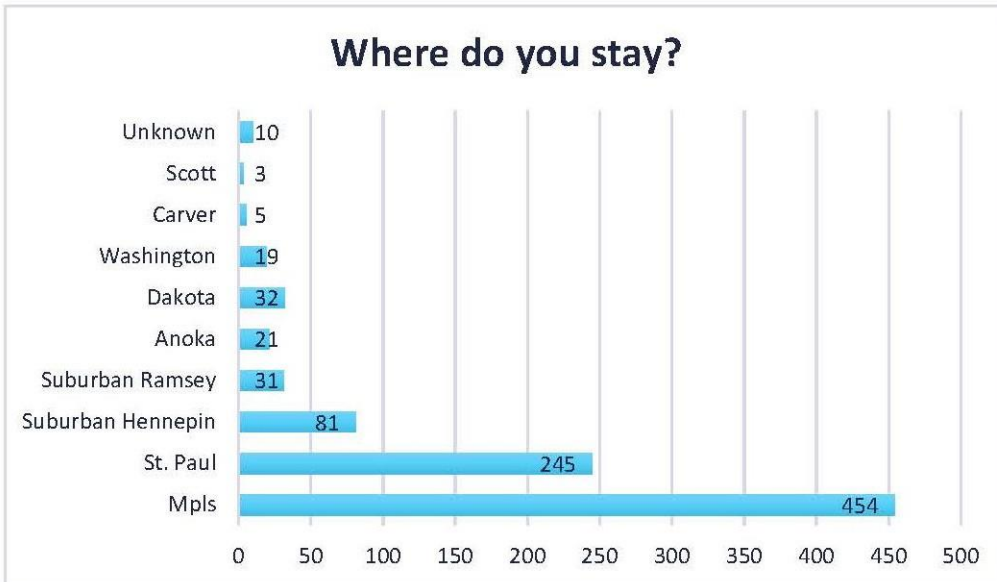
Bar chart showing the gender identity of survey takers: Unknown 91, Transgender 6, Gay 3, N 3, Straight 3, Genderqueer 4, Cisgender 15, Non-binary 21, Female 377, Male 358

The gender identity question was opened ended because we recognize that there is a continuum of identities regarding gender. We did *not* ask for sexual orientation, but a small minority of participants answered the question this way. We also had some very interesting answers including, ‘poop’ and ‘unicorn’.



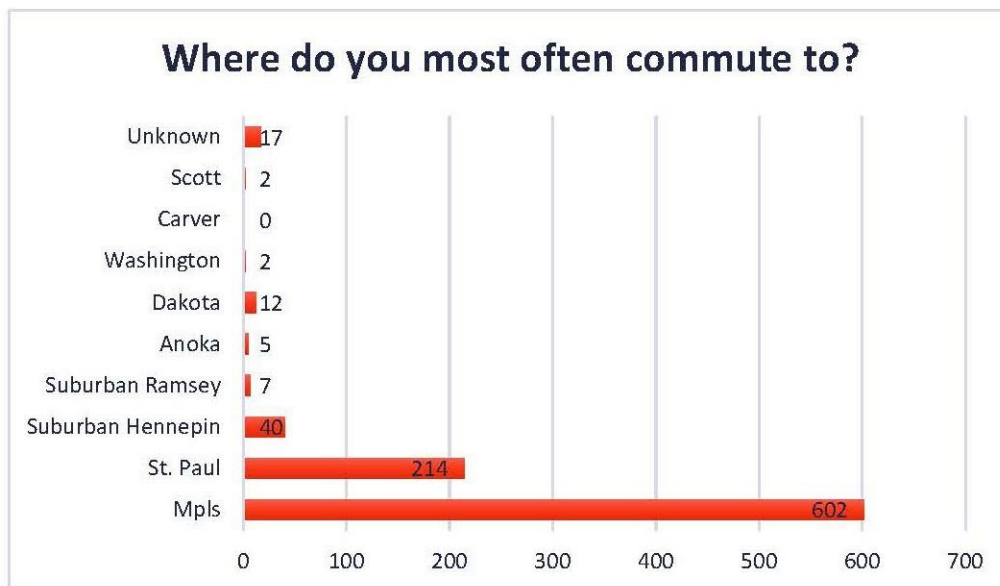
Bar chart showing destinations survey takers rely on bus/train to get to: 24 skipped, 191 Other, 540 Social, 442 Other errands, 278 Grocery shop, 50 Shelter, 109 School, 529 Work

Participants ride transit for a variety of reasons beyond commuting to work and school, in fact, to arrive at social functions was marked most often, 11 times more than work. It is important to point out that the 50 respondents who marked the shelter option are likely experiencing homelessness.



Bar chart showing residence of survey takers: 10 Unknown, 3 Scott County, 5 Carver County, 19 Washington County, 32 Dakota County, 21 Anoka County, 31 Suburban Ramsey, 81 Suburban Hennepin, 245 St. Paul, 454 Minneapolis

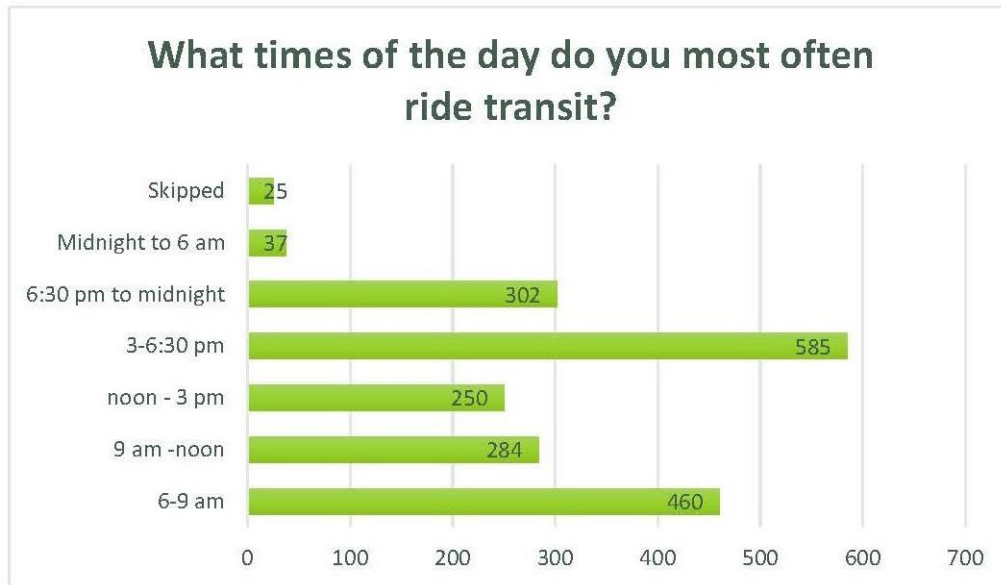
Half -50%- of survey respondents stay or live in Minneapolis. Just over 27% are hailing from St. Paul and suburban rider respondents make up all together 21% of the total.



Bar chart showing where survey takers most often commute to: 17 Unknown, 2 Scott County, 2 Washington County, 12 Dakota County, 5 Anoka County, 7 Suburban Ramsey, 40 Suburban Hennepin, 214 St. Paul, 602 Minneapolis

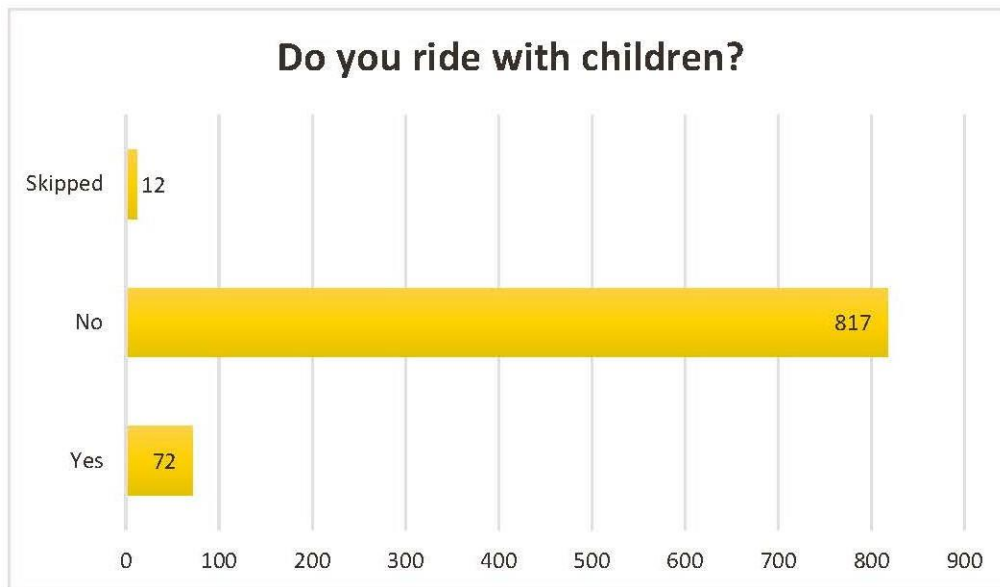
Almost 67% of respondents use transit to commute to Minneapolis and 24% to commute to St. Paul. Far fewer reported using Metro Transit to get to suburban locations. It was pointed out by Community

Planning Committee members that this might be in part due to a perception of better coverage/more routes in Minneapolis. Several survey respondents also expressed disappointment in the limited routes into the suburban communities.



Bar chart showing the times of day survey takers most often ride transit: 25 skipped, 37 Midnight to 6 am, 302 6:30 pm to midnight, 585 3-6:30 pm, 250 noon to 3 pm, 284 9 am to noon, 460 6 – 9 am.

Most respondents are riding transit during the afternoon or morning rush hours with evening – after 6:30 pm – being the next most often selected option. 6:30 pm to midnight, 9 am to noon, and noon to 3 pm are all relatively close in number of responses. Lots of respondents indicated in open ended comments that they now avoided riding transit after dark because of safety concerns.

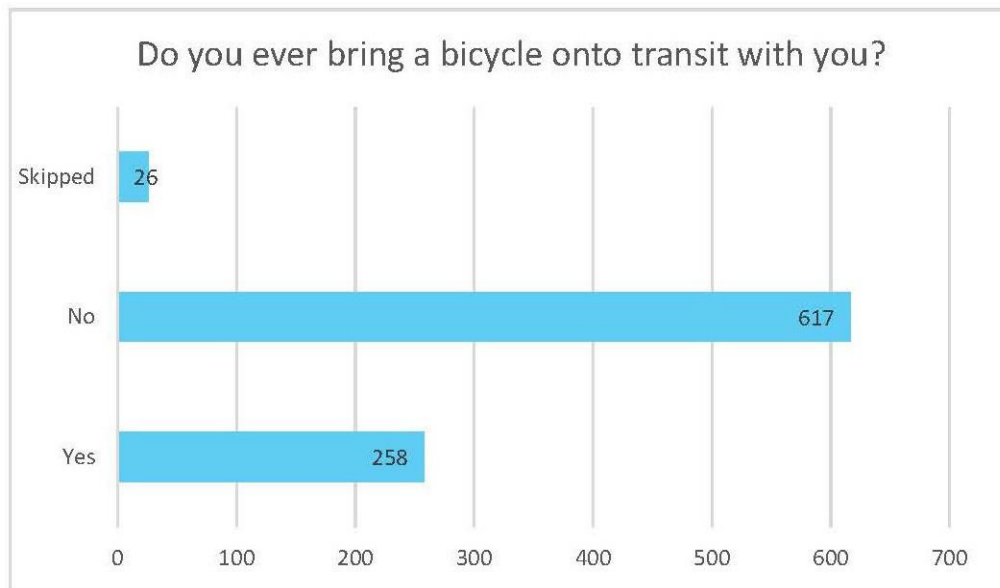


Bar chart showing that 72 survey takers ride with children, 817 do not, and 12 skipped the question

72 respondents indicated they ride with children, and the number ranging from 1 to 5. One respondent wrote that they sometimes travel on transit with up to 20 children at once – likely a teacher taking students on a field trip.

“I don't always ride with children Riding with kids is a pain because you never know if bus driver will be nice and let you take a stroller on or not. It's stressful, and while our kids love, love, love riding the bus, it made it such a pain to worry about that.” -40s, white, female

“Make it easier to board with a stroller” -30s, African American, female



Bar chart showing that 258 people bring a bicycle onto transit, 617 do not, and 26 skipped the question.

258 individuals, almost 30% of respondents, bring a bicycle on transit with them. In the open-ended question about accommodations there were many requests for more space on both train and bus bicycle racks. One person requested that bus drivers allow bicycles onto the bus even when the rack is full.

With disability access in mind the last question asked riders if there were accommodations that would make their transit experience safer and more possible. 473 individuals answered yes, representing 53% of respondents. They were asked in an open comment to share what those accommodations might be. The entire list of comments is attached in the appendix. Many of the comments related to enforcement of fares and perceptions of appropriate behavior; those will be woven into the sections of the report that relate. Here are some of the comments that relate to disability access related accommodations:

“Better access to western suburbs for light rail.” -50s, white, male

“More routes, more frequent service” - 50s, white, male

“Create/maintain more places to sit at bus stops.” 30s, African American, gender unknown

“Restrooms” -30s, white, female

“More space for bicycle transportation. I would like to take a cargo bike on light rail (for example, going from IKEA to Minneapolis or Saint Paul). I would also use the buses as part of my winter commute but my fat-tire bike won't fit on the bus racks.” - 50s, white, female

“I have Autism Spectrum Disorder, and bad things happen with too much sensory stimuli, it would be nice if the buses and trains were cleaned much more frequently than they are, or if the busses were more ventilated, or were outfitted with HEPA filters. It would also be nice if the buses were upholstered with a fabric that were less scratchy. It would also be nice if you could be mindful of the volume on the train bell, and on announcements. Finally, it would be nice if the train goings on were more handled by social workers and less by cops. I try to make sure that I won't meltdown by being mindful of my mental illnesses, but I am afraid of being shot by Metro Transit cops just for having a bad disability day. I also have a currently-unknown mobility impairment, but I haven't been able to find a doctor who can say what's wrong. I know that a lot of mobility impairments, especially in the price class of riding the bus all the time may not be sufficiently documented for Metro Mobility, it would be nice if you made a Metro Mobility-like or Uber-like last mile transit system for the rest of us. Finally, a lot of what would work in terms of accomodations, like passengers not smoking on the train, are enshrined in law, but that's actually terrible. I don't want to get a smoker shot or with a felony because I'm having trouble breathing. That's peak irony. But also, there are days that passengers are hot boxing the train and it's not accessible, but I endure. I think it's the same for many of us with disabilities and mental health conditions, and I think in a very tangible way, the reliance on cops and not social workers, who should really be the star of the Metro Transit show, very tangibly harms the transit community, because you have these chain reactions, you have someone smoking on the train, and you have someone with Autism enduring, enduring, enduring, until they're triggered into meltdown by it, and now you have a violent crazy person on the train to the external white suburbanite observer, and there are these heathens smoking on the train to the external white suburbanite observer, and if we had social workers on the train instead of cops, none of this would happen, because the social worker could be like, hey, I notice you're very addicted to cigarettes and you can't stop smoking on the train, let me trade you for a nicotine gum or a nicotine patch, and then you can have them be like, hey, you're going through a rough time Autistic person, I notice you're having a meltdown, follow me and we can go to a quiet calm place. And you can have the person who skips paying the fare, and the social worker can sign them up for transit assistance, and you have the person who's drunk, and the social worker can get them into recovery, and you have the person who's homeless and the social worker can get them housed. The transit community does not trust the transit police, and for good reason, the safety problems on a train, they really aren't problems that can be handled with intimidation and violence, the crazy person on the train isn't actually crazy pays bail and comes back, the cigarette smoker dies of lung cancer and is replaced by another cigarette smoker, the homeless person continues to be homeless, the boomer with the loud phone call still doesn't know how texting works, the fare non-payer is less able to pay the fare with the fine, the diabetic who collapsed and is foaming at the mouth from ketoacidosis still can't afford insulin. The typical safety problems on a train aren't cop problems, they're social worker problems, they're community problems. They need community-oriented solutions. It's ableist especially the way that Metro Transit treats transit cops as the solution to mental health problems.” - 20s, white, non-binary

“Better pedestrian safety in crosswalks. Specifically, the intersection of oak grove and 15th by Loring Park. Drivers do not respect the crosswalk and I have almost been hit 3 times this month and honked at, degraded, and threatened for using the crosswalk per state law when specifically designated crossing lights are on. Improving crossing conditions surrounding light rail stations and high traffic pedestrian intersections as well as using cameras to enforce vehicle speed limits would quite literally save lives. Loring Park is beautiful and it should not be scary to try and get there. It would also be great if the Metro Mobility buses respected crosswalks as well. When they pull into the crosswalk they make it dangerous for those they should be serving.” - 30s, white, non-binary

“I ride the #5 frequently. Air conditioning at a few degrees lower than usual would help. Hot weather conditions lead to increased violence” - 50s, female, white

“A disability accessible "exit" door on the buses. More customers allowed on the buses at one time. Not have disabled people wait at bus stops due to capacity limits.” - 30s, white, non-binary

“CLEAR SNOW and ICE AT MORE BUS STOPS.” - 40s, white, female

“Clear snow at all stops so wheelchair ramp can drop and we can get in & out safely” - 40s, white, female

“Reduce the height of the steps onto the bus. Provide more secure spaces to transfer between buses.” - 50s, white, female

“Have we considered seat belts? When you are flying along Hwy. 94 at 55 mph., a sudden stop is going to throw passengers everywhere, in a crash, splashing passengers all over the tarmac, blood and brains everywhere...” - 50s, white, male

“Curb bumpouts or boarding islands at bus stops would make boarding and alighting easier and safer (especially by slowing down speeding vehicles).” - 20s, white, male

“I take metro mobility if you guys could train the drivers more on things that would make rides safer in general” – 20s, white, male

“The driver not to use that glass panel because I am deaf blind and it’s hard to hear them” - 30s, white, female

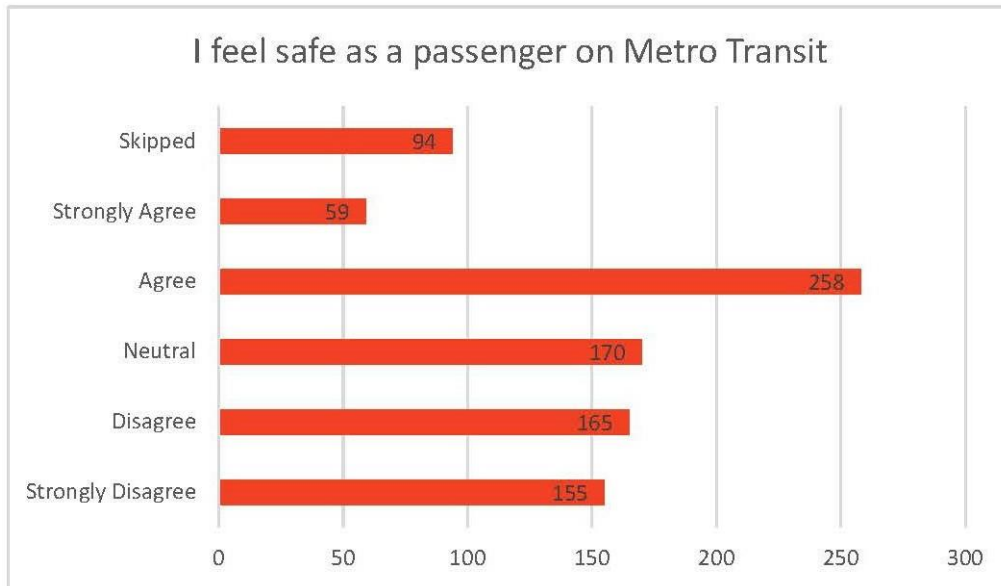
“I’m autistic, and noise and crowding are real problems. Maybe a quiet area on the bus?” - 50s, white, non-binary

Survey Responses: Definitions and Perceptions of Safety

The second section of the survey focuses on safety, ridership definitions of safety and perceptions and experiences related to safety.

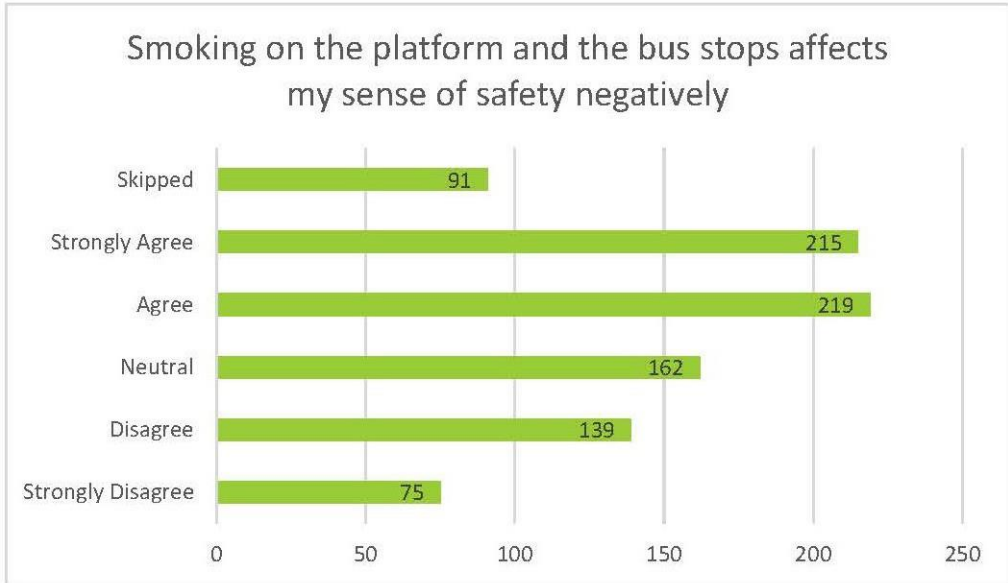
How do you define safety as a transit passenger?

The answers to this open-ended question mirrored the responses spoken during the virtual community forums: safety is being able to ride on transit without worry of physical and/or emotional harm, without risk of violence or theft of personal property, without having to witness violence, with comfort, and to arrive on time to one's destination without being harassed. Safety is found in clean facilities and equipment. Safety includes being free from racial profiling. Safety relates to frequency and timeliness of buses and trains.



Bar chart answering I feel safe as a passenger on Metro Transit. 94 skipped the question, 59 Strongly agree, 258 Agree, 170 are Neutral, 165 Disagree, and 155 Strongly Disagree.

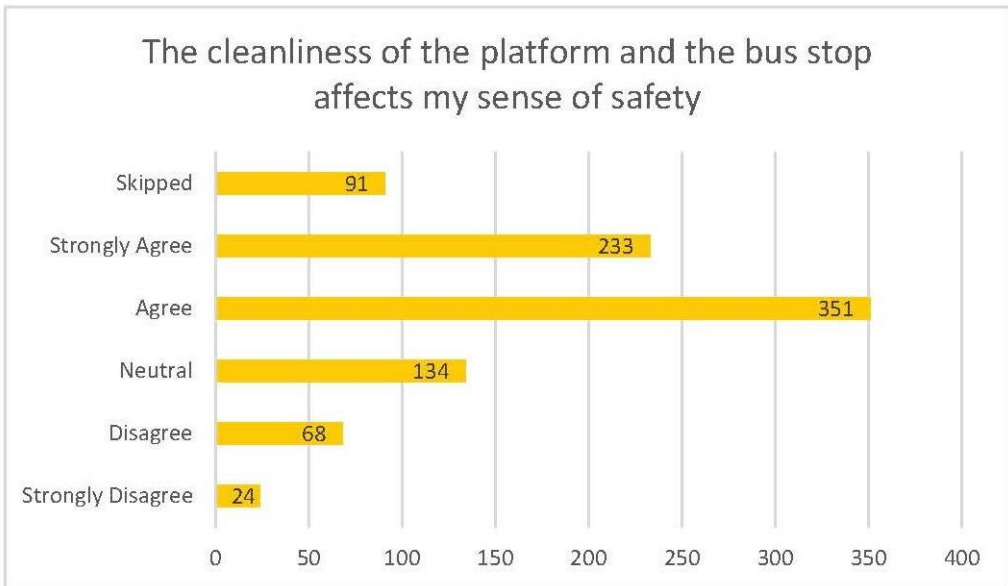
About 35% of respondents indicated that they either agreed or strongly agreed that they feel safe as a passenger on Metro Transit while 36% either disagreed or strongly disagreed with the statement. A common theme that surfaced in both the forums and the survey was that *light rail*, especially the Green Line, *feels significantly less safe than pre COVID- 19 days*, primarily due to the behavior of other riders and non-ticketed individuals on the platform.



Bar chart for 'smoking on the platform and the bus stops affects my sense of safety negatively'. 91 skipped, 215 Strongly Agree, 219 Agree, 162 are Neutral, 139 Disagree and 75 Strongly Disagree.

Almost half - 48% - of respondents agreed or strongly agreed that smoking on the platform and in transit vehicles negatively affects their sense of safety. Comments from open ended questions support this, as many riders complained about smoking and the lack of enforcement around the non-smoking rule.

“Smoking on the platform doesn't bother me, but smoking cigarettes and other substances on trains is a large contributor to a negative sense of safety.” – 40s, white, male



Bar chart for 'The cleanliness of the platform and the bus stop affects my sense of safety'. 91 Skipped, 233 Strongly Agree, 251 Agree, 134 are Neutral, 68 Disagree, and 24 Strongly Disagree.

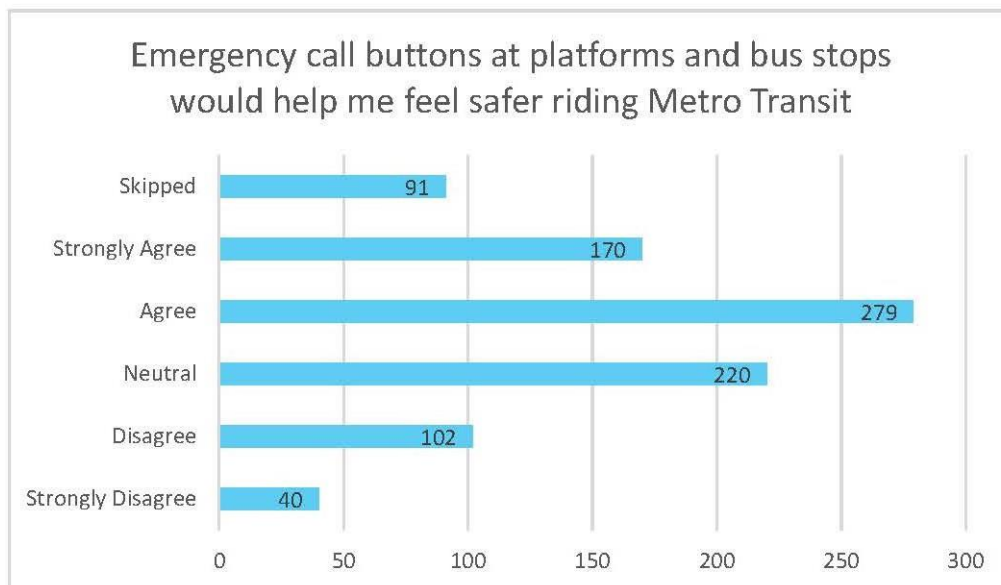
65% of participants agreed or strongly agreed that the cleanliness of the platform and the bus stop affects their sense of safety. Comments about downtown and the Lake/Hiawatha platforms/stops echoed this sentiment, citing broken glass, discarded needles, trash, urine and feces caused them to avoid these stops or the routes. Multiple respondents indicated that they see the same trash day after day.

“I tend to prefer a cleaner environment (i.e. no smells or trash, random fluids etc.) than a lot of stops are.” – 20s, multi-racial, male

“The bus stops and light rail platforms throughout the metro area are littered with discarded hypodermic needles and trash.” – 50s, white, male

“Another factor is maintenance of the bus stops when there has been destruction to the bus stop structure. I have reported (twice) a bus stop on 51st and Brooklyn Blvd that was damaged many months ago/possible a year ago and there has been no attempt to fix it. There are wires and bent metal hanging out. It says to me that Metro Transit doesn't care about upkeep so gives me a negative feeling about the whole operation. It basically says to me they don't care therefore makes me feel unsafe.” – 50s, white, female

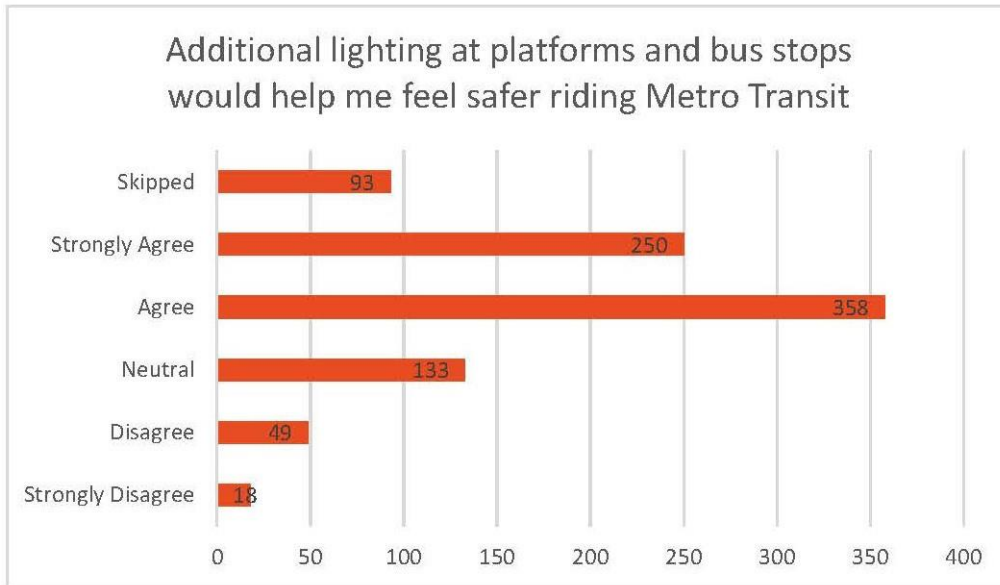
The fact that the agree answers are not a higher percentage likely indicates the tolerance that urban dwellers have for a bit of grit. However, there are studies that show the cleaner a space is the more likely visitors will collectively maintain the space.



Bar chart for 'Emergency call buttons at platforms and bus stops would help me feel safer riding Metro Transit'. 91 skipped, 170 Strongly Agree, 279 Agree, 220 are Neutral, 102 Disagree, 40 Strongly Disagree.

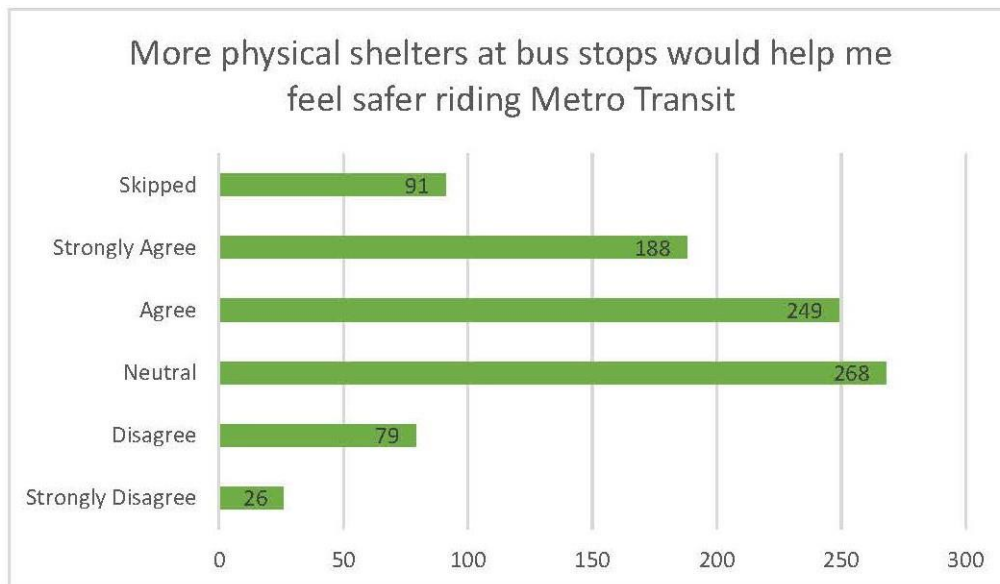
Just under half of respondents agree or strongly agree on the positive impact on safety created by emergency call buttons. In both the forums and the survey open ended comments we heard folks dissatisfied with the response time, or lack of response from existing emergency call buttons. Many

indicated that until response capacity is improved, putting in additional call buttons would do nothing to increase safety.



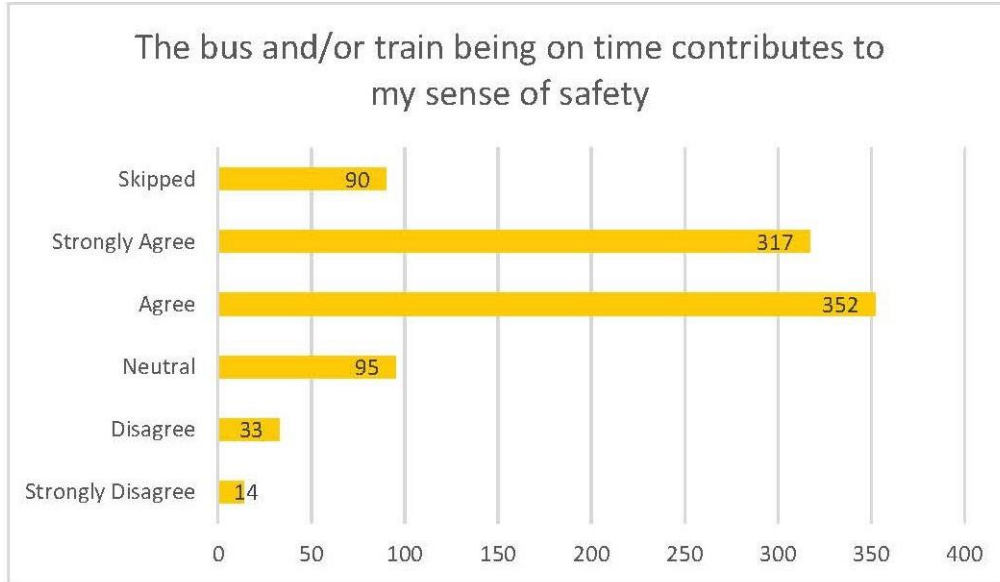
Bar chart for 'Additional lighting at platforms and bus stops would help me feel safer riding Metro Transit'. 93 skipped, 250 Strongly Agree, 358 Agree, 133 are Neutral, 49 Disagree, and 18 Strongly Disagree.

67% of participants agreed or strongly agreed that additional lighting at platforms and stops would increase their sense of safety. One young person commented, advocating for additional stops, that its actually the destination distance from the stop that is more important because “as soon as you leave the stop, the lighting goes away”.



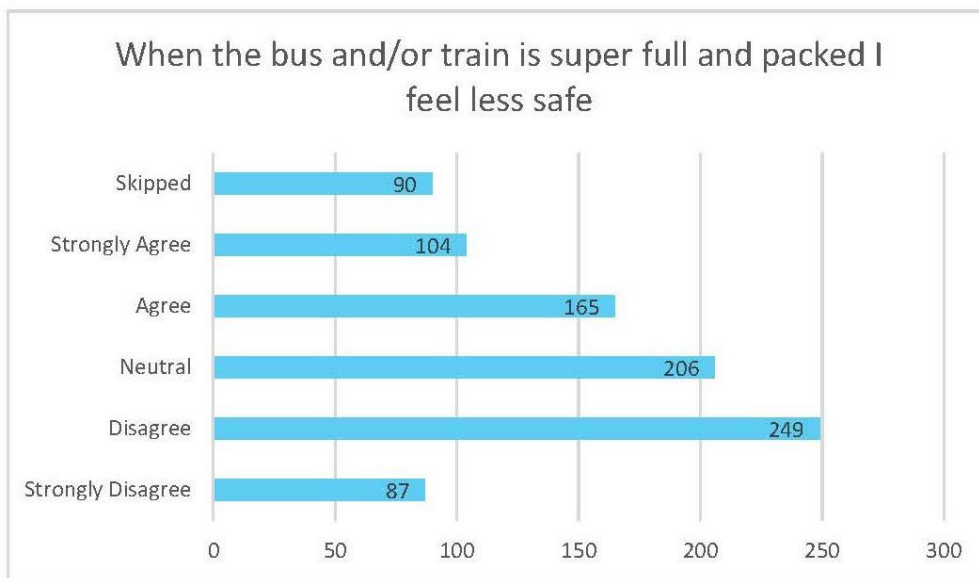
Bar chart for 'More physical shelters at bus stops would help me feel safer riding Metro Transit'. 91 skipped, 188 Strongly Agree, 249 Agree, 268 are Neutral, 79 Disagree, 26 Strongly Disagree.

Just under half of participants felt that more physical shelters would increase their sense of safety. More respondents were neutral than any other option. Only 11% disagreed with the statement.



Bar chart for 'The bus and/or train being on time contributes to my sense of safety'. 90 skipped, 317 Strongly Agree, 352 Agree, 95 re Neutral, 33 Disagree, 14 Strongly Disagree.

74% of respondents agreed or strongly agreed that the timeliness of the bus or train contributed to their sense of safety. We heard this as well in the forums and in the open-ended comments. For female identified riders, especially, waiting a long time for a transit vehicle feels risky. For high school students relying on Metro Transit the bus being late has broader implications and sets them up for potential discipline in school.



Bar chart for 'When the bus and/or train is super full and packed I feel less safe'. 90 skipped. 104 Strongly Agree, 165 Agree, 206 are Neutral, 249 Disagree, and 87 Strongly Disagree.

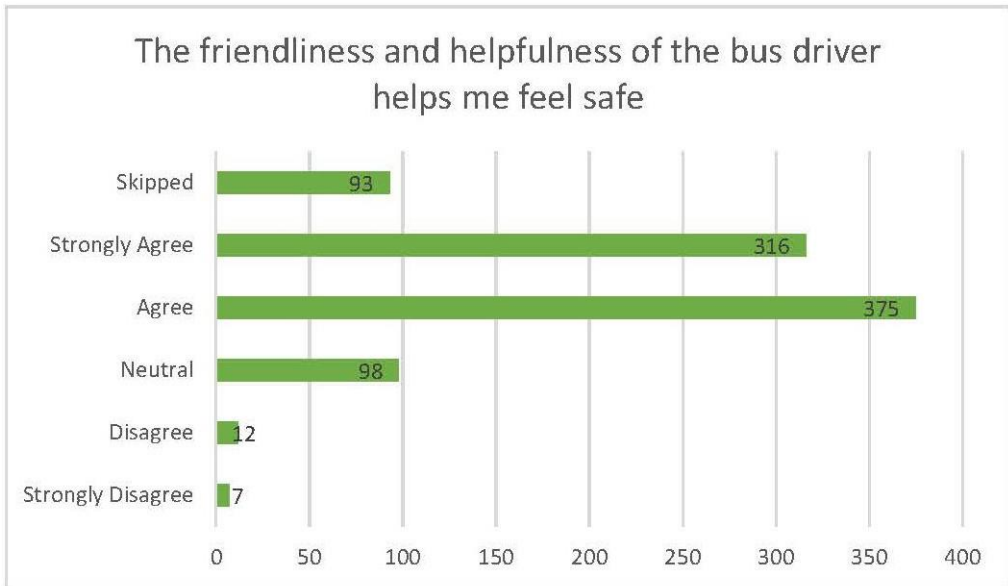
The fullness of the bus or train seems to be less of a factor in creating safety. Individual comments did point out that full vehicles passing a stop without picking up riders is problematic, especially for those who will need to transfer after that ride. Many have shared that the more people riding, the safer they feel, while others have indicated that extra packed vehicles make it harder to ride with disabilities. Young women of color remarked that extra full buses are the space where they regularly are sexually assaulted:

“This is the time when old men be touching people and grabbing on us” teen, African American, female



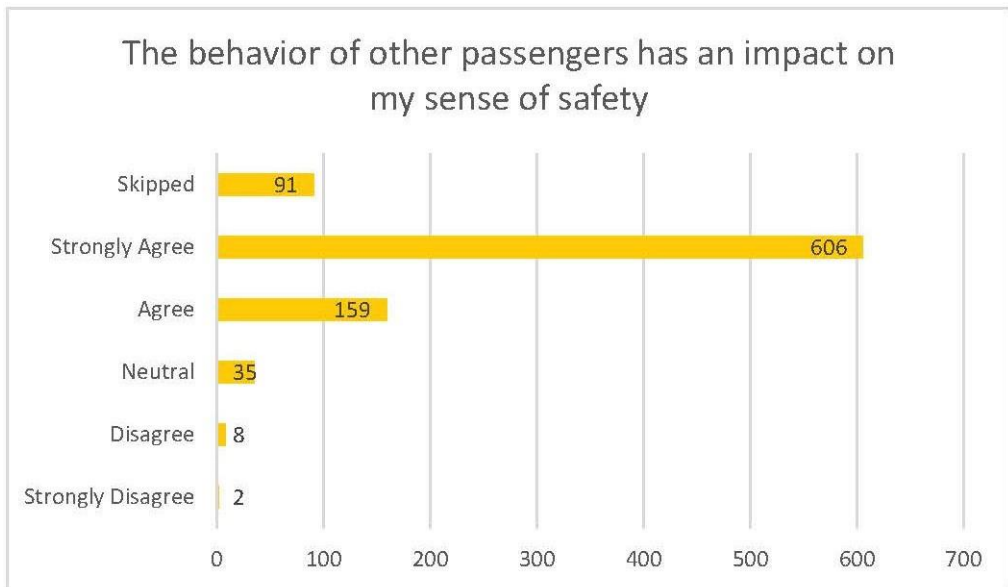
Bar chart for 'When routes change and are moved because of construction, etc. I feel less safe riding transit'. 92 skipped, 77 Strongly Agree, 303 are Neutral, 199 Disagree, and 58 Strongly Disagree.

While comments call for additional signage and broadcasted warnings about route changes, most survey respondents are ambivalent about how this impacts safety.



Bar chart for 'The friendliness and helpfulness of the bus driver helps me feel safe'. 93 skipped, 316 Strongly Agree, 375 Agree, 98 Neutral, 12 Disagree, 7 Strongly Disagree.

77% of respondents feel that the disposition of the bus driver/train conductor impacts their sense of safety, while only 2% disagreed or strongly disagreed. A friendly and helpful driver can make a significant difference in the experience of a rider, easing any anxiety they might have about riding.



Bar chart for 'The behavior of other passengers has an impact on my sense of safety'. 91 skipped, 606 Strongly Agree, 159 Agree, 35 are Neutral, 8 Disagree, and 2 Strongly Disagree.

The behavior of other passengers has a significant impact on any rider's sense of safety, 85% of respondents either strongly agreed or agreed with this statement, while those disagreeing are in the single digits. 67% Strongly Agreed. A majority of the open-ended question comments related to other passengers' behaviors, and this is one of the topics most influenced by the COVID-19 and its economic impact context. As one rider stated, "Metro Transit is the dumping ground for underfunded safety

net/social services”. Many respondents commented about those who are unsheltered/experiencing homelessness, chemically dependent, and/or those with mental illnesses occupying and sleeping on the buses. There were also many comments about crime – theft, drug dealing, assaults – being a regular experience on the train that negatively impacts safety perceptions.



Bar chart for 'The limited space for wheelchairs on the bus impacts my sense of safety'. 104 skipped, 42 Strongly Agree, 77 Agree, 462 Neutral, 149 Disagree, 67 Strongly Disagree.

Wheelchair space seems to be a concern for those who are directly impacted by it, and less of a concern for those whose ability privilege allows them to not have to consider this.



Bar chart showing 566 survey takers say that safety concerns have impacted when and how often they ride transit, 245 said no impact, and 90 skipped.

63% of respondents indicate that safety concerns have impacted when and how often they ride transit.



Bar Chart showing that 193 survey takers rely on Metro Transit for all their transportation needs, 384 have alternative modes of transportation and that 180 had other reasons shared in an open response question.

193 individuals indicated they rely on Metro Transit for their transportation needs, they have no choice regardless of how unsafe they feel and might adjust hours and routes to adapt. 384 of the respondents to this question are choice riders – they have other options to fall back on when public transportation feels too unsafe.

180 responded to the follow up open-ended Why question. Some of the responses included:

“Nunca uso Metro Transit despues de las cinco de la tarde. Tengo miedo de usarlo en la noche.”
(I never use Metro Transit after 5 pm, I am afraid to use transit at night.) - 50s, Latina, female

“I haven't ridden the train in 2 years because of threatening behavior of another passenger” –
40s, white, female

“I've stopped taking transit during COVID to avoid getting exposed to the virus” – 50s, white,
female

“I avoid Lake Street station due to safety concerns.” – 50s, white, male

We then asked a **series of questions regarding the Metro Transit Police.**



Bar chart for 'I feel safer at platforms and stops when the Metro Transit Police are present'. 95 skipped, 299 Strongly Agree, 192 Agree, 129 are Neutral, 87 Disagree, and 99 Strongly Disagree.

Just over half – 54% - of respondents indicated they agree or strongly agree that they feel safer at platforms and stops when the Metro Transit Police. Through open-ended question comments we get a sense that many riders feel like the MT Police presence serves as a deterrent for “bad” or illegal behavior. In the open-ended question about accommodations there were many comments about increasing police presence and/or increasing the power of the police. Of those 102 comments calling for such strategies, 79% came from white identified individuals (70% of those white males), 8% came from African American identified individuals, 3% from Latinx identified individuals, 8% from Multi-racial and other identities, and 2% from Asian identified. Some of their comments include:

“The light rail is a homeless shelter on wheels after the sun goes down. Hoolum's, dealers, drug couriers, dangerous felons are literally running most of the light rail coaches after 6pm, the met council should be ashamed of themselves because they aid & abet the criminal element that is praying on the innocent light rail rider just trying to get to their job. The metro police, their hands are tied by far left politicians that only want anarchy. Light rail, it's a publically funded farce and it's time to end it.” - 50-65, white, male

“Have armed guards on bus. Execute those that are socially disrespectful, those that cuss, swear and piss on the train.” 66+, white, ‘all male’

“More police, more enforcement, less drugs, less crime.” – 40s, white male

“more police and imprisoning members of the community who continue to violate the law while being on met transit property...its really simple” – 50s, other, male

There were also many comments indicating that armed police presence does not contribute to a feeling of safety:

“Non-police, customer facing personnel on LRT” 40s, white, female

“Replace police with transit workers on trains. It’s weird and aggressive to have police doing a conductor’s job.” -40s, white, male

“I’ve only ever seen police escalate bad situations. Bus drivers are more helpful and that’s not even their job.” -20s, white, genderqueer

“Ambassadors to help deescalate situations without police” -30s, white, female

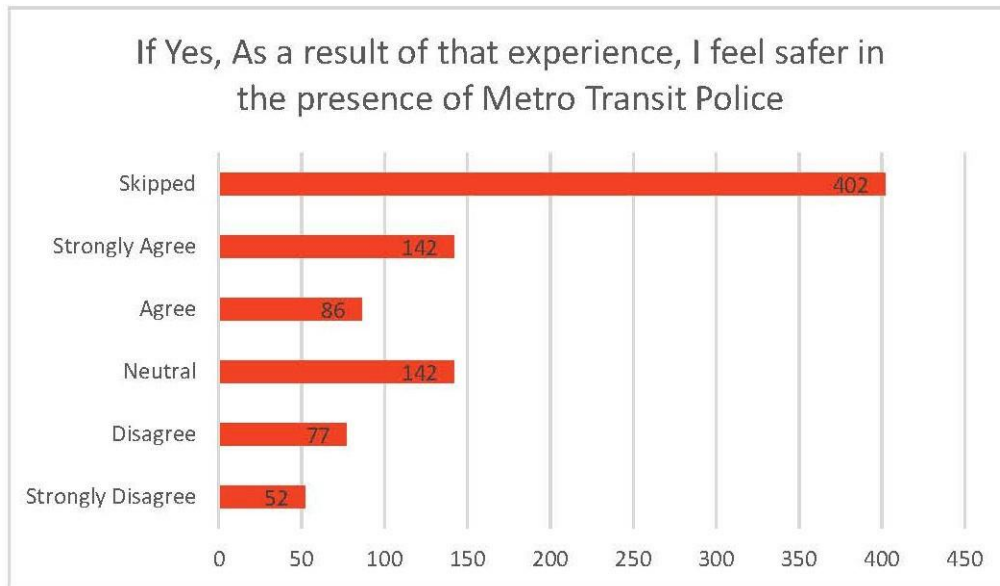
“I have been hit on by an officer before - he asked me where I was going and if I had time to hang out with him - that made me feel strange” -teen, African American, female



Bar chart for 'I feel safer knowing platforms, trains, and buses are monitored by cameras'. 90 skipped, 190 Strongly agree, 307 Agree, 177 are Neutral, 104 Disagree, and 22 Strongly Disagree.

Just over half – 55% - of respondents agreed or strongly agreed that security camera monitoring helps them feel safer. There were comments that expressed not knowing if anyone is actually monitoring that footage live, or if the camera recordings are intended to serve as a deterrent, or if the footage is saved and accessible for criminal prosecution and/or restorative justice processes.

408 individuals claimed to have had a direct experience with Metro Transit police, while 400 individuals indicated that they had not (93 respondents skipped the question).



Bar chart for 'If yes, as result of that experience, I feel safer in the presence of Metro Transit Police'. 402 Skipped, 142 Strongly Agree, 86 Agree, 142 are Neutral, 77 Disagree, and 52 Strongly Disagree.

For those that had a direct experience with Metro Transit Police 51% indicated that as a result they feel safer in the presence of Metro Transit Police, just half.

When asked **why** 357 comments were given, representing both those in favor of police presence/increased police role and those who do not feel safer in the presence of armed officers, including:

“They scared off the crack heads.” – 30s, white, ‘unicorn’ (actual response to gender question)

“Regardless of route location or severity of situational threat, police response is at least 15 minutes away. IF police arrive, they will only act to disburse threat. Offenders are aware that they face no consequences for their actions. I have observed this many times.” – 50s, white, male

“Porque estoy segura que en alguna situación ellos pueden ayudarme” (Because I am sure that in some situations, they can help me) – 30s, Latina, female

“They were INCREDIBLY rude to me when I asked them to pull up their mask” -20s, white, non-binary

“They took my report after my phone was stolen out of my hand. They didn't seem particularly engaged -- "yup, that happens. Don't hold your phone In your hand." Never heard anything back. I don't know what I expected, but the answer to the Q is: no, it didn't make me feel any safer.” – 50s, white, male

“I feel police presence and engagement frequently escalates tense situations unnecessarily and increases the risk of confrontation and violence which makes me feel unsafe.” – 30s, white, non-binary

“They have always been courteous and professional. With them present, if something does happen at least they have the ability to stop anyone from getting hurt real time vs just capturing the incident on camera and hoping someone can do something about it later.” – 50s, white, female

“The interactions that I have had with police in the metro and with metro police have never been positive interactions and largely fueled by racism - i most definitely do not feel safer when police are present.” – 20s, Indigenous, female

“BECAUSE WHEN A UNIFORMED OFFICER IS PRESENT PEOPLE ARE LESS LIKELY TO ACT OUT NEGATIVELY” – 50s, multi-racial, female

“As a Black woman, I already don't trust the police and feel totally safe around them. However, as a Black woman who more often than not is traveling alone, I also recognize that I'm as a higher risk to deal with harassment and be a victim of violence. If it comes down to the devil I know or the devil I don't, I'd rather have police present on the platforms because their presence will likely keep people from using drugs, fighting, and harassing me which end up being more of a threat to my safety than the police. However, I would not want the police to carry guns and they should be wearing body cameras with them on at all times.” – 30s, African American, female

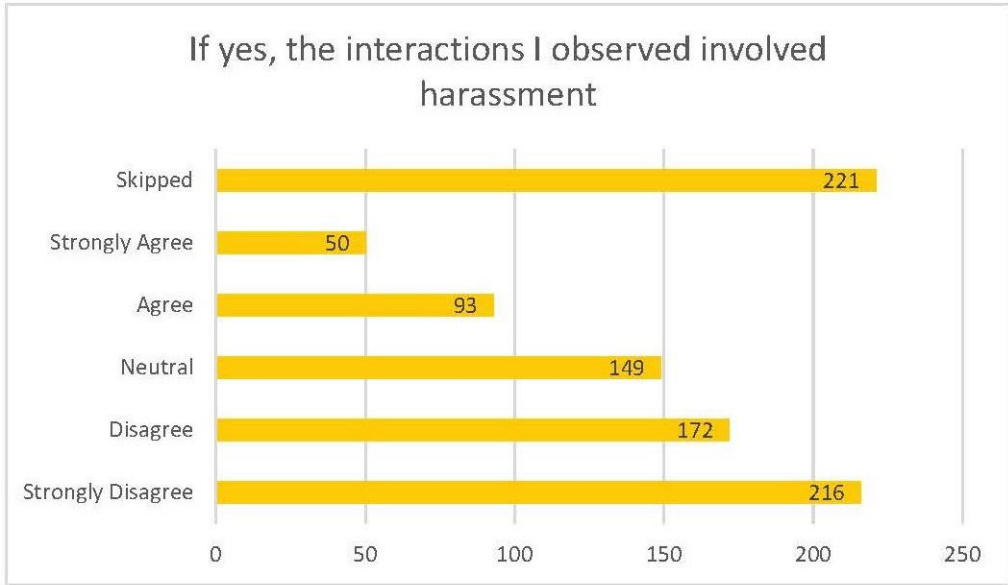
“Transit police? What transit police. Where are they after dark?” – 50s white male

“They were asking for proof of payment (pre-covid). They were selectively asking for this, not asking for it multiple times to white people but they were asking for it multiple times to Black and brown people.” – 40s, Latina, female

“They removed people who were intoxicated or misbehaving” – 20s, Asian, female

Overall, there were more unfavorable comments. All the comments can be seen in the full list in the Appendix.

650 individuals said they have witnessed Metro Transit Police interact with others, while 154 said they had not and 97 skipped the question. Among those who had witnessed interactions we asked additional questions.

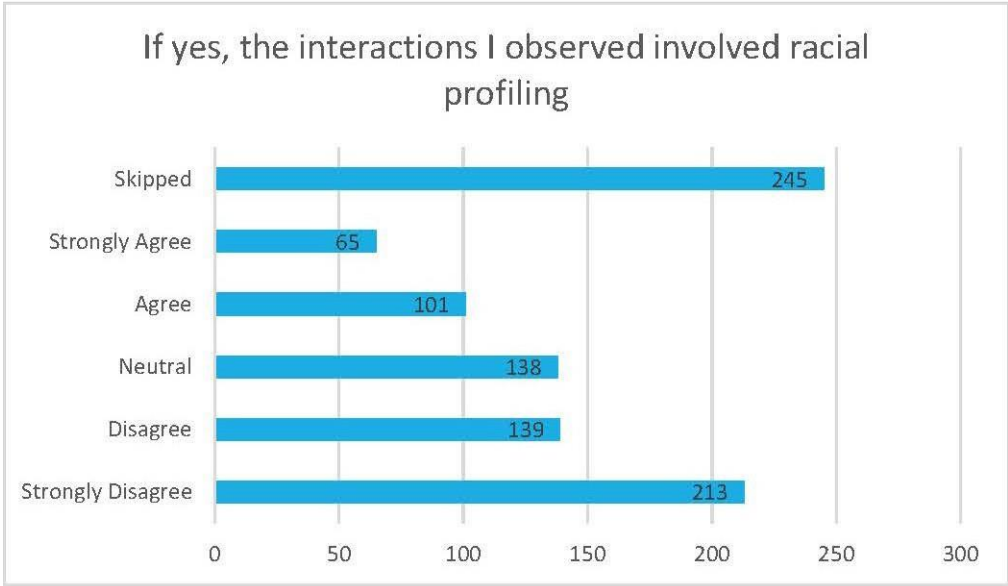


Bar chart for 'If yes, the interactions I observed involved harassment'. 221 Skipped, 50 Strongly Agree, 93 Agree, 149 are Neutral, 172 Disagree, and 216 Strongly Disagree.

43% of respondents disagreed or strongly disagreed that their observations involved harassment. More people skipped the question than strongly disagreed with the statement.

Young women of color reported being harassed by male transit officers:

“They talk to the girls on the platforms like we grown” – teen, African American, female



Bar chart for 'If yes, the interactions I observed involved racial profiling'. 245 skipped, 65 Strongly Agree, 101 Agree, 138 are Neutral, 139 Disagree, and 213 Strongly Disagree.

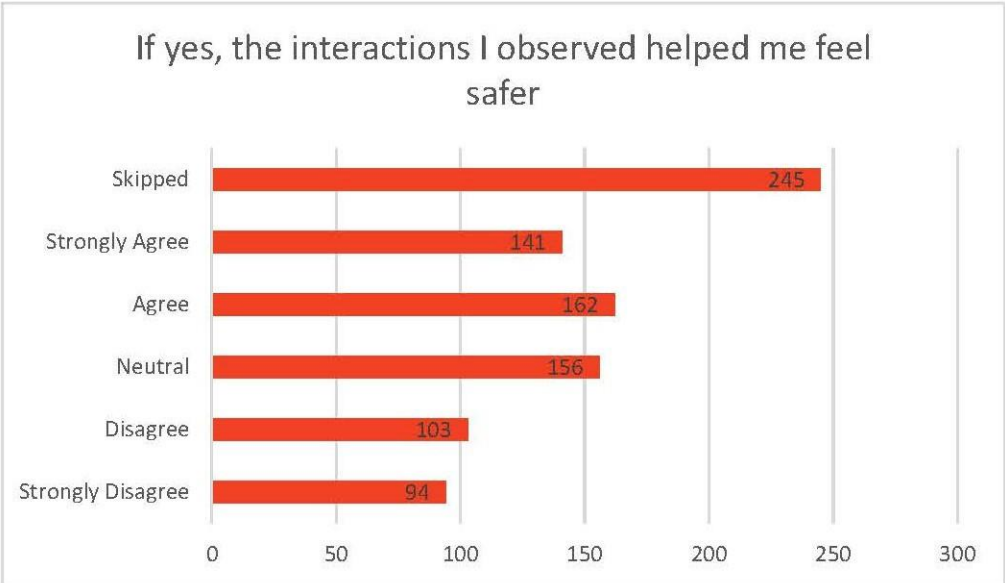
More people skipped this question than strongly disagreed. 39% of respondents disagreed or strongly disagreed that their observations of Metro Transit Police involved racial profiling. And yet there were several comments indicating the opposite:

“He mirado que si eres blanco, y no tienes tu boleto es más fácil que te den ir sin que pagues una multa, si eres de las minorías es más seguro que tendrás que pagar una multa.” (I have seen that if you are White, and you don’t have a ticket it is easier that they will let you go without paying a fine, if you are from a minority it is more sure that you will pay a fine) – 40s, Latino, male

“They always target young people, especially black males” – teen, African, female

“They were clearly targeting / harassing BIPOC unfairly, which was stressful to my fellow riders, and after the police left the metro transit vehicle, vehicle felt unsettled and on edge” – 50s, white, female

“Transit police are almost never where you really need them and usually only seem to be surveilling people of color, when it's just as many white people who cause problems.” – 30s, multi-racial, gender unknown



Bar chart for 'If yes, the interactions I observed helped me feel safer'. 245 skipped, 141 Strongly Agree, 162 Agree, 156 are Neutral, 103 Disagree, and 94 Strongly Disagree.

34% of participants said they agreed or strongly agreed that those observed interactions helped them feel safer. 245 respondents – 27% - skipped the question and 156 – 17% - were neutral.

To probe further we then asked if there **anything else about the interaction(s) you witnessed that you feel is important to mention**. There were 308 responses to the open-ended question. Many people reported simply that they had witnessed Metro Transit Police doing fare checks. Responses included:

“My experience has mostly been with police checking ticket fares. It seems like a negative way of targeting low-income riders for a petty crime.” – 30s, white, female

“Response time for a true emergency seems outrageously slow.” – 30s, white, female

"In one of the situations I observed, the passenger was abusive to the two officers, but they remained respectful and did their jobs well." – 50s, white, male

"In 14 years of riding light rail I seen officers maybe 10 times." – 50s, white, female

"The police are doing the job they were hired to do. Get rid of the riff raft and clean up these areas." – 40s, white, female

"There needs to be more enforcement and quit giving warnings - just issue citations and tickets, if not arrests. Part of the problem is that people know they can get away with stuff and warnings mean absolutely nothing." – 40s, Asian, male

"All problems I've seen, involve young to mid 20s black males behaving like thugs." – 50s, white, female

"All of the harassment – sexual and gender based - has come from male officers." – teen, African American, female

"White people get a pass, especially when the trains are full from event riders." – 50s, Indigenous, male

"I once was asked (white male) if I had a ticket, to which I didn't, and yet the white officer told me "that's fine." He then went up to a homeless Black man and kicked him off the train for not having a ticket. Nothing else to note there. Racial profiling at its finest." – 20s, white, male

"Most of them were not taking covid seriously, no masks, and acting superior." – 30s, white, transgender

"The officers showed their humanity while also enforcing rules when people were abusing them or making for an unsafe situation for others." – 30s, white, male

"Yes I had a friend who was ridiculed by officers for being gay." – 50s, white, gender unknown

"Metro Transit police are professional and helpful. There is absolutely NO harassment or racial profiling. Just because someone does not like to follow law does not make law enforcement racist!!!" – 40s, Multi-racial, male

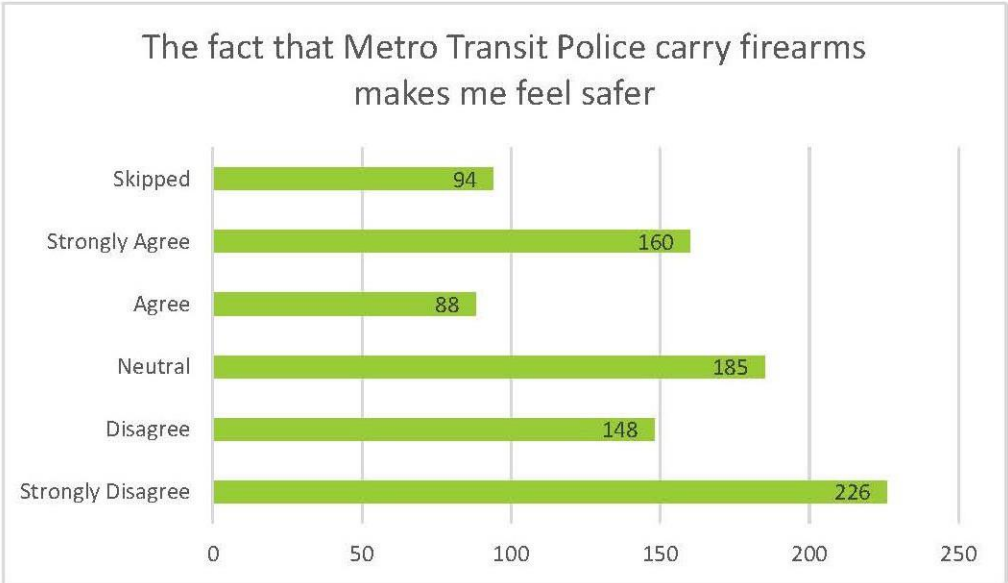
"I have witnessed police throwing young Black people off of the train and even zip tying their wrists for not paying their fares, but I have seen them letting well dressed white men off with a friendly reminder to pay next time." – 40s, white, female

"They're pretty racist. If a white person forgets their fare, they're chill, if a black person forgets their fare, it's a whole ordeal, there's shouting, it's a mess. If a white person is drinking on the train, it's like, you're a bit hammered, let's get you off, or it's casually ignored, if a black person is drinking on the train, it's a whole thing. It's social work for

the white man, and violence for the black man, and I'm white, and I'm watching. What happens when I'm not watching? That doesn't make me feel safe. White people are smoking goddamn cuban cigars on the train, and black people are smoking menthols on the train and nobody wants to call the Metro Transit police, because they're racist assholes, and if you call the cops on the cuban cigar guy, the transit police are going to start bar brawling a homeless elder for no reason.” – 20s, white, non-binary

“Metro Transit police have the opportunity to get more in touch with the community but they often don't. instead they sit in their SUVs and watch people. Get out and be friendly talk sports or the weather with people. be more in touch with riders.” – 30s, white, female

“It feels like police are just there to kick poor folk off the train/bus for not having fare. I don't feel any safer with them around, and folk need to ride the bus.” – 30s, non-binary, ethnicity unknown



Bar chart for 'The fact that Metro Transit Police carry firearms makes me feel safer'. 94 skipped, 160 Strongly Agree, 88 Agree, 185 are Neutral, 148 Disagree, 226 Strongly Disagree.

42% of respondents disagreed or strongly disagreed with the statement that Metro Transit Police carrying firearms make them feel safer. 27% of respondents agreed or strongly agreed that knowing Metro Transit Police carry firearms makes them feel safer. Several concerns about escalation and weapons were expressed in open ended questions.

“Guns do not equal safety.” – 50s, white, male

“Metro Transit police should not carry firearms or other deadly weapons.” -30s, white, female

“So they can shoot me? no man, no guns for them” – teen, African American, male

Next respondents were invited to **share any experience with the Metro Transit Police that is not covered in the above questions**. There were 131 responses. Some comments included:

“They're very professional, we need more of them on the light rail enforcing the law.” – 40s, white, male

“Every time I text metro transit about a drug deal, smoking/spitting on the train no officers ever arrive. Never. It's useless to report issues because they never get taken care of.” – 30s, white, gender unknown

“I like how metro transit police do what they must (during daylight hours). Good star for that. But where are they when the sun goes down?” – 50s, white, male

“Sadly, I have contacted Metro Transit Police on several occasions about drug overdoses. They have handled those situations very well.” – 50s, white, female

“Insisto que la policía tiende a ser más amable y comprensivo con las personas de raza blanca que con las personas de las minorías o de color” (I insist that the police tend to be more friendly and understanding with people of white race than with people of minorities or of color) – 40s, Latino, male

“Disrespectful comments/exchanges between officers about people out of earshot.” – 40s, white, female

“One time I reported a sexual harassment over the phone to transit cops and he laughed at the situation and basically just told me “we can't be everywhere” — was very disappointing, unaffirming, bad day.” – 20s, Latina, female

“I have seen Metro Transit Police being aggressive with young black boys--pre-teens and young teens. Whatever the issue was, I feel the way the police behave just creates a sense of fear rather than being community leaders. I have seen them detain these young kids or tell them to get off the platform if they don't have tickets. There has to be a less aggressive, less hostile way of dealing with this issue so that everyone can feel safe.” – 30s, Asian, female

“They also assert dominance over people when outside of Metro Transit vehicles, for example by surveilling people walking and biking and sitting, and by storing their cars on sidewalks, bus stops, and trails. They clearly think that if you are not driving, you are a threat.” – 50s, white, female

“Unless they are riding the bus with me, all they can do is investigate an incident after everyone has been affected. What's the value in that?” – 66+, white, male

“One negative experience was on a bus during the day. A high school-aged kid got on and didn't quite have enough money to pay. The driver flipped out on him. Someone offered to pay the difference-- it was like 25 cents. The driver (who'd lost their mind at this point) wouldn't let the other passenger pay the difference for the kid (who may have been taking the bus to school) and called Metro Transit police who came and

arrested the kid even when passengers told them that he'd really done nothing wrong. It was ridiculous. There may have been a racial element to the interaction because the driver was white and the kid was black ...or the driver and this kid have had past interactions, but the driver was definitely out of his mind and in the wrong. The police response compounded it. My friend Dana submitted a formal complaint about the driver and how the police handled stuff. Now some kid has a criminal record because he was 25 cents short on his fare.” – 50s, white, male

“Derogatory racist and transphobic language used by cops at multiple stations.” – 30s, white, non-binary

“At one point I needed to tell MT to do a welfare check on a man who was in some sort of health distress. I felt it needed to be done but was very concerned that he would be arrested instead of having his health checked. I wish we had a better system that wouldn't mean needing to make the calculation of whether the welfare check is worth it given the risk.” – 30s, white, gender unknown

“I don't understand why transit police drive separately from Mass transit. They need to be ON the buses and trains” - 66+, white, female

“The police and the Transit Police are a multiracial force and suffer libel and slander at the hands of communist agitators who are uniformly racist and even self-servingly so, since many of the BLM types are in it for the money, which is pouring into their organization from unwise corporations and even more unwise legislators and executive branch leaders.” – 66+, white, male

“I reported being groped by another passenger to Metro Transit Police and it honestly made the whole experience a lot worse. It seemed like the officer who followed up was skeptical, reviewed the security camera footage while I was on the phone and narrated what was happening to me (which was triggering and made me panic), concluded that my story checked out but that there was nothing he could do about it. I regretted reporting. I think Police have an unreasonable job dealing with basically everything. It would be nice to be able to report issues like this to someone who is trained and capable to deal with sexual trauma/violence.” – 30s, white, female

“I have texted the Metro Transit Safety line multiple times. No one has ever come to assess the situation. I have waited over 50 minutes on the light rail and no one came.” – 20s, male, ethnicity unknown

The last two questions in the survey were open-ended.

There were **382 responses to the question “if you stopped using transit because you felt unsafe, please explain what made you feel unsafe and what would make you return to using transit?”**

Themes included:

- COVID- 19
- Other passenger behavior
- Trains are considered more dangerous than the buses.
- Some complained about unpaying riders.

Here is a selection of the comments:

“Despues de los riots del 2020, las calles y paradas del bus en minneapolis se sienten inseguras. Tambien hay demaciados detours que nos hacen caminar en calles desconocidas aveces.” (After the riots of 2020, the streets and bus stops in minneapolis feel unsafe. There are also too many detours that make us walk in unknown streets at times.) – 30s, Latina, female

“unticketed riders besides makes me feel stupid. I paid they did not” – 66+, white, male

“I stopped using transit at the beginning of the COVID-19 pandemic. I have gradually starting using transit out of necessity, but I am always masked, and make an effort to sit within view of someone who looks kind of like me (young, or female, or masked) but with some space between myself and others. I strategize to make my ride feel safe.” – 20s, white, female

“Drug use, smoking, filthy trains, offensive body odor from some of the users. Fix those problems, get LRT back to what is what like 5 years ago and would be happy to ride. Bus works ok. Nicollet is sketchy at night I usually avoid transit then.” – 30s, white, male

“The level of violence and the train service turning into a de facto mental health shelter contributes to unsafe feelings. I have witnessed public urination and drug use on platforms, which is very unpleasant. I have lived in many large cities and I am not a fragile flower from the suburbs, plus I am a big supporter of public transportation yet the safety issues and general unpleasantness of the train system has driven me away from it. I was so thrilled when the Green Line opened less than 10 years ago. I took my family to ride it the first day and it makes me so sad to see the state it's in now, less than 10 years later, with such low ridership and other problems that make people not want to ride. I've ridden metro systems that are 100 years old (London, Boston, NYC that are cleaner and in better shape than ours (although I realize NY has crime problems now, too) . Also it would have been better to have plastic seats that can easily be wiped and sanitized---the fabric seats are already so grubby.” – 50s, white, female

“Homeless individuals becoming aggressive and vulgar towards other passengers. Teenagers engaging in gang like intimidation/extortion on trains. Violence can be visibly seen as a train enters the station and the operator opens/unlocks the doors allowing the scuffle to transfer inside the train.” – 30s, white, male

“I've stopped riding the trains after dark or very early in the morning to get to and from the airport because I had 4 men who were high or drunk get on the train and start fighting and yelling at people. I literally had to hide so as not to attract their attention and when I got to my stop, they chase me down the street until I lost them in the transit station by hiding. Imagine being alone, hiding, and then running down the street and through the skyway with a bunch of luggage at 11 pm at night with no one around and all while hearing 4 men yelling "WHERE DID SHE GO?! FIND HER!!" It was the scariest thing I've ever had happen to me in my life and after that, I stopped riding to and from the airport or riding at night or early morning. What would make me ride the trains in

the way that I used to? The presence of authorities on trains and platforms especially late night and early morning.” – 30s, African American, female

“I stopped using transit over a year ago because the trains and specifically the green line has become a roaming mental health and substance abuse facility. Unfortunately Metro Transit has become a place of last resort because our state refuses to come up with solutions for mental health.” – 40s, white, gender unknown

“I felt unsafe during the pandemic because there was no enforcement of mask policy on the train.” – 20s, white, female

“If there was coordination, so a bus running late did not cause me to miss a transfer.” – 50s, white, gender unknown

“Many people using lite rail for their shelter. We need to address this issue in a humane way.” – 66+, white, female

“Experiences with sexual assault/harrassment. Men following me or refusing to leave me alone including an incident that occurred in downtown mpls last summer” – 20s, white, gender fluid

“The fact that fewer commuters are taking transit (likely due to more folks choosing to work from home) can make me feel like a target at times. I feel a sense of safety in numbers.” – 30s, white, female

“I have not stopped using transit, but I would NEVER recommend that a young woman or young gay man or a trans individual ride transit alone or after dark - and, unfortunately, there are routes that they should always avoid. They are subject to harassment on the bus/train, at the stops/stations, and many of the main thoroughfares into residential neighborhoods from stops/stations are poorly lit and have many sections that are potentially unsafe because of narrow walkways and areas of limited visibility/easy hiding spots.” – 50s, white, gender unknown

“I have stopped used Metro transit and now use friends, family, or Uber. My last several rides on the bus, I was harassed at the bus stop and watched people shoot up. My last ride, a drunk/high man on the bus was intimidating passengers, challenging people to fight. I was directly harassed by him and had to call ahead to have a friend meet me at the stop for protection when he threatened me. In the last six months, I have not ridden the bus or train since then. I have encouraged friends and family members to be cautious or avoid public transit particularly in Minneapolis and St.Paul. I live off East Lake Street, and relied heavily on public transit. I have no plans on returning. I would consider it only if 1: Shootings and robberies ceased to take place around or at my bus stops for some time. 2: there was some kind of peace officer or help officer on the most affected routes. 3: the bus stops were taken care of and routinely patrolled by helpful officers or city workers. 4: the bus shelters were kept in repair including cleaned up graffiti and shelters and benches in decent shape. (For instance, the Lake Street stop, and its elevators regularly reek of piss.” – teen, multiracial, male

“I have texted the Metro Transit Safety line multiple times. No one has ever come to assess the situation. I have waited over 50 minutes on the light rail and no one came.” – 20s, ethnicity unknown, male

“On both the bus and light rail, the risk of infection of COVID-19 made me feel unsafe. Now, the limited number of other passengers contributes to me feeling unsafe-- particularly on the light rail. The thought of something happening between stations with no recourse to escape or have someone help is unsettling.” – 30s, white, female

“I think that waiting at a bus stop (especially without a shelter) for upwards of 30 or 60 minutes would make most riders feel incredibly unsafe. I also think that the often-perceived and sometimes-real possibility of having your bus simply never show up makes people feel unsafe, too.” – 30s, white, male

“Lots of people using transit for purposes other than transportation. Shelter. Entertainment. Economics (namely drug dealing). The vehicles become full in a way I don't feel safe. The people are loud and the vehicles are dirty. However, I absolutely DON'T want more police. When I have seen them have been at times I do feel safe and then they seem to antagonize riders. Their presence leaves me feeling extremely uncomfortable. Staff presence though I think would be helpful. Like having ambassadors and people cleaning more regularly.” – 30s, white, female

“Harassment by other riders - mostly older men. The younger men generally are messing around or loud, which is fine by me. But the sexual or violent comments make me not want to ride the bus.” 40s, white, female

“I won't stop, I have no alternative.” -40s, Native African, male

The final question asked respondents to tell us what are other models of safety that Metro Transit could consider and what are ways in which Metropolitan Council could improve your experience of safety on transit? There were 421 individual responses. Answers were varied:

- *timely and reliable service;*
- *better cleanliness, lighting, shelters and benches.*

There were participants that called for *increased police presence*, and many others who called for some sort of *non-police conductor/ambassador/helper/mental health and de-escalation workers* that are Metro Transit staff.

There were many comments also suggesting some sort of *turnstile system along rail services* that would permit only ticketed riders onto the platforms and general fare enforcement. Other comments included:

“Más buses o trenes, para no tener que esperar mucho” (More buses and trains, so that we don't have to wait so long) – 50s, Latina, female

“Picking up the needles would be a great baby step.” – 30s, other, male

“You mentioned lighting at stations, I would love to see other improvements like planters, engaging activities for kids, little libraries, etc. I would also love to see the met council advocate for save consumption sites for people who use drugs. Drug users are just looking for someplace safe/comfortable/out of the elements/etc to use and a safe consumption sight near transit would provide that + dignity, community, and connection and access to harm reduction and linkage to recovery supports.” – 30s, white, female

“Fastidiously clean and maintain all buses, trains, platforms, and stops. The disrepair / condition of the whole system is setting the tone (to some degree) of the behaviors in the space. The thinking / culture might be: "Metro Transit / the community doesn't care about this resource; so why should I as a rider care about it?" Separately... The question about whether a packed full bus feels less or more safe was tricky... With COVID, it would feel less safe to be on a full bus (so, it is good to still have the mask mandate). For physical / emotional safety, I prefer riding more full trains/buses - safety in numbers, more bystanders if something goes wrong. Also, in the past few years, I have felt safer riding on buses with a driver nearby (or in the front car of the light rail) than I do riding in the light rail cars away from the driver.” – 40s, white, female

“Include crosswalks at all bus stop locations that currently lack them. I'm more worried about being hit by a car trying to get to a stop than I am about anyone on the bus bothering me.” – 20s, white, male

“Station cleaners who ride trains and get off to spot clean and pickup trash at stations routinely along the line throughout day. They could also report disruptive passengers/situations as needed after they get off the train or leave a station so transit police could follow up if necessary.” – 66+, white, male

“Having worked in security for a university for six years, having experienced quality public transportation in Berlin, Germany, I am a proponent of the idea of 'ambient surveillance' by passengers. Ambient surveillance is generated by high ridership. The higher the ridership, the more ambient surveillance any given vehicle possesses, and the more a sense of unifying norms are developed across the system by regular riders regularly engaging with a large number of other riders. Increase ridership by increasing frequency or otherwise expanding service e.g. implementing more bus-only lanes, decreasing or abolishing fares to make riding more cost competitive to driving. More riders mean more eyes and more mouths to call out inappropriate or uncomfortable behavior, and also to address the rare and often exaggerated instances of unsafe/violent behavior.” – 20s, white, male

“Please see how Chicago and NY use their train systems/safety.” – 20s, white, male

“Like, again, social and community models of safety. I want Quit Partners on the train much more than I want Metro Transit cops on the train, then you're actually solving the problems. Also, again, put HEPA filters on the train, the good HEPA filters, the one that cigarette smokers use. It will spread less disease, I won't feel like I'm going to get lung cancer from all the addicts. Finally, like, you all realize there are companies that feed the train right? Specifically, broke people ride the train, the type of companies that pay sub-

minimum wages because of tips, the kind that gets their staff addicted to cigarettes or worse so they can run a week of clopens, that is the average company of the person who rides the train. We really need to think about like, carrots and sticks from these abusive companies, because there are certain companies that shouldn't be named that are feeding in most of the people who smoke on the trains, and it shouldn't be the smokers that pay, and they shouldn't pay with their lives, these companies need to be held accountable.” – 20s, white, non-binary

“Have employees at stations during peak hours to facilitate traffic and guide passengers.” – 30s, white, non-binary

“Wish there were people that actually cared about us on the bus to make sure we were ok- someone to intervene - I don't see adults stepping in to support or help us when we get into a situation on the bus” – teen, black, male

“What about paid riders trained to de-escalate for example harassing situations? I've seen another passenger successfully de-escalate some teens who were harassing other passengers. I've personally blocked/protected a passenger from racial harassment.” – 50s, white, female

“Metro Transit should consider ways to incentivize all kinds of people to use transit, and not just for rush hour. Too many people just rely on their cars and never consider transit here. Some sort of campaign, like a "transit to work/school" week where employers would encourage folks to try transit for a few days, and kids would learn about transit, etiquette, and try out transit in school. Transit has a negative image and reputation here now. Unfortunately, I think that will only change when it feels safer, cleaner, and when people feel its convenience and economics outweighs any risks or inconvenience. If there could be incentives, such as a tax rebate or savings from the county, for using transit, that might help. The system is good, with things like the bike racks, and fairly good signage, routes, and timing. The Green and Blue Lines are really convenient, but I won't ride them regularly (outside of rush hour) unless they are safer. I might consider riding more if there were park-and-ride lots closer to the Green/Blue lines, to avoid having to wait to connect to a bus especially at night or in winter.” – 50s, white, female

“Offer reduced fares for those experiencing poverty.” – 50s, white gender unknown

“Should consider The Hong Kong MTR” – 20s, Asian, gender unknown

“Please get the suburban buses up and running again.” – 50s, white, female

Metro Transit Frontline Employee – Summary of Engagement

The following report was developed by Metropolitan Council outlining their staff engagement efforts.

August 2021

Summary

Metropolitan Council engagement staff engaged frontline employees at Metro Transit on the topic of safety between mid-June and late July 2021. Approximately 100 people participated directly in the process, and hundreds of others were represented through conversations with safety and equity contacts throughout the system. Employees engaged include the following:

- Bus and train operators
- Transit supervisors
- Facilities managers
- Maintenance employees (cleaners, installers, planners, mechanics, painters)
- Administrative/technical support
- Equity and Inclusion Team
- Transit safety team

The prominent themes from this engagement, include:

Frontline transit employees desire a more prominent presence from law enforcement and/or security staff on the system. This engagement occurred prior to the proposal for hiring more community service officers, but several groups suggested more “security” personnel, including people who might be uniformed, but unarmed. The key was to clearly be a person with authority, responsible for managing conduct on transit vehicles, platforms, and stations.

Operators cited transit police officer availability and response times as key factors in how they handle situations on vehicles. In particular, bus operators might call police if they were experiencing a situation where they knew they were close to downtown or other segment of the route where officers were likely to be located. They were not confident that officers would be available for situations that occur along a route, where there was some distance from a place they knew officers might be available.

Operators suggested having officers or security on the vehicles more frequently would help de-escalate problems. Bus operators say they have many other aspects of the job they are managing and customer conduct and problem solving is difficult when operating the vehicle. Train operators say they would feel safer with an officer/security presence.

Employees also said it’s important that there be clear consequences for inappropriate behaviors on transit. They want more attention to enforcing the code of conduct for customers and prosecuting operator assaults and other crimes on transit.

Employees are very concerned about the customer experience on transit and ensuring their safety. They recognize the need to support and connect people in crisis (for mental health or chemical dependence) or experiencing homelessness to help and community resources. They also recognize the importance of ensuring the customer experience is positive.

This document contains a full summary of the engagement from in-person meetings, virtual meetings, and surveys.

[In-person and virtual engagement](#)

During the last two weeks of June, engagement and community relations staff hosted in-person discussions with bus and train operators, supervisors, mechanics, and other system and facility maintenance staff at 5 bus garages, 2 light rail facilities, and the Transfer Road facility. Staff also engaged employees in several virtual meetings for different frontline employee staff groups.

Participation

The following demographics reflect employees who identified themselves during in-person and virtual engagement:

- People of color: 37%
- Women: 23%
- Women of color: 8%

General impressions

- Operators appreciate police officers and say they are essential to support transit operations.
- Mechanics working third shift (at night) go out in pairs for safety.
- Operators are at some risk every time they leave the garage.
- There are facility security concerns, particularly late at night. Employees riding the system have experienced harassment.
- Operators don't feel like managers are being responsive to concerns that have been raised for some time now.
- Operators feel like even police officers are just moving problems from one bus or train to another. That doesn't solve the underlying causes.
- Operators expressed concern about using customer service personnel who aren't in uniform or conveying some authority.
- Several employees said they would not recommend their families use transit. They don't feel the same pride in transit they have previously felt. Operators say colleagues are quitting and they are also considering leaving the job.
- Several operators said they don't believe any changes will result from engagement.
- Problems on the transit system reflect problems in broader society that need attention. Many are not specifically transit-related concerns.

Customer and behavior problem-solving on vehicles

- Fare disputes, rider behavior, other customer-related problems are a significant distraction for operators – particularly bus operators – who are trying to operate their vehicles safely and on-time.
- Bus operators are concerned that they are hearing different messages about whether they should be enforcing code of conduct and rules related to fare payment.
- Vandalism and other property damage are becoming a significant problem on trains. With supply chain problems it can take a long time to get the parts and get trains back in service.
- Behavior on vehicles has deteriorated, especially during the pandemic when there are fewer riders overall. Deterrents don't seem to be changing behavior – acts are out in the open and bold.
- Many people experiencing homelessness are also concerned about their safety on the system. The bad behavior on transit should not be attributed to people experiencing homelessness.

Problems are concentrated

- Operators say that problem areas are on certain routes (not all routes) and at times of day when there are fewer passengers.
- Concern that there are so many liquor stores near stops and along busy routes, which can contribute to bad behavior and drinking on the bus.

Engaging police officers

- Situations are better when police officers can walk through the vehicle and interact informally with customers.
- Need more officers on “problem” routes. Should potentially use officers in plainclothes at times.
- Employees expressed concern that when they see officers, they’re in their cars rather than on the transit system. Operators don’t see enough police officers out working routes or available for help. Employees don’t have confidence they will respond. They feel very alone to deal with problems they encounter.
- Some operators only call transit police when someone is threatening the operator or passengers.
- Some operators are concerned about engaging officers because they don’t want the tension involving a customer to escalate.
- Operators have the perception that police officers don’t have ability to act or enforce some regulations. “Their hands are tied.”
- There are some circumstances where it’s unclear who should respond or how they can respond, particularly with traffic offenses near buses or in bus-only lanes.

Support for operators

- Police and transit control center are very helpful.
- Operators don’t feel there is follow-through or consequences when someone assaults an operator.
- When operators were transporting law enforcement as part of mutual aid during the summer of 2020, they felt unsafe and didn’t feel well prepared for the assignment.
- Operators have witnessed assaults, crimes, other violence, etc. They should be allowed time off to manage challenges and get mental health support where possible.
- Safety shields and barriers in vehicles have helped, though there are some potential improvements that could help with visibility.

Environmental considerations

- Scheduling, layovers, and on-time expectations can contribute to operators’ feelings of safety. If they don’t have a good place for breaks or to ensure they’re on-time, it causes extra stress. Weather can make it worse.
- Lighting, sign placement, and cameras can affect safety and perceptions of safety.

Customer service comments

- Operators wish they had more control of announcements regarding behavior. Some passengers are provoked by them.

Training helps

- Recent de-escalation training helped a driver deal with an argumentative passenger. ‘
- Operators don’t know if police officers are receiving training to deal with the circumstances and behaviors common on vehicles.

Surveys

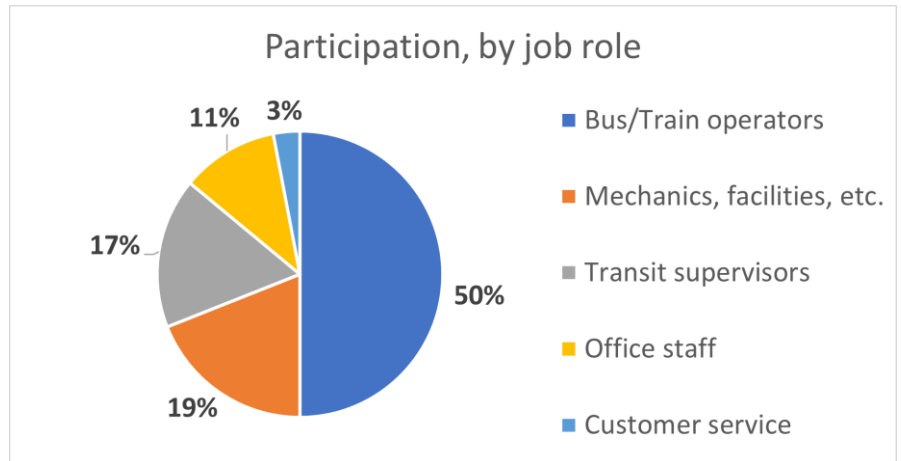
The survey was open for about a month between mid-June and mid-July 2021. About 40 people from across frontline and office positions at Metro Transit submitted answers to the following questions:

1. How do you define safety as a transit employee?

2. Talk generally about how conditions and/or incidents on the transit system affect your sense of safety?
3. Does the presence of police officers change your feeling of safety?
 - What about the presence of cameras on vehicles and station platforms?
4. Have you witnessed Metro Transit Police interaction with passengers? How do those experiences affect your feelings of safety?
5. Are there other general safety concerns you'd like us to know about?
6. What ideas do you have regarding improving safety on transit that the Metropolitan Council should consider? What about practices and policies related to police?

Participation

Half the participants were bus or train operators, followed by mechanics and facilities staff, comprising 69% of responses. Transit supervisors, office staff, and customer service staff make up the remainder.



Themes:

Employees expressed concern about behavior on transit vehicles, particularly smoking, drug use, and expectations for customers, operators, and transit police. Several respondents noted that cameras do not provide significant deterrent to bad behaviors.

While more than half said that a police presence improves conditions on transit vehicles, several others noted it can have the effect of increasing conflict and confrontation. A few said they have experienced or witnessed harassment involving transit police. Others suggested more officers or more security could improve situations, but often officers aren't present or aren't available to help address a situation.

Results

How do you define safety as a transit employee?

When fear and anxiety is diminished for all, employee and customer.

1. Less aggressive passengers that I have to interact with.
2. Transit should not be a homeless shelter on wheels.
3. Cleaning up the bus stops at Nicollet Mall! My anxiety go skyrocketing when I have to pull up to ninth Nicollet Inn there's 50 people hanging out gambling, smoking, drinking, doing drugs etc....

The ability to access all modes of public transportation without the fear of verbal or physical assault to myself or others.

Passengers and employees have no concerns for their safety when they are on metro transit property or buses and trains.

Being able to get help when needed. Knowing if I have an issue help is on the way. Having security items in place (the barriers, working silent alarms, working radio, and knowing someone will answer when I call) I also like seeing the police during my route so I know AND the passengers know they are there to help me or them if there is trouble.

Having transit police nearby if needed.

Not having to worry about whether or not I'm going to be assaulted today! Or worrying if any innocent passengers will get assaulted!

Doing your job in the safest way possible.

Not very safe anymore

Safety is ultimately defined by the company as not being able to successfully blame me for contact or falls. I think of it more in terms of stress/blood pressure/fear/pulse. Actual safety has little to do with laws. It's far safer to stop at a red, look, and go to avoid falling behind schedule thus giving more time for knuckleheads to gather at a bus stop. But that's not 'company safe'.

Not feeling like I might not make it home each night

Safety is a measure of the odds of if tonight is the night I get mugged, shot, or run over by a train while at work. Only one of those three things is unlikely and therefore "safe".

Keeping you employees safe from the public

Being able to come, go and work without the fear of being a victim of a crime on a regular basis.

Not having to worry about get beat up, or shady people on busses or trains

I try to maintain politeness. Safety is diffidently not a priority when it comes to the drivers. I refuse to drive some routes for fear of being attacked or hit by a stray bullit. No one wants to make passengers accountable for their actions. Instead Met Council wants us to baby them.

There is no safety, the lawlessness is getting worse by the day, Metro Transit turns a blind eye to it. Metro Transit Police are pretty worthless to us operators. I believe it is only a matter of time before a Driver gets killed on the job, no one has respect for Bus Operators, including passengers and Managers alike.

To be able to do your job without being harassed abused or being punched spit on etc.

The ability to do your job without being physically assaulted or verbally abused.

Operating equipment that has been properly maintained.

Operating in such a manner to keep our passengers and the public safe in and around our vehicles.

Being able to sucessfully do your job, and go home in the same condition as you arrived.

Keeping our Operators, Officers, employees, passengers, Buses, Trains, buildings and property safe from a large variety of situations.

An environment free from violence or harassment, or the threat of violence or harassment.

If people don't have to be afraid to be who they are, they are safe. If people can exist in a space without experiencing harm, harassment, or violence, they are safe.

Safety is Incredibly valuable and needed as a Transit employee. Safety is having the right support and back-up for hard and dangerous situations and experiences while out there on the line.

Not being put in harm's way

Being confident that all possible safety precautions have been taught, and taken to prevent any incidents.

Where employees who drive the trains feel safe

freedom from fear of unnecessary harm

To have a feeling of security. This means not having to frequently look behind you or feel the need to be on high alert when seated on a bus or train, especially when other passengers are acting in a loud or threatening manor. (Comment to question #1 above: I occasionally ride Transit to and from my office location and for pleasure, and I'm forming my feedback from experience)

To provide a clean and crime free environment for our staff and customers where they feel comfortable and secure.

The ability of our employees and riders to be able to travel on our buses and trains safely.

Feeling safe doing transit business, whether it be incidents on the bus or managing events out on the street. Knowing that someone has my back and that if I call for assistance someone will come.

Doing your work without fear

Not being afraid. Knowing that police will come if I call. Getting rid of the riff raff who cause problems. That is how I think I will be safe while working

On a regular basis feeling calm and unafraid when riding transit or around transit facilities.

Talk generally about how conditions and/or incidents on the transit system affect your sense of safety?

My safety is based on the whole transit system. If things are allowed to fester in one area it effects all areas of transit. Metro Transit is aware of the problems on the trains and continue to allow it to occur, these same people then get on busses and continue their behavior there because they know nothing will happen to them. This is a major safety issue for everyone. I have had many customers tell me they wont ride the trains any more. My sister in law works at HCMC and takes the North star train home, she has told me that not only herself but many of her co-workers will not take the light rail down to Target Field to catch the North star because of how disgusting the trains are, they will walk from HCMC down to Target Field and they do it in all weather. In my opinion that is a lot of lost revenue because nothing is being done about the ones causing the problems.

The problem is that we have a reputation for not enforcing rules. So when a driver does try to enforce a rule they get spit on or assaulted. Metro Transit needs to enforce the rules at bus stop so, and shelters, and platforms etc.... These behaviors that they do do not quit when they get onto transit. They bring these behaviors directly onto transit and then it becomes a very stressful environment in the enclosed location especially for buses when they continue their abhorrent behavior! Again Nicklett mile is the worst location for me driving the 10. There is talk of making the bus is free. However I think that this will make it even worse. The reason is because: if something does not have any value people treated as such. And I know that is not how it is for everyone, but that is how it is for the population that abuses it and we give them a majority of the rides.

When the behavior of passengers, loud music, smoking, swearing, loud talk, fighting, groups intimidating others, etc...

Incidents that I am involved in on a daily basis on the bus and the response of Metro Transit management make me feel extremely unsafe. There is no regard for the safety of employees or passengers by Metro Transit management. Metro Transit Police do little to nothing to increase safety and when questioned about it every officer States they are told they cannot enforce safety.

When for whatever reason a passenger starts to yell at me..I feel as though I can't do anything unless they go as far to threaten me then I can call for help but really it messes with your mental health when you get called nasty things day after day just for doing your job. If I call in and tell them so and so is calling me names they are not going to do anything. Nothing will happen to them even if they did come and take them off the bus. I however would be reprimanded if I talked back to them in a non professional way. I also get to carry that with me. Yes, we have peer support people to talk to but I can't call them after every route. There has been times I called in because I was so stressed out doing a route but because I was trying to take care of myself and take a mental health day I received an occurrence, thankfully I had one to spare but there was a time that because of being sick and a few family emergencies I had to record of warning because of it, which of course put more stress on me to not get sick or need another day off for awhile. I feel as though this company says they want to help us but then puts things in place that makes it so we can't use it. If you think about it, they give us 80 hours a year for sick. If I would use them day by day I would have 10 occurrences and could be fired if something went wrong and added 3 more in that same year. Doesn't make me feel secure in this job where lots of things happen. I think if we have a note from a doctor they shouldn't give us an occurrence.

Wheelchairs - let's talk about wheelchairs! They are getting bigger and harder to lock in. I have been caught between someone not wanting to give up the seat and the wheelchair and no way to call for help because I am out of my seat and can't have my phone on me. I have also had people whom I had to ask to settle down come up on me while I was securing a chair and yell and threaten me and again I have no way of getting help. We should have some kind of lifeline when we have to get out of our drivers seat.

So many of our shelters have homeless people sleeping in them or hanging out doing what they do in them. It is very stressful when you pull up to a bus stop and people are drinking and doing drugs openly. I have had many of them try to get on the bus with open bottles and get very angry when I tell them they can't bring that on the bus.

Loud behavior on the bus, smoking weed, intimidation, homeless people doing what they want BEHAVIOR OF PASSENGERS and the FACT that MT quite literally looks the other way!!!

The traffic going on outside of the vehicle used to be the biggest safety issue and stressor. Now it has become the behavior of some customers, especially regarding hear, facemasks and race. Two days in a row last week I had issues between customers that almost became physical due to race and facemasks.

Poop, pee , needles, garbage, rude naked people, loud radios, loud swearing, people tripping out on whatever, begging for money from passengers, intimidation, assaults, robbery, I drive the nut bag motel. Homeless motel, the publics bathroom. And their garbage can. And all I have is a plastic ice scraper to clean all this shit up. Do people wanna come back???? N[OOOOO.

With covid, we now have 3 placards of rules on the bus that are not enforced at all. Smoking used to be, but not now. It's only been illegal for 44? years in Minnesota, but we have to empower & coddle the criminals. These idiots have nothing to lose: they can't pay a fine, judges & prosecutors won't do anything with their nuisances. Spraying them in the face with a fire extinguisher to put out the fire in their mouths is the deterrent that they need to stop the problematic behavior.

Lighting is pretty good.

All the passengers know they can do whatever they want. There are no rules, and no penalties for criminal behavior. If a driver even attempted to enforce a rule, they get fired.

After dark the platforms are occupied by homeless, drug users, beggars, and other miscellaneous degenerates making them unsafe for anyone else. Garbage, used needles, urine, and sometimes even human feces can be found in any corner at just about every platform along the green line and downtown.

THEY SUCK!!! You as metro transit could care less for the operators!

Behavior of passengers and smoking on trains/buses

Working Lighting at shelters or bus stops is essential to safety and working nights avoids passing up passengers

ITS ALL BAD.

Passenger anger towards operators is out of control. Metro Transit mask mandate only makes a bad situation worse when we have to enforce policies. Detours are rediculas, detours should take us a path away form heavy traffic areas to keep us moving.

Behavior of passengers.

As an operator, I am extremely grateful for the barriers in the drivers area. I've been doing this for over 20 years and the public has become more and more violent. I've been spit on about half a dozen times, egged... Not the bus, but me personally..., Smacked in the face, had my butt grabbed (while I was tying down a mobility device) by what turned out to be an unregistered sex offender, threatened with a gun, had various objects thrown at me and been in many more situations that

directly affected my safety and well-being. Since the barriers have been installed, I have not been physically assaulted once.

Unfortunately, I believe that many of the troublemakers feel that there will be no consequences for any behavior on our buses, trains and bus stops. This really needs to change. Our good, paying passengers are uneasy about coming back after the pandemic because a lot of our buses, trains and bus stops have been overrun with criminals. We really need to clean house and take control of our property if we want a safe environment for our passengers to enjoy a comfortable ride without fear for their safety.

Will not ride Light Rail after 6pm because transit allows frat party atmosphere, and never enforces rules. Recently paid over \$100 to park at airport because flight came in late, and didn't want to take transit at that hour.

Frequent repeated drug use at predictable locations, often leading to other high risk situations.

The lack of access to sanitary facilities at all route terminals is unacceptable. Poor conditions (trash, graffiti) lead to more trouble. The lack of safety net, the desperation that our passengers experience comes down on all of us. When some of our customers have lost everything and they have nothing more to lose, it's dangerous for all of us.

Unless the behavior of passengers is actively aggressive or violent, none of the above issues impact my perception of transit safety. "Space for wheelchairs and other large items, such as strollers or carts" is essential for the safety of the passengers who need and are entitled to that space, as well as other passengers who need to be able to maneuver safely around those folks.

And as a driver I often feel unsafe. I've heard many reasons for "why" there is an always support when we need it while on the bus. Reason such as there are no officers in the area, it will take at least 40 minutes for someone to reach me, the officers are overwhelmed and overworked and just can't be everywhere at one time. So I feel unsafe when I have someone who is mentally going through something, under the influence of drugs and alcohol, they're screaming, pushing people, cussing me out, or standing in front of the bus and not letting us move. When I call In and I'm asked whether I want to keep going or sit there but there's no guarantee when the cops will be able to meet me, I really feel alone and scared.

My primary safety concern is about arguments escalating, sometimes between riders, other times between riders and police or the driver

I think all of the above needs to be addressed. Everything mentioned is a problem and I have seen close calls.

Our train operators do not feel safe. We need officers on the trains and a more reactionary department. The trains are not a place for homeless people to ride nonstop

being in public means being around people, transit is public space, there will always be people doing things differently than I would in public space. The most important thing to prevent unsafe activities, a feeling of unsafety, or actual harm, is to have as many people around as possible. Other people are safety.

I used to think of St. Paul and Minneapolis as a high quality region with a high quality transit system that offered a sense of security by being clean, well maintained, and actively enforced user conduct. Now, in the wake of Covid -19 and the aftermath of the death of George Floyd, I'm concerned there is less emphasis placed on maintaining order and more emphasis placed on ensuring everything is equitable. For a transit system to survive and continue to gain ridership, choice and dependent riders of all backgrounds and skin color MUST feel secure when using our services. Behavior of rider(s) that is outside of expected etiquette is a choice made by them alone, and the rest of the riders should not have to be subjected to potential harm based on the choice of others.

The route changes happen all the time and are something that we cannot control. If someone is not following a code of conduct then it needs to be dealt with on a case by case basis. We don't know if there is a medical disorder or other issue that is causing the behavior problem.

But we must also adapt to what our community expectations are without violating a person's rights. There is a general feel of lawlessness on the trains these days. It even just boils down to people simply not following basic rules, such as not smoking or playing loud music on the trains.

Protests that cause us to have to detour buses and end up being in the middle of the protestors periodically.

Lighting at terminals/bus stops

Doesn't feel safe, smoking rules rarely enforced, too many people just hanging around platforms, it's intimidating to the passengers and the workers, many of the platform lights are out and not fixed in a timely manner. Rarely see a police presence,

I do not like the drug dealers, drinkers, and men who prostitute young women hanging around on the platform or in the buildings. They make the paying customers uncomfortable. They make me feel helpless to keep others safe from unruly people

I have observed a steady, consistent decline in the environment at our rail stations and on trains. When I started at transit in 2007 virtually all employees and police officers would remind customers about nuisance behaviors like smoking on platforms. Sleepers on platforms used to be woken and asked to move elsewhere since we have a 'no loitering' policy. On board trains, passengers generally behaved well, although there was the occasional loud person or loud radio especially in the late evening and overnight.

Oh how the times have changed. I believe strongly in the 'broken window theory' of property management, in which one deals with the little things like a broken window because that broken window leads to further deterioration of that property and the neighborhood in general. Well, our 'transit neighborhood' has become a slum that folks want to avoid rather than a peaceful neighborhood that folks embrace.

The analogy is that the small things are the important things. We employees don't say anything to customers about their behavior because we fear the reaction,. Well, the police officers don't say anything either, so the utility of having a code of conduct for our patrons is mostly invalid. And now, the situation has grown totally out of control to the point where the behavior is often criminal rather than nuisance.

But it is a much bigger problem than simply telling a few passengers not to smoke on a platform. The prosecutors need to actually prosecute for the smaller offenses. The judges need to be willing to impose longer sentences so the criminals aren't on the street before the arresting officer start their next shift. And that is just a start to a problem that is as big as society.

I occasionally have to ride our transit system, but I won't do it at night any longer unless it is in a situation where there is a larger crowd with me, such as after a concert or game. But I don't come into the city for anything after dark either. We at transit are a microcosm of the social norms around us and the criminal element is winning not only the battle but the war.

Does the presence of police officers change your feeling of safety?

What about the presence of cameras on vehicles and station platforms?

YES! There needs to be police on each of the train cars until the ones causing the problems understand its not tolerated. The police also sit in there cars instead of being present on the streets around trouble platforms or bus stops.

The police officers used to interact with the buses on Nicollet Mall. Now they just all stand around and don't. I don't know why that has changed. But when they interacted with the buses and jumped on to check on the drivers the people on the bus knew that Metro Transit police cared about their drivers. Over this last year they've stopped doing this.

Yes, especially when they enforce policies, laws and remove those who violate them.

The perpetrators are never afraid of the cameras. No follow-up appears to be done ever with regards to looking at cameras. The police tell us their hands are completely tied by Metro council management and they are not able to enforce any laws or help with safety of passengers and employees.

Yes, I like to see the police and I like them to see and acknowledge my presence. I like the passengers to know they are there to help me AND them if needed.

I like the cameras they have on the one bus at Haywood that shows them on the screens. They can see how clearly they look on the video so they know they will be identified if there is an issue.

Yes!!!

If the police were actually allowed to police instead of coddling the misbehaved under the directive of the Met Council! We all know the cameras do NOTHING!

Police officers don't ride the routes and over the last year, misbehaving customers don't give a rip about the presence of police. They perform for cameras.

It doesn't matter to these people. Jail has a warm bed and food

The presence of police officers makes me feel safe for 100 feet. Each trip is several miles. 5,280 feet to a mile? Cameras aren't being actively monitored generally, so not at all.

No. The criminals know the police can't do anything. The met council will not stand behind the offices, and if a officer hurts a criminals feelings, the officer is fired.

There is no police presence, and nobody seems to be deterred by cameras. What's the point of having cameras if they're not being used to keep watch of the platforms and dispatch police to remove problems from the area?

If they could do there job! Metropolitan Council . wont let them!

I feel safest with an officer present. I feel peace of mind that a crime has a better chance of being solved with cameras present but not always safe in the moment.

Both enhance safety

Neither one because the law enforcement are told not to do anything. Cameras are only good if you have facial recognition and then press charges.

What presence of police??? Where are they??? Why are they not on buses???

Yes to police officers. And no to cameras.

The presence of police officers absolutely increases my feeling of safety.

The cameras are good but I don't feel they are even close to being a deterrent for many of the people committing crimes on our property. Criminals have become much more brazen and the best the camera can do is provide evidence in court. It's really not a deterrent as much as an actual police officer is.

Not much. Have never seem officers actually arrest anybody, or do anything that may require paperwork. The light rail is basically a free for all, and the worst punishment you will get is a stern talking to.

Yes. Police Officers are necessary system wide. Cameras are very helpful in locating suspects and victims of crime and/or medical incidents.

It depends. The police need to be more visible on buses and trains to protect our operators. The cameras help identify perps after the fact, but don't help me feel safer. Honestly, the racism in our society is well represented in our police forces.

Police officers actively make people less safe. Officer training is designed to promote violent overreactions based on fear and prejudice. Police officers prioritize the safety of property over the safety of people. Cameras make me feel safer because they help moderate behavior without engaging in violence.

Cameras not so much but a little, officers being Present , absolutely! In today's world where people are wearing mask in their identity is hidden, cameras really aren't with they used to be when it comes to preventing crime.

I honestly feel less safe when there are police on my bus or train. I am uncomfortable both on buses and at FTH because they are heavily armed. Often when I get off my train, there are police cars parked on the sidewalk in an aggressive and unnecessary way, as to intimidate riders. But this also makes sidewalks inaccessible, especially with a stroller or wheelchair. Our PD's mission is community oriented, but I can't see any evidence of them making our community better, only creating fear.

Yes, I believe they can help keep things safe and under control.

Please officers change my feeling of safety and make me feel more safe. The presence of cameras make me angry as though somebody's just watching something after the fact.

Police officers heighten an atmosphere of confrontation. They are not a good substitute for social control (that is, other people). Cameras make me feel surveilled, not safe.

Yes, the presence of police officers increases my feeling of safety. The presence of cameras in multiple locations does help improve the sense of security, but are passive and can do nothing to intervene as situations arise. There is not a replacement for the presence of live police officers.

Of course the presence of a law enforcement officer makes me feel safer, all the thugs are right behind a flimsy door.

The presence of cameras on vehicles and station platforms helps officers locate a problem that is actively occurring and can be used for investigation purposes. Officers doing extra patrol or staging at bus stops, platforms and terminals would be more effective preventing crimes on Transit property and could provide shorter response times.

It does make me feel more safe, but not every rider feels that way. For many of our riders, seeing increased police presence does not equate safety.

Of course having officers contribute to a sense of safety. Cameras are great to document what happened but it doesn't help prevent the incidents.

Yes a physical presence helps, I feel that they don't monitor the cameras, because there's so much loitering

Police officers make a world of difference for me and paying guests. When they come, the bad people leave for a bit. But as soon as the police leave the bad people return. Cameras not so much, mainly because when stuff is going down it doesn't stop it. It might record it, but no one comes to break up or arrest the problem

Yes. There is a palpable change when an officer is present. Cameras are a solid investigative tool but they do nothing to actually stop the crime or behavior from happening.

Have you witnessed Metro Transit Police interaction with passengers? How do those experiences affect your feelings of safety?

Our police force usually does a good job but again if they write a ticket or arrest someone nothing happens to this person but a slap on the hand. This state has laws but what good are they if there are not consequence for bad behavior?

Metro Transit cops are almost always awesome! Lately I have found it takes too long for them to respond to an issue that is going on, on my bus. When it takes so long for them to respond drivers have to handle the situation. That is not OK.

Yes. It makes me feel secure.

I have often involved interactions with passengers. The police do nothing to increase safety and often reward bad and dangerous behavior by passengers.

I have witnessed many interactions with the police and I have to say I never felt uncomfortable or unsafe! They have always treated me with respect and asked how they could help and if I was okay. When they have taken people off my bus they have done it swiftly and without too much issue. I have been very impressed with the care and concern they are with them and me. Safety wise I always feel better when they are around.

I have, they evaluate a situation and act on it accordingly. Sometimes I feel like they let a lot of offenders go.

Of course I've witnessed it! I finally said Fuck it the day an officer offered to give some misbehaving little pricks a ride to where they wanted to go instead of at the very least kick them off the bus! I stopped caring that day! Anarchy rules!

I call the police to get intoxicated people off my bus. I have no issues with the police and wish they could be proactive instead of reactive.

The cops I have seen have treated them with respect and compassion. But it's hard for them to deal with these people too. Their hands are tied

Yes, they do well at removing drunks. Everything the officers say indicates that they are entirely de incentivized by upper management from doing anything to deter all the problems. This made me feel less safe.

Yes. The officers are required to handle the criminals with 'kid gloves' they are afraid to hurt the criminals feelings, and cater to them like royalty. If a criminal causes enough trouble on a bus, they get free door to door service, courtesy of the Metro Transit Taxi Service (police)

I don't ride the train and from what I've seen neither do the police. Especially at night when they're most needed.

When you want someone off your bus and the PD takes them home without consequences for their disruptive behavior then doesn't prevent that disruptive behavior. Or when MOA dumps a disruptive "quest" on your bus.

Yes if they come to a bus, nothing is done to unruly passengers. There is no support for the operator's

Yes I have. I feel safer seeing some jack ass being taken off the bus and put in the squad.

Over the years, I have been assisted by metro transit police many times. The majority of the time they I have been very good with interacting with the problem passengers and removing them. I have noticed lately a couple times where the officers actually told the troublemakers to just get on the next bus. That was infuriating. Not only is it not safe for the next driver, but it is just exposing another bus full of passengers to the antics of someone who should not have been allowed on another transit vehicle.

Where there are no consequences, there is no deterrent.

Yes. I feel safe around and dealing with MTPD.

It's a mixed bag. I have seen incredible patience at times and utter lack of respect at other times. Transit police have a thankless job, but I wish they did a better job of protecting our operators.

I have not witnessed Metro Transit Police interact with passengers, but I have witnessed them interact with dispatch staff and with each other. I have overheard racist, sexist, classist, abelist, and degrading comments from officers and dispatch staff. They make me personally feel less safe, and they make me extremely concerned for the safety of our customers.

I have seen metro transit interact with passengers and for the most part they come on with authority and passengers listen to them. It does make me feel safe to see that. There have been a few odd times where the officer would be dealing with someone at the bus stop that seems not in their right mind and when I pull up the officer might try to put that person on the bus and that always made me feel uneasy. In those few situation I have spoken up though.

Yes. I personally have been harassed by an officer while with my children for "taking up too much space" on the bus. Honestly, I was so mad I yelled at him because I was so angry that he would speak to me that way, and in hindsight that could have put me or others at risk. I have seen them harass and remove people of color about fares while giving white people a friendly pass, sometimes standing in the doorway of the bus on C Line to not let people board until they should their fare (not the SOP on BRT). I don't appreciate them on my bus or train.

I have only seen ticket checks. I still think there presence is helping.

They often call police for incidents that I see on camera. I watch the police officers respond and feel sad that the problem is just moved onto a different train. Or if somebody is doing drugs they are just sent from the area..

I have witnessed regular fare checking, and I have witnessed MTPD pulling their weapons on a passenger on a crowded train. Even with regular fare checks the attitude of the MTPD is not one of welcome, hospitality, or indeed safety. It is one of suspicion and disregard for passengers as people.

Yes, among other interactions, I've witnessed Metro Transit Police ask for rider's tickets when on light rail and Northstar. The officer's behavior in all cases was always courteous and fair. Just the presence of an officer on board increased my sense of security.

Every interaction I've seen has been very positive and helpful. Our officers, in general, seem to have the best interest of all riders in mind. I've see the Homeless Action Team work with unhoused people on the trains and be very understanding and help link them up with resources in the community.

I would say that most of the interactions have a positive effect, which is extremely difficult at this moment in time. It's a thankless job that is not being made any easier but a lack of support from our political leaders and sometimes even our management.

It helps

Yes, I have seen them. It seems that, unfortunately, the problem passengers will be helped off the bus or train and let them loose on the next one that comes

Yes. The interactions are positive but officers no longer enforce things like people sleeping on trains. The behaviors continue.

Are there other general safety concerns you'd like us to know about?

The mask mandate is a joke when you get nothing but attitude from customers on wearing them. I place extra masks in the schedule holders on the bus to lessen the confrontations and that doesn't always help or they put it on when they are by the driver and then sit in the back and take it off. I'm a high risk employee and this issue has caused me a lot of stress and anxiety for a year now.

Metro Transit cops are almost always awesome! Lately I have found it takes too long for them to respond to an issue that is going on, on my bus. When it takes so long for them to respond drivers have to handle the situation. That is not OK.

Insufficient lighting in bus stop areas. Lack of response by PD when requested.

There are no consequences for bad actions by passengers on buses and trains. And when the police are involved they reward the perpetrators rather than punish them to correct the behavior.

Yes, allowing homeless people to sleep on buses and trains. They crap all over the uptown station just do whatever they want because metro transit allows it to happen!

YOU DON'T DISCIPLINE THE MISBEHAVIOR! It starts with the fare evasion and escalates from there. You all know that though! You'd rather hem a driver up for the BS rather than the misbehaving passengers! FACT!

We need to get back to training and allowing drivers to carry mace. We are sitting ducks out here with no way to protect ourselves.

Dark unlit layovers. No place for us to go.

The lack of turnstiles for trains and BRT is inexcusable.

Crime of all types is deliberately ignored by management. From open drug use to violent crime, management just ignores it all. The rail union rep is absolutely right, but she'll be fired soon for speaking the truth!

Our trains have mostly become mobile homeless shelters. A nice, heated and air conditioned place to relax and smoke your meth or shoot up.

get the homeless off the trains

When ppl use transit as their bathroom ppl don't want to use transit.

Why are you acting concerned? Nothing will be done, Metro Transit has created a monster, passengers know we will not and cannot do anything to them, when they don't pay, and won't wear a mask. Policy should state NO FARE NO MASK, NO RIDE!!!!

As long as the met council and metro transit managers continue to tell themselves that it's not that bad out there no one will feel safe out there. When you started the fare informer and not a fare informer the public picked up on that so more and more don't pay. And as long as you people sit on your ass and do nothing they are just going to see how much more they can get away with.

Chronic fare evaders need to be taken more seriously. Any operator will tell you they are the ones that are causing a lot of the problems on our transit vehicles. The passengers that pay the fare respect the ride much more than those that feel they don't have to pay like everyone else. These are the people that feel that the rules don't apply to them and their behavior on our vehicles proves it.

There are other agencies that have a "No fare, No ride" policy. I think this would go a long way to increasing safety within our system.

If the light rail is just going to be public housing at night, and violent crimes and robberies go unsolved, Transit will never be able to attract paying customers in the future. Something needs to be done, or public opinion will not change. I am sometimes ashamed by the replies I get when I mention I work for Transit.

It is my opinion the train platforms should not be a free for all. They should be open to paying passengers only and closed off to anyone else. Though this would come at great expense and was not initially designed in this manner; retrofitting the system with large turn styles and enclosed platforms may help keep the greater population using transit.

We need more police, security, or ambassador support late nights at transit centers and terminals.

There are a few spots at the end of the line on some routes that are during certain days/ hours pretty isolated. Whether it be early in the morning or later in the evening it's pretty risky in my opinion to have spots like that, where the routes are ending and the driver might be alone with someone who decided to stay on the bus.

Parking on the sidewalks and platforms is both a safety and an ADA issue. That kind of behavior shouldn't be tolerated except in true emergency situations (if I see it every morning in the same location, it's not an emergency.) If police want respect, they can't act like laws don't apply to them.

The appearance of drug abuse, uncontrolled substances, syringes laying around and filthy smell. Not knowing if some people will fall into the way of the train.

As a woman I do not feel safe on the platforms, in the trains, or the lobby areas on by metro transit..

Vehicle safety is the biggest threat to my well-being, specifically the behavior of drivers with respect to pedestrians. 90% of transit trips start or end with a walk. The biggest threat to safety is being killed or hurt by an auto driver.

Factors that contribute to a sense of safety: Metro Transit Police presence. Clean stations and vehicles, free from graffiti, human waste, tobacco or marijuana smoke, broken glass and other vandalism.

One common concern I hear from our Bus Operators is why it is taking the police so long to respond and assist with the problem on their bus? Better response and making a presence at higher use bus stops and terminals would help and make a difference. Not only in the downtown areas and the Mall of America, but all over the metro. Transit PD has a very large response area and very limited resources that are able to respond to calls.

Again, there seems to be rampant smoking and drug usage on our trains. Some sort of increased official presence is needed on the trains and platforms.

There are times of the day when I am the only street supervisor working. I have a keen sense of situational awareness and know where/how to keep safe but it's a problem that needs addressing.

Some employees are so aggressive/angry to the public that bad people take it out on other employees.

My general sense is that we have not yet begun to deal with improving safety, and cleaning up our system to the point where the general public will feel comfortable on it. We let it go too far during the pandemic when our only riders were the homeless and criminal element and most of the rest of society was hunkered down at home.

What ideas do you have regarding improving safety on transit that the Metropolitan Council should consider? What about practices and policies related to police?

Start by having police on the trains. Start enforcing the policies you have for our customers. What's the point of having all of these policies if people know they can get away with them? Everything I've said in this survey is unknown to anyone at Metro Transit and yet no one will do anything to make a solid change, things are getting worse because of it. You're losing customers that actually pay as well as employees that can't deal with the stress.

I fear for my safety most from the people who are really high and really drunk. I am almost 100% pick them up on Nicollet Mall. I think that Metro Transit and Minneapolis place need to regain control of Nicollet Mall.

People shouldn't be held accountable, removed, arrested, trespassed. Get them the physiological help that they may need. When in public people should be required to act like it!

All existing laws and policies regarding behavior on buses trains and platforms and bus stops must be vigorously enforced in order to start to have a safe environment for passengers and employees.

Something should be in place for us when we have to get up to secure a wheelchair or when we have to go check the back door. They tell us in training never leave your seat because you can't get help.

Have more armed police on trains, buses and transit areas. Set rules for people with punishment if not followed

It starts with fare enforcement! If a driver feels comfortable enforcing it then back that driver rather than telling the driver just state the fare once and let it go! Easily 75% of trouble is caused by fare evaders! Once again you already know this! #deafears

Enforce the fare! This "state the fare and let it go" that has been going on for years just enables people who don't want to pay or follow the other rules of the bus free rides, while people who really need the bus and respect the rules have to pay and deal with their misbehavior.

More lighting , law enforcement can be everywhere. But a drive by would sure help.

Conceal carry for operators, shelter maintenance.

Police should drop criminals off at the Dakota county jail so these knuckleheads can walk back from Hastings and have some time to think about making improvements in their lives.

Take the unreasonable and ridiculous restrictions off of the police, allow them to do their job, without fear of being fired.

Start actually enforcing the law! ALL of the laws! When someone is smoking meth on a bus or train, don't give them a ride to wherever they want to go, and don't just put them on the next bus. ARREST AND PROSECUTE THEM!

Start treating the criminals that ride our buses and trains the way you treat your drivers! Hold them accountable for their actions!

Shut down all transit operations after midnight including maintenance of the rail. The Twin Cities, and especially Minneapolis, have become a cesspool full of crime, street racing, murder, and drug use. NOTHING GOOD HAPPENS AFTER MIDNIGHT and expecting us to put our lives on the line every night just to maintain a transit line that only transports degenerates is irresponsible and unnecessary.

Consider walking buses at certain major intersections preemptively in downtown to clear out problems mid-route and just do a friendly check-in with the operators.

Have special employees ride trains to kick off disruptive and/or dangerous ppl. PD should stop coddling ppl and the justice system should make ppl more accountable for their actions

METRO TRANSIT AND MET COUNSELS ENTIRE MANAGEMENT PERSONAL, SHOULD BE ON THE BUS, PUT YOUR FAMILY'S ON THE BUS. ASK THEM HOW SAFE THEY FEEL. SPEND A DAY RIDING THE 64, 5, 22, 19, TAKE YOUR PICK!, PROVE THAT WE ARE IN THIS TOGETHER. PUT THE POLICE ON THE BUSES, CRIME WILL GO DOWN.

Enforce the rules daily. Follow thru with it. Get the sorry ass hennepin county judges to do their jobs.

Have training for managers requiring them to be out on the streets more.

All met council members should be riding the buses at least once a week.

Lift your policies that limit what police can do. Hire a police chief that has common sense and intelligent.

At times, an officer will hop on the bus and ride for a few blocks. Though I appreciate this, I believe it would be a much better use of our limited resources to have officers staged at each end of downtown to meet each incoming or outgoing bus.

The operators could point out any fare evaders or problem passengers and have them removed.

This would make them much more visible to our good customers and make them feel safer while at the same time letting the problem passengers know that bad behavior and/or not paying the fare will not

be tolerated. Checking each bus would make officers much more visible and available to the operators and the passengers.

At one point, officers checked with each bus in the midnight and 1 AM lineups. This should be regular practice. Again, it gives a feeling of security to our good passengers and is a deterrent for the bad ones.

Something similar should be done on the trains so people aren't using LRT as party vehicles. Officers could stage at a platform just as trains leave downtown and another platform mid-route and scan each car and remove the troublemakers.

Unmarked/undercover officers are always a great deterrent. If they were more commonly used, the troublemakers may think twice about causing problems on our vehicles.

I just want to say thank you for looking into what we can do to provide safety for our passengers and employees. I hope we can work together to provide safe travel for all of our passengers.

Allow Police do ticket, arrest, and solve crimes, no matter what racial background the offender has. If people don't view Transit in a positive, safe light, they will avoid at all costs. I do, and I work here. What does that tell you?

Listen to the officers and their ideas. They are out with the public every day and dealing with these issues first hand. They and our operators are the #1 source for how to improve safety on our transit system. Listen to them.

Transit should be free. Let's spend zero time and energy on fare enforcement and concentrate our resources on making our system better for all.

Number one – Let the driver speak when it comes to which buses, times, areas the officers are on/ at. We are out there and we know better than most

Number two – hire more officers so that the ones we have aren't as stretched and overworked. And allow officers to do more random checks on the bus, where they're asking drivers if there's anyway they can assist

No Metro Transit officer needs a gun, in my opinion. What is their mission? Why would they need to use deadly force? They should all be disarmed.

I think we need to have places for people to go. Homeless shelters, mental health facilities and low income housing.

We need direct dialogue between TCC, RCC and MTPD.

DO NOT reduce the Metro Transit Police force. DO NOT use unarmed "community service" type personnel in the place of actual police officers. Rules of conduct on our stations and vehicles are there for a reason -- and must be enforced -- to insure choice and dependent riders alike are secure and will want to continue to use our services.

Body armor for lrt drivers, on line pepper spray training, stun gun training.

Change from being a reactive police department to a proactive one. Check in with Bus and Rail Operators during their work instead of only in the downtowns or terminals. Make more of a presence and build rapport with our customers and employees. The more we can bring customers back to riding busses and trains, the safer it can be for everyone.

There needs to be more official presence of some form on the trains and on platforms. It doesn't necessarily need to be more police, but transit ambassadors, CSOs, something just to have more security personnel riding the trains.

There are things that we deal with as street supervisors that are not considered high priority for police and thus we have trouble getting assistance. These things can cause bigger issues and potentially put us

at risk. More officers or even CSO's to come and assist us would be helpful. Examples would be: parking issues, contractor issues, etc.

The platforms should be a paid fare zone and it should be enforced, people are not going to ride if they don't feel safe, maybe restricting access somehow to the platform would help. The way it is now is not good, for the regular riders and the employees.

Police should be a presence at least once an hour at stations and rowdy bus stops and get rid of non paying people loafing around causing problems. Hire security? Police should be able to arrest the law breakers. There needs to be consequences for actions or the actions will not change. On busses, trains and in stations ENFORCE THE TICKET POLICY. That is 90% of the problem. If the non payers are out of the picture, the picture will become safe because the trouble makers do not pay.

Politically, we need to call out the legal system for it's failure to follow through that is causing the officers to not enforce laws and conduct codes. And we need to work to elect politicians with an ethic to make the changes that are needed to bring control back into the lexicon. Failing that, no change for the good will come because the foxes are running the henhouse.

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CITIZENS LEAGUE

Governing Document

Mission

The Citizens League is a nonpartisan, nonprofit organization that empowers people to engage in civic life and public policy, to make Minnesota a better place to live and work for everyone.

Vision

Through our work:

- Minnesotans of all backgrounds, parties, and ideologies are engaged, inspired and empowered to take an active role in public policymaking, fueling Minnesota's ability to implement innovative and effective policy solutions.
- The Citizens League is a relevant and respected policy resource and a trusted convener, focused on solving current and future problems, building civic capacity, and earning the ongoing support of our Minnesota community.

Operating Guidelines

The Citizens League is unique in *how* we approach policymaking. We:

- **Believe public policy happens everywhere, not just in government institutions and the public sector.** "Public policy" happens at the Capitol and in government chambers, and also in businesses, nonprofits, communities, congregations and families. The most important public policy issues of our day need engagement from all types of institutions and individuals.
- **Bring diverse perspectives and people together.** We know that engaging people across ideology, background, race & ethnicity, geography, sectors and parties produces better solutions. We work with Minnesotans from a wide variety of communities and sectors to understand important public policy issues and identify the roles each stakeholder has in contributing to solutions. We believe there is positive societal value in creating and sustaining connections across differences.
- **Seek insights from research, data, and lived experiences of individuals and communities to inform our programming and our policy recommendations.** The Citizens League seeks out rigorous research and diverse, trusted sources of information to shape our work. We seek ways to center the lived experiences of those most impacted by public policies, who are vital partners in defining the problem and crafting sustainable solutions. We recognize that everyone has a lens or a perspective they bring to policy work, and we seek to honor these perspectives.
- **Acknowledge that there is a historical context to all policies, systems and structures, which invite new approaches to move forward.** Not all groups or people have been part of designing existing policy; both intentionally and unintentionally, people most impacted by issues have often been absent from the problem-solving table. The Citizens League recognizes this context (including how it has shaped our own organization's history), and we continually seek deeper engagement to create innovative and impactful policy solutions.

- **Operate with transparency and humility.** We aim to use a process and practices that build trust among all stakeholders, so that our outcomes and policy recommendations are similarly rooted in trust. Our staff and board commit to continually learning and growing in our work.
- **Advance policy solutions in collaboration with a broad base of support.** We aim to build coalitions and networks to move good ideas forward, even in a fractured political and policy landscape. The Citizens League balances policy idealism with political pragmatism – exploring bold and innovative ideas, and identifying achievable actions with the most meaningful impact.
- **Disseminate policy information and programming in ways that are accessible to a broad range of stakeholders.** Our work connects systemic policy issues to the real stories of Minnesotans impacted by these policies. We strive to make our work as accessible as possible to people across income level, geography, race and ethnicity, and ability.
- **Recognize the tension and impossibility inherent in the very concept of finding a singular solution that serves all people.** However, we will always strive to welcome, acknowledge, and respect discussions that bring to light important nuances to policy conversations.

Approved by Board of Directors, March 3, 2021



Metro Transit Safety Conversation Stakeholder Committee Charter

Stakeholder Committee Purpose

Serve as advisers for high level strategy and guidance on stakeholder engagement. This committee charter will govern the role of the committee.

Stakeholder Committee Duration and Time Commitment

- The stakeholder committee will convene in February 2021 and conclude in June 2021 unless otherwise noted by the project team.
- The committee will convene, at a minimum, every month unless determined otherwise by the project team.
- Status updates will be communicated to the stakeholder committee on a regular basis as determined by committee members and the project team.

Stakeholder Committee Scope

The stakeholder committee will be responsible for providing high level strategy, direction, and input as requested by the project team on the engagement of stakeholders in the Metro Transit Safety Conversation project. This will include, but is not limited to the following activities:

- The stakeholder committee will work with the project team to develop survey questions for stakeholder participants.
- The stakeholder committee will provide input on strategies to engage with stakeholders.
- The stakeholder committee will assist the project team in promoting the work of this committee.
- The stakeholder committee will **not** provide strategy, input or oversight of the community planning committee.

Stakeholder Committee Membership

Membership of the stakeholder committee will be determined by the project leads and include a representative from each of the following organizations and departments:

1. Metro Transit Police Department
 - Chief Eddie Frizell
2. Metro Transit General Manager
 - Wes Kooistra
3. Metropolitan Council Management Committee
 - Chair Christopher Ferguson
4. Metropolitan Council Transportation Committee
 - Vice Chair Reva Chamblis
5. Metropolitan Council Community Development Committee
 - Lisa Barajas, Director of Community Development
6. Metropolitan Council Transit Operator

- Monique Mitchell
- 7. Metropolitan Council Equity Advisory Committee (EAC)
 - Anita Urvina Davis
- 8. Metropolitan Council Business Advisory Committee (BAC) (Metropass customer/student pass customer)
 - Marcy Merkl, US Bank (Metropass)
 - Lamar Shingles, St. Paul College (College pass)
- 9. Saint Paul Area Chamber of Commerce
 - John Regal, Securian

Metro Transit community safety

Q 11 - Are there accommodations that would make your ride safer and more possible?

Q12 - If yes, please share.

(English)

Answered: 452 Skipped: 425

#	RESPONSES	DATE
1	Hire porters for light rail trains, non-police staff who can greet, clean up, check fares occasionally, & report more serious issues to transit police. I would try to ride more often if the trains weren't so dirty and with riders who smoke (the recorded announcements that smoking is prohibited are totally ineffective and ridiculous).	8/21/2021 1:14 PM
2	There should be better options to commute to the University of Minnesota from other areas in Minneapolis. Where I live, I have to change busses to get to the U and its only 8 minutes by car. It should not be this hard to use public transportation	8/19/2021 2:25 PM
3	security for women & children	8/19/2021 2:19 PM
4	Security	8/19/2021 2:19 PM
5	More frequent trains, enforced mask mandates/providing masks in the train.	8/19/2021 2:08 PM
6	More frequency	8/19/2021 2:08 PM
7	Reinstate the routes to the near west suburbs	8/19/2021 1:44 PM
8	Complimentary crack pipes for first-time riders. Dedicated defecation areas on all trains.	8/12/2021 5:37 AM
9	Just safely getting to doctors appointment	8/11/2021 7:11 PM
10	Safe walk option so people wouldn't have to wait alone at train/bus stop	8/11/2021 7:00 PM
11	Safe walk, somebody else to ride with/not wait alone.	8/11/2021 7:00 PM
12	A police officer on board	8/11/2021 6:56 PM
13	Safety button like the blue emergency call buttons	8/11/2021 6:26 PM
14	A safety button like the blue emergency buttons	8/11/2021 6:26 PM
15	police on the bus	8/11/2021 10:22 AM
16	Police presence on the light rail	8/11/2021 5:12 AM
17	More visible security cameras	8/9/2021 6:29 PM
18	I've heard about transit ambassadors -- not police. That would definitely help.	8/6/2021 1:19 PM
19	If people weren't smoking wed or drinking	8/2/2021 8:20 PM
20	More police on the buses . It be to many Drunks on the bus not safe	8/1/2021 5:44 PM
21	Metro transit police	7/30/2021 6:04 PM
22	Electric outlets	7/30/2021 4:02 PM
23	It would be nice to see some type of safety presence. I've seen 1 cop in the afternoon. Never in the morning the last few days. Also seen one guy show a small knives..it was small but still could cut and another call someone a bitch then get upset for a few stops.	7/29/2021 7:41 AM
24	I value the transit police, especially after my phone was almost stolen from my hands on the light rail. I changed my schedule to not right before 5am and be more aware of my surroundings. The violence and crime escalation is of concern to my family as both of my children should be able to rely on the bus for transportation to and from school. We are trusting that justice for all will be archived without risking the safety of the innocent.	7/26/2021 6:56 PM
25	More police	7/18/2021 9:13 PM
26	Public restrooms on (some) platforms, an easier way to stay with my bike without sitting in	7/15/2021 1:30 PM

Metro Transit community safety

reserved seating for elderly/disabled, maybe not an "honor" system for tickets?

27	Expanded service and more routes.	7/15/2021 1:29 PM
28	Not have police bullying and treating riders like criminals when we're buying tickets and just getting around. Police don't equal safety. I'm not going to put more money on my card and would rather use Lyft or beg friends than risk seeing more people get beat/ harassed or shot by cops at your direction	7/15/2021 1:03 PM
29	Scaling down your police presence. They only serve to escalate.	7/15/2021 12:56 PM
30	Alarms for passengers to ring when they see something unsafe or harmful. Remove door release or have more control over when the can be used, like not if the train is in motion. Pressure plates, alarms, or something to warn the operator that something isnt right. Smoke alarms in the cars and better ventilation for the drivers. Bullet proof glass on the operator's cab.	7/14/2021 11:41 AM
31	More frequent service and service to more places	7/12/2021 4:49 PM
32	As a woman, taking transit when it's dark can feel daunting/dangerous/unsafe, so having more of an "eyes on the street" feel with more light and things going on around transit stops would help. Especially thinking about the winter when it gets dark really early.	7/12/2021 11:36 AM
33	If fellow riders followed the rules (especially no smoking)	7/10/2021 5:24 PM
34	Transit ambassadors would be a big help.	7/8/2021 11:09 AM
35	no-fare transit more spaces for bicycles (so that especially in winter/fall/spring/rain don't get left outside if there's not space for bikes) more right-of-way space for transit & bikes (so cars don't hit pedestrians getting to/from bus & bikeways) universal healthcare deeply affordable housing based on income of person not area median income support for young people electric buses instead of diesel (air quality riding/and around buses) no police on buses unless there is an active shooter (other supporters for health/addiction etc. yes) trees on boulevard and in center of roads to provide cool places to wait in summer businesses & govt buildings that have lobbies that allow people to wait inside during winter	7/7/2021 1:35 PM
36	more police, its horrible	7/7/2021 12:40 PM
37	Provide more portable bathroom or open up the bathroom around the trail & parks. Open up drinking water around parks & trails.	7/6/2021 4:54 PM
38	It would be wonderful if the express bus schedule could revert back to the pre-pandemic days. It is understandable that it may take some time to get there.	7/6/2021 12:31 PM
39	More police to keep away the panhandlers.	7/2/2021 10:16 AM
40	More security people	7/1/2021 7:37 PM
41	More frequent and more expansive transit service. In any unsafe situations, having the option to get on the next bus, or walk a block away and transfer lines is critical. Transit ambassadors - non-police force employees who are present on transit to mitigate dangerous situations, reduce drug use on transit, and help connect homeless transit users with stability resources. (I am NOT suggesting that police ride transit and kick homeless people off. But an unarmed ambassador that can offer resources to homeless people and allow them to finish their ride on the transit line would increase the safety of those people on transit, and probably increase their visibility to other riders in a beneficial way.)	7/1/2021 7:26 PM
42	Some kind of unarmed people to help when there are incidents, limit escalation.	7/1/2021 7:20 PM
43	Reliable and frequent transit makes me feel safer, so that I don't have to be outside the bus for long time periods. Having a bus stop near my destination and home makes me feel safer so that I don't have to walk far. Being able to see and speak to the driver makes me feel safer. Riding the bus during the day and when it is crowded makes me feel safer. Transit ambassadors could make me feel safer.	7/1/2021 7:20 PM
44	I'd like to see transit ambassadors (not police) deal with issues like wearing masks (to prevent the spread of COVID), fighting, theft, etc.	7/1/2021 7:16 PM
45	A presence of metro transit workers	7/1/2021 7:14 PM
46	More bus routes	7/1/2021 7:08 PM

Metro Transit community safety

47	Turnstiles to allow only passengers with tickets to access the platform, like in most major cities with public rail transit.	7/1/2021 4:36 PM
48	Police on the bus	7/1/2021 12:26 PM
49	More cops (cops, with guns and handcuffs, not a safety ambassador or something else) on trains	7/1/2021 7:54 AM
50	more police!	6/30/2021 8:36 PM
51	From my recent experience, more police presence on the train. It feels very unsafe right now.	6/30/2021 8:03 PM
52	more security measures. I'd like to have transit police on buses and trains far more frequently.	6/30/2021 6:00 PM
53	Police presence on the light rail trains and at each station. Carrying a laptop and purse and having to stand and wait for the train is a high anxiety experience each day.	6/30/2021 5:25 PM
54	more bus shelters, more frequent service.	6/30/2021 5:07 PM
55	Police need to be on every train at night. It is a rolling homeless shelter with bad behavior never ending. Assaults, open sex acts, drugs, defecation/urination inside the trains on a regular basis. The trains roll out after being cleaned in the morning and reek of bodily waste. The Met Council erring on the side of political correctness has ruined the light rail line. It is disgusting. The busses are not much better. People aren't coming back to this service until it is cleaned up and can demonstrate a track record of safety.	6/30/2021 6:15 AM
56	Police or public safety presence	6/30/2021 5:48 AM
57	Police presence on the train	6/30/2021 5:48 AM
58	Rampant drug use needs to stop. More cops.	6/29/2021 9:42 PM
59	Less open drug use, violence, and trash in/on transit or in the stations.	6/29/2021 9:13 PM
60	I never see Metro Police. Never. But I do see lots and lots of awful behavior day in and day out. Also, trash is everywhere on the platforms and it doesn't appear to be cleaned as often as I would presume. The Lake Street Station in particular is a dumpster at times. I saw the same items of trash there for days.	6/29/2021 9:02 PM
61	I used to see the police walk through the trains but I don't see them any more.	6/29/2021 8:20 PM
62	Just like every bus has a driver both operating and maintain the safety of a bus, each train should also have metro transit employee in each car to ensure the safety of those riding the trains. Operators of the trains should also NEVER open the doors to the cars on the train when pulling into a station where violent acts are taking place. Officers should refrain from congregating/fraternizing with other officers when on patrol. When they do, they miss a lot of obvious violent acts and dangerous situations.	6/29/2021 5:25 PM
63	More security at platforms and on the light rail	6/29/2021 4:36 PM
64	More transit police on regular buses like 5, 19,22 etc	6/29/2021 3:51 PM
65	be able to ride in peace w/o DRAMA	6/29/2021 3:24 PM
66	more police at stops. clear gang members off trains and platforms.	6/29/2021 3:12 PM
67	Officers having a physical presence on the train and platforms	6/29/2021 3:02 PM
68	More police, more enforcement, less drugs, less crime.	6/29/2021 2:00 PM
69	more police presents	6/29/2021 1:39 PM
70	More security	6/29/2021 1:28 PM
71	more police and imprisoning members of the community who continue to violate the law while being on met transit property...its really simple	6/29/2021 1:19 PM
72	Security personnel riding on the green line trains	6/29/2021 1:10 PM
73	Enforce the fare. Police need to be on the train more often. It is basically un-rideable at this point due to rampant crime, homelessness, drug, alcohol, and cigarette use. I was a huge supporter and live 3 blocks off the victoria green line station. I enjoy taking the train to social	6/29/2021 11:54 AM

Metro Transit community safety

events, sporting events and breweries. I will not be riding in the near future and may consider moving since I choose to live near the green line and if I cant ride it there is no point.

74	HAVE SECURITY OFFICER ON EACH CAR TRAIN EVERY RIDE ESPECIALLY ON THE 4:33 AND 5:09 AM TRAINS AND BUSES	6/29/2021 11:54 AM
75	Getting the people that ride the trains all day off the trains. They fight, do and sell drugs, urinate, poop, and throw up all over. It's disgusting, unsafe and it's only getting worse.	6/29/2021 11:44 AM
76	Driver awareness with politeness I am understanding that the Quitman they are strapping down it's costly and they should be aware of best practices and understanding where the tiedowns really are patience	6/29/2021 11:33 AM
77	Start actually requiring people to pay fares and get the trouble people off the damn train who don't pay.	6/29/2021 11:23 AM
78	There needs to be some SERIOUS policing at the stations and on the train!!!!	6/29/2021 11:20 AM
79	More police presence.	6/29/2021 11:16 AM
80	More patrolling of the stations	6/29/2021 11:13 AM
81	Police officers on every train	6/29/2021 11:04 AM
82	Law enforcement presence - with the ability to act	6/29/2021 10:43 AM
83	Police or security presence in the train to put a stop to emergency door pulls, drug usage and other crime	6/29/2021 10:25 AM
84	train car attendant to keep one paying people off and some sense of supervision.. same for the transit centers	6/29/2021 9:37 AM
85	More Police presence just yesterday a drugged out man was on the train and was arrested at MOA but the ride was very scary	6/29/2021 9:17 AM
86	Actual police on the trains would make my ride safer. Pressing a button that CALLS NO ONE is NOT HELPFUL.	6/29/2021 9:01 AM
87	Additional police presence. Enforcement of existing laws and regulations surrounding paid fare zones, littering, alcohol, and drug use. Add conductors to all trains to eject passengers exhibiting disruptive behavior.	6/29/2021 8:53 AM
88	Have police staff the trains.	6/29/2021 8:48 AM
89	Police presence	6/29/2021 8:35 AM
90	Ambassadors	6/29/2021 8:29 AM
91	Having Metro Transit Police ride the trains! The trains are not safe! The trains are dangerous!	6/29/2021 8:22 AM
92	Police on board	6/29/2021 8:13 AM
93	Please get loitering people off of the train.	6/29/2021 8:02 AM
94	expanded hours. more security	6/29/2021 8:01 AM
95	More police	6/29/2021 7:50 AM
96	More security	6/29/2021 7:41 AM
97	More physical presence by police/ambassadors	6/29/2021 7:37 AM
98	I am harassed by unpleasant people at least once a week. I see people urinating on platforms. I won't ride at night any more and am actively looking for another way to get to work.	6/29/2021 7:34 AM
99	I am a transit employee. I will not ride transit, with or without my family. I recently paid over \$100 to park at the airport, rather than use transit to commute to the airport, and park free at one of our facilities. Everything people say about Light Rail is true, and you wouldnt believe the things i have seen if I told you. The general public ridership will not improve unlueess you can improve safety and how people see transit. Using it for homeless housing, and allowing thugs free reign needs to stop.	6/29/2021 7:32 AM
100	What in the world do you mean by "more possible?"	6/29/2021 7:18 AM

Metro Transit community safety

101	make people pay! also you need a cop on the trains. The Green Line iss really bad. got hit last fall in my arm for no reason on my way to plasma. I got sick of it and moved to St.Cloud. Vey walkable city. Buses are nice. No drama.	6/29/2021 7:16 AM
102	More police and enforcement of laws.	6/29/2021 7:15 AM
103	Ticket/ride pay enforcement & more security and police.	6/29/2021 7:14 AM
104	Police posted everywhere	6/29/2021 7:02 AM
105	More enforcement of passangers purchasing tickets. On my most recent train ride. I did not witness a single user purchase tickets from the kiosk. More enforcement of ticket purchase would potentially reduce unwanted crowds and "free" hang out spots	6/29/2021 6:47 AM
106	Law enforcement in trains. Paying customers only so homeless don't use the trains to sleep in overnight.	6/29/2021 6:44 AM
107	Police responds time & presents	6/29/2021 6:00 AM
108	Enforcing fares	6/29/2021 5:54 AM
109	The light rail is a homeless shelter on wheels after the sun goes down. Hoolum's, dealers, drug couriers, dangerous felons are literally running most of the light rail coaches after 6pm, the met council should be ashamed of themselves because they aid & abet the criminal element that is praying on the innocent light rail rider just trying to get to their job. The metro police, their hands are tied by far left politicians that only want anarchy. Light rail, it's a publically funded farce and it's time to end it.	6/29/2021 1:51 AM
110	N/A	6/29/2021 12:29 AM
111	Stations should have officers. When you were giving riders who didn't pay people would get off when they saw them. Many people not wearing mask.	6/28/2021 11:58 PM
112	More transit police	6/28/2021 11:07 PM
113	More transit police officers	6/28/2021 10:47 PM
114	Police presence. Women, especially white women, are routinely victimized verbally on the light rail. You have to put a pleasant expression on your face, defensively, and hope people will not notice you. If they do, your only hope is to ignore it and look away, hoping they will not escalate.	6/28/2021 10:47 PM
115	One big suggestion I'd have is to install barriers around the light rail stations. The way they are set up right now anyone can walk up and hang around there as well as jump on the trains. I have had numerous incidents with people on the trains verbally and physically abusing passengers or people waiting to catch the light rail. It is out of control from April through October. If you made it so there was a barrier around the stations which would open if you scan a metro transit card or ticket it would make things a lot safer.	6/28/2021 10:22 PM
116	Metro Transit council be more countable for the safety of the general public. Provide safety measures. Like more monitoring of who is riding the bus and trains.	6/28/2021 10:21 PM
117	control drug use	6/28/2021 10:20 PM
118	There needs to be visible police presence periodically to ask for tickets and enforce the rules on the train.	6/28/2021 10:16 PM
119	Get rid of all the drug users and trouble makers.	6/28/2021 10:16 PM
120	Do SOMETHING about the assholes that make the ride on the Green Line so miserable. The addicts, bullies, smokers (pot and tobacco), the intimidation, the threats, and don't forget the same scum that never pays. As a weekchair-bound person with a TBI, it is appalling that I feel it necessary to conceal carry for protection, which I indeed have done on the limited times I've utilized the Green Line. Haven't used Metro Transit or Metro Mobility for the past 8 months; not worth the aggravation and stress any longer. I feel the Met Council needs to remove the low-life pos's from the light rails, and enforce the rules they created to keep the riders from putting up with the shitshow that occurs EVERY DAY. But, why are you asking this question? Everyone knows what needs to be done. Metropolitan Council, stop screwing around and make it happen before the Green Line becomes a war zone.	6/28/2021 10:01 PM

Metro Transit community safety

121	Law enforcement presence	6/28/2021 9:26 PM
122	The bus stop infrastructure is not great at many busy stops given our climate. Even the supposed fancy bus stops at ABRT stations and downtown Minneapolis are pretty terrible-- wind sweeps right through and it's awful in the winter, especially when basically every route has you waiting outside for greater than 10 minutes. Same goes for light rail stations...it is so cold on those platforms and it would be nice if they were enclosed. I'd like to see light rail stations staffed too to prevent crime or at least have an eye on things in case anything happens. When incidents do happen, it takes wayyyy too long to get ahold of anyone, especially at night.	6/28/2021 7:49 PM
123	Better visibility of transit workers, community officers. Easier ways of alerting transit of incidents.	6/28/2021 5:57 PM
124	turnstiles to ensure all riders are paying	6/28/2021 4:47 PM
125	The only thing I will put for input is: why aren't there turnstiles to make sure people are paying for the rides? Media loves to report that ridership is "down," but in all reality, hardly any officers are checking for tickets, so I would go out on a limb and say many are choosing to just not buy a ticket, especially those who live in the area. So to fix that problem, implement something like NY or Chicago turnstiles that make it so you NEED to have a ticket present to gain access. I enjoy riding the light rail very much and have never had a negative experience, however, I realize I am only one voice. Thanks for making this survey available.	6/28/2021 4:31 PM
126	Some sort of public safety personnel. It can be frightening at times on the light rail with homeless beggars and crime (theft, being accosted, threatened). There are many people who simply won't ride due to fear. This expensive and beautifully-designed transit option moves with low capacity due to downright FEAR and SAFETY problems. I hope you can fix this issue.	6/28/2021 3:16 PM
127	No metro police, instead a group like M.A.D Dads enforcing ticket checks. Trained medical professionals for welfare checks of homeless people. No cops.	6/28/2021 1:06 PM
128	Increased transit between the Twin Cities. Community transit safety officers (not police).	6/28/2021 12:51 PM
129	More lighting, more policing	6/28/2021 10:11 AM
130	no more cops on transit would make me feel safer.	6/28/2021 4:06 AM
131	Several assaults and sexual harassments by people. Have a system where people actually need to pay and pass a barred system to get access to the platform and lite rail. Also helpful to have police and more security constantly surveying the rails during the early times (5:0am-8:0am). My husband nearly got assaulted in the nicollet station stop and i have been eve teased and almost sexually harassed any time i get on the train.	6/27/2021 9:21 PM
132	Enforcement of laws that the state puts in effect, but do not give drivers permission to enforce. START ALLOWING DRIVERS TO ENFORCE YOUR LAWS WITHOUT THREATENING TERMINATION BY DOING IT, YOU GUYS ARE HYPOCRITICAL, I KNOW DRIVERS WHO GOT THEIR ASSES KICKED BECAUSE YOU DIDN'T ALLOW THEM TO DEFEND THEMSELVES, NOR THE ABILITY TO ENFORCE THE RULES AND PEOPLE HAVE TAKEN ADVANTAGE OF YOU AND KNOW THAT YOU GUYS ARE HYPOCRITICAL, THEY KNOW YOU ARE NOT ALLOWING DRIVERS TO ENFORCE YOUR RULES.	6/27/2021 8:11 PM
133	Like the better lighting on the Mall but we're nervous about riding home from the Lynx games anytime after 9 pm	6/27/2021 3:19 PM
134	I would rather see appropriately trained professionals to respond to people in crisis instead of police officers, and that because we as a region haven't yet decided to solve homelessness, riding public transit is effective temporary shelter from the elements, and those who choose to do this should not be punished but rather they should be offered a social worker and resources.	6/26/2021 2:25 AM
135	Get rid of the police	6/25/2021 6:25 PM
136	The perception of safety is often a bigger deal then actual safety. I've heard many suburbanites describe transit as unsafe. What they really mean, generally, is that they don't feel super comfortable using it—sometimes because of the diversity of ridership that exceeds their everyday experience, sometimes because of people who behave in a loud or unruly manner but do not real harm. Figuring out how to deal with that behavior that's perceived by mostly suburban white folk as threatening could open up transit a great deal	6/25/2021 4:45 PM

Metro Transit community safety

137	Metro Transit police officers on every train	6/25/2021 3:44 PM
138	Do not run Lite-rail after midnight	6/25/2021 3:41 PM
139	More shelters to protect from elements	6/25/2021 2:06 PM
140	transit ambassadors on trains, assistance for those dealing with homelessness and mental health	6/25/2021 1:53 PM
141	more police on board to stop threatening behavior	6/25/2021 12:54 PM
142	Help people who rarely ride trains, such as sports fans going to Vikings and Twins games understand that they should not be drunk, disrespectful and rude on the train. Have a way to offer help to people who are riding trains because they do not have shelter. Have a way to get people who are drinking and drugging to a safer place without shaming and stigmatizing addiction.	6/25/2021 12:01 PM
143	More monitoring of the light rail- I rode daily pre-covid. Would have to change cars multiple times a week due to being accosted by males under the influence and/or people smoking tobacco or pot in the car.	6/25/2021 11:44 AM
144	Metro transit police patrolling the cars. It is not safe to take out your cell phone to call the emergency number.	6/25/2021 11:32 AM
145	security on the train / at the stations	6/25/2021 11:21 AM
146	Better access to western suburbs for light rail.	6/25/2021 11:07 AM
147	Security. The transit is dangerous to ride. Older people who are most vulnerable are afraid to ride the light rail because of safety concerns. This needs to be addressed IMMEDIATELY. Also, people don't pay to ride the light rail, they just get on and off as they wish.	6/25/2021 11:07 AM
148	I don't always ride with children (you should change that question wording/options to be Yes/No/Sometimes). Riding with kids is a pain because you never know if bus driver will be nice and let you take a stroller on or not. It's stressful, and while our kids love, love, love riding the bus, it made it such a pain to worry about that.	6/25/2021 10:40 AM
149	1. Increased frequency of trips out of downtown saint paul on regular route transit. Often the buses are too full and people have to wait for the next bus, which is also full. This is especially a problem for people with small children and people trying to get home to meet kids coming home from school OR to get to work at times that are outside the "traditional" peak times. 2. there's almost no good way to go north to south (and vice versa) in this region without going to the 'center' first - especially in the west metro. That's been true for more than 20 years and it is hugely problematic. Between Minnesota's educational policy regarding open enrollment and the dispersed nature of affordable housing across the region but with job centers located in the 494 corridor and in the two downtowns, something needs to change to allow for commuters - at all shifts/any schedule - to go north and south without entering a downtown. A hub and spoke model does not work in a region where the majority of people living at or below 30% of median income (which means they don't have a living/livable wage job) do not have cars.	6/25/2021 10:34 AM
150	Speaking specifically about light rail, I've ridden it since it was launched. I've never, and I do mean never, been in an uncomfortable situation on the Blue Line. The Green Line, however, is a different story nearly every time. Pot smoking on the train, loud music, disruptive people, I've been pushed aside -- as in assaulted -- etc. I have a reasonably high live and let live tolerance, but it's all annoying at best and uncomfortable at worst. And I'm sure others are utterly repulsed, frightened, etc. and have stopped using your services as a result. I know steps have already been taken to improve the rider experience, and those must be continued for the light rail to be a valuable community investment and asset.	6/25/2021 10:32 AM
151	Better late night scheduling. Safety provisions at Transit stops.	6/25/2021 10:29 AM
152	No armed transit police, better access to social services for riders in need, more bus shelters with heat	6/25/2021 10:28 AM
153	safety officers on board trains	6/25/2021 10:26 AM
154	I'd feel more safe if more people were riding transit. We should create additional stops that incentivize people taking lightrail/bus within the city -- not just commuters.	6/25/2021 10:25 AM
155	I think Metro transit does a much better job than in the past, but I have a hard time getting on	6/25/2021 10:07 AM

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and off in the winter when the stops are not plowed at the Riverside Plaza stop.

156	To have more Metro staff to supervise whether persons are taking up multiple seats on the trains with their belongings and thus limiting where one can sit comfortably.	6/24/2021 3:31 PM
157	More metro transit staff or people enforcing rules.	6/23/2021 3:27 PM
158	Bring back masks!	6/23/2021 3:04 PM
159	Shorter headway's so I have to wait less at bus stops	6/22/2021 12:51 PM
160	Better surveillance for all patrons on train, safety for all patrons regardless of race gender class etc	6/18/2021 5:24 PM
161	Ambassadors to help deescalate situations without police	6/17/2021 5:37 PM
162	More frequent bus times. And an app that accurately reflects where the bus is at in real time.	6/16/2021 11:44 PM
163	More plain clothed officers on board.	6/16/2021 4:24 PM
164	Visible presence of transit police on occasion to help enforce no smoking rules	6/16/2021 12:15 AM
165	More enforcement of the rules/laws. Currently there are daily instances of smoking on train cars and many folks are disobeying the ongoing mask mandate.	6/15/2021 5:16 PM
166	Fewer police, more reliable and frequent service	6/15/2021 9:34 AM
167	More security on trains	6/14/2021 3:21 PM
168	More Metro Transit staff on trains and platforms.	6/14/2021 12:20 PM
169	Create/maintaing more places to sit at bus stops.	6/13/2021 9:54 PM
170	Enforce mask rule for drivers, deal with passed out passengers, eliminating drug dealing from bus stops	6/13/2021 10:24 AM
171	I'm not sure what would make metro transit safer but something needs to be done. I'm frequently sexually harassed on the light rails, at bus stops, and on on the busses	6/11/2021 8:36 PM
172	Get the addicts, muggers, and trouble seekers off the buses and trains.	6/11/2021 7:05 PM
173	Get the criminals, guns, drugs, drug addicts, thugs, and homeless people off the trains!!!!!!	6/11/2021 5:34 PM
174	More transit police	6/11/2021 3:53 PM
175	banish the intoxicated and mentally ill	6/11/2021 3:35 PM
176	Nom-police Deescalation workers at LRT stations?	6/11/2021 12:43 PM
177	Cleaner trains and buses.	6/11/2021 10:46 AM
178	More routes, more frequent service	6/10/2021 7:03 PM
179	Have a plan in place for rowdy, disorderly riders .	6/10/2021 4:10 PM
180	Softer seats	6/10/2021 3:30 PM
181	restrooms	6/10/2021 10:55 AM
182	Please have a permanent presence at Lake Street Station. It is a circus. I cannot use the elevator for my bike because people are doing drug deals, or sleeping there and yell at me when I try to use it.	6/9/2021 9:04 PM
183	I have actually stopped riding the light rail due to lack of police presence and the amount of homeless that are allowed to drape themselves all over the seats. It is a disgrace that this is what people see when they get on the light rail at the airport; as their first impression of our city.	6/9/2021 4:39 PM
184	The presence of a safety officer.	6/8/2021 11:43 PM
185	Bus is safe. Drivers are wonderful. LRT has become so dangerous that we always ride the first car right by the driver.	6/8/2021 6:18 PM
186	Women-only car, though I recognize that may not be feasible	6/8/2021 4:47 PM

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187	if police are patrolling the train and people monitoring the trains should able to call out bad behaviors live ,so the criminals know their are being watch on monitor	6/8/2021 4:22 PM
188	More transit police, especially at night	6/8/2021 1:08 PM
189	more space for bikes and other transport no police	6/8/2021 7:56 AM
190	More frequent busses so I am not waiting at stops for so long. To make a transfer sometimes I have to wait 20-30 minutes in the dark at night. That feels like the most unsafe part of my journey. On the bus is fine	6/8/2021 7:31 AM
191	I would feel safer if the train ride was free of smoking, drug use, and drug sale.	6/8/2021 6:20 AM
192	More Metro police	6/7/2021 10:54 PM
193	Extra room for bikes.	6/7/2021 7:27 PM
194	Make it easier to board with a stroller	6/7/2021 6:07 PM
195	ALL platforms (including suburban platforms) should have pedestrian access and lighting	6/7/2021 4:42 PM
196	This is a bit subjective. I tend to often feel uneasy when riding, never displaying my cell phone, etc. My wife doesn't want me to ride the train because she feels it isn't safe. I've run into other people who no longer ride the train at all because of unsafe and other bad experiences.	6/6/2021 7:24 PM
197	detours and route changes need to be posted in advance of the affected bus stops. If bus stop has been moved post that info at the old bus stop.	6/6/2021 6:50 PM
198	More visible transit police	6/6/2021 1:13 PM
199	I've only ever seen police escalate bad situations. Bus drivers are more helpful and that's not even their job.	6/6/2021 11:59 AM
200	I'd like to see the mask mandate enforced on buses and light rail trains. I would also like for transit police to stop hassling un-housed people who are sleeping on the trains, but not harming anyone.	6/6/2021 10:05 AM
201	More security to address people on trains harassing others	6/5/2021 8:45 PM
202	Start doing something about the thugs on the bus.	6/5/2021 7:35 PM
203	More police and enforcement of mask policies and more buses, heated bus shelters	6/5/2021 2:51 PM
204	Higher frequency to avoid waiting in any one particular spot, especially when involving a transfer	6/4/2021 6:48 PM
205	More space for bicycle transportation. I would like to take a cargo bike on light rail (for example, going from IKEA to Minneapolis or Saint Paul). I would also use the buses as part of my winter commute but my fat-tire bike won't fit on the bus racks.	6/4/2021 12:59 PM
206	Replace police with transit workers on trains. It's weird and aggressive to have police doing a conductor's job.	6/4/2021 12:50 PM
207	Taking actions to curb disruptive or delaying behavior, such as smoking, holding doors, pulling emergency door releases, fighting, threatening people, destroying parts of the train, and other actions which delay trains or make people feel uncomfortable.	6/4/2021 12:42 PM
208	All riders should be required to pay the fare. Those who are not paying a fare make me feel unsafe. All riders that are smoking and talking nasty on the bus should be removed without question.	6/4/2021 10:14 AM
209	We need someone to impose order on these trains. There is a critical mass of bad actors doing whatever they want, and it's very uncomfortable for the rest of us.	6/4/2021 9:17 AM
210	Every single time I ride the Greenline, day or night (which isn't that frequent) or take a Lake Street bus at night , there is someone verbally assaulting me or someone else in the train car or bus. It could be a schizophrenic or other mentally-ill person, a drunk, someone smoking cigarettes or marijuana or high on LSD (two kids once sat behind me who were tripping and smoking), or an individual or group (as a group of teenagers) who are hassling me or someone else or otherwise acting out. I watched a teenage girl scream at a 20-something couple for	6/4/2021 2:19 AM

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taking a photo of themselves ...but she thought they were taking it of her. She got her friends involved and soon police were called and it was a mess. It's to the point where I avoid taking the train at all and definitely avoid taking the lake street bus at night. I appreciate the problems of homeless or mentally ill folks using trains as shelters and drunks riding buses after hours but, if you want people to ride transit you have to come up with some way to make people feel safe and comfortable on trains and buses. My 89 year old mother wanted to ride the Greenline from downtown Saint Paul to Target Field and back just to see it. We were harassed by two different guys-- one mentally ill and one who was either high/drunk on something and/or also mentally ill. It was a bummer. The other day, I struck up a conversation with a young African American woman who was waiting for a Greenline train at the Capitol stop on University and was waiting by the Lief Erickson statue because a bunch of drunk/high guys were hassling her and acting out on the station platform. Pure law enforcement isn't the answer but it could be a component. MetroTransit has to figure out something. Ambassadors? Social Workers? Controlled entry that prevents unticketed people from getting on the train in the first place? Better mental health services? The current situation isn't working. Look at how other cities deal with this. I've ridden BART in the SF Bay Area and the New York and Boston Subways. They don't have this problem, at least not to the degree that the Twin Cities do. Other bus lines are ok-- the 87, the 63, 84 all feel safe and are relatively mellow, even at night. But the Green Line and 21/54 Lake Street buses are problematic

211	More buses, more routes.	6/3/2021 10:33 PM
212	transit ambassadors doing just dole out escalating fines	6/3/2021 10:25 PM
213	<p>I have Autism Spectrum Disorder, and bad things happen with too much sensory stimuli, it would be nice if the buses and trains were cleaned much more frequently than they are, or if the busses were more ventilated, or were outfitted with HEPA filters. It would also be nice if the buses were upholstered with a fabric that were less scratchy. It would also be nice if you could be mindful of the volume on the train bell, and on announcements. Finally, it would be nice if the train goings on were more handled by social workers and less by cops. I try to make sure that I won't meltdown by being mindful of my mental illnesses, but I am afraid of being shot by Metro Transit cops just for having a bad disability day. I also have a currently-unknown mobility impairment, but I haven't been able to find a doctor who can say what's wrong. I know that a lot of mobility impairments, especially in the price class of riding the bus all the time may not be sufficiently documented for Metro Mobility, it would be nice if you made a Metro Mobility-like or Uber-like last mile transit system for the rest of us. Finally, a lot of what would work in terms of accomodations, like passengers not smoking on the train, are enshrined in law, but that's actually terrible. I don't want to get a smoker shot or with a felony because I'm having trouble breathing. That's peak irony. But also, there are days that passengers are hot boxing the train and it's not accessible, but I endure. I think it's the same for many of us with disabilities and mental health conditions, and I think in a very tangible way, the reliance on cops and not social workers, who should really be the star of the Metro Transit show, very tangibly harms the transit community, because you have these chain reactions, you have someone smoking on the train, and you have someone with Autism enduring, enduring, enduring, until they're triggered into meltdown by it, and now you have a violent crazy person on the train to the external white suburbanite observer, and there are these heathens smoking on the train to the external white suburbanite observer, and if we had social workers on the train instead of cops, none of this would happen, because the social worker could be like, hey, I notice you're very addicted to cigarettes and you can't stop smoking on the train, let me trade you for a nicotine gum or a nicotine patch, and then you can have them be like, hey, you're going through a rough time Autistic person, I notice you're having a meltdown, follow me and we can go to a quiet calm place. And you can have the person who skips paying the fare, and the social worker can sign them up for transit assistance, and you have the person who's drunk, and the social worker can get them into recovery, and you have the person who's homeless and the social worker can get them housed. The transit community does not trust the transit police, and for good reason, the safety problems on a train, they really aren't problems that can be handled with intimidation and violence, the crazy person on the train isn't actually crazy pays bail and comes back, the cigarette smoker dies of lung cancer and is replaced by another cigarette smoker, the homeless person continues to be homeless, the boomer with the loud phone call still doesn't know how texting works, the fare non-payer is less able to pay the fare with the fine, the diabetic who collapsed and is foaming at the mouth from ketoacidosis still can't afford insulin. The typical safety problems on a train aren't cop problems, they're social worker problems, they're community problems. They need community-oriented solutions. It's ableist especially the way that Metro Transit treats transit cops as the solution to mental health problems.</p>	6/3/2021 9:41 PM

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214	I don't know, but it's always a risk to ride public transportation as a single woman.	6/3/2021 3:41 PM
215	Better pedestrian safety in crosswalks. Specifically the intersection of oak grove and 15th by loring park. drivers do not respect the crosswalk and I have almost been hit 3 times this month and honked at, degraded, and threatened for using the crosswalk per state law when specifically designated crossing lights are on. Improving crossing conditions surrounding light rail stations and high traffic pedestrian intersections as well as using cameras to enforce vehicle speed limits would quite literally save lives. Loring Park is beautiful and it should not be scary to try and get there. It would also be great if the Metro Mobility buses respected crosswalks as well. When they pull into the crosswalk they make it dangerous for those they should be serving.	6/3/2021 3:37 PM
216	Free fares, less policing of "minor" infractions, more prevention of dangerous behaviour. Ideally every car on the light rail (my main mode of transit if I'm not using Metro Mobility) would have at least one uniformed person who does not carry lethal weapons and can help people on/off the cars, help de-escalate situations, and quietly call for transit police, medics, or other forms of help depending on what the individual needs. Also if Metro Transit would make a regular effort to help those who take shelter on the light rail, that would be super cool and would make me both more interested in taking Metro Transit but also more comfortable as well.	6/3/2021 2:54 PM
217	I ride the #5 frequently. Air conditioning at a few degrees lower than usual would help. Hot weather conditions lead increase violence, Ina he, backyard or bus. Using the extension/accordion buses, even for midday and evening would help to increase personal space and decrease disputes. MAD DADS had a positive influence.	6/3/2021 2:36 PM
218	I take metro mobility if you guys could train the drivers more on things that would make rides safer in general	6/3/2021 2:08 PM
219	I now avoid Metro Transit completely and avoid the city of Minneapolis. Metro Transit needs more police presence on buses and trains, as there is constant criminal activity taking place aboard these vehicles and nobody does anything about it.	6/3/2021 1:51 PM
220	Please have more officers around that deter criminal behavior	6/3/2021 10:56 AM
221	More space for strollers	6/3/2021 10:18 AM
222	more safely officers on train and stations	6/3/2021 8:24 AM
223	A disability accessible "exit" door on the buses. More customers allowed on the buses at one time. Not have disabled people wait at bus stops due to capacity limits.	6/2/2021 10:11 PM
224	Smoke detectors and water sprinklers when passengers smoke cigarettes, drugs, and/or marijuana.	6/2/2021 8:44 PM
225	More Transit Police	6/2/2021 8:37 PM
226	Shelters with lights and call boxes and real time info at more stops. Unarmed transit ambassadors. CLEAR SNOW and ICE AT MORE BUS STOPS.	6/2/2021 7:13 PM
227	Some routes are a hour apart, need to cut that in half or in thirds. And in winter to open the bus stops remove the snowbanks between the sidewalks and the streets.	6/2/2021 4:22 PM
228	Non-police, customer facing personnel on LRT	6/2/2021 2:37 PM
229	enforce smoking ban on trains and platforms	6/2/2021 1:03 PM
230	it's a rolling hotel for the homeless, street, drug population - do something about that. Make the light rail station safe and pedestrian friendly.	6/2/2021 11:00 AM
231	Improved transit stops and shelters with heating and lighting, etc. at more locations	6/2/2021 10:08 AM
232	Increase safety at Transit hubs and LTR stations. Increase lighting, camera and security presence. Increase training to ALL transit employees how to react to dangerous situations and emergencies. Instead of "I work in the maintenance dept. so its not my problem." We all need to be in it together in order to make changes and it starts will ALL Metro Transit staff/employees. Bus operators should not be the only ones dealing with disgruntled riders and emergency situations. Also, for individuals what break the law while using transit or at transit stations/hubs, charges should be followed through and not let off. Some criminals prowl the LTR stations for victims, let's put a stop to this. Decrease the known loitering around the LTR stations and transit hubs. set some rules in place and follow through with them.	6/2/2021 9:56 AM

Metro Transit community safety

233	I usually ride the 94, 353, or 363 express buses from where I live in downtown St. Paul to where I work in downtown Minneapolis. They are great. I have no suggestions, other than I wish at least one of those buses was available on the weekends, when my wife works in downtown Minneapolis. By contrast, the Green Line light rail is terrible. Nearly every time my wife or I ride it, even for a short distances on University Avenue, there are people mouthing off, panhandling, smoking, drinking, holding the doors open, throwing garbage in the train cars, etc., right in the train. No one who is behaving does anything to stop the smoking or drinking, out of fear. I think many of the troublemakers are homeless. We really need police on the train to stop all of the problems. My wife, who is a recent immigrant, is afraid to ride the train to work on the weekends because of this. Lately, we have been using Uber, as I don't currently have a car; however, that is expensive.	6/2/2021 9:53 AM
234	some way to deal with drugged up/mentally unstable passangers	6/2/2021 9:36 AM
235	More enforcement of all laws, cleaning, fare enforcement	6/2/2021 8:41 AM
236	Having transit officials on the train and on stops who weren't police but who were official.	6/2/2021 8:22 AM
237	More frequent buses, more transit stops with shelters and real-time bus info, greater expansion of BRT and high frequency network, less transit police, dedicated bus lanes	6/2/2021 8:19 AM
238	Social workers on the train who can help people and give them masks, water, food, shelter/help info	6/2/2021 7:58 AM
239	More POLICE to take action against people being disruptive, and those who refuse to pay their fare.	6/2/2021 1:10 AM
240	Assurance that I will not be attacked while waiting for the bus or train or while riding the bus or train.	6/2/2021 1:04 AM
241	I am a vulnerable adult and I am very often approached aggressively by people begging. This breaks my heart but I have no money. I'm disabled and unemployed. Now I'm afraid to take the bus.	6/1/2021 10:39 PM
242	Cleaning bus shelter of glass.	6/1/2021 9:39 PM
243	Almost every time I am on the Light Rail at night there is a person with mental problems in the car. I have only used the Light rail to go to functions, theater, dinner, downtown Minneapolis or St Paul.	6/1/2021 9:04 PM
244	I was assaulted and injured at the Uptown Transit Station. There needs to be a police presence!!	6/1/2021 8:41 PM
245	Have bus drivers wait until I sit down before driving.	6/1/2021 8:14 PM
246	more shelters with lights and call boxes like on the A line	6/1/2021 7:49 PM
247	Police	6/1/2021 7:39 PM
248	Transit safety staff on board at different times to keep trouble makers hesitant.	6/1/2021 7:37 PM
249	Increased security particularly at downtown bus stops	6/1/2021 7:26 PM
250	Making people with strollers fold them like you used to so they don't block access to the accessible seating for disabled people like me.	6/1/2021 7:11 PM
251	Pay gates at platform entrance so drifters aren't using the train as a shelter	6/1/2021 6:16 PM
252	There are often riders on my afternoon commute who seem to be riding at random--questioning where the bus goes, confused about the difference between north and south, etc--more easy-to-understand information from the driver might prevent them from boarding the wrong bus and then being angry	6/1/2021 6:01 PM
253	More uniform metro transit police on duty!	6/1/2021 5:40 PM
254	Clear snow at all stops so wheelchair ramp can drop and we can get in & out safely	6/1/2021 5:30 PM
255	drivers who answer questions. drivers who aren't racist or sexist.	6/1/2021 5:06 PM
256	Conductors on light rail	6/1/2021 5:03 PM
257	Use more extended buses for line 5	6/1/2021 4:52 PM

Metro Transit community safety

258	I would like to see paid community members, rather than police officers, ride on the light rail and buses to try to keep the peace. They would be more trusted by the community. I don't want to completely eliminate any supervision as sexual harassment at bus stops and light rail stations is a rampant, but the police have never helped with this anyway so it's time for something new.	6/1/2021 4:48 PM
259	Some. Times feel uncomfortable waiting for grins downtown	6/1/2021 4:29 PM
260	Ambassadors/passenger advocates on light rail	6/1/2021 4:11 PM
261	Elimination of loitering on station platforms would be a huge start.	6/1/2021 3:53 PM
262	get rid of cars on transit routes, they drive way too fast and they don't pay attention to people getting on and off buses and trains	6/1/2021 3:52 PM
263	Early service, bus & train.	6/1/2021 3:22 PM
264	I think that unruly and drunk passagers need to be removed immediately from the train or bus for the safety of all riders.	6/1/2021 3:16 PM
265	too many smokers. saw one guy with a gun. i got off the next stop.	6/1/2021 3:15 PM
266	It would be best if the front seats were given seniority to seniors and disabled, instead of half the bus sitting up there. When I get on I half to try to walk all the way to the back of the bus. My balance is very bad and the driver starts driving and one of these days I'm going to fall.	6/1/2021 3:14 PM
267	Put police on the bus.	6/1/2021 3:13 PM
268	heated shelters in the winter.	6/1/2021 3:08 PM
269	Need more security personnel. And many of the passages are not wearing masks, the transit driver does nothing about it.	6/1/2021 2:56 PM
270	Armed security. The busses are dangerous. Riders have threatened to kill passengers and riders. I'm glad COVID happened so I no longer have to use mass transit as much. Also, reliable scheduling and tracking are needed. I never knew what time my scheduled bus would actually arrive or get to the intended destination. The schedules were pretty rough guesses.	6/1/2021 2:48 PM
271	Removing the strung out druggies and the aggressive antisocial people that steal hospital wheelchairs to tote their belongings would be a wonderful accommodation!	6/1/2021 2:46 PM
272	Round trip routes to the suburbs. I often go to Lino Lakes by bus after work and end up with a very long bike ride or expensive cab back, or I end up driving both ways. More evening, weekend and holiday service. Spots to put e-bikes. More bike spots on bus in general, sucks to get turned away when spots are full, especially those limited express routes.	6/1/2021 2:41 PM
273	Information should be more readily available to Metro Transit employees on how to catch a bus pulling out of the Heywood Garage and future Minneapolis Bus Garage. Currently, it's a big secret and you have to know someone to get the information. It's frustrating and inequitable.	6/1/2021 2:27 PM
274	Keep the roof ventilator box thingies open. Keep police off buses.	6/1/2021 2:23 PM
275	Enforcers of rules and safety policies who are not police officers and who do not carry arms	6/1/2021 2:23 PM
276	Forbid giving rides to outrageous people	6/1/2021 2:22 PM
277	if the light rail didn't smell like pee and or cigarettes or another kinda drugs	6/1/2021 2:13 PM
278	Police at the transit hub in Minneapolis	6/1/2021 2:11 PM
279	Presence of authority on the train	6/1/2021 2:11 PM
280	Get rid of the Transit Police cars. They do not need cars. What they need to do is ride the buses and trains in full uniform to prevent crimes from happening. If an arrest has to be made, local authorities can be called to transport suspects. Too many times, I've seen transit police sitting in their squads doing nothing while people are being harassed around the corner out of their view. Get them out of their vehicles and out where the public actually needs them.	6/1/2021 2:01 PM
281	trips more often	6/1/2021 1:57 PM
282	Buses are great/haven't changed. I moved away 5 years ago and came back during covid and	6/1/2021 1:48 PM

Metro Transit community safety

the blue line is pretty scary/uncomfortable to ride and I consider myself to be comfortable/unfazed by most things (I still ride it). People smoke, eat, they listen to loud music, fight, they sit right next to you, they don't wear masks. I don't know how you fix it - but there seem to be no rules/respect for other riders at all from some people riding transit and it probably keeps other people away from transit too. I've even been bothered by people just waiting at the train stations.

283	I think there should be methods (an emergency box/phone, ect.) to contact the police/light rail conductors while in one of the light rails cars.	6/1/2021 1:38 PM
284	I think I would like to see more Transit Police on board.	6/1/2021 1:36 PM
285	Presence of a peace keeper, not necessarily armed or a police officer, just someone that is able to deescalate situations.	6/1/2021 1:34 PM
286	all bus stops should have a bus shelter with ample lighting and an emergency phone	6/1/2021 1:26 PM
287	Access to higher frequency bus routes to reduce total crowding on buses during rush hour	6/1/2021 1:24 PM
288	Fewer people smoking on trains, dealing drugs and fighting	6/1/2021 1:24 PM
289	Have additional monitoring of the CCTV system. I find on almost every trip, someone is out to make the experience not so pleasant for people. You often have people that do not have face coverings, on several occasions I have witnessed people smoking on the train, and I like others I'm allergic to cigarette smoke. They loudly play music, and the other disturbances from people that appear to just want to cause an unpleasant situation for all riders.	6/1/2021 1:18 PM
290	I don't always feel safe when standing at the bus stops on the Nicollet Mall. If there was security posted at a certain stop, I would go to that one. Otherwise, I have to decide which one looks the safest to wait, and how many minutes before my bus is coming. I will not ride at night by myself for this reason. I drive when coming downtown for a night Twins game.	6/1/2021 1:18 PM
291	More frequent service, reliable information on arrival	6/1/2021 1:17 PM
292	More obvious cameras	6/1/2021 1:13 PM
293	The transit police could make an appearance on buses and trains. Especially on trains. And, every bus driver still needs to wear a mask because of COVID as well as taking the policy seriously by making sure that every passenger wears a mask.	6/1/2021 1:11 PM
294	More frequent service on the 9 route.	6/1/2021 1:10 PM
295	Law enforcement on every platform and every train. Stop allowing trains and buses to be used as homeless shelters. Enforce fares. Prosecute violators. Stop drug use on trains.	6/1/2021 1:01 PM
296	Finish the remodeling of Burnsville Transit center and leave the doors open, especially when its COLD out!	6/1/2021 1:00 PM
297	Less trash everywhere Less violent behavior on the bus and trains If the inside platforms, stairs and elevators did not smell like urine If the experience felt safe	6/1/2021 12:58 PM
298	Bus shelters, not just poles, with consistently accessible sidewalks	6/1/2021 12:57 PM
299	live video, someone to be on the bus and stop others from endless verbal engagement with me	6/1/2021 12:57 PM
300	Some routes are much more likely to have people creating disturbances.	6/1/2021 12:57 PM
301	Once I was approached on the train to show my transit pass to two transit police uniformed in a manner that appeared they were combat veterans from Iraq in combat gear. It made me highly uneasy. So inappropriate to gear transit police like combat veterans.	6/1/2021 12:54 PM
302	Better pedestrian infrastructure and slower car traffic to keep me safer walking to and from the bus and train.	6/1/2021 12:49 PM
303	There seem to be a big uptick in fights and stabbings on the light rail, someone should be done about this.	6/1/2021 12:48 PM
304	I would feel safer on public transit if the metro police were unarmed, and free transit would make my ride more possible	6/1/2021 12:45 PM
305	Security	6/1/2021 12:45 PM

Metro Transit community safety

306	Transit police at light rail stations and onboard	6/1/2021 12:40 PM
307	I think visible and unarmed ambassador type MT staff would go a long way into making people feel safer. They can answer questions, help de-escalate situations, etc.	6/1/2021 12:38 PM
308	A police officer on board daily during the times I ride	6/1/2021 12:33 PM
309	transit ambassadors on trains and at stations, not police with guns, but people who can take key an eye out and call in help if needed	6/1/2021 12:32 PM
310	On-board cameras and GPS tracking screens. Better sanitation. Better wifi.	6/1/2021 12:27 PM
311	Hot button for help on light rail.	6/1/2021 12:25 PM
312	Free public transit. Literally eliminate all fees for riders. I've seen too many hostile confrontations between riders and bus drivers over bus fares. And the presence of armed police officers on the light rail and BRT to check tickets makes me feel surveilled and anxious.	6/1/2021 12:24 PM
313	Better lighting at bus stops	6/1/2021 12:23 PM
314	More and better bus shelters with lights and/or seating at the bus stops.	6/1/2021 12:23 PM
315	Transit police keeping vagrants out of transit stations	6/1/2021 12:18 PM
316	continue to hire the wonderful drivers you have	6/1/2021 12:16 PM
317	Ticket checker. Staff walking through / monitoring	6/1/2021 12:13 PM
318	I'm autistic, and noise and crowding are real problems. Maybe a quiet area on the bus?	6/1/2021 12:13 PM
319	First treat all riders the same. If some have to pay, then why not all. Enforce payment to ride, nothing is free. I am scared to ride on the bus and rail now due to increased violence on them. I want to see more transit policing so that the majority of the riders feel safe	6/1/2021 12:10 PM
320	More police riding the train	6/1/2021 12:10 PM
321	More lighted shelters on route, more monitored CCTV of hubs/stations	6/1/2021 12:09 PM
322	Police with guns need to stay off ALL public transit. I have zero trust in their ability to de-escalate and address any issues on transit. Drivers need to allow ALL bicyclist's on board even when bike rack is full. It is imperative to get bicycle users on the bus and not leave them stranded.	6/1/2021 12:09 PM
323	More visible transit staff. Sometimes the train feels a little wild, and passengers just kind of have to fend for themselves	6/1/2021 12:08 PM
324	More transit police on buses/trains and train platforms. More fare enforcement. Las Vegas does this right. no fare, no ride	6/1/2021 12:07 PM
325	I've been working from home for 15 months because of COVID. I look forward to returning to work downtown later this summer, but am hoping that the schedules will have expanded to return to a wider variety of routes and times.	6/1/2021 12:07 PM
326	A security officer on every bus/train	6/1/2021 12:05 PM
327	Reliable time information. The text-based information system hasn't worked in years. More frequent service until midnight would be great too.	6/1/2021 12:04 PM
328	all people wearing masks	6/1/2021 12:02 PM
329	Making sure that the trains are smoke-free. Over half of the time when I travel people are smoking on the trains, and this triggers my asthma.	6/1/2021 12:01 PM
330	Security people	6/1/2021 12:00 PM
331	Real time schedule information would be great. Is the bus running behind? By how much?	6/1/2021 12:00 PM
332	More bus stops and benches	6/1/2021 11:59 AM
333	On both bus and light rail step on or assigned transit police are necessary. Bus and transit stns also need reg. police. These two could be coordinated.	6/1/2021 11:59 AM
334	Community ambassadors or a similar presence on light rail would be helpful to discourage	6/1/2021 11:58 AM

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smoking cigarettes in particular because of the health risks secondhand smoke poses and because it's just annoying when you can't get away from the smoke. I specifically do NOT want to see uniformed officers on light rail, as that would make me feel less safe and I imagine it would present real risk to less-privileged members of our community, but I would like some sort of authority to help make the train feel healthier and safer.

335	level platforms like the aBRT routes. Better safety. I don't feel safe and have been harassed on the train and sometimes bus.	6/1/2021 11:57 AM
336	More Transit police or enforcement people in evenings and nights to help and make riders feel safer etc	6/1/2021 11:57 AM
337	Stop loud swearing on transit Make sure consequences exist for smoking on trains Have authorities on trains - I have confronted men about sexually harassing women on trains and been verbally and physically threatened for it.	6/1/2021 11:57 AM
338	Reduce the height of the steps onto the bus. Provide more secure spaces to transfer between buses.	6/1/2021 11:55 AM
339	In Phx, we didn't have the crazy people on the buses as we do here, also there was always a police presence on and off the train so we were safe! The trains are not safe here at all. I've seen people with weapons, a man masturbating, etc. The trains are NOT SAFE here.	6/1/2021 11:54 AM
340	Better security	6/1/2021 11:54 AM
341	More uniformed police officers on transit. The main safety concerns I've had have been on the Light Rail or on BRT routes (both A & C Lines). Although, there have also been safety issues on local urban routes like the 5, 11, 14, and 21 that I have ridden.	6/1/2021 11:53 AM
342	more transit police on the Green Line	6/1/2021 11:53 AM
343	Visible enforcement of people making the experience bad (smoking, rowdy behavior, intimidation, drinking, littering)	6/1/2021 11:52 AM
344	Having uniformed police officers (armed only with tazers) riding on the most dangerous routes during off-hours would encourage better community behavior and a better rapport with police and citizens.	6/1/2021 11:52 AM
345	Better lighting at bus stops. At night it can be nervewracking to wait for a bus in the dark.	6/1/2021 11:50 AM
346	Police in a bus/train	6/1/2021 11:50 AM
347	There needs to be a greater officer presence on the train lines, especially the Green Line. I was a regular metrorail commuter for seven years and will not return until safety conditions are improved.	6/1/2021 11:49 AM
348	Not really sure what you mean by accommodations. Better lighting at stops and stations would be a good start.	6/1/2021 5:11 AM
349	a safety officer	5/31/2021 9:14 PM
350	I rarely ride the light rail anymore. It is a gamble when I do. My boyfriend was threatened, I have had people expose themselves, badger me for money, blow smoke on me. There is no one to enforce any rules. An intercom periodically saying not to smoke does nothing.	5/31/2021 7:40 PM
351	More safety	5/31/2021 9:35 AM
352	More police. Stop letting people on the bus for free because those are the people causing trouble. But fare gates at train stations so homeless people and drug users can't use the train as a homeless shelter on wheels to use drugs and beg for money.	5/30/2021 7:11 PM
353	Please,, can you monitor the homeless people on the trains, they are loud and they smoke,,curse and make me feel so uneasy plus getting mad when you do'nt give money to them. I love riding the train just make it more safe please.	5/29/2021 4:25 PM
354	More security presence	5/28/2021 5:35 PM
355	The driver not to use that glass panel because I am deaf blind and it's hard to hear them	5/28/2021 12:34 PM
356	Transit police are needed on more trains. I've seen people choked, threatened, and yelled at on the train. There is a lot of drug interactions and weed smoking on the train. Plus, people who	5/28/2021 9:05 AM

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live on the train. Often times, it feels unsafe.

357	Over the years I've seen many issues with writer behavior I am breaking rules of common courtesy. Smoking drinking littering loud music and conversations are all very common and I'm sure many avoid mass transit for this reason. I barely tolerate it	5/28/2021 8:47 AM
358	Have we considered seat belts? When you are flying along Hwy. 94 at 55 mph., a sudden stop is going to throw passengers everywhere, in a crash, splashing passengers all over the tarmac, blood and brains everywhere...	5/28/2021 8:27 AM
359	More frequent buses. My bus runs 1 per hour. While waiting for my bus, SO many "C" line buses go by with hardly anybody on them! Why do you have so many empty C line buses while others have to wait an hour for our bus!?! I don't like waiting for my bus while panhandlers/mentally ill/chemical dependent people are surrounding me.	5/27/2021 7:19 PM
360	I like andcuse the safety line you can text to for mtc. Thecfew times I saw dangerous situation and reported it, response was quick and reasonable.	5/27/2021 6:28 PM
361	LRT needs to have more noticeable security presence, especially evenings and all day on weekends. My husband was forced off a Green Line train a couple weeks ago by someone threatening him. Weekday mornings on the trains aren't as bad but there have been times when homeless people are sleeping across several seats - one guy even sprawled across the main aisle. Too many people are using the trains as a place to hang out with their friends, smoke cigs and pot, eat, leave their trash, and leave vomit/crap/urine.	5/27/2021 6:12 PM
362	More police on the trains	5/27/2021 6:05 PM
363	Monitored security cameras at problematic bus stops @ Nicollet/ Franklin intersection in Minneapolis and surrounding stops. We need Regular Met Transit presence. Numerous homeless, drinking, drug use, large gatherings of people occupying the bus stops. The bus stops are unsafe!	5/27/2021 5:44 PM
364	A "No smoking" car would be great.	5/27/2021 5:13 PM
365	Love the cages for drivers...&so many cameras ... I guess keeping the amount of. People to a minimum to feel less intimidated -no standing load!!!	5/27/2021 4:51 PM
366	More heated bus stops in winter. More benches near bus stops with long waits/ irregular schedules. Better/sooner shoveling and plowing around bus stops and bus access areas.	5/27/2021 4:44 PM
367	Better and more bus shelters for sheltering in in the heat of summer and cold of winter.	5/27/2021 4:42 PM
368	Have more police and security guards on the trains and at the stations, especially during off peak times.	5/27/2021 4:26 PM
369	More frequent appearance of uniformed officers on the bus.	5/27/2021 4:23 PM
370	Safety officer (not police), but someone to maintain order on transit.	5/27/2021 4:13 PM
371	Get more police riding the buses and trains way more..	5/27/2021 4:03 PM
372	It needs to be clean and patrolled for disruptive people. I won't ride it if I don't feel safe and/or if it doesn't feel clean enough (not spotless) to sit or touch anything.	5/27/2021 4:02 PM
373	Add bike racks on buses that can accommodate 3 bikes, and buy light rail vehicles that can accommodate more than 2 bikes on the racks (Portland and Seattle have LRVs that can accommodate 4 bikes in each car, I believe). Also, add unarmed public transit ambassadors to check fares instead of armed and uniformed police. Let the police deal with actual crimes.	5/27/2021 3:52 PM
374	Marked (and potentially signalized) intersections next to every bus stop, accommodating people coming from every direction. Covered and well-lit bus stops. Eyes on the street at every bus stop through housing or retail directly adjacent (no empty lots, surface parking, parking garages without first floor retail, or excessively large parking entrance/exit areas right next to bus stops). The more people nearby at all times of the day, the safer I feel.	5/27/2021 3:51 PM
375	It would be more possible to ride if some suspended express routes could be restored, even if less frequent than normal.	5/27/2021 3:19 PM
376	Police/Security presence	5/27/2021 3:03 PM
377	On time transit later into the night. Getting stuck and waiting for a ride from someone makes	5/27/2021 3:01 PM

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me less safe from weather or lack of shelter.

378	Higher frequency and capacity, particularly for bikes. If the bike rack is full, having to wait for a bus on a half-hour headway is essentially denying me service.	5/27/2021 3:01 PM
379	I used to ride the train to and from work to home. I work from 2-10pm. I no longer ride the train, I don't feel safe. I will tell you why, some of the the passengers use drugs on the train. They go to the bathroom on the train. They break the windows out of the train. I've seen passengers start fires on the train. I have heard gunshots at train platforms. For me riding the train would be ideal since I live less than a block from the line but it is not worth risking my life to ride it.	5/27/2021 2:55 PM
380	Limit riders to be responsible, healthy US citizens. Force all riders to PAY. Greatly increase law enforcement and safety at the stations and in the cars. Do these and I may ride again someday.	5/27/2021 2:54 PM
381	Get rid of all the HOMELESS people	5/27/2021 2:54 PM
382	Deal with the people just hanging out on the train smoking and making alot of noise in the back of the car. Buses are pretty good.	5/27/2021 2:45 PM
383	I want to feel safe on or near stops.	5/27/2021 2:26 PM
384	More police - my goodness the thugs and jerks which have taken over the buses makes pay for parking a safer alternative the the metro bus. Seriously get those criminals off the bus.	5/27/2021 2:22 PM
385	cleaner trains, less homeless onboard	5/27/2021 2:21 PM
386	Curb bumpouts or boarding islands at bus stops would make boarding and alighting easier and safer (especially by slowing down speeding vehicles).	5/27/2021 2:02 PM
387	Answer calls for service when they come in. I've tried to report several and have never seen any action.	5/27/2021 2:01 PM
388	Have someone on the bus to monitor and control aberrant and dangerous behavior	5/27/2021 1:56 PM
389	In winter, not all my stops are shoveled, making them hazardous. Some aren't even paved. The stop by my house is poorly lit. I am often passed up as the driver can't see me as there is no streetlighting nearby.	5/27/2021 1:55 PM
390	Better bus shelters on U of MN campus, more transit police on light rail	5/27/2021 1:50 PM
391	Benches. Bus shelters.	5/27/2021 1:45 PM
392	Easier to understand bus schedules	5/27/2021 1:41 PM
393	I hate to say it, but police or security on some routes. These are often intercity routes, e.g. Green and Blue lines, the 16, 5, sometimes the 21.	5/27/2021 1:25 PM
394	When traveling to the airport via light rail, luggage can be challenging to manage with kids. It would be nice to have a space to assist with travelers managing standard suitcases to either stow or secure without impacting the safety of others.	5/27/2021 1:07 PM
395	Someone to monitor the train "stations". They don't feel safe with all the people hanging around. Also on the trains, prior to the pandemic, there were many fights and people drunk/under the influence	5/27/2021 12:46 PM
396	ambassadors on trains, less crime at train stations and safer streets	5/27/2021 12:41 PM
397	faster fixing of the signs that say when the next bus is coming when they break (I remember one on snelling at minnehaha or maybe hewitt being broken for a long time)	5/27/2021 12:31 PM
398	Get more cops riding on buses/trains	5/27/2021 11:09 AM
399	Having no parking signs maybe at least 30-50 feet before the bus stop so that riders can be seen/bus drivers can see people waiting at the stop. Too many times the bus missed me because they didn't see me waiting, and it's not always possible to be on the street where cars pass because sometimes a lot of them are going really fast.	5/27/2021 10:26 AM
400	A police officer on every bus	5/27/2021 10:10 AM
401	end the honor system, more enforcement, more police	5/27/2021 9:58 AM

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402	A backup bus driver in case of emergency. Even to relieve current driver of stress, answer questions from passengers.	5/27/2021 9:33 AM
403	Over at U.S. Bank Stadium Station needs more law enforcement.	5/27/2021 8:31 AM
404	Higher frequency in evening and night time hours.	5/27/2021 8:30 AM
405	Benches and shelters at all stops, especially at MoA. It's cold and tiring to wait for the 539 in the winter.	5/27/2021 6:28 AM
406	Security cameras on the trains	5/26/2021 9:51 PM
407	Better lighting at stops, more stops with shelters from rain/snow/cold, better shoveling at stops in winter (having osteoporosis and I'm always afraid of slipping/falling getting on off at stops in winter), better security on buses & trains - especially trains as there isn't even a driver to give some sense of security; ability to skip a fare when unable to pay	5/26/2021 7:23 PM
408	Have armed guards on bus. Execute those that are socially disrespectful, those that cuss, swear and piss on the train.	5/26/2021 4:34 PM
409	Police allowed to do their job without worry of getting in trouble	5/26/2021 4:22 PM
410	More Metro Transit officers around bus stops.	5/26/2021 4:14 PM
411	More police presence	5/26/2021 2:21 PM
412	More police presence	5/26/2021 2:19 PM
413	Security	5/26/2021 11:17 AM
414	more bus shelters	5/26/2021 10:55 AM
415	Less police presence: makes me anxious and uneasy	5/25/2021 9:36 PM
416	Lights, more eyes (other passengers, cameras	5/25/2021 8:51 PM
417	More law enforcement for unruly and high passengers	5/25/2021 8:35 PM
418	Would love to see transit police done away with entirely!	5/25/2021 8:34 PM
419	Emergency call buttons on-site at metro train stations, better lit bus stops	5/25/2021 7:52 PM
420	Less cops	5/25/2021 7:18 PM
421	1) An articulable transit ambassador/police presence aboard the major METRO lines (A/C/Blue/Green) and other routes with regular difficulties with passenger conduct (e.g. 5, 10, 21), as well as on high traffic platforms with similar issues (e.g. Snelling/University, moreso on the Green platforms), Warehouse District/Hennepin Avenue, Lake Street/Midtown; 2) Clearing landing pads/waiting areas for buses or lobbying municipalities to take real responsibility for doing so (winter is difficult, especially in the suburbs but surprisingly so in the city proper of Saint Paul as well).	5/25/2021 4:07 PM
422	Bike racks on trains that don't mess up the rear wheel fenders. Enforce the no smoking and no loud music and no littering rules.	5/25/2021 3:43 PM
423	More security at stops and on the train.	5/25/2021 2:00 PM
424	More visible security officers or police	5/25/2021 9:39 AM
425	Metro Transit police on in all of the train cars	5/25/2021 7:37 AM
426	better frequency especially mornings, safer pedestrian and bike connections	5/25/2021 7:23 AM
427	More transit cops on blue and green line	5/25/2021 6:31 AM
428	More frequent buses & stops. Better lighting at stops. More stops with heaters. Drivers should "lower" the bus for all riders not just those with walkers & canes, some of us have disabilities that are not easily seen.	5/25/2021 5:37 AM
429	VISIBLE enforcement of the rules. There have been a few times when the downtown Minneapolis stations have been hairy outside of the main commute hours, especially with people loitering around the platforms and occasionally approaching passengers. I have warned	5/24/2021 11:38 PM

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others to not take the light rail (especially the Green Line) at night because of personal safety issues.

430	Transit Police on the train more frequently, especially the green line.	5/24/2021 7:03 PM
431	More frequent service throughout the day and into the evening.	5/24/2021 2:32 PM
432	Sheltered bus stops with seating that is not designed to deter use.	5/24/2021 11:24 AM
433	more deterrence (not necessarily policing) of nuisances like smoking, open air drug use, harassment	5/24/2021 11:04 AM
434	Yes more fare enforcement on the bus system. More follow-up with people who don't pay the fare.	5/24/2021 9:16 AM
435	Safe crosswalks and places to cross the street, better sidewalks	5/24/2021 8:01 AM
436	I would like to preface this and say I have no car and use the bus and the light rail everyday for work and doing errands and seeing my friends. I would like to see an unarmed transit worker that patrols each train on the light rail for smoking and for people being a nuisance. Too many times when I enter a train it reeks of cigarette, marijuana, or who knows what kind of smoke. If someone was on the train or even came on each car at each station that could quickly remedy the situation it would make riding the light rail much more pleasant, safe, and clean. I am not taking about homeless who are sleeping on the train not bothering anyone, but people who are actively being a nuisance, smoking, drinking, leaving garbage behind, being loud and harrasing people. You really do need someone there that can monitor the situation and make the light rail a safe place for everyone regardless the time is day. I would also like to see the light rail times extended to preferably 24 hours but if that is not feasible until 2 in the morning.	5/22/2021 8:57 AM
437	Safety officers. There was a fight on my bus today and many other times the bus has felt unsafe.	5/21/2021 6:43 PM
438	A safety advocate team to patrol and monitor problem routes	5/21/2021 5:16 PM
439	You need to monitor and when necessary remove people who are violent, doing drugs, drinking, or using the trains/bus as a personal toilet. Everyone needs to obey the rules or face the consequences. I am scared to ride the train. Too many people acting up, and the police never do anything.	5/21/2021 3:31 PM
440	More police	5/21/2021 12:23 PM
441	The only place that I tend to feel unsafe or unwelcome is the Lake Street Midtown light rail station.	5/21/2021 10:41 AM
442	maps on posted rider alerts	5/21/2021 9:53 AM
443	People following mask rules. Transit police checking stops and riding buses more.	5/20/2021 7:34 PM
444	Law enforcement	5/20/2021 3:18 PM
445	Make Lakestreet stop safer. Police teens.	5/20/2021 9:30 AM
446	Get rid of the homeless people who literally SLEEP in the cars! Clean up the URINE on the seats! Don't let people do DRUGS on the train! Make people PAY to be there like I PAY! Take aggressive people OFF THE TRAIN!	5/20/2021 7:21 AM
447	More transit police	5/20/2021 7:15 AM
448	People come on screaming, drunk, etc. They are never dealt with.	5/20/2021 7:13 AM
449	Accountability for one's own actions on bus: clear rules about yelling, threatening other riders, harassing others on bus, loud music will be asked rightfully by driver to leave the bus/rail. Police presence in downtown area definitely eases the fear.	5/19/2021 6:27 PM
450	Public safety liaisons (unarmed) who have training in mental illness and substance abuse issues and can help individuals who need social services or medical care. These liaisons can also enforce rules regarding masks and no smoking, as well as provide information or directions to passengers.	5/18/2021 4:53 PM
451	Security aboard the light rail and A-line	5/17/2021 12:00 PM

Q12 Haddii ay haa tahay, fadlan nala wadaag.
(Somali)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	la cag la'aan ka dhiga basaska	6/28/2021 5:15 AM

Q12 En caso afirmativo, por favor, comparte sus ideas.
(Spanish)

Answered: 6 Skipped: 5

#	RESPONSES	DATE
1	Más espacio para las bicicletas	8/11/2021 2:49 AM
2	Personas de seguridad	6/24/2021 4:26 PM
3	Pues x que no manejo yo uso mucho el bus	6/21/2021 12:15 PM
4	No	6/17/2021 10:41 AM
5	Mas espanol	6/16/2021 2:06 PM
6	More security staff riding trains/buses and checking out light rail stops. The one on Minnesota street in St. Paul in particular is troublesome.	6/16/2021 1:22 PM

Q13 How do you define safety as a transit passenger?
(English)

Answered: 681 Skipped: 196

#	RESPONSES	DATE
1	Not having armed police on buses/trains and instead having unarmed staff who are better qualified to respond to and de-escalate situations with transit riders who are causing problems for the rest of the riders.	8/21/2021 1:19 PM
2	that there is no danger for me at the bus stop or in the bus and I feel safe.	8/19/2021 4:59 PM
3	Would be nice if crazy and homeless people were not there.	8/19/2021 2:31 PM
4	Bus being on time, no loud and annoying passengers	8/19/2021 2:25 PM
5	not worried about dying	8/19/2021 2:21 PM
6	Making sure no crime is committed	8/19/2021 2:21 PM
7	Not being harassed, not being exposed to Covid, not being catcalled.	8/19/2021 2:12 PM
8	Feeling comfortable on a transit system whenever you need to use it	8/19/2021 2:11 PM
9	Not getting mugged, harassed or COVID	8/19/2021 2:11 PM
10	Safety of my person and property. Not get physically attacked, verbally abused or robbed	8/19/2021 2:01 PM
11	Not being harassed by other passengers and knowing that the bus driver is looking out for their passengers on the bus	8/19/2021 1:59 PM
12	Safe	8/19/2021 1:55 PM
13	No verbal or physical assault, people respecting each other's space, masks	8/19/2021 1:48 PM
14	Confidence in my ability to get where I'm going on time and without incident	8/19/2021 1:48 PM
15	Not be harassed, not be attacked, like safety of my person and property	8/19/2021 1:42 PM
16	Obvious things, like not having items stolen or being physically/verbally assaulted, etc. But also, I always feel unsafe when someone on the bus/train or at the stop is having erratic behaviors, like yelling randomly, rocking back and forth, staring, etc.	8/19/2021 1:37 PM
17	Not feeling threatened or unsafe around other passengers	8/19/2021 1:26 PM
18	Not feeling threatened or uncomfortable by other passengers	8/19/2021 1:22 PM
19	Give out clean needles so we don't have to share. Make the doors harder to hold open so I don't fall out. Ergonomic emergency door pulls. Free condoms and sanitary napkins.	8/12/2021 5:44 AM
20	OK	8/11/2021 10:48 PM
21	Getting from point a to point b In a reasonable amount of time/in a reasonable fashion as well as not being in any danger from other	8/11/2021 7:19 PM
22	Hospitality	8/11/2021 7:18 PM
23	Being able to commute to either work or home safely	8/11/2021 7:05 PM
24	Feeling comfortable in the situation.	8/11/2021 7:03 PM
25	Feeling comfortable and not afraid of being put in dangerous situations	8/11/2021 7:03 PM
26	Feeling comfortable and not on edge	8/11/2021 7:02 PM
27	Feeling comfortable riding; being able to take a nap w/o worrying about something happening to me	8/11/2021 7:00 PM
28	No threats to my being while I'm traveling	8/11/2021 6:57 PM

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29	Stick to myself	8/11/2021 6:48 PM
30	No one mugging me	8/11/2021 6:40 PM
31	Not feeling afraid of experiencing harrassment on transit	8/11/2021 6:30 PM
32	Feeling comfortable in my spot and not having to worry about the people around me. Not being afraid that people will approach me.	8/11/2021 6:30 PM
33	Being able to get to my destination without feeling uncomfortable	8/11/2021 6:28 PM
34	Comfort and calmness	8/11/2021 6:26 PM
35	Watch in both side of the road when you cross the road to use the bus	8/11/2021 6:26 PM
36	No yelling / disturbances	8/11/2021 6:24 PM
37	Great	8/11/2021 6:23 PM
38	Feeling safe means that the place looks clean, is well lit and has security personnel around	8/11/2021 6:09 PM
39	Being comfortable and comfortable	8/11/2021 6:08 PM
40	Friendly interactions with others in transit without feeling threatened	8/11/2021 6:08 PM
41	Knowing that I don't have to be on my guard when I hop on a transit vehicle	8/11/2021 6:02 PM
42	having body soul and mind protected against advertisements	8/11/2021 5:47 PM
43	Respecting the bus driver, other passengers, and myself all play key roles in my idea of safety.	8/11/2021 5:08 PM
44	The level of confidence in mtc policies and practices that ensure that all riders and operators are reasonably free of any form of harassment or physical harm. I am tired of being exposed to people consuming alcohol, weed, and heroin in the buses as well as observing this behavior at the bus stops.	8/11/2021 10:54 AM
45	Poor	8/11/2021 5:46 AM
46	Seatbelts would be nuce	8/9/2021 6:49 PM
47	Everyone keeps to themselves	8/9/2021 6:32 PM
48	Being left alone, and not being harassed	8/9/2021 6:29 PM
49	Safety is well-maintained vehicles and seats operated by qualified and rested drivers and staff.	8/9/2021 6:28 PM
50	Not being bothered or threatened by other passengers	8/9/2021 6:23 PM
51	CDC guidelines followed, safe driving	8/9/2021 6:23 PM
52	Transit staff and enforcement	8/9/2021 6:15 PM
53	Both physical and emotional. I've had a phone stolen, twice! (I've learned my lesson.) Obviously safe = not having stuff stolen. But I've also been both the object of foul language, and just a bystander...and neither = safe. Safe = using a bus or a train with the assurance that I won't be attacked or harassed.	8/6/2021 1:36 PM
54	Well behaved passengers, orderly stations	8/2/2021 8:24 PM
55	There are measures in place but can be improved	8/2/2021 4:52 PM
56	That everyone on transit is treated with respect by everyone else, and also that any issues that arise won't be escalated unnecessarily to the point where police are involved	8/2/2021 4:45 PM
57	Following the listed rules and common sense rules	8/1/2021 3:39 PM
58	Fine	8/1/2021 3:36 PM
59	Police	8/1/2021 12:57 PM
60	not having to be worried about terrors	8/1/2021 12:45 PM
61	Safe arrival	8/1/2021 12:42 PM

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62	Feeling like nothing bad will happen on the train	8/1/2021 12:38 PM
63	My definition of safety is feeling comfortable riding with the other passengers.	8/1/2021 12:31 PM
64	Not safe	8/1/2021 12:19 PM
65	Ok	7/31/2021 3:19 PM
66	sitting in seats,	7/31/2021 3:18 PM
67	the driver isnt taking off as I am exiting the bus or speeding up so I cant catch the bus	7/31/2021 2:19 PM
68	To and from school without being bothered or a fight	7/31/2021 2:09 PM
69	Knowing that transit is being checked	7/30/2021 6:11 PM
70	Safety	7/30/2021 5:56 PM
71	Making sure you're safe	7/30/2021 4:16 PM
72	Absence of threats	7/29/2021 7:09 PM
73	Where people don't have to look around when others get on board at each stop.	7/29/2021 7:48 AM
74	I rode metro transit route 365, 5 days a week for work. -Occasionally, I was taking the Greenline and orginally the Blueline, I switched to 365 for safety and more consistent schedule. I felt safer on the 365, but Minneapolis needs to feel safer - I'm working from Home, but hope to return at some point.	7/26/2021 6:56 PM
75	Safe environment	7/18/2021 9:15 PM
76	being left alone in a clean environment and not harrassed by anyone	7/15/2021 5:19 PM
77	Being able to go to and from my destination without being touched, harassed, subject to lewd behavior at stops, platforms, and on vehicles. Bus stops located in visible, well-lit areas with a visible 3-sided shelter (NOT 4 sided with 2 doorways-- I've been trapped in one by someone intending to intimidate or harm me). Buses that are on schedule so I am not waiting for a long time in extreme weather.	7/15/2021 1:36 PM
78	Quality vehicles, good drivers, well-lit and well-populated stops, standards for passenger behavior focused on everyone's basic wellness as the priority (i.e., not criminalizing behavior just because it is obnoxious, not criminalizing those without shelter on transit, getting UNARMED qualified support for those experiencing mental health crisis on transit).	7/15/2021 1:36 PM
79	Low risk of harm	7/15/2021 1:17 PM
80	Easy access, frequent routes, community engagement without armed police thugs	7/15/2021 1:07 PM
81	A trip with no passengers smoking on the train and no one holding doors. Police presents for fair enforcement, and removing passengers when they violate rules.	7/14/2021 11:58 AM
82	getting where I need to go without harm	7/12/2021 4:55 PM
83	Not to be harassed, not to see fights, not to see people smoking and drinking and doing drugs	7/10/2021 5:32 PM
84	Low risk of getting hit by a car driver, low risk of being attacked by other people on foot.	7/8/2021 11:20 AM
85	for me and for others - getting to and from where I need to go without getting killed or seriously injured by cars, police, etc.; without threatening future generations via pollution/climate change;	7/7/2021 1:49 PM
86	nOT GETTING HARRASSED	7/7/2021 12:42 PM
87	Feeling that I don't need to worry about being robbed or injured.	7/2/2021 10:29 AM
88	Not being harassed or bothered by other passengers.	7/1/2021 7:41 PM
89	Getting on, riding, and getting off transit (buses or light rail) without getting sick or injured, or anything stolen or damaged (like my phone)	7/1/2021 7:40 PM
90	Masking on transit, and riders around me are masked as well. No harassment from other riders. No visible drug use or exposure. (i.e. vape clouds)	7/1/2021 7:34 PM

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91	Being able to get to and from my location without fearing other passengers, the driver, or police interfering with my safety. Being able to walk to my destination without being followed.	7/1/2021 7:26 PM
92	How many sketch people are on the bus with me.	7/1/2021 7:21 PM
93	Feeling comfortable getting to the transit stop, waiting for the bus/train, on the train, getting from stop to destination	7/1/2021 7:13 PM
94	Being transported to and from my destination while suffering no mental or physical health consequences.	7/1/2021 5:20 PM
95	No violence or hostility on the bus or at a bus stop	7/1/2021 12:36 PM
96	Clean trains with no foul orders, drug use, smoking or violence or theft.	7/1/2021 8:00 AM
97	I want to feel safe from being accosted, harassed, or the victim of a crime.	6/30/2021 8:38 PM
98	A ride free of harassment. Smoke free and crime free. Masks on as Metro Transit requires. Passengers respectful of others.	6/30/2021 8:16 PM
99	being free from harassment and attack from belligerent passengers.	6/30/2021 6:37 PM
100	Feeling comfortable and unafraid waiting for and riding the train from a physical and emotional perspective.	6/30/2021 5:34 PM
101	Being able to get where I need to go without having my space personally invaded or being intentionally made to feel uncomfortable by someone else.	6/30/2021 1:08 PM
102	In a bus or train with lawless people ,high on drugs and selling drugs Mentally unstable people some threatening riders	6/30/2021 10:13 AM
103	No being accosted by persons who are literally living on the trains. At night the trains, especially the green line, are packed with persons acting in vile manners. Many are mentally ill and homeless and have no where to go. Many act out in threatening ways. Safety is when I can ride metro transit trains and busses without being victimized by persons that are not going anywhere.	6/30/2021 6:27 AM
104	Feeling comfortable riding a train and not having to be fearful every time I step foot on the train	6/30/2021 5:56 AM
105	Being able to ride the train without fear or anxiety of being assaulted	6/30/2021 5:54 AM
106	Poor	6/29/2021 9:22 PM
107	Feeling like I can relax on my way into work and on my way home. I don't feel that way right now. I feel like I have to be on edge and watching my surroundings often now.	6/29/2021 9:08 PM
108	I know I will get to my destination without having to worry about witnessing or experiencing violence or harassment, not have to be worried about the safety of other passengers. But in addition to physical safety, I also want all riders to not have to be exposed to dangerous drug-related behavior or worry about another passenger passing out or overdosing.	6/29/2021 7:19 PM
109	I am able to access the facilities and transit vehicles without concern of threats from violence and harassment.	6/29/2021 5:37 PM
110	To be able to ride the train without harassment, physical assault, without people sleeping on seats, without elementary school kids smoking on train, without visibly intoxicated people wobbling on the train. To be able to ride without feeling unsafe.	6/29/2021 4:51 PM
111	No one disrespecting drivers or passengers, this includes but not limited to showing weapons, threatening others, assault.	6/29/2021 3:59 PM
112	being able to ride w/o being harrassed by people who are drinking and kids who aren't accompanied by adult supervision	6/29/2021 3:36 PM
113	Being able to go about my trip without the occurrence of, or even statistical probability of assault (verbal or physical), robbery, violence, etc	6/29/2021 3:32 PM
114	very bad.	6/29/2021 3:22 PM
115	poor	6/29/2021 2:52 PM
116	Being able to get to my destination without being harassed.	6/29/2021 2:16 PM

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117	Peaceful ride without negative interactions with dangerous people.	6/29/2021 2:08 PM
118	poor	6/29/2021 1:51 PM
119	Being able to get to my destination without others interfering or making me feel uncomfortable	6/29/2021 1:44 PM
120	Not worrying about finding drugs, a dead body, or having my cellphone stolen	6/29/2021 1:35 PM
121	Not being attacked, yelled at or threatend while riding. preventing obvious loiterers from causing trouble.	6/29/2021 1:25 PM
122	Being able to ride without the worry of possible fighting, without seeing alcohol/drug use. In general, just being able to have a quiet trip to my destination.	6/29/2021 12:33 PM
123	NOT SAFE AND SCARY. I HAVE BEEN WORKING FROM HOME SINCE THE PANDEMIC AND I CAN'T TELL HOW BETTER MY STRESS LEVELS AND HEALTH HAS IMPROVED SINCE I HAVEN'T HAD TO TAKE PUBLIC TRANSIT TO WORK.	6/29/2021 12:23 PM
124	The ability to go about my business and not be a crime victim or to be harassed when riding public transit.	6/29/2021 12:16 PM
125	being left alone and able to enjoy quiet - no harassment, no loud music or screaming, no fights	6/29/2021 12:10 PM
126	Feeling "comfortable" with the people around me. Seeing metro transit police, having a driver who is in charge of the passengers.	6/29/2021 12:09 PM
127	White lightning more frequent in late and early trips	6/29/2021 11:58 AM
128	Not having to worry about getting robbed, jumped or be exposed to drugs	6/29/2021 11:52 AM
129	Free of harassment from other passengers. Free of drugs.	6/29/2021 11:51 AM
130	Safety means you don't fear personal injury or robbery and aren't verbally or physically assaulted during your journey.	6/29/2021 11:49 AM
131	Disruptive fellow passengers make one feel unsafe	6/29/2021 11:47 AM
132	Being able to ride without fear of being harassed or attacked.	6/29/2021 11:28 AM
133	Getting to and from work without being assaulted.	6/29/2021 11:24 AM
134	Being able to ride the train/bus without worry of who's coming on and what they're going to do	6/29/2021 11:22 AM
135	Not having to watch crime or worry about being a victim.	6/29/2021 11:08 AM
136	safe from assault, safe from bodily fluids and hazards, safe from needles and narcotic residue, safe from verbal assault	6/29/2021 10:48 AM
137	Not having to witness drug usage, fights, thefts	6/29/2021 10:32 AM
138	I define safety as being able to ride any time of the day without having to worry about being harassed, people fighting, yelling, spitting, or drug use on the trains or bus stops. During rush hour, I tend to feel safer on the light rail because there are more people out and about.	6/29/2021 10:01 AM
139	When you ride and don't have to fear for your life	6/29/2021 9:57 AM
140	no panhandlers or homeless on or near the train or bus stops. no kids running and yelling or threatening me for being white	6/29/2021 9:56 AM
141	Control of passengers	6/29/2021 9:54 AM
142	Not fearing I will be mugged or assaulted. Not hearing constant swearing and drug use.	6/29/2021 9:49 AM
143	not good	6/29/2021 9:21 AM
144	Being able to utilize transit at all times without undue concern for my physical safety. Put differently, being able to use transit without having to worry about being a victim of a crime.	6/29/2021 9:04 AM
145	Being able to know you can get on and off and ride without being harassed. Being able to ride without any confrontation or worry that you will be robbed, stabbed, shot, beat up.	6/29/2021 8:53 AM
146	Terrible! There are needles on the floor of trains, people just loitering at platforms and harassing commuters, drug deals going on inside trains. There's no police in the platforms as	6/29/2021 8:49 AM

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we used to have, no ticket checks. We need the law to be enforced! This is why many people decide to commute by car when they can, leaving those unable to do so to have to face this violence!

147	There isn't much safety on transit which is why I wouldn't ever bring my child.	6/29/2021 8:40 AM
148	Everyone following the rules! Having police ride the trains!	6/29/2021 8:35 AM
149	Could be several times a month	6/29/2021 8:19 AM
150	Being able to get from point A to point B without interference, crime or violence.	6/29/2021 8:16 AM
151	To be able to get on and off without harassment.	6/29/2021 8:08 AM
152	Freedom from harassment, threats of violence and actual violence, for myself and others. Not being harassed/threatened/mugged on LRT platforms. Not being subjected to violent teenagers with grudges and probably guns/other weapons. Rules being enforced - no drinking, smoking, cursing and screaming in your face, doping, bullying, prostitution, threats of violence. Come on. This stuff happens, not all the time, but enough of a time to make a difference.	6/29/2021 8:08 AM
153	feeling safe	6/29/2021 8:07 AM
154	Feeling comfortable in your surroundings with many layers of security	6/29/2021 7:58 AM
155	Peace of mind with no worry if I will be a victim	6/29/2021 7:52 AM
156	Being able to ride by myself without feeling either threatened or unsafe	6/29/2021 7:44 AM
157	Being able to go about my business without being harassed, panhandled, being afraid of walking along, and being subject to foul language, people urinating on the platform, or witnessing fights.	6/29/2021 7:41 AM
158	Being able to ride unbothered.	6/29/2021 7:36 AM
159	I FEEL safe! Not Scared. I try to do things in the morning but its even bad then. The whole downtown is bad. afraid at the bus stops. safety is when i used to get on and i could read a book. safety is when you dont have to be so aware of your surroundings.	6/29/2021 7:32 AM
160	Safety means not feeling threatened physically, psychologically or emotionally.	6/29/2021 7:28 AM
161	Not being harassed by other people.	6/29/2021 7:25 AM
162	Horrible filthy and crime lives on your lightrail	6/29/2021 7:20 AM
163	Predictable. Knowing exactly how the system and people around are going to react and work	6/29/2021 6:51 AM
164	No violence drug use no sleeping on grains no alcohol allowed. No homeless people using the train as a place to stay	6/29/2021 6:49 AM
165	Not having to look over my shoulder out of fear of other passengers	6/29/2021 6:40 AM
166	Not having to be on guard	6/29/2021 6:05 AM
167	I define it as...not having to worry about being harrassed, meneced, threatened, called a cracker or forced to breathe a hoodlum's second hand cigarette (or marijuana) smoke every time I have to ride the light rail to my JOB!	6/29/2021 2:45 AM
168	Being able to ride the light rail without fear of being robbed, harassed or assaulted by degenerates that make up the majority of the people who now ride light rail without paying admission.	6/29/2021 12:40 AM
169	Are train systems were not built to house homeless	6/29/2021 12:08 AM
170	SMH, I expect not to get hurt. Or to be threatened. Not to have to make life or death decisions on my way downtown.	6/28/2021 11:41 PM
171	The ability to get on the train or bus and not be harassed or assaulted by my fellow passengers. To get from point a to point b peacefully. I would love to be able to read a book or listen to a podcast instead of having my head on a swivel to see who is going to be a problem today and how much of a problem.	6/28/2021 11:21 PM
172	I have had to call metro police because a man had a machete on the train and was waving it	6/28/2021 11:17 PM

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around at passengers, kids have boxcutters on the train. They need police on each and every car

173	Ability to move through the system without being harassed or attacked by other riders	6/28/2021 10:58 PM
174	Not continuously feeling threatened on the trains.	6/28/2021 10:57 PM
175	getting from point A to point B in one piece and not being harassed, not feeling scared or uneasy or on constant watch	6/28/2021 10:45 PM
176	More Monitoring of the activity that goes on public transportation. Drug abuse, cursing and loud music.	6/28/2021 10:42 PM
177	see answer #12	6/28/2021 10:36 PM
178	Being able to feel comfortable in/ with your surroundings.	6/28/2021 10:32 PM
179	Not being harassed, not seeing violence or hearing inappropriate language.	6/28/2021 10:30 PM
180	Freedom from harassment, smoking, and drug use.	6/28/2021 10:26 PM
181	Transit police on buses and trains and to enforce every rider pays the fare.	6/28/2021 9:59 PM
182	No intimidation or drugs, paying customers, active cameras on all train cars and continuous monitoring	6/28/2021 9:39 PM
183	I should be able to ride the bus or train without fear of being assaulted, stolen from, or verbally threatened, and without exposure to bodily fluids, waste, and drug/tobacco smoke. This is not a significant issue on the bus routes I ride, though it does crop up at certain stations. It is however a major issue on the light rail--I have been actively avoiding the Green Line and riding the 94 instead to avoid what seems like smoking 50% of the time and threats of violence/theft about every 8th time I ride.	6/28/2021 8:04 PM
184	Being able to ride without threatening behavior.	6/28/2021 7:18 PM
185	No physical violence, no verbal confrontations, no sexual harassment	6/28/2021 6:06 PM
186	Safety is feeling safe in general. If people don't feel safe, I guarantee it's because of someone's perceptions on race and the fact there are homeless people on the train (who are generally harmless). If you don't want that, please see my previous response on how to make it so people NEED a ticket for access.	6/28/2021 4:39 PM
187	Being able to ride in peace and security knowing that no one will beg for money or threaten me.	6/28/2021 3:22 PM
188	Feeling secure that I will get to my destination without harm	6/28/2021 3:06 PM
189	My physical being is not in danger of harm.	6/28/2021 1:16 PM
190	No violence or harassment.	6/28/2021 12:58 PM
191	bus/train operates safely; operators treat passengers with courtesy and respect; other passengers treat each other with courtesy and respect	6/28/2021 12:18 PM
192	safe, clean, worry free	6/28/2021 10:46 AM
193	Not having the constant stress of having to watch your back.	6/28/2021 10:20 AM
194	okay	6/28/2021 9:56 AM
195	no one is going to harass me. no strangers will physically touch me. no interactions with cops as well. (i do not trust them)	6/28/2021 4:16 AM
196	I dont need to feel worried about my life or my husbands life every time we get on the literail. A lot of gangs and unnecessary non-paying individuals are causing so much trouble, taking drugs and drinking in the train and looking for fight. I also saw a gang rob an old man on the train.	6/27/2021 9:28 PM
197	I would definitely define it as giving drivers the power to control the enforcement and environment of their bus, WITHOUT ANY FEAR of being fired, suspended, written up by the very company that hired the person to do that job. Metro Transit has been hypocritical for a long time on the topic, because you pass laws, but don't allow drivers to enforce them, give power back to the driver to enforce the laws, why do you think riots happened, you stripped power from the police	6/27/2021 8:35 PM

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198	Feel comfortable with the other people on the bus	6/27/2021 3:25 PM
199	Not feeling threatened or subjected to threatening behavior.	6/26/2021 6:42 PM
200	No physical or verbal threats.	6/26/2021 9:15 AM
201	My baseline of safety on transit is that I have always felt safe on public transit. At times I have felt that others were unsafe, such as passengers because of police officers, or transit operators, whose demand for protective dividers I agree should be met.	6/26/2021 3:17 AM
202	Feeling comfortable that someone on or off the bus will not rob or harm me.	6/25/2021 11:05 PM
203	The ability to use the transit system without a fear of physical or emotional harm while at bus stops / rail platforms and while riding transit.	6/25/2021 9:35 PM
204	Not having police on Transit	6/25/2021 6:27 PM
205	Actual safety—the likelihood that a physical harm is done or a property crime is done to passengers, pedestrians, and others in the vicinity of public transit facilities and vehicles.	6/25/2021 4:50 PM
206	Not being assaulted	6/25/2021 3:55 PM
207	The ability to use the transit system without interference, fear and threat of intimidation.	6/25/2021 2:11 PM
208	Being able to ride without fear of being harmed by traffic, people, or outside conditions	6/25/2021 2:10 PM
209	not going to be physically harmed by someone walking to, waiting for or riding a train or bus	6/25/2021 2:04 PM
210	Feeling happy and comfortable in a public place	6/25/2021 1:16 PM
211	No threats of violence or actual violence. No sexual harassment. Ability to board and exit safely even if you have disabilities in all kinds of weather and traffic conditions. Prompt thorough snow and ice removal at bus and train stops. Quick repairs of equipment, maintenance work effectively. An app that alerts to hazards and shows real time bus arrivals better. Passenger adherence to COVID-19 risk reduction measures, such as wearing a face covering. Kicking people off the bus if they will not cover their faces.	6/25/2021 12:28 PM
212	Ridding transit without people trying to hustle me. Not getting stuck for long periods waiting to transfer late at night. Not getting stuck waiting when its below zero.	6/25/2021 12:16 PM
213	This is a stupid question. I don't mean to be rude but look it up in the dictionary. Nit fearing that I will be robbed or injured on the light rail. The light rail, especially in Minneapolis is very dangerous to ride. It is hard to imagine that no emergency buttons were not a part of the original design of the light rail system....both on the trains and on the platforms. The Met Council has WAY to much power over the transit and other systems...such as Section 8 Vouchers. The Met Council should be eliminated and all the authority over the money they have should redirected.	6/25/2021 11:57 AM
214	safety as a transit passenger means not being intimidated or threatened by fellow commuters who may have criminal intent. It means that I feel safe to travel with personal belongings (phone/ purse / luggage/ purchases) and not worry about theft. It means all steps are clearly marked so that I do not trip / stumble. safety is having adequate time at my stop to board and unboard safely.	6/25/2021 11:53 AM
215	Freedom to wait for a ride and ride without being harassed by other passengers. Freedom to breath clean/smoke free air.	6/25/2021 11:47 AM
216	Being able to ride the lite rail without feeling like I am in someone's bedroom or bathroom.	6/25/2021 11:38 AM
217	Having relative peace of mind while waiting to board, riding, departing.	6/25/2021 11:15 AM
218	I feel safe when I see the transit police on the light rail. The last few years I rarely saw any transit police. It's like the light rail was abandoned. I feel safe when I don't see people smoking pot on the light rail. I feel safer on the first car of the lightrail because the train conductor is on the first car so if there is trouble the conductor could be more aware and could contact the transit police. I feel vulnerable on the back cars because anyone could come on can pose a danger. Some bus stops also there are drunk people that harass you.	6/25/2021 11:03 AM
219	Safety feels like predictability (which is virtually impossible - life is unpredictable!) My experience on buses is pretty consistently great - the train is less so. I don't think I feel unsafe	6/25/2021 10:45 AM

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- it just isn't always a pleasant experience. It almost always smells like cigarette smoke on the train or there are people actively smoking on the train. That is really my only complaint.

220	I don't need to be hyper-vigilant about my surroundings. I am not worried about bodily harm or theft. If I was threatened, someone would defend me.	6/25/2021 10:43 AM
221	ability to ride without: being pestered by beggars, smelling cigarettes being smoked on the car, listening to music	6/25/2021 10:38 AM
222	I am safe while on transit if i am aware of my surroundings and can safely navigate through a crowded bus/train without fear of harrassment, violence, unwanted touch, or missing my stop.	6/25/2021 10:37 AM
223	Don't touch me. Be courteous. Obey rules. Do what it takes keep the environment a reliable and reasonable transit option for all.	6/25/2021 10:37 AM
224	Ability to be on transit without feeling threatened, and being able to relax while riding.	6/25/2021 10:28 AM
225	Easy to ascend and descend with lots of groceries. Cleanliness. Friendly, safe, alert, and helpful drivers. Keeping disruptive passengers off the bus, especially if they are intoxicated, and get them help with their problems. Many of these issues are a public health issue that must be dealt with by others than the driver. I try not to use the bus at night anymore, however.	6/25/2021 10:26 AM
226	To feel secure that I will arrive at my destination without fearing about my physical safety.	6/24/2021 3:40 PM
227	Not being harassed or worried about other passengers.	6/23/2021 3:30 PM
228	To me, safety as a transit passenger means everyone feels comfortable and knows where they are going and what to do to lower anxiety.	6/23/2021 3:11 PM
229	Feeing and being physically free from harm while going to the stop, waiting at the stop, on transit, and going from end stop to destination	6/22/2021 12:54 PM
230	No harassment no violence no crime	6/19/2021 12:59 PM
231	Protection for passengers during ride including sexual harassment/assault prevention, protection for POC passengers and accessible medical accommodations	6/18/2021 5:28 PM
232	Feeling safe waiting at my bus stop, seeing friendly faces , knowing if something dangerous starts to happen I'll be able to contact someone who will be able to help	6/17/2021 5:47 PM
233	Feeling like I don't need to move seats, that I can ride the train by myself at night, and that I can ride safely with my fellow passengers.	6/17/2021 5:19 PM
234	Feeling secure during my commute and not worried about bodily or mental harm being inflicted upon myself or others	6/17/2021 5:06 PM
235	Violence and harassment free environment	6/17/2021 9:39 AM
236	Being safe to me means being able to use public transportation without being harmed in any way or without fearing you will be harmed. Feeling safe would include me being able to trust that if something were to happen, the conductor or driver would intervene. And that sense of safety would probably be rooted in knowing that the driver/conductor has been trained on how to handle situations and that they could deal with it somewhat professionally; that they would know how to de-escalate and report issues. For me, safety would also mean that if something were to happen, there is a realistic process to report and hold that person accountable so that the behavior is generally discouraged by the culprit and passengers generally.	6/16/2021 11:44 PM
237	Being able to relax and not feel the need to constantly look over your shoulder	6/16/2021 4:29 PM
238	Feeling comfortable in my own space without uninitiated interaction	6/16/2021 12:23 AM
239	Feeling comfortable. Not accosted or yelled at. Clean.	6/15/2021 9:39 PM
240	Ability to stand on the platform, depart/arrive, ride without interference from others.	6/15/2021 5:29 PM
241	No chance interactions work police officers, no sexual harassment, no worry someone will take my bike	6/15/2021 9:46 AM
242	Fear from mechanical issues	6/14/2021 7:35 PM
243	Being able to ride without fear of being injured or robbed, free of the drug culure.	6/14/2021 3:29 PM

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244	Riding without fear of assault, robbery, or witnessing drug use, nudity, etc.	6/14/2021 12:24 PM
245	Freedom from obnoxious passengers.	6/13/2021 11:09 PM
246	I must feel safe while riding transit and at the stations/stops where I will get on & get off transit - bus or light rail.	6/13/2021 1:18 PM
247	A sense that I will not be verbally or physically harassed, a clean environment	6/13/2021 10:45 AM
248	The concept that myself and all other passengers/operators can go about their business freely and without interruption	6/12/2021 7:26 PM
249	Not being threatened by someone either physical threats or verbal	6/12/2021 11:33 AM
250	Stuff happens anywhere in a city. A reasonable degree of vigilance and tolerance should be enough move freely around the Twin Cities. But the transit system here seems to be a magnet for drug use and petty crime that too often flares into more serious confrontations. Riders should have little worry about threatening behavior, active drug use, needles and garbage scattered around trains, buses, and stations.	6/11/2021 8:16 PM
251	secure riding experience where I don't feel threatened.	6/11/2021 5:55 PM
252	Safety means that I don't get assaulted, shot, or contaminated with drug paraphernalia	6/11/2021 5:48 PM
253	Not being hassled by other passengers. Not having to worry about being assaulted or robbed.	6/11/2021 3:57 PM
254	Not being harrassed or assaulted	6/11/2021 3:38 PM
255	the well-being of myself and other people (passengers and drivers) that no one will be physically or emotionally harmed during one's time at a transit stop, station, or on the mode of transportation itself	6/11/2021 12:54 PM
256	no issues riders can't help with	6/11/2021 7:58 AM
257	What? I do not define safety. The word has a well-known meaning	6/10/2021 7:07 PM
258	Riding to work without fear of assault or other harassing behavior or bodily injury or death	6/10/2021 4:12 PM
259	Easier getting in and out of trains and busses	6/10/2021 3:38 PM
260	Some level of order, keeping the platforms clear and clean for all citizens using it for the intended purpose. No fear of being harassed, or attacked for simply trying to use basic services. Being able to safely walk around a station platform with worrying about imbedding glass or needles into their foot. Not having to see someone get stabbed or shot every few weeks just because I needed to get home late.	6/9/2021 9:30 PM
261	When I can not be disturbed by other passengers while riding the light rail	6/9/2021 4:44 PM
262	Generally, buses and trains are the safest ways to get around, when it comes to injury/death in a crash, which is the most important consideration for me. However, once in awhile, there are other passengers that can take away from my sense of safety, but in reality, it's really more a perception, and is more tied to discomfort than safety.	6/9/2021 2:30 PM
263	Not harassed, abused or assaulted	6/9/2021 5:01 AM
264	Two components: how the driver drives and the overall feeling inside the station and train/bus	6/9/2021 4:27 AM
265	Safety is being able to confidently board transit vehicle knowing that you will reach your destination without much duress such as no haggling from other riders, smooth ride as opposed to rough jerky rides, having accommodating bus drivers etc.	6/9/2021 12:42 AM
266	The ability to go from point A to point B without feeling my physical safety is being threatened either directly (direct confrontation) or indirectly (witnessing confrontation)	6/9/2021 12:03 AM
267	ALL PASSENGERS NOT SMOKING AND WEARING MASKS	6/8/2021 10:47 PM
268	Ability to commute without any threat to my physical wellbeing, and no verbal harassment	6/8/2021 4:52 PM
269	To feel no pressure towards physical and mental safety of self and no worry of losing personal belongings while being at any part of the light rail/bus as well as the stations.	6/8/2021 4:50 PM
270	Being able to ride metro transit without experiencing sexual harassment, or verbal or physical	6/8/2021 4:37 PM

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	assault.	
271	rides without disruptive behaviors threatening ,smoking ,selling drugs ,fighting etc	6/8/2021 4:30 PM
272	to enjoy your ride from point a to point b with comfort and ease (i.e no harassment, nobody trying to steal your things, etc.)	6/8/2021 8:01 AM
273	Risk of being put in dangerous situations during my commute such as someone bringing a weapon on board the bus or harassment happening at a bus stop.	6/8/2021 7:40 AM
274	I feel safe if the train bus has clean air, free from smoking and drugs and when people follow the federal mask mandate. I generally feel much safer on Metro busses than the green line.	6/8/2021 6:43 AM
275	Feeling like i don't have to always be looking over my shoulder for creeps. Feeling that I won't be mugged.	6/7/2021 11:00 PM
276	Reliable routes. Sheltered stops & up-to-date signage. Non-car-centric infrastructure. No cops.	6/7/2021 7:50 PM
277	being able to make my trip without experiencing criminal behavior	6/7/2021 7:34 PM
278	Not being at risk of physical harm.	6/7/2021 7:27 PM
279	Alright	6/7/2021 7:17 PM
280	I can get where I want to go without fear	6/7/2021 6:15 PM
281	Ability to ride without emotional, social, or physical harm.	6/7/2021 4:47 PM
282	being able to ride without feeling uncomfortable for my physical, mental, and emotional health	6/7/2021 3:37 PM
283	Not being harmed, or not having a reasonable fear of harm	6/7/2021 7:28 AM
284	No fearing from theft of personal items and not fearing from intimidation.	6/6/2021 7:38 PM
285	Not having to be fearful of violence while both riding transit and while waiting at stops and stations	6/6/2021 7:14 PM
286	Safety not only from things like assault, but also from sexual harassment	6/6/2021 1:42 PM
287	Get from one place to another without incident	6/6/2021 12:02 PM
288	Safety is when everyone feels respected and given space from aggressive passengers and from police hassling vulnerable people. Instead of booting someone off of the train for being unmasked, police could give them a mask.	6/6/2021 10:20 AM
289	No violent behavior.	6/6/2021 10:19 AM
290	not threatened by black people	6/6/2021 9:22 AM
291	No threat of physical harm	6/5/2021 9:34 PM
292	Not feeling threatened by other riders	6/5/2021 8:49 PM
293	Free from threats to my physical body.	6/5/2021 8:16 PM
294	Freedom from not being harassed by other passengers and not have crimes committed against me.	6/5/2021 8:15 PM
295	I define safety as getting from point a to point b without becoming a crime victim.	6/5/2021 7:38 PM
296	Safe from drunk/high/crazed passengers who argue with drivers in motion as well as other passengers.	6/5/2021 2:58 PM
297	Safety on transit is being able to travel on the bus along with lots of other people, and on sidewalks/at bus stops that are designed with a pedestrian in mind, and are protected from vehicle crashes. These spaces should also be well-lit and have many people walking through them.	6/4/2021 7:36 PM
298	Arriving at my destination quickly, without any vehicular collisions	6/4/2021 7:05 PM
299	Not being threatened or harassed by other passengers. Not being exposed to people smoking weed and blaring music on the train. It would be nice not to have to sidestep passed out people and drunks on the train.	6/4/2021 5:02 PM

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300	Bus drivers driving safely. Regular controls on the Blue and Green Line in the cars. Buses are much safer in respect to problems with other riders since there is an employee, the driver, on the bus.	6/4/2021 3:59 PM
301	Do not worry about physical harm.	6/4/2021 2:59 PM
302	No concern that any other passenger wants to harm the driver or other passengers? How else does one define safety?	6/4/2021 1:23 PM
303	Able to make a transit journey without intimidation or threat.	6/4/2021 1:05 PM
304	Being able to not feel constantly nervous about my well-being and the well-being of others.	6/4/2021 12:50 PM
305	I have a right to use public transportation as intended, and not have to fight for a seat in an area being occupied by a large group of people not paying the fare.	6/4/2021 10:25 AM
306	Uneventful transportation that reliably delivers me to my destination without facing smoke, harassment, loud music or solicitors.	6/4/2021 9:20 AM
307	Feeling confident that I will make it to my destination without being harassed or harmed	6/4/2021 6:35 AM
308	Not being hassled by some mentally ill or drunk/high idiot (or anyone) while I'm waiting for a train/bus or riding a train/bus	6/4/2021 3:04 AM
309	comfortable ride with harassment and threatening behaviors	6/3/2021 11:49 PM
310	Plenty of room, short distance walks between buses and streets I need to get to.	6/3/2021 10:43 PM
311	Feeling comfortable while waiting for and while on public transit.	6/3/2021 9:30 PM
312	Getting from point A to B without being catcalled.	6/3/2021 7:56 PM
313	Feeling like I will not be hurt or made to wonder if I will be hurt (physically or verbally)	6/3/2021 6:25 PM
314	No worries about trouble with other passengers	6/3/2021 4:02 PM
315	I define safety as feeling safe in all parts of a transit journey, from waiting at the bus stop, getting on the transit, interacting with the transit employees/fellow passengers, and getting off transit.	6/3/2021 3:49 PM
316	Clear directions, signage, and safe passage for all transit users. Prioritizing the rights of pedestrians over the convenience of private passenger vehicles. ADA compliance for all boarding protocol. Response to emergency calls by mental health professionals or crisis workers, not hostile racist beat cops.	6/3/2021 3:45 PM
317	Safety is when I can take transit at night and not worry about people harming and harassing me on or off Transit, but also not having to worry that if I do ask for help from someone that the people who show up will just execute the person too.	6/3/2021 3:05 PM
318	non-violent or intimidating and uncrowded as well as driving per traffic/road conditions and well maintained equipment	6/3/2021 3:01 PM
319	Calm environment, no screaming, foul language or threatening language or actions. Alcohol and smoke free. The ability to contact someone about questionable behavior.	6/3/2021 2:51 PM
320	Doing your job right driving the speed limit	6/3/2021 2:11 PM
321	Safety is feeling comfortable commuting on the transit system with no worries about what people around you may do.	6/3/2021 1:56 PM
322	Risky	6/3/2021 10:58 AM
323	Feeling comfortable and that other passengers are not going to be aggressive to others on the ride	6/3/2021 10:22 AM
324	i worry most about people who are threatening on all lines i take.	6/3/2021 8:35 AM
325	Not being afraid to take the bus, feeling comfortable.	6/3/2021 8:07 AM
326	It is the ability to ride without harassment, intimidation, or uncontrolled behavior.	6/3/2021 7:40 AM
327	I define safety as being able to go from one location to another location free from threat of verbal/physical harm, verbal/physical abuse, and waiting in temperature extremes due to	6/2/2021 10:28 PM

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capacity limits.

328	Not being attacked and robbed.	6/2/2021 9:42 PM
329	Feeling confident I and other passengers won't be harassed or harmed or robbed.	6/2/2021 9:27 PM
330	No persons selling/buying and/or using drugs.	6/2/2021 8:48 PM
331	passengers obeying the rules and regulations	6/2/2021 8:43 PM
332	Safety from being assaulted or intimidated, whether from another rider, staff, transit police, or other bystanders. Also traffic safety - safety from drivers hitting me as I try to get to and from transit stops on foot.	6/2/2021 7:44 PM
333	Ability to wait for, enter, ride, and exit transit without feeling physically threatened.	6/2/2021 7:00 PM
334	pre pandemic is was not having to touch other people's bodily fluids & not having other people's bootlegged booze touch my clothes & also not being physically accosted or threatened or beaten by anyone (including metro transit police). The 2 scariest physically for my personal self experiences I have had living in the twin cities happened in the process of traveling. Once I had to call 911 b/c some high men who had bloody hands got onto the car of the blue line I was on & one of them fell on me (we were both standing b/c it was black friday) & then groped me & then threatened me & other passengers would be hit if we didn't give him money. The other time I was waiting for a bus downtown just south of the library on a saturday night & a man at a near by stop started screaming his plans to rape & kill me. Thankfully then a minneapolis ambassador was nearby & he just stayed near me ostensibly sweeping up trash. Since the vaccine has become available & the buses have stopped enforcing spacing & then since the spacing rules went away, I have taken the bus several times & even though I'm vaccinated, as a high risk person, sitting close enough to someone that their urine smell is overwhelming (thru my mask which is a separate problem that I need better masks) leads to extreme stress that they are likely unable to protect themselves from covid mutants, esp when they are both not properly wearing a mask & coughing. So pre pandemic physical immediate safety & as a person with asthma the smoking is crappy b/c I don't want to be that white woman, so I sacrifice my overall long-term health for my immediate health. Since pandemic started, that trade off between getting somewhere vs. dying is much more stark. cleanliness in so far as being devoid of bodily fluids, stale booze, & needles those things being lacking helps. graffiti I don't care about. The drivers are FANTASTIC though.	6/2/2021 6:33 PM
335	Keeping the clear to walk to your seat. If not standing room only.	6/2/2021 5:34 PM
336	I feel comfortable and not worried about coming to harm while on and waiting for transit	6/2/2021 4:11 PM
337	Both the reality and the feeling that passengers will be physically and emotionally safe	6/2/2021 2:42 PM
338	Freedom from physical danger, harassment and violence while on board and at stations	6/2/2021 2:33 PM
339	Respectful staff & passengers and clean environment	6/2/2021 1:08 PM
340	Everyone feels accepted	6/2/2021 12:38 PM
341	No harassment or pan handling.	6/2/2021 11:47 AM
342	a quiet ride without disturbing behavior, such as, loud music, arguments, intimidation, threats, and violence	6/2/2021 11:38 AM
343	riding without be approached by thugs, street populations, non-fare paying persons, being able to find a seat amongst the homeless populations who sleep and camp out on the train	6/2/2021 11:10 AM
344	How unruly passengers are dealt with.	6/2/2021 11:01 AM
345	That I will get to my destination without any unfortunate incidents.	6/2/2021 11:01 AM
346	Safety means being able to use transit (including waiting at a bus stop/train station) without being at risk from harm, including verbal/physical harassment, smoke, and/or harassment from law enforcement officials.	6/2/2021 10:25 AM
347	when you feel safe and comfortable riding. You don't feel a threat and/or danger near. You know that measures have been taken to create a safe place on vehicles or in transit stations/hubs and efforts to have a safe space are ongoing.	6/2/2021 10:18 AM
348	Being safe from other passengers, safe from traffic accidents, safety at bus stops.	6/2/2021 10:16 AM

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349	We should be able to ride safely, without fear of strangers.	6/2/2021 10:09 AM
350	Being able to travel with others without fear, worry, threat of injury. Knowing that if a dangerous situation is identified, it can be handled quickly without harm to anyone involved	6/2/2021 9:51 AM
351	Don't have to worry about being acosted and/or having things stolen	6/2/2021 9:37 AM
352	No hasling or threatening behavior, no weapons	6/2/2021 8:51 AM
353	No erratic, suspicious, or loud people on train	6/2/2021 8:50 AM
354	Feeling comfortable sitting down and not worrying about those around me.	6/2/2021 8:30 AM
355	Safety as a transit passenger means being safe from the violence of motor vehicles, this includes making bus stops more comfortable (adding shelters, lighting, heating, etc), giving priority to transit through dedicated lanes and signal priority. It also means having a safe and comfortable pedestrian experience at each end of the transit ride - wider sidewalks, shade, benches and other furniture	6/2/2021 8:29 AM
356	A paying customer can get on transit, sit or stand on clean chairs and floors, and not be harassed, taunted, or panhandled while on the journey.	6/2/2021 8:23 AM
357	Not always--people who are traumatized, angry, or drinking/getting high can be scary	6/2/2021 8:06 AM
358	Reliable on time bus service, bus stops with shelters, benches, and lights, no drunk/disorderly passengers, bus drivers with the cross cultural communication skills to resolve situations without calling police	6/2/2021 7:54 AM
359	Not feeling threatened by other riders. Been in some uncomfortable situations due to other riders - not threatened myself, but once a fight broke out; or people getting contentious/loud, etc.	6/2/2021 7:41 AM
360	Having no anxiety or reservations about deciding to take the bus or the light rail.	6/2/2021 7:33 AM
361	Not needing to worry about my health (all aspects including being a victim of physical or mental violence, exposure to tobacco and pot smoke, and infectious disease)	6/2/2021 2:34 AM
362	I will leave my transit ride in the same condition or health as I arrived at my departure point.	6/2/2021 1:46 AM
363	I would define safety as :: not having the bus driver racing. Having Police to deal with disruptive people and those who refuse to pay the fare, which is always only black people. I never see the driver allow white people to ride for free. And every day that I need to go someplace using the bus, some black people don't pay the fare and are also disruptive. The also cause other passengers discomfort.	6/2/2021 1:20 AM
364	Not in danger of being robbed or assaulted while riding.	6/2/2021 12:29 AM
365	At the most basic level, not seeing anyone engaged in physical acts of aggression or angry verbal confrontations. These make me worried they might involve me in violence. At the next level up, not seeing anyone engaged in anti-social behavior: smoking, cursing, listening to loud music, yelling. These things are not in themselves threatening, but if people are unable to maintain social behavior, it makes you nervous what else they might escalate to.	6/1/2021 11:57 PM
366	Not afraid for my physical safety. Not be afraid of being robbed or hurt.	6/1/2021 10:45 PM
367	Feeling if someone threatened harm to me, help would be near.	6/1/2021 10:22 PM
368	to not have a person that as had to much to drink on the bus	6/1/2021 9:57 PM
369	Not having to worry about physical safety of yourself, other passengers, or operators while riding	6/1/2021 9:55 PM
370	An experience without harassment or physical harm.	6/1/2021 9:51 PM
371	A lack of antagonism and illegal activity	6/1/2021 9:48 PM
372	Risk of injury onboard. Risk of injury waiting for transit or at let stations.	6/1/2021 9:47 PM
373	Not becoming physically injured	6/1/2021 9:43 PM
374	Freedom from harrassment	6/1/2021 9:11 PM

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375	I feel safe when other passengers are on the LR.	6/1/2021 9:10 PM
376	Knowing that the driver knows what is go on his bus. Driver enforcing the rules. Knowing that there are cameras	6/1/2021 9:00 PM
377	not being threatened by other passengers or witnessing other passengers being threatened. No one being injured.	6/1/2021 8:50 PM
378	Getting from my home to work and from work back home without feeling intimidated or having fear for my well being.	6/1/2021 8:28 PM
379	Being able to sit down before the bus moves.	6/1/2021 8:17 PM
380	free from physical or verbal attack myself and for other passengers	6/1/2021 8:03 PM
381	Not feeling threatened by others while taking the bus or light rail.	6/1/2021 7:53 PM
382	I can board, ride and leave without incidents.	6/1/2021 7:46 PM
383	Feeling secure	6/1/2021 7:42 PM
384	Feeling safe in a diverse riding and waiting experience.	6/1/2021 7:29 PM
385	Feeling secure in that I won't be harassed, attacked, robbed, etc., and that if there were an issue, the bus driver would come to my aid.	6/1/2021 7:26 PM
386	Riding without disorderly passengers or fear of being the victim of a crime such as assault, robbery, or theft.	6/1/2021 6:55 PM
387	Feeling comfortable and not being assaulted or harassed	6/1/2021 6:49 PM
388	Not having to walk because of a lack of bus stops or buses or wait a long time in the dark because there isn't enough service. Riding a bus is generally safe. When I took light rail, I did not always feel safe.	6/1/2021 6:39 PM
389	Security on transit. People required to talk softly and not be talking on phones. No guns or weapons of any kind on the bus or at bus stop.	6/1/2021 6:36 PM
390	Not being harassed by other passengers.	6/1/2021 6:31 PM
391	Rides free from other people using illegal drugs, smoking, and assaulting others.	6/1/2021 6:13 PM
392	Other passengers are non-threatening, to me and others	6/1/2021 6:12 PM
393	Right now with covid is everyone wearing a mask and if there's trouble we can always contact the police	6/1/2021 6:02 PM
394	No assaults, getting on and off safely (using wheelchair) no crime	6/1/2021 5:37 PM
395	there is polite and orderly behavior of the part of the passengers	6/1/2021 5:26 PM
396	Can wait and ride with little risk to my person from traffic, hazardous weather, or other passengers or people.	6/1/2021 5:11 PM
397	masks and distance	6/1/2021 5:09 PM
398	Knowing that I am unlikely to be harmed physically or emotionally and that my belongings are secure	6/1/2021 4:35 PM
399	Feeling comfortable and not worried about my physical or emotional safety	6/1/2021 4:34 PM
400	Safety from unruly passengers. Boarding and unboarding	6/1/2021 4:31 PM
401	Not being harassed or touched by another passenger on train or bus or on the light rail platforms or bus stops.	6/1/2021 4:19 PM
402	To be not harassed or threatened by others	6/1/2021 4:10 PM
403	No interference or interruption of service.	6/1/2021 4:08 PM
404	Bit having people calling me "faggot" while they block the station platforms, which happens constantly today. Not breathing in second hand smoke on the train.	6/1/2021 4:00 PM
405	How fearful I am of potential or actualized harm	6/1/2021 4:00 PM

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406	Free from assault, disorderly conduct. Protected from COVID.	6/1/2021 3:51 PM
407	A ride without incidents such as arguments, loud talking, swearing, fighting	6/1/2021 3:40 PM
408	knowing I won't be verbally or physically abused by strangers.	6/1/2021 3:30 PM
409	Being able to ride public transportation in peace without having to deal with hassle.	6/1/2021 3:28 PM
410	Free from being attacked.	6/1/2021 3:27 PM
411	people are respectful, polite, quiet and no drama. yeah, know, fantasy world. when i do meet police they are nice and get right to business.	6/1/2021 3:23 PM
412	Not bothered by rude people	6/1/2021 3:23 PM
413	A safe driver and safe passengers	6/1/2021 3:18 PM
414	Not having to be screamed at by antisocial vagrants. Not being physically threatened by druggies. not being puked on by drunk idiots.	6/1/2021 3:17 PM
415	Freedom from assault or verbal abuse by unruly passengers.	6/1/2021 3:04 PM
416	No need to worry about being robbed; Not need to worry about exposition to illegal drugs; No need to keep my nerves if the person sitting next to me is infected with COVID	6/1/2021 3:03 PM
417	Safety is not fearing physical harm while using transit. It's not having to worry about your possessions being stolen, and it's knowing that the operator is able to do their job of controlling the vehicle without distraction from passengers.	6/1/2021 3:02 PM
418	Comfort for everyone.	6/1/2021 3:02 PM
419	Mostly good	6/1/2021 2:57 PM
420	Being on transit when no one is smoking, yelling, showing weapons, or being aggressive or creepy.	6/1/2021 2:45 PM
421	Loud/unruly riders being checked not ignored	6/1/2021 2:34 PM
422	Safety is the absence of fear of being harmed.	6/1/2021 2:33 PM
423	Everyone should be and feel safe from verbal and physical harassment. This includes BIPOC feeling safe from targeting by police.	6/1/2021 2:28 PM
424	Not be bothered by others	6/1/2021 2:27 PM
425	A shared trip accommodate all rider equally.	6/1/2021 2:26 PM
426	I want myself and my fellow passengers to feel safe from bodily harm, unwanted interactions with other folks, and free from harassment from law enforcement.	6/1/2021 2:18 PM
427	The absence of feeling intimidated or concerned about being having a peaceful journey	6/1/2021 2:18 PM
428	More than the nothing there is now. Police at the transit hub would be good	6/1/2021 2:15 PM
429	Being able to travel from point A to point B without fear of harm.	6/1/2021 2:15 PM
430	Not getting hit by a bus. Not being aggressed on by another passenger. Not being injured by poorly maintained seating or other fixtures.	6/1/2021 2:08 PM
431	I won't send my daughters on a bus or a train alone. Get the cops out of their vehicles and put them on public transit.	6/1/2021 2:05 PM
432	Having other people around me (ie not empty train cars) and seeing other riders follow both covid (and general behaving in public) rules	6/1/2021 2:03 PM
433	avoidance of crashes and injuries	6/1/2021 1:59 PM
434	Not being harassed by loud or obnoxious passengers, free of accidents, and free of physical harm.	6/1/2021 1:57 PM
435	No danger of being attacked/robbed on public transit or in a transit station. Everyone in those settings masking appropriately for COVID. Snow removal at bus stops to allow good access for all, including the disabled. All bus stops next to a sidewalk, even detoured routes.	6/1/2021 1:56 PM

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436	Not being harassed on board or while waiting at the bus stop. Not being followed after reaching destination. No trash/food waste on board.	6/1/2021 1:49 PM
437	Not being harassed by other passengers, arriving safely to and from my destination	6/1/2021 1:47 PM
438	Not fearing for my physical or emotional being.	6/1/2021 1:41 PM
439	Stops that have a place to wait, I can get on the bus or train without having to walk into the street or get too close to traffic.	6/1/2021 1:40 PM
440	I define safety as the feeling and presence of trust. When I ride the bus or light rail, I'm in constant anxiety due to feeling unsafe.	6/1/2021 1:37 PM
441	Free from dealing with people suffering from mental health crisis or criminal intent or disregard for normal, acceptable behaviors in a public space.	6/1/2021 1:37 PM
442	quiet enjoyment	6/1/2021 1:29 PM
443	Being left alone while riding and not being concerned about the actions of those around me.	6/1/2021 1:29 PM
444	Being able to get from where I am to my destination without worrying about my physical wellbeing or being afraid in my surroundings.	6/1/2021 1:28 PM
445	The bus driver driving in a professional manner, and having control of the situation. There is no loud talking with profanity, music, aggressive panhandling, and the odor of fresh tobacco or pot smoke.	6/1/2021 1:28 PM
446	No issues concerning personal security	6/1/2021 1:25 PM
447	Feeling that if I were assaulted on board, someone would come to my aid: In fact, once 2 criminals stalked me from bus to bus stop to bus stop to bus and continued verbal assaults on me on the bus. I told the driver before they got on, and sat near her & the extremely brave driver stopped the bus, pointed out the cameras, and told the offenders to stop verbally berating me or else get off the bus. Finally she called backup, and they left. (I knew they were criminals because they had been talking about whether they preferred jail or the workhouse.) The things you list below have nothing to do with safety, just appearances. An Asian man on the bus moved next to the driver to be safe because a black man on the bus was loudly telling his 3 friends at the back of a shoulder-to-shoulder packed silent #10 bus that the Wuhan virus was manufactured because Chinese have been wearing masks for 25 years. No one spoke up to defend him. The driver was completely oblivious. It was my job to speak up as a rider and I failed him. He did not feel safe.	6/1/2021 1:25 PM
448	My feeling safe on the train, so that I can read in peace and not be disturbed by people performing things that are disruptive to others	6/1/2021 1:24 PM
449	Not getting harassed, robbed, assaulted.	6/1/2021 1:22 PM
450	Being able to go from point A to point B without being hassled by crime	6/1/2021 1:20 PM
451	Safety for a transit rider is when that rider does not have to actively dedicate mental space to their physical or emotional wellbeing while they are waiting for, using, or connecting to transit.	6/1/2021 1:14 PM
452	Not being harassed by criminals and homeless people on the train. Not being subjected to drug use on the trains.	6/1/2021 1:14 PM
453	Being able to go about stand at a train/bus station and ride the bus without being fearful of trouble.	6/1/2021 1:13 PM
454	That the bus driver pulls up to a spot where its easy for me to get off without falling or getting hurt The vaccinated really need to wear masks and gloves now to contain their toxic shedding from their Experimental drugs	6/1/2021 1:11 PM
455	It used to be safe and clean. I rode it with my family often. Now it is dangerous and dirty. A lot of violent behavior and drug use. We do not ride anymore. It is very sad.	6/1/2021 1:06 PM
456	Being able to wait at the bus stop and ride without being harassed, and knowing that if I am harassed that someone will help.	6/1/2021 1:05 PM
457	No one harassing or assaulting you or anyone else.	6/1/2021 1:03 PM
458	just being able to ride the bus without hassle from another human	6/1/2021 1:01 PM

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459	No interaction with strangers	6/1/2021 1:01 PM
460	Being able to enjoy the right without concern for the safety or comfort of myself of any other passenger.	6/1/2021 12:59 PM
461	Safety from the dangers of the elements (snow, rain, heat), safety from cars while walking or biking to/from transit, having enough personal space.	6/1/2021 12:59 PM
462	Being able to get from place to place in a reasonably clean, smoke-free, and sanitary environment without being accosted, harassed, or injured.	6/1/2021 12:57 PM
463	EVERYONE paying to ride. Uniformed officers frequently riding.	6/1/2021 12:56 PM
464	Feeling generally comfortable with my surroundings. A sense that the driver/operator has an awareness of the situation and is concerned about their passengers.	6/1/2021 12:56 PM
465	To be left alone in my seat and not bothered by either physical or mental harm.	6/1/2021 12:55 PM
466	On platforms and on the train, I wouldn't have to worry about physical assault, theft, or major verbal harassment.	6/1/2021 12:53 PM
467	Not being harassed by fellow riders or loiters at the stop or on the bus or clubs. Safety is not having to worry that someone is going to physically or verbally harm you.	6/1/2021 12:51 PM
468	Not being exposed to violence.	6/1/2021 12:50 PM
469	No loud shouting people on bus no loud music swearing.	6/1/2021 12:50 PM
470	free from being verbally or physically being harassed by other passengers. Free from intoxicated passengers.	6/1/2021 12:49 PM
471	Being able to wait for transit, ride and disembark without threat of physical harm.	6/1/2021 12:47 PM
472	feeling safe that police are not going to harrass people and escalate issues, extra eyes at stations and on trains. I feel safer on buses because there is a driver.	6/1/2021 12:43 PM
473	not victim o fcrime	6/1/2021 12:40 PM
474	I can enter/exit a mode of transit without feeling I need to breach a gauntlet of individuals loitering around stations or stops. On transit I am safe when I can ride without being accosted by others (such as panhandling) or being in the midst of unsafe conditions. The presence of individuals who are intoxicated or unruly or behaving inappropriately (such as smoking or having sex on trains) also contributes to an unsafe environment. And, when trains particularly become makeshift homeless shelters where situations are unsanitary or when apparent mental health issues result in aggressive interactions or other anti-social behavior.	6/1/2021 12:38 PM
475	That I arrive at my destination in the same condition that I started.	6/1/2021 12:36 PM
476	Freedom from hostility and violence from other passengers, metro transit employees, and police; additionally, freedom from fear of being hit by cars while waiting for or walking to transit.	6/1/2021 12:34 PM
477	Able to ride free from situations where you are threatened with bodily harm or verbal harassment	6/1/2021 12:34 PM
478	Driver and passengers are calm, exposed to as little stress as possible. No weaponry or people under the influence/exhibiting hostile behavior on board.	6/1/2021 12:33 PM
479	Ability for everyone to feel safe on the trains/bus	6/1/2021 12:33 PM
480	Being able to travel without feeling personally unsafe or witnessing unsafe behavior by others.	6/1/2021 12:33 PM
481	Nobody bothers me.	6/1/2021 12:32 PM
482	Well lighted stations/stops; buses/trains keeping to schedule; clean buses/trains; no blasting music being played by passengers; no homeless sleepovers on seats.	6/1/2021 12:29 PM
483	The ability to commute wherever, whenever using all forms of MetroTransit without harm, bullying or trauma throughout the metro area.	6/1/2021 12:29 PM
484	No fear or threat of being hit, harmed, harassed, or fallen on by passengers or persons at transit stop. Able to use shelters and benches safely, without threat from persons drinking	6/1/2021 12:28 PM

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alcohol or using drugs. Sometimes it feels safer to NOT be in a shelter to avoid persons smoking, drinking, or using drugs.

485	sense of basic norms and policies being upheld.	6/1/2021 12:27 PM
486	Not being threatened violence by others	6/1/2021 12:26 PM
487	Feeling that my belongings and my body will be safe from harm or theft	6/1/2021 12:23 PM
488	I got harassed on the blue train	6/1/2021 12:23 PM
489	Safety from vehicles as well as safety from other passengers	6/1/2021 12:22 PM
490	feeling not in danger, feeling secure and well	6/1/2021 12:21 PM
491	not feeling threatened	6/1/2021 12:20 PM
492	Safe from violence	6/1/2021 12:19 PM
493	Feeling comfortable and able to ride when and where as needed by myself with no worries	6/1/2021 12:18 PM
494	Feeling able to ride without having to worry about the people around me all the time.	6/1/2021 12:17 PM
495	Feeling like I am in a calm and peaceful environment. Where I am not feeling like an imposter.	6/1/2021 12:17 PM
496	No weapons allowed, secure drivers from attacks, no threatening behaviors or language.	6/1/2021 12:17 PM
497	Being able to ride to my destination with out being harrassed or observe criminal and menacing behavior on my ride. Knowing that a person to help is just a call away.	6/1/2021 12:16 PM
498	ppl wearing masks ob light rail would be nice	6/1/2021 12:14 PM
499	Feeling a sense of personal safety from being harassed or assaulted (physically or verbally). Being in an environment that is clean and respected.	6/1/2021 12:14 PM
500	Feeling of safety is no worry about violence to myself from others	6/1/2021 12:13 PM
501	Where if a passenger becomes unruly, I can be assured they will be dealt with by authorities and not be left to fend for myself/ourselves.	6/1/2021 12:13 PM
502	Being comfortable transporting myself alone using transit.	6/1/2021 12:11 PM
503	Feeling ok about riding transit - not worried about something bad happening.	6/1/2021 12:10 PM
504	Not being personally accosted -- verbally or physically -- on the train or bus. And not exposed to second-hand smoke. Noise is annoying, but is not necessarily a safety issue.	6/1/2021 12:10 PM
505	Safety means not being threatened by loud or obnoxious riders. Safety means that all people are treated with common courtesy and are expected to respond likewise. Safety means having friendly bus drivers who skillfully do their job and can empathize with passengers who just desire to get from point A to point B in a reasonable amount of time.	6/1/2021 12:09 PM
506	Being able to walk to, ride, and walk home from mass transit (Bus and train) without being catcalled, harassed, or aggressively panhandled.	6/1/2021 12:08 PM
507	Lack of credible fear of verbal or physical assault	6/1/2021 12:07 PM
508	That I am not going to get hurt	6/1/2021 12:06 PM
509	Confidence that I won't be put in physical danger or verbally harassed by other passengers.	6/1/2021 12:06 PM
510	Being safe from crime on transit.	6/1/2021 12:05 PM
511	Not experiencing physical danger to myself/other transit riders	6/1/2021 12:05 PM
512	Being not under attack	6/1/2021 12:04 PM
513	Clean and on time transit	6/1/2021 12:04 PM
514	Not being harassed or physically threatened by other passengers	6/1/2021 12:04 PM
515	Both safety on the bus, but also safety while waiting for the bus and transferring buses.	6/1/2021 12:02 PM
516	Feeling welcome on the system and secure that I will not be harassed or otherwise harmed on	6/1/2021 12:01 PM

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light rail platforms, at bus stops or on transit vehicles themselves.

517	The absence of reasonable fear of physical harm as well as actual physical harm The presence of a welcoming environment	6/1/2021 12:01 PM
518	Not good.	6/1/2021 12:01 PM
519	Not needing to be overly aware of my surroundings and able to enjoy my personal space and comfort	6/1/2021 12:01 PM
520	Ability to use facilities without fear of physical harm from other users.	6/1/2021 12:01 PM
521	Equitable, predictable, reliable, clean and comfortable transit devoid of undue conflict or stress with staff and fellow passengers. Where all are treated with respect and dignity.	6/1/2021 12:00 PM
522	Not being worried that there will be an incident while using public transit or at the stations that could affect me physically.	6/1/2021 12:00 PM
523	Not safe!	6/1/2021 11:59 AM
524	to not have reason to be afraid I could be harmed	6/1/2021 11:58 AM
525	not being verbally abused, or listening to threatening comments. many people at the bus stops who are not riding but harassing others.	6/1/2021 11:58 AM
526	Not being sexually harassed	6/1/2021 11:57 AM
527	The ability to use transit without being harrassed, bothered, touched, or followed by other passengers.	6/1/2021 11:57 AM
528	* Not being harassed on the bus or at the bus shelter * Quiet, people minding their own business * Posting notices all over the bus about what to do if there is a problem	6/1/2021 11:56 AM
529	Feeling comfortable within the train car and not like a target of potential crime.	6/1/2021 11:56 AM
530	masked up, no one yelling or talking loud on bus, nor drunk, respecting other riders and driver	6/1/2021 11:56 AM
531	Feeling comfortable	6/1/2021 11:55 AM
532	Not being harassed by others asking for money. Other passengers following rules for masks, not smoking, etc	6/1/2021 11:55 AM
533	An uneventful trip as scheduled	6/1/2021 11:55 AM
534	I don't want to feel intimidated or threatened by anyone at my bus stop or on the bus.	6/1/2021 11:53 AM
535	Not being yelled at or threatened. Not breathing smoke.	6/1/2021 11:52 AM
536	Feeling comfortable and secure	6/1/2021 11:51 AM
537	waiting for and using transit with a sense of peace and security	6/1/2021 11:51 AM
538	Someone that depends ob transportation to make their quality of life better, and makes it easier wget around	6/1/2021 9:40 AM
539	Metro Transit has measures in place for spur of the moment safety issues as well as ongoing monitoring. Bus and train operators feel empowered to intervene. I do not want to fear taking transit.	6/1/2021 8:47 AM
540	I would be able to travel freely without concern of physical or psychological harm	6/1/2021 5:18 AM
541	to not have conflicts of the city buses	5/31/2021 9:22 PM
542	Being able to get to my destination without being harassed. Being able to ride a relatively peaceful train - not with people drinking, having sex, screaming racist or sexist language. Not letting transit be treated as a homeless shelter on wheels.	5/31/2021 7:59 PM
543	Equally as a person	5/31/2021 9:39 AM
544	No Assault.. No Smoking...No verbal Abuse...No drinking Even Smoking is a safety hazard, and especially in the time of pandemic. Even, I smell this stinky smell of narcotic.	5/31/2021 1:16 AM
545	Not seeing or hearing threats to safety (layabouts, psychotics, psychopaths, juvenile	5/30/2021 7:37 PM

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delinquents, gangsters, beggars, etc.) at any time anywhere on any MetroTransit train or bus, much less actually EXPERIENCING threats to safety, robbery, assault, etc. It is an unsafe threat to public health to allow spitting in the platforms (I have even seen spitting on trains) since spit CARRIES THE POTENTIAL FOR TRANSMISSION OF TUBERCULOSIS, which has the potential to kill everybody in the world if it gets out of control due to antimicrobial resistance.

546	I define safety as proactive prevention of high risk situations.	5/30/2021 7:17 PM
547	Not being 'harassed' by other passengers (i.e. being asked if I have a cigarette, light, cocaine, drugs) on the train.	5/30/2021 2:19 PM
548	Ok, could do more police officer check	5/29/2021 6:23 PM
549	Being able to ride the train without being scared of the rough people riding it and selling their drugs and homeless people staring at you in a mean way.	5/29/2021 4:36 PM
550	Clean transportation and responsible respectful passengers	5/28/2021 5:40 PM
551	Being able to get from home to work without worrying about getting hurt or being in danger.	5/28/2021 4:14 PM
552	Everyone respecting the bus and each other's space. No violence of any form or intimidations of passengers.	5/28/2021 3:11 PM
553	That you feel safe there entire time you were on your trip	5/28/2021 12:38 PM
554	I don't feel safe. Homeless people who often seem strung out on drugs, live on the train. Daily I am asked for money. And often sworn at when I refuse. I fear I will be robbed.	5/28/2021 9:28 AM
555	As a man I know that I am less likely to be harassed. Most of our societal problems are caused by males between the age of 15 and 35. We do a poor job of teaching young man to respect others and it is pervasive through our sports culture and television. I'll be interactions I've had with transit police checking passes they lack in people skills. Does not make me trust their judgment And I am aware that it is a difficult job.	5/28/2021 9:03 AM
556	I want to be able to wait for transit in a place that is decent - no panhandling or smoking. I want to be able to ride without being harassed or subjected to someone else's music. I certainly don't want to be threatened physically. I've experienced all of this on transit.	5/28/2021 8:45 AM
557	sketchy	5/28/2021 8:18 AM
558	Ability to get from starting point to destination (including the getting to the transit station, buying a ticket, etc.) with minimal concern for harm or chaos. to myself or others.	5/28/2021 7:27 AM
559	No crime, no hazardous waste in the surrounding environment.	5/28/2021 6:58 AM
560	The bus would wait for you to sit down before driving It's not overcrowded and driving is a speed	5/28/2021 3:58 AM
561	Being able to get on, ride, and get off without external impediments that could endanger or damage.	5/27/2021 11:13 PM
562	Duh! I can't believe you're asking this question. I don't like loud, obnoxious, threatening people, people under the influence. I don't like bus shelters, which makes me be closer to the above people. I don't like riding on the train when a Twins game has let out. SO PACKED its unreal and dangerous! You need to control the number of Twins fans who get on the train so that those of us who get on it at the following stations don't have to be subjected the the dangerous number of people on the train. I can barely get off the train at my stop as there are so many Twins fans on it. On the blue line, I don't like homeless people using the train as their shelter and sleeping on the long handicap seats.	5/27/2021 7:42 PM
563	Reasonable behavior by other passengers.	5/27/2021 7:15 PM
564	Not being harassed. Not feeling like a situation could escalate out of control. Not being subjected to illicit behavior. COVID safety and cleaning procedures and enforcement in place.	5/27/2021 7:13 PM
565	No needles on the train, no fights, more safety checks, more cleaning crews	5/27/2021 6:57 PM
566	Not feeling that I have to be hyper alert and guarding my belongings. Not feeling threatened by offensive language or threatenibg behavior.	5/27/2021 6:40 PM

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567	Begging is one thing, unpleasant but not threatening. I would like to feel confident that my husband or I won't be accosted or assaulted while riding the train. I also don't want to watch other people being accosted/assaulted. I have had to call 911 before when a racially motivated assault of a different passenger was brewing - this was on New Year's Eve a few years ago. Having security or Metro Transit Police riding the trains would make me feel safer, especially nights and weekends. I generally feel safe on the buses because the driver is much more involved, even riding at night until I get off the bus, then maybe not so much.	5/27/2021 6:34 PM
568	Not getting harassed	5/27/2021 6:10 PM
569	Broadly. Bus stops located in open, busy areas clear of brush and away from parked cars, so I have a clear view around me and feel safe waiting for the bus. Bus on time so I'm not standing around. A bus ride that feels safe means boisterous conversation is just fine, but no passengers intensely arguing, cussing, swatting their children, etc. A bus driver who is engaged in a friendly way with passengers so I feel like he/she will have a handle on any problems that might go down.	5/27/2021 5:45 PM
570	Ride is clean and efficient, passengers awake, no smoking, no yelling/fighting.	5/27/2021 5:23 PM
571	Being in a community where I know that if something happens I can get help. Being free from sexual harassment. Getting to where I need to go without being hit by a car while I'm crossing the road to my bus stop.	5/27/2021 5:11 PM
572	I do not experience physical harm while riding the bus. I know when and why detours happen and they are announced.	5/27/2021 4:54 PM
573	Not having to worry about being threatened by anyone while waiting or riding on the bus or LRT	5/27/2021 4:53 PM
574	Knowing that I can ride without being harassed/hit/cussed at to my destination. Having a driver that is safe, knows his route. Having a mechanically safe bus.	5/27/2021 4:43 PM
575	Free of threat of belligerent behavior in any of its forms	5/27/2021 4:31 PM
576	Safety is when I can ride bus/transit without fear of being robbed, pick-pocketed, harassed, or witnessing violent acts (fighting, loud arguments, etc.).	5/27/2021 4:18 PM
577	Unmolested quiet ride that I paid for...	5/27/2021 4:15 PM
578	Physical safety from any violence/crime via fellow passengers, safety from verbal harassment and health-harming behaviors (smoking), safety on the way to and from transit (safe sidewalks, streets, and bike lanes that prevent drivers from injuring or killing me).	5/27/2021 4:10 PM
579	If something happens what can I do? Is there a camera, a panic button, a phone, an employee? If there are none of the above and disturbed or disruptive (for lack of better words) are on with me I'm not going to feel safe. Is it well lit at all times? I'm not interested in being around armed people, are weapons prohibited?	5/27/2021 4:09 PM
580	Being able to safely walk/bike/roll to and from the bus stop without worrying about drivers hitting me with their vehicles. Eyes on the street from directly adjacent retail or housing (windows directly facing the bus stop area). The more people in the area, the safer I feel. I feel safe once I'm inside the bus or train.	5/27/2021 4:07 PM
581	Being able to ride without being approached for money, harassed or made uncomfortable by loud music or noises or homeless people sleeping on sight.	5/27/2021 3:56 PM
582	Having a peaceful and non-violent ride.	5/27/2021 3:53 PM
583	I think the lawlessness that goes on in the trains and on the platforms is the largest threat to my safety. I think to feel safe the passengers that are doing drugs, harassing, assaulting, vandalizing and generally not abiding by the law should be banned and only after that, improvements to the transit system should start.	5/27/2021 3:31 PM
584	I am not feeling threatened by an unruly person.	5/27/2021 3:30 PM
585	Each train needs law enforcement to immediately address bad behavior, bad language, threats and all unlawful attempts. Buses need to give driver more autonomy and control over all abnormal situations.	5/27/2021 3:13 PM
586	I get from point A to point B with minimal distractions and hassle, at approximately at the time I expect to.	5/27/2021 3:12 PM

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587	Personal space is respected and passenger conduct is both physically and psychologically nonthreatening.	5/27/2021 3:06 PM
588	Confidence I won't be assaulted or robbed.	5/27/2021 3:02 PM
589	Not being harassed by other passengers	5/27/2021 2:58 PM
590	People keep to themselves and dont but others. No violence	5/27/2021 2:51 PM
591	Not having to watch out for "weird" passengers And of course the driver should be a good driver (I have o ly ever had good drivers)	5/27/2021 2:50 PM
592	Ability to ride without confrontation.	5/27/2021 2:34 PM
593	Not constantly looking around at when will I become the next victim. Crime on buses is totally out of control.	5/27/2021 2:29 PM
594	being able to ride alone as a female	5/27/2021 2:26 PM
595	Safety from physical and emotional abuse.	5/27/2021 2:25 PM
596	Feeling comfortable. Not even thinking about safety.	5/27/2021 2:08 PM
597	Not being harassed for money. Not being called names. Not hearing talk of committing a crime loud enough for others to hear just to strike fear in them. Not being approached in an aggressive manor just for the amassment of others hanging around.	5/27/2021 2:08 PM
598	Freedom from harassment, whether physical or sexual, as well as violent or petty crime. Also, a clean and sanitary transit vehicle.	5/27/2021 2:07 PM
599	Feeling safe waiting for, riding, and getting off of the bus/train and getting to my location. Means not feeling threatened, able to see and be seen, enter and exit buses readily.	5/27/2021 2:04 PM
600	Not feeling personally threatened by verbal or physical abuse or assault.	5/27/2021 1:56 PM
601	Good driving. Non-threatening riders.	5/27/2021 1:51 PM
602	All passengers comply with the rules, free from loud noises, cell phones, unruly passengers.	5/27/2021 1:31 PM
603	Sense of calm while traveling and confidence that I will arrive on-time and intact.	5/27/2021 1:14 PM
604	the tense feeling i get when I feel like I'm going to be harmed or robbed by someone	5/27/2021 12:54 PM
605	Not being bothered through unwanted catcalling, safe driving, friendly staff, people respecting the rules on the bus like no loud or vulgar talks.	5/27/2021 10:30 AM
606	No one yelling or being threatening on the bus.	5/27/2021 10:18 AM
607	Equipment - does not cut flesh or clothing or cause falls. Passengers - are not violent or threatening, do not steal or beg.	5/27/2021 10:17 AM
608	not just being safe, but feeling safe as well!	5/27/2021 10:14 AM
609	Scale from 1-10? 7	5/27/2021 9:52 AM
610	Being comfortable on transit and waiting for transit	5/27/2021 9:11 AM
611	A sense of well-being and comfort	5/27/2021 8:37 AM
612	Getting where you need to go and back with out trouble and on time	5/27/2021 6:54 AM
613	Not being harassed by others. Not having arguments happening around me.	5/27/2021 6:42 AM
614	Able to relax, not having to focus on others around me	5/26/2021 10:41 PM
615	Feeling comfortable and at ease without any threat to my life.	5/26/2021 9:57 PM
616	Maintaining your bodily autonomy and lack of threat	5/26/2021 8:24 PM
617	Freedom from harassment from other passengers, especially men, as well as not being afraid when seeing Metro Transit Police board trains or on platforms.	5/26/2021 7:46 PM
618	Peaceful	5/26/2021 4:53 PM

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619	Not worried	5/26/2021 4:27 PM
620	Not be hassled (or worse) while waiting for the bus or on the bus.	5/26/2021 4:25 PM
621	No stabbings or fist fights	5/26/2021 3:35 PM
622	The absence of the feeling that I am going to be mugged, solicited, accosted or physically harmed	5/26/2021 2:29 PM
623	Quiet, clean, orderly	5/26/2021 1:46 PM
624	Terribly unsafe	5/26/2021 11:20 AM
625	ability to enjoy a quiet peaceful ride.	5/26/2021 11:00 AM
626	Few free riding for myself and those around me, including from punitive police actions	5/26/2021 10:54 AM
627	Unlikely to be assaulted	5/26/2021 12:19 AM
628	comfort for myself and other passengers	5/25/2021 9:38 PM
629	The presence of care givers like social workers, mental health workers and support systems to de escalate tension and prevent violence	5/25/2021 8:39 PM
630	Being able to sit in silence, not be bothered by loud presences and noise, not being verbally or physically harassed	5/25/2021 8:02 PM
631	Not being harassed by transit cops	5/25/2021 7:20 PM
632	A sense of community on the bus; making room for others, saying hello, being in the city together. My biggest and most consistent safety worry with the bus relates to pedestrian safety with cars, especially as I walk to and from stops on I35.	5/25/2021 5:56 PM
633	Being able to use transit without fear of physical violence, danger to personal health (i.e. smoking or tripping on obstructions), receiving verbal abuse or harassment, or risking collisions with cars/transit vehicles in attempting to board/alight.	5/25/2021 4:20 PM
634	Not having to breathe cigarette and marijuana smoke. Not having to listen to others loud music. Not being harrassed for spare change. A clean, litter-free train or bus.	5/25/2021 4:20 PM
635	Nobody trying to take my things: money, bags. Nobody sexually harassing me.	5/25/2021 3:24 PM
636	Not fearing I will be harmed.	5/25/2021 2:17 PM
637	As a woman, feeling safe on the bus is mostly not having to worry about men harassing me or the occasional drunk passenger getting in my personal space. On the train, feeling safe also includes not being a victim of physical harm or not being intimidated by groups of men who may or may not be doing illegal activity.	5/25/2021 10:16 AM
638	Riding without fear of being physically or verbally assaulted	5/25/2021 9:43 AM
639	Safe boarding locations, safety within rail cars	5/25/2021 8:27 AM
640	Quiet ride. No out in the open drug dealing, belligerent people escorted off the train	5/25/2021 7:39 AM
641	being comfortable and not feeling endangered, and that everyone else on board with me feels and is that way too	5/25/2021 7:29 AM
642	Good on bus bad on train	5/25/2021 6:39 AM
643	Using transit (including getting to & from the stop) without being physically & mentally harmed.	5/25/2021 5:53 AM
644	(1) being able to board transit arrive at my destination without experiencing any injury, other physical harm/abuse, harassment, or having my person or personal belongings come under threat of being damaged or taken. (2) being able to physically board and exit vehicles, move around inside them, and navigate stations with confidence that I won't get run over by a vehicle or accidentally injure myself in some other manner. (3) situational awareness - being aware of my location within a vehicle and along a route. (4) being able to do all of the above at times, and at origins and destinations, convenient to me. It's not enough to only feel safe during commute hours.	5/25/2021 12:03 AM
645	The ability to use transit and not worry over much about the threat posed by other transit	5/24/2021 7:18 PM

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passengers.

646	1) Not being harassed by other passengers. 2) When passengers are in crisis (mental health or substance abuse) there is someone who can be called. 3) The driver having support when passengers are unruly or issues break out on the bus.	5/24/2021 4:11 PM
647	Feeling secure throughout the journey; waiting for, on board and after getting off.	5/24/2021 2:38 PM
648	feeling comfortable and not having to continually be aware of who is sitting by me. I've had issues with older men harassing women on the bus. Especially on the 5. Usually if I'm on the 18 or another route, I don't need to be as worried about harassment.	5/24/2021 2:07 PM
649	A stop that protects me from the elements and traffic, boarding that allows me to get on with crutches and/or wheelchair without risk of twisting an ankle or falling, and a peaceful ride.	5/24/2021 11:31 AM
650	not having to worry about safety, security, quality of experience while riding - these comforts are present and assumed for each and every passenger	5/24/2021 11:13 AM
651	Generally transit is much safer than driving. I sometimes have concerns about harassment.	5/24/2021 10:10 AM
652	Not being subjected to the activities and behavior that is currently going on.	5/24/2021 9:23 AM
653	Not having to be on high alert while I ride, being able to relax	5/24/2021 8:12 AM
654	I define it that I can get to my destination with out worry of smoke going into my lungs and having a safe ride free of harrasment.	5/22/2021 9:10 AM
655	Obviously, not feeling threatened.	5/21/2021 7:12 PM
656	Being able to wait at a shelter or ride the train without having to constantly look over your shoulder or being accosted by unruly pax	5/21/2021 6:24 PM
657	Not feeling put at risk by the behavior of others.	5/21/2021 4:01 PM
658	No fear of being accosted/yelled at/spit on/asked questions.	5/21/2021 1:24 PM
659	Not being harassed, robbed or assaulted by homeless or teens	5/21/2021 12:29 PM
660	Not feeling uncomfortable by persons doing drugs or aggressively panhandling at stops.	5/21/2021 9:54 AM
661	Accommodations LOL how about shoveling the frickin bus stops and curbs so you can safely get on esp with a stroller or limited mobility human	5/20/2021 10:34 PM
662	Freedom from threatening behavior by passengers or other people at bus stops/platforms.	5/20/2021 10:16 PM
663	Not having to worry about disorderly passengers or passengers riding for the purposes of confronting other passengers to try to enlist them to participate in protests.	5/20/2021 7:44 PM
664	Not having to think about if I am safe.	5/20/2021 7:26 PM
665	Not having to worry about being targeted for attack or mugging	5/20/2021 3:21 PM
666	freedom from fear	5/20/2021 3:12 PM
667	Everyone feeling comfortable and secure	5/20/2021 10:24 AM
668	Policing	5/20/2021 9:33 AM
669	People should be able to ride to their destination without having other passengers threaten them with weapons, participate in drug deals, stealing,verbals threats, smoking, non-mask compliance. Basically other people need to respect the space of others.	5/20/2021 8:38 AM
670	Free of physical harm	5/20/2021 7:25 AM
671	Travel free from crime	5/20/2021 7:17 AM
672	Bus driver trained on dealing with misbehaving riders and how they can call for backup help. Police around decreases chance of danger.	5/19/2021 7:26 PM
673	No one abruptly invades my space. An arms length or a seat from me.	5/19/2021 6:23 PM
674	Being comfortable and secure while waiting and riding public transit that I am not in physical danger.	5/18/2021 5:11 PM

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675	lack of harassment, aggression, tension; connections that reduce time spent waiting outside late at night	5/17/2021 5:07 PM
676	No threats from other passengers	5/17/2021 1:19 PM
677	Not having anyone intentionally enter my personal space or make threatening statements toward me. Not having any violence or intimidation present on the transit.	5/17/2021 12:49 PM
678	The right to remain on a transit without feeling threatened or scared.	5/17/2021 12:04 PM
679	All passengers should pay a fare. Passengers should respect the bus and space and other passengers.	5/16/2021 4:45 PM
680	not having fear for personal safety or safety of my belongings	5/14/2021 1:23 PM
681	Freedom to ride in peace. No threats. No yelling. No overcrowding!	5/14/2021 10:59 AM

Q13 Sideed ku qeexaysaa badbaadada rakaabka safarka ah?
(Somali)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	waa in uu ahaadaa mid Ammaan ah oo leh soo dhaweyn hufan	6/28/2021 5:27 AM

Q13 Como pasajero de Transit, ¿cómo define usted la seguridad?
(Spanish)

Answered: 6 Skipped: 5

#	RESPONSES	DATE
1	Bien	8/11/2021 2:53 AM
2	Mala,	6/25/2021 10:50 AM
3	Buena	6/24/2021 4:31 PM
4	Good on the bus I've been on not a lot of bad things happen.	6/17/2021 10:52 AM
5	Mas o menos	6/16/2021 1:34 PM
6	Seguridad es no tener que lidiar con acoso, asaltos o robos y no tener accidentes en el transporte	5/25/2021 1:01 PM

Q 31 If Yes, As a result of that experience, I feel safer in the presence of Metro Trans
 Q32 Why?
 (English)

Answered: 357 Skipped: 520

#	RESPONSES	DATE
1	They mainly just check tickets.	8/19/2021 2:12 PM
2	They are generally courteous and helpful	8/19/2021 1:48 PM
3	ACAB	8/19/2021 1:26 PM
4	ACAB	8/19/2021 1:22 PM
5	They scared off the crack heads.	8/12/2021 5:44 AM
6	Police in general can be uncomfortable but having them check tickets or monitor the trains/stations seems to keep people accountable	8/11/2021 7:19 PM
7	Very polite	8/11/2021 7:18 PM
8	Cause of idiots hanging around who aren't getting on and bother people	8/11/2021 6:48 PM
9	The removed people who were intoxicated or misbehaving	8/11/2021 6:30 PM
10	It is the most important	8/11/2021 6:26 PM
11	it just hasn't been good or bad	8/11/2021 5:47 PM
12	Regardless of route location or severity of situational threat, police response is at least 15 minutes away. IF police arrive, they will only act to disburse threat. Offenders are aware that they face no consequences for their actions. I have observed this many times.	8/11/2021 10:54 AM
13	I rarely see them on the light rail but when I do they are addressing the negative behavior by some passages.	8/11/2021 5:46 AM
14	The police don't make me feel safe	8/9/2021 7:00 PM
15	Intimidating riders about tickets	8/9/2021 6:23 PM
16	They were INCREDIBLY rude to me when I asked them to pull up their mask	8/9/2021 6:23 PM
17	Do their job	8/9/2021 6:15 PM
18	They took my report after my phone was stolen out of my hand. They didn't seem particularly engaged -- "yup, that happens. Don't hold your phone I your hand." Never heard anything back. I don't know what I expected, but the answer to the Q is: no, it didn't make me feel any safer.	8/6/2021 1:36 PM
19	Authority on site	8/2/2021 8:24 PM
20	I know nothing is going to happen	8/1/2021 5:51 PM
21	Not sure if their behavior will be helpful or not	8/1/2021 3:39 PM
22	some of them are really rude and disrespectful	7/31/2021 3:18 PM
23	Feel like they wrote me off before I even said what happened	7/31/2021 2:19 PM
24	they did not help me, they only got my friends in trouble	7/31/2021 2:09 PM
25	Dk	7/30/2021 5:56 PM
26	What they're there for	7/30/2021 4:16 PM
27	Know they do sweeps of light rail and relatively quick to arrive when driver calls	7/29/2021 7:09 PM
28	Metro Transit Police has more resources available to help those in need than I do. The Greenline was a BIO health hazard before CoV-ID. Students were able to find a seat for those	7/26/2021 6:56 PM

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sleeping - and metro transit police were generous to a fault in 2019 letting them ride without paying and only requiring that they only took 1 seat.

29	All I see MTPD do is check tickets. On the occasion that a passenger is being unruly or breaking a crime, they just all hang out together for a LONG time on the vehicle, sometimes escalating the situation. The last thing I need is to be in the vehicle when an altercation turns physical or a gun is shot.	7/15/2021 1:36 PM
30	I feel police presence and engagement frequently escalates tense situations unnecessarily and increases the risk of confrontation and violence which makes me feel unsafe.	7/15/2021 1:36 PM
31	If they see police enforcing rules, People tend to follow rules.	7/14/2021 11:58 AM
32	Rude	7/12/2021 4:55 PM
33	The presence of armed police makes any situation more tense.	7/8/2021 11:20 AM
34	their presence as police escalates given the mistrust, and they carry firearms	7/7/2021 1:49 PM
35	WHY WOULDNT YOU FEEL SAFER	7/7/2021 12:42 PM
36	The police only come checking if people pay the bus/lightrail fee and they don't look so friendly but serious.	7/6/2021 5:01 PM
37	Good to know that the police are taking care of things.	7/2/2021 10:29 AM
38	They can intervene in situations.	7/1/2021 7:41 PM
39	I'm not always clear who "Metro Transit Police" are, or what they're doing to assure everyone's safety	7/1/2021 7:40 PM
40	Have not had experience with them.	7/1/2021 7:21 PM
41	My experience has been with checking fares. It has been neither positive nor negative.	7/1/2021 5:20 PM
42	The police very rarely are on a bus in North. They will occasionally follow the bus in a separate vehicle but never board the bus. They do not enforce tickets.	7/1/2021 12:36 PM
43	the presence of metro transit police seems to discourage belligerent behavior and certain suggests I'm not left entirely to my own devices if accosted.	6/30/2021 6:37 PM
44	They have always been courteous and professional. With them present, if something does happen at least they have the ability to stop anyone from getting hurt real time vs just capturing the incident on camera and hoping someone can do something about it later.	6/30/2021 5:34 PM
45	The interactions that I have had with police in the metro and with metro police have never been positive interactions and largely fueled by racism - i most definitely do not feel safer when police are present.	6/30/2021 1:08 PM
46	former police chief Harrington ruined the transit police with his liberal "hands off" policies for officers. The transit police used to be able to respond appropriately to situations but officers are now in fear of loosing their jobs if they are PERCEIVED to have over stepped their authority.	6/30/2021 6:27 AM
47	The officers were kind and courteous. I have seen them interact with passengers and interaction are usually positive. When action is needed I haven't seen them act without justification	6/30/2021 5:56 AM
48	They provide safety from criminals and drug users	6/29/2021 9:55 PM
49	They are making sure the experience of riding Metro Transit is a pleasant experience.	6/29/2021 9:08 PM
50	Well when I had to deal with a guy masturbating on the train right in front of me they came quick to arrest him.	6/29/2021 8:25 PM
51	I witnesses Metro Transit police assist a passenger in some sort of crisis in a very respectful way.	6/29/2021 7:19 PM
52	I've reported events to officers/operators via 9-1-1 routing to MetroTransit Police and been effectively told they can't do anything about it.	6/29/2021 5:37 PM
53	When police are around the people that shouldn't ride the train aren't around.	6/29/2021 4:51 PM

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54	Metro Transit Police have gained the respect and trust of approximately 93 percent. It is the 7 percent who are creating havoc metro wide	6/29/2021 3:59 PM
55	They've checked that I had paid for a ticket in the past, which I had. It was a brief encounter and I was obeying the rules.	6/29/2021 3:32 PM
56	they are younger and stronger to deal with the thugs.along the green line.	6/29/2021 3:22 PM
57	They're professionals protecting citizens from violent criminals.	6/29/2021 2:08 PM
58	Reported an issue on the train, went on for 30 minutes and no police came to resolve it	6/29/2021 1:35 PM
59	BECAUSE WHEN A UNIFORMED OFFICER IS PRESENT PEOPLE ARE LESS LIKELY TO ACT OUT NEGATIVELY	6/29/2021 12:23 PM
60	I wont get robbed or harassed with a police officer present	6/29/2021 12:16 PM
61	They were checking to make sure people bought tickets or had a pass, not just jumping onto the train to panhandle passengers	6/29/2021 12:10 PM
62	Sometimes it police presents would cause bad actors to create issues or incidents yes you let me know otherwise not exist	6/29/2021 11:58 AM
63	They never do anything. They don't enforce the laws. They don't arrest people. They need to have power to arrest and charge people breaking the laws and actually do it.	6/29/2021 11:49 AM
64	Seriously?	6/29/2021 11:28 AM
65	If anything goes wrong, they're able to control the situation	6/29/2021 11:22 AM
66	I feel safer from immediate harm, however knowing the officers have no support from command and can take little action other than to stop immediate threat.	6/29/2021 10:48 AM
67	As a Black woman, I already don't trust the police and feel totally safe around them. However, as a Black woman who more often than not is traveling alone, I also recognize that I'm as a higher risk to deal with harassment and be a victim of violence. If it comes down to the devil I know or the devil I don't, I'd rather have police present on the platforms because their presence will likely keep people from using drug, fighting, and harassing me which end up being more of a threat to my safety than the police. However, I would not want the police to carry guns and they should be wearing body cameras with them on at all times.	6/29/2021 10:01 AM
68	my ticket was checked on the train. just their visual presence was helpful	6/29/2021 9:56 AM
69	Better to feel some help	6/29/2021 9:54 AM
70	Just having them present and communicating with good passengers helps	6/29/2021 9:21 AM
71	The police have always been courteous and attentive, even when enforcing the law or the Metro Transit code of conduct.	6/29/2021 9:04 AM
72	Police can witness behavior and typically do something if someone is breaking the law.	6/29/2021 8:53 AM
73	They are able to enforce the law! People are less likely to be aggressive to other passengers when the police is around. I know who I can go for help when there's an officer in the train or in the platform.	6/29/2021 8:49 AM
74	They have always been professional. The aspect that makes me feel unsafe is all the drug use and sleeping on trains as well as other criminal activities that seems to be allowed by metro transit officials.	6/29/2021 8:40 AM
75	They make me feel safe and they get the negative behaviors off the train or move them from me.	6/29/2021 8:35 AM
76	Metro Transit police in my experience look to keep people safe and maintain rules that seem to be there for the public good.	6/29/2021 8:08 AM
77	Seeing a physical presence helps remind me that I am not alone when the junkies start harassing people and become belligerent	6/29/2021 7:58 AM
78	They broke up a fight between passengers.	6/29/2021 7:41 AM
79	Transit PD never arrest, or do anything that will require them to do any sort of paperwork, or	6/29/2021 7:36 AM

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anything that could be reviewed.

80	Because Metro Transit Police resolve safety issues in a professional and ethical manner.	6/29/2021 7:28 AM
81	Police should be in every train to keep out non commuters. Drug users alcohol unkept people. It is not a home but a way for people to get to and from work school ...	6/29/2021 6:49 AM
82	I have only seen ticket checks, I have never seen their presence on trains when there is daily smoking/drug use on morning trains	6/29/2021 6:40 AM
83	They are almost never around. Never checking fares.	6/29/2021 6:05 AM
84	Transit police? What transit police. Where are they after dark?	6/29/2021 2:45 AM
85	We need much more Metro Transit Police presence on platforms and on trains vs. them just sitting in their cars.	6/29/2021 12:40 AM
86	Uniform officers presence have effectiveness	6/29/2021 12:08 AM
87	I have used the text line numerous times and interacted with officers during a few occasions. They are very quick and prompt responding via the text line - great because then when incidents are occurring the perpetrator does not know you have contacted the police - and are quick to act and apprehend perpetrators. The problem is most of the individuals causing problems are under the influence of drugs or alcohol, homeless, or have numerous run ins with the law. Thus, a police presence does not deter them from harassing or assaulting individuals on the trains or at stations. They just get in trouble and keep coming back because they do not have anywhere else to go and nothing deterring them from being on the trains or busses. I will note the busses tend to be safer as the driver acts as a deterrent. Maybe if you had transit police on every train, or put in a barrier which prevents these individuals from being on the train. This would be the only way to start fixing these problems.	6/28/2021 11:21 PM
88	Just do	6/28/2021 11:17 PM
89	At least while they are present, you don't have to worry about being harassed by other riders	6/28/2021 10:58 PM
90	Regardless of all these dumb questions, the only reason we all don't feel safe with MTC is the thugs. The police are very helpful with the thugs!	6/28/2021 10:57 PM
91	They keep an eye on what is happening. They want to keep everyone safe.	6/28/2021 10:45 PM
92	I feel a lot safer when public transportation is monitored by transit police.	6/28/2021 10:42 PM
93	I have a deep respect for the uniform, and the dedication of the officers. More enforcement is an absolute necessity these days.	6/28/2021 10:36 PM
94	I know I have a less of a chance of being harassed I have to deal with smoking and drug use on the train.	6/28/2021 10:26 PM
95	Passengers follow the rules therefore ensuring my safety	6/28/2021 9:39 PM
96	Metro Transit Police are often too slow to respond to be effective. For example, I have reported an issue at say Central Station in St. Paul before and had it persist all the way to West Bank station without anyone intervening. Transit Police often travel in big groups and don't seem to be covering as much ground as they could be. Transit Police seem to be at touristy/airport/downtown-focused stations but never anywhere else.	6/28/2021 8:04 PM
97	Racial bias.	6/28/2021 7:18 PM
98	Other passengers didn't have a ticket, they allowed them to leave without further repercussions	6/28/2021 3:06 PM
99	Because they are unpredictable, unprofessional and unpleasant.	6/28/2021 1:16 PM
100	I am fearful of police in general.	6/28/2021 12:58 PM
101	they are approachable	6/28/2021 9:56 AM
102	They were asking for proof of payment (pre-covid). They were selectively asking for this, not asking for it multiple times to white people but they were asking for it multiple times to Black and brown people.	6/28/2021 4:16 AM
103	Because transportation cops can't enforce Bloomington Police matters like smoking in the bus shelter, having state laws enforcement is left up to the Police not transportation police. The	6/27/2021 8:35 PM

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only thing passengers have is text for safety and by the time the issue comes across their desk, the passenger got off the bus. You need cops on the bus. But that would mean that you would have to actually get approved by metro council which never rides the unruly lines, just express and downtown, I have never witnessed a transit cop on a 515, 5, 6, they monitor for everything but never seen them ride the actual bus, just having a cop on a bus is enough to intimidate.

104	In a recent experience on the Blue Line, Metro Transit Police Department officers who came aboard at Lake Street northbound harassed a (likely) homeless passenger, one of them saying "You should get up and move around, the weather's too nice for you to be in here." I have previously observed conduct like this. I have also seen unmasked officers or ones wearing "thin blue line" neck gaiters. It makes me feel unsafe because it targets and endangers vulnerable people, and that last bit makes me feel unsafe because thin blue line is a literal cult of authoritarian worship who believe police should be above the law. I feel that other trained professionals should respond to disturbances and other issues and these people, our neighbors, should be offered resources instead of being criminalized. What also makes me feel unsafe is when Homeland Security patrols paired with Metro Transit officers board transit, especially when, and it is usually, involved with enforcing immigration law. Deporting and incarcerating my neighbors makes me feel unsafe. *Public* transit should be free, a common good, and so I agree with efforts to change fare evasion to a petty misdemeanor like a parking ticket or frankly abolishing the fare evasion statute. Because, again, the status quo puts me into direct or indirect experiences with Metro Police officers, which makes me feel unsafe.	6/26/2021 3:17 AM
105	They were just checking for activated, valid transit passes. They were respectful and neutral.	6/25/2021 9:35 PM
106	Because they escalate every situation till they can arrest someone	6/25/2021 6:27 PM
107	They normally just like to check tickets which I always have.	6/25/2021 3:55 PM
108	The police presence on the trains and near downtown bus stops help ensure that the laws will be followed as well as Metro Transit procedures. The visible police presence does, in my experience, deter criminal behavior.	6/25/2021 2:11 PM
109	All they did was check fares when they could be doing something useful elsewhere.	6/25/2021 2:10 PM
110	they have guns and are often rude and arrogant	6/25/2021 2:04 PM
111	They checked my fare, which I appreciated. Without cops I feel almost constantly vulnerable, not so often to violent crime but to loud cursing, impolite talk and actions, people getting away with behavior that shouldn't be tolerated in a public place,	6/25/2021 1:16 PM
112	I've never seen a police officer on the trains or platforms or buses. Are there really police in these areas? I am reading the questions below and am offended by the tone and content of the questions. Minnesota has turned into a not very nice place to live. The police are doing their best to keep the community safe. Ever since last May the police have been ridiculed for doing their job and protecting the community from drug dealers and violent criminals. If we want safe transit and streets and communities, then the increase in the crime rate needs to be addressed. If the Mayors of St. Paul and the City Councils of Minneapolis and Brooklyn Center and Michael Elliot are going to run the police departments and defund them, they will get exactly what is happening....streets shut down in communities and shootings and the rise in crime. Minnesota has lost its moral compass. Government in Minnesota has lost its mind.	6/25/2021 11:57 AM
113	I know the police are monitoring the area and will keep us safe from unruly passengers.	6/25/2021 11:03 AM
114	officer presence meant more vulnerable people (and I am older) felt less intimidated by poor behavior.	6/25/2021 10:38 AM
115	Because they have authority to enforce social norms, either informally or formally.	6/25/2021 10:37 AM
116	They were able to diffuse a difficult situation on more than one occasion and I felt they were concerned about my safety.	6/24/2021 3:40 PM
117	I have been on buses and the light rail many times when they were conducting fare checks and only checked Black and brown riders. Like literally only pulling aside Black and brown people getting on, not the white people.	6/23/2021 3:11 PM
118	They showed up after the incident and did not accomplish anything	6/22/2021 12:54 PM
119	Transit police were aggressive	6/17/2021 5:47 PM

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120	One time on the light rail there were two passengers fighting. I saw one take out a knife. I texted the number for safety. A transit cop came on and literally just got on and asked "we heard someone had a knife" — what would that do ? They need to focus on prevention which it seems like they are not prioritizing.	6/17/2021 5:06 PM
121	I have listen mtp be provocative with youth causing rage and harm	6/17/2021 9:39 AM
122	I generally don't trust the police. I don't feel I can always rely on them to look out for me or anyone else--especially people of color.	6/16/2021 11:44 PM
123	I used the text function to report a passenger with a knife on the train and Transit Police acted quickly and no one was hurt.	6/15/2021 5:29 PM
124	They were clearly targeting / harassing BIPOC unfairly, which was stressful to my fellow riders, and after the police left the metrotransit vehicle vehicle felt unsettled and on edge	6/15/2021 9:46 AM
125	Transit police are almost never where you really need them and usually only seem to be surveilling people of color, when it's just as many white people who cause problems.	6/14/2021 7:35 PM
126	Know they are doing sweeps so monitoring or quick to arrive	6/12/2021 11:33 AM
127	their competence and professionalism.	6/11/2021 5:55 PM
128	Metro Transit Police are needed to deal with all of the violence, drug use, and other illegal activities happening on trains	6/11/2021 5:48 PM
129	My experience has mostly been with police checking ticket fares. It seems like a negative way of targeting low-income riders for a petty crime.	6/11/2021 12:54 PM
130	They made me afraid	6/10/2021 7:07 PM
131	Some level of in-person monitoring with people of authority in how this system runs in needed. They were non-threaten, just asked me to put a mask on, I had just thought the repeal of the mandate applied to transit as well, they understood. I complied.	6/9/2021 9:30 PM
132	Generally, the only experience with MTPD is in the form of fare checks, which doesn't make me feel safer.	6/9/2021 2:30 PM
133	i THINK THEY KNOW ME.	6/8/2021 10:47 PM
134	Interactions have just been checking fares, which is a neutral situation for me	6/8/2021 4:52 PM
135	The police were there when the incident happened	6/8/2021 4:30 PM
136	Just harassing people about paying their fares or not	6/8/2021 8:01 AM
137	Police do not make me feel safer. I do think there are ways improve behavior on the train with some sort of monitoring. Learning from systems that are more successful is key.	6/8/2021 6:43 AM
138	N/a	6/7/2021 11:00 PM
139	I don't feel safer around people carrying guns, even if they are police. I would prefer things like fare checks be done by unarmed transit ambassadors.	6/7/2021 7:27 PM
140	Police were there to check tickets and really didn't say much.	6/7/2021 4:47 PM
141	they've checked my ticket - doesn't really make me less or more safe	6/7/2021 3:37 PM
142	They seem like glorified fare checkers who I've seen skip past white folks to check the tickets of minorities. I've also seen four cops dealing with a 12 year old - that seems unnecessary at best and dangerous at worst.	6/7/2021 7:28 AM
143	I like it when they check my pass to see if it valid. I feel that this shows a sense of "we are paying attention" to what is happening on the train.	6/6/2021 7:38 PM
144	They were straight forward and explained what they were doing in a friendly manner	6/6/2021 7:14 PM
145	Too many homeless, mentally ill, or addicted people, especially men, ride the trains and they don't know how to behave civilly, especially toward an unaccompanied woman. I do not have to talk to these men, but they will make comments to me and expect me to talk to them, and they get angry when I won't, and then they start talking about race, like I'm a racist because I don't want to talk to them.	6/6/2021 1:42 PM

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146	As a white woman, police generally treat me well. However, I have seen them treating other passengers less respectfully, particularly homeless, mentally ill, and BIPOC people.	6/6/2021 10:20 AM
147	They were just checking tickets.	6/6/2021 10:19 AM
148	they prevent black people from threatenf white people	6/6/2021 9:22 AM
149	Most people are less likely to have bad behavior while they are present. I have seen them positively deal with persons behaving inappropriately. I have also seen them deal with a medical situation with a positive result.	6/5/2021 9:34 PM
150	Police for the most part enforce rules on light rail that otherwise have not been followed.	6/5/2021 8:15 PM
151	I do appreciate on the A line when tickets are checked.	6/5/2021 7:38 PM
152	When I last interacted with Metro Transit police, they parked their cars on the sidewalk to get coffee at Caribou near Target Station, and I was forced to walk into the busy roadway because the police vehicle was blocking the sidewalk. Metro Transit police were sitting at the table drinking coffee and not responding to an emergency.	6/4/2021 7:36 PM
153	It didn't affect me either way. They asked to see my GoTo card as proof of payment, and I showed it to them.	6/4/2021 5:02 PM
154	The police were just checking to make sure people paid their fares. I don't fear people who are looking for a free ride, although I like the idea that I wasn't a chump for paying the fare.	6/4/2021 2:59 PM
155	I'm a White person and know that on occasion that affects how I'm treated.	6/4/2021 1:05 PM
156	They are a presence that is actually empowered to help deal with problems without having to fear of being assaulted, unlike drivers.	6/4/2021 12:50 PM
157	ACAB	6/4/2021 9:45 AM
158	I trust them to prevent crimes and harassment	6/4/2021 6:35 AM
159	I know when there's an officer in the train car, someone isn't going to hassle me ...but often the officers are just there checking tickets and then leave.	6/4/2021 3:04 AM
160	Police are aware of the issues but are negatively impacted from Community Org such as BLM.Blacks commit most of the crime why is this a racial profiling?	6/3/2021 11:49 PM
161	I mean, they just check my card because I'm white, but if they knew that I was disabled, they'd be asshole nightmares	6/3/2021 9:59 PM
162	They were doing their job	6/3/2021 4:02 PM
163	I have only felt weird pressure from cops at transit stations. There is a lot of classism and racism in how they speak to passengers. People should not be made to feel second class by those recreationally abusing power.	6/3/2021 3:45 PM
164	Their guns, their overall manner, and their presence can tend to agitate me and other passengers	6/3/2021 3:05 PM
165	Decisive actions, serious demeanor.	6/3/2021 2:51 PM
166	they have assisted me with threatening riders	6/3/2021 8:35 AM
167	I met a MTP a number of years ago. I felt safer because they were moving homeless people and gang looking people off the train.	6/2/2021 10:28 PM
168	Police presence while checking tickets seemed to discourage some of the bad behavior I saw while riding the lightrail	6/2/2021 10:10 PM
169	Their presence and enforcement prevents attacks and robbery	6/2/2021 9:42 PM
170	About ten years ago during a ticket check I encountered racial profiling (not me, a fellow passenger). In recent years that has not happened again. Some MTP are more professional than others.	6/2/2021 9:27 PM
171	Checking tickets are a must.	6/2/2021 8:43 PM
172	They are more interested in intimidating people than solving any situation, whether it's fare	6/2/2021 7:44 PM

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enforcement or harassing people of color crossing the street. I've offered to pay the fare for someone who didn't have proof of payment on rail and been told I was making it worse. Really? It was just \$2. Pay the fare for the person and move on. I've also just been told by a friend of transit police harassing a Somali person crossing the street. That had nothing to do with transit, just harassing intimidation. They need to go just like MPD needs to be dismantled.

173	b/c I know that how they treat me is entirely dependent on where I interact with them. on the U's campus I am treated much better than when I am in my own neighborhood.	6/2/2021 6:33 PM
174	The only time was exiting at the stadium.	6/2/2021 5:34 PM
175	People who cause problems on transit leave when they see police	6/2/2021 4:11 PM
176	Armed officers are inherently dangerous to passengers, esp passengers of color	6/2/2021 2:42 PM
177	I have only seen them check for proof of payment. They have not been there to intervene in actual dangerous situations.	6/2/2021 2:33 PM
178	They were rude and treated me like a criminal	6/2/2021 12:38 PM
179	Police presence just seems like it adds the potential for conflict/confrontation without actually acting as a deterrent to antisocial behavior (smoking, harassment, etc.). Adding guns to a situation never seems like a good idea.	6/2/2021 10:25 AM
180	Metro Transit police don't seem interested in getting their "boots on the ground" and talking and walking with community members. walk around at the stations and bus stops, ride a bus or train more frequently. When we see officers engaging in positive ways and interacting with people it sets a more positive tone. Only jumping in when there are emergencies to complete paperwork isn't helpful or proactive.	6/2/2021 10:18 AM
181	I texted Metro Transit Police one time when people were smoking and misbehaving on the Green Line and they were unable to respond quickly.	6/2/2021 10:09 AM
182	My father was assaulted at a bus stop, metro transit was across the street. Their response was lukewarm	6/2/2021 9:51 AM
183	They may intervene when laws are broken, as they are on every trip I take for 15 months	6/2/2021 8:50 AM
184	Because I am a white man and police treat me fine. I don't want to advocate for a system that makes BIPOC folks both uncomfortable and in danger.	6/2/2021 8:30 AM
185	They are professionals and are charged with making sure everyone is adhering to the social contract we agree to by getting on transit.	6/2/2021 8:23 AM
186	My last encounter with an officer was a ticket check as I stepped on a train at a soccer game. He was clearly surprised to find that I had a ticket.	6/2/2021 8:15 AM
187	Police I encounter are intimidating, rude, hostile, make fun of people in crisis, threaten people and me for asking questions, and carry guns--which if ever used would kill or wound innocent bystanders because of the close ness of everyone on the train	6/2/2021 8:06 AM
188	The Metro Transit Police were checking that fares had been paid.	6/2/2021 1:46 AM
189	I've seen them bother people baselessly but I've never seen them enforce actual infractions	6/1/2021 9:48 PM
190	They are there to help diffuse situations and make it a better riding experience for the masses.	6/1/2021 9:47 PM
191	For 10 years, I have never seen Metro Transit Police present. And I pass the Uptown Transit Station nearly every day.	6/1/2021 8:48 PM
192	Most of the issues seem to be related to people who behave when authorities are around. However, I have been on trains where the Transit police walked right by people who were making me feel uncomfortable.	6/1/2021 8:28 PM
193	No history of seeing metro transit police on board.	6/1/2021 7:46 PM
194	Professional and courteous, took a report from me where I was a victim.	6/1/2021 6:55 PM
195	They are a deterrent to criminals.	6/1/2021 6:31 PM
196	In so far I can tell they don't do anything. I've seen them board the train and just stand there. Likewise, I've seen them literally sitting on their cell phones on the A line not doing anything.	6/1/2021 6:20 PM

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197	I was assaulted on the train. The assailant was caught and then released right away.	6/1/2021 6:13 PM
198	I have been checked for a ticket on light rail. Both times, I was approached and checked and the officers then moved on to what were seemingly their real targets (young Black men in groups). I felt as if I was used as a decoy--they checked the old white lady, so they could move on to more stereotypical offenders.	6/1/2021 6:12 PM
199	Metro Transit Police have only punitive interactions with riders. All I have ever seen them do is check fares and wake up people who are sleeping.	6/1/2021 5:44 PM
200	Transit police in my experience are more concerned with no tickets than crime	6/1/2021 5:37 PM
201	they just checked my ride card, nothing else	6/1/2021 5:09 PM
202	mostly i see transit police harrassing homeless people and BIPOC people, white people totally get a pass	6/1/2021 5:09 PM
203	As a person of color, particularly with the cities history of race relations, the presence of police make me feel less safe.	6/1/2021 4:35 PM
204	That there is always a possibility of a metro police on a train I think has a benefit	6/1/2021 4:31 PM
205	Very polite officers	6/1/2021 4:10 PM
206	Sometimes they sound mean when they are addressing passengers.	6/1/2021 4:08 PM
207	While I find them annoying when doing fare enforcement, no one smokes on the train in their presence and no one calls me a favor in their presence, so I guess it's better with them.	6/1/2021 4:00 PM
208	Whenever I have to interact with the police I worry that because of my race or my queerness, they will discriminate against me. I fear for my well-being and safety. I also worry about the safety of the other people of color on the bus or train.	6/1/2021 4:00 PM
209	A passenger was bothering us, Metro Transit Police were in ears ring. They were advised of the problem & told the passenger to go to the back of the car. Police got off & the guy followed up to our jobs.	6/1/2021 3:35 PM
210	I was having my photo taken for an article in a magazine and the police showed up immediately to tell us to stop and leave. On the other hand, I have seen that no police show up when a fist fight breaks out or drunk people urinate on the bus in front of children.	6/1/2021 3:30 PM
211	I believe that checking fares on trains helps to keep riff raff to a minimum.	6/1/2021 3:28 PM
212	When riding the light rail, I would regularly text about issues occurring. The person texting me back would sometimes mention that they would be able to address the issue at such-and-such a stop, so at least I felt the issue was being addressed in a timely fashion. Didn't help me much as I would usually be leaving the train before the police could address the issue.	6/1/2021 3:17 PM
213	The police unnecessarily bring guns onto the bus and put people's live at risk.	6/1/2021 3:02 PM
214	My experience is thru work, not riding transit.	6/1/2021 2:57 PM
215	Their presence is valued. I especially feel safe when I see them at LRT stations	6/1/2021 2:34 PM
216	Metro transit police checked my train ticket one time. I showed them my metropass and they went on their way. It was a normal experience for me, neither good or bad.	6/1/2021 2:33 PM
217	they act as bulllys	6/1/2021 2:30 PM
218	Fare checking should not be done by armed police officers.	6/1/2021 2:28 PM
219	Police officers are a racist, violent, and extreme response to the problems of transit, and can easily ignore important problems while targeting innocent riders.	6/1/2021 2:25 PM
220	they were just checking tickets - didn't impact my personal feeling of security at all	6/1/2021 2:18 PM
221	The presence of authority deters negative behavior	6/1/2021 2:18 PM
222	I've witnessed police profiling riders when checking fares. Police often do not properly check fares much less enforce them.	6/1/2021 2:15 PM
223	I have mixed feelings. I mostly see them ignore bad behavior/don't do anything. It's been a few	6/1/2021 2:03 PM

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years since I've seen them doing fare enforcement on a train I've been on. I have seen maskless customers and people smoking right in front of them and they ignore it. Since a lot of the problem riders are youth and/or black I don't think the police are the right people to fix the problem anyways.

224	I think they restrain the behavior of other passengers, loud and obnoxious passengers (probably drunk) in my experience.	6/1/2021 1:57 PM
225	Knowing that Metro Transit Police is present is comforting in case there are emergencies.	6/1/2021 1:56 PM
226	They did their job just fine, but I get nervous around police.	6/1/2021 1:56 PM
227	I've only interacted with them when they were checking tickets but they are always rude! Very different from other Metro Transit employees.	6/1/2021 1:40 PM
228	They acted very professional and provided a sense of safety.	6/1/2021 1:35 PM
229	It's nice to have their presence as a preventative	6/1/2021 1:33 PM
230	They are there to keep everyone safe	6/1/2021 1:29 PM
231	I have had both positive and negative experiences with police on board the trains. Usually they are a friendly and helpful presence, but sometimes they make me feel unsafe and afraid for the wellbeing of other passengers. For example, I've observed them treat homeless people in an undignified manner, making them kneel or lie prone for unnecessarily extended periods of time. This makes me feel unsafe and vulnerable seeing people who are supposed to keep the community safe treating others inhumanely.	6/1/2021 1:28 PM
232	Unruly passengers misbehaving less and it makes them think about it.	6/1/2021 1:28 PM
233	My contact was a complaint submitted to the metro transit website describing the 2 criminals who stalked me from bus to bus stop to bus stop to bus, asking the police to pull the video and keep an eye out for criminals targeting seniors. As I mentioned, armed metro transit police in combat or riot gear is not necessary when checking whether people have paid their fare or not.	6/1/2021 1:25 PM
234	Bad behavior appears to be eliminated, when uniformed officers are on the train. Once the officers leave the train car, the bad behavior returns.	6/1/2021 1:24 PM
235	Metro Police checked my ticket on the light rail one time. It didn't impact my safety.	6/1/2021 1:22 PM
236	Cops answered my questions respectfully.	6/1/2021 1:20 PM
237	It was just for fare collection enforcement and I had a paid ticket that they just checked and moved on.	6/1/2021 1:14 PM
238	Criminals are less likely to rob or hurt someone if a police officer is in the area.	6/1/2021 1:14 PM
239	I don't really advocate for more policing but they seem to be the only people allowed to take care of situations that range from a mild nuisance (smoking on train) to legitimate problems like people fighting or harassing passengers. So in that way I have some confidence that when they're around at least someone can attempt to control the situation.	6/1/2021 1:13 PM
240	I reported sexual harassment at a bus stop and never heard anything back.	6/1/2021 1:05 PM
241	They behaved very respectfully.	6/1/2021 1:03 PM
242	Metro Police seemed focused on safety and adaptive to the situation.	6/1/2021 1:01 PM
243	The metro transit police are more likely to be POC, the transit police have a descent history with community, they have a different union, I know they worked hard to integrate under Chief Harrington.	6/1/2021 12:59 PM
244	I always try to interact with the Officers when possible, and have always found them super friendly and helpful.	6/1/2021 12:59 PM
245	In checking my fare, it showed they cared about paying customers.	6/1/2021 12:55 PM
246	The endless people who loiter at train platforms begging for money, using drugs, selling drugs, drinking, sexually harassing people and plain harassing people is out of control. Police presence keeps these illegal activities at bay.	6/1/2021 12:51 PM

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247	If something happens it is recorded.	6/1/2021 12:50 PM
248	They listened to me.	6/1/2021 12:49 PM
249	The Transit Police are very professional and friendly.	6/1/2021 12:47 PM
250	The are not friendly and are power tripping, the guns are not necessary	6/1/2021 12:43 PM
251	Interaction involved not paying fare on LRT.	6/1/2021 12:40 PM
252	They can handle or remove individuals who are creating an unsafe environment.	6/1/2021 12:38 PM
253	If there is nobody breaking the law, the police will find someone to focus on and harass. That is what they are trained to do.	6/1/2021 12:33 PM
254	They are available should there be an issue	6/1/2021 12:33 PM
255	Some behaviors may not be noticed or acted upon by Metro Transit Police.	6/1/2021 12:28 PM
256	There wasn't much drama when the transit police were present	6/1/2021 12:26 PM
257	I have called in because of problems. Drugs and sex and confrontations. I called because two people were having sex under a blanket behind my seat. The police boarded the train and tapped the blanket and asked if they were ok. The guy said I'm trying to sleep. The cop said ok and left never looked under the blanket. Nice. Two lesbians were fondling each other and I looked over at them and one said I know you want some of this and giggled her breasts at me. Again nice. I have observed drugs being used and bought and sold.	6/1/2021 12:24 PM
258	They were responsive	6/1/2021 12:23 PM
259	I found the Metro Transit Police to be helpful	6/1/2021 12:22 PM
260	Because the officers do not correct illegal behavior on the trains. For example, I have seen people use illegal drugs when the officers on the train. The officers also don't stop people from playing loud music or otherwise behaving in an unruly manner. The police seem afraid of the passengers breaking the law. Also, when the cops leave the train the illegal behavior continues immediately (i.e. playing loud music and smoking)	6/1/2021 12:17 PM
261	I would prefer a different presence than police, but until then, their presence deters harassment and other unsafe and undesirable behavior. I would prefer transit ambassadors or agents or other official presence.	6/1/2021 12:14 PM
262	Someone is minding the store	6/1/2021 12:13 PM
263	Police radiate authority and are respectful of all riders.	6/1/2021 12:09 PM
264	MPD seems to be interested in racially biased fare collection offenses (they've never givdn me a ticket in the few times I've forgotten to swipe my GTC) and harassing the homeless, not my safety. I've never seen an MPD officer stop sexual harassment on a vehicle. That's the only time I've felt unsafe on transit.	6/1/2021 12:07 PM
265	My direct experience of Metro Transit Police has been being asked to show my transit pass on BRT/LRT. I have a monthly pass so these are not stressful encounters for me.	6/1/2021 12:06 PM
266	I've only interacted with them when they've been checking tickets on the green line.	6/1/2021 12:05 PM
267	I have never had an encounter with the metro transit police	6/1/2021 12:05 PM
268	They only asked to see my ticket and no one else's. I was the only black person on the train	6/1/2021 12:04 PM
269	Metro Transit police were able to handle a passenger that would not listen to other riders	6/1/2021 12:01 PM
270	Because people are more hesitant to act out in a negative presence when the police are around.	6/1/2021 11:59 AM
271	they seem to tame down the wild!	6/1/2021 11:58 AM
272	Police do not keep me safe	6/1/2021 11:57 AM
273	While I have not had experience with transit police beyond ticket checks, I've seen police respond with hostility to comments or questions from other passengers that were not posing safety threats.	6/1/2021 11:57 AM

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274	Officers have always been pleasant to interact with whether checking light rail fares or just riding along.	6/1/2021 11:55 AM
275	I have had my fare physically checked. I have seen metro transit police answer a call for help due to school girls fighting on a platform. I have seen very quick response by metro transit to an emergency call for help with a child in a medical emergency.	6/1/2021 11:55 AM
276	I have had direct experience when they checked my ticket. They were cordial. Another time I was with my boyfriend when he had to call in some people that were causing problems on the train. We met the police on the platform. They were very nice and listened to us even though the people that were causing the issue had disappeared.	5/31/2021 7:59 PM
277	More concerned about fares than safety	5/31/2021 9:39 AM
278	Since March 2020, I saw police on the trains about 5 times. This is not enough at all. Especially, smoking now is the default. In this time of pandemic, the behavior of people is getting aggressive. We witness epidemic of gun violence nationwide. It is really scary especially when I have children. During 20 years, I had 5 direct encounters when I felt that my life or my family was in danger. I reported three to the police/metro-transit. I did not know the results of their investigation if any was done. In another incident, I noticed that someone left backpack close to our seats. We sent a text to the police. Their response is to give it to the driver...until someone entered the train and took it on her way out. As long as you installed new cameras with live broadcast, try to monitor the trains in an educated random choice.....I know you have still limited persons who are in charge. Because I have tablet not phone, please offer telegram or whatsapp where you can receive tips while the person on the train. Improve the free Wifi on the train and make it more reliable so we can use it to access the train to send you tips by even the metrotransit app.	5/31/2021 1:16 AM
279	The Thin Blue Line of the police is the only thing standing between us and murderers, robbers, juvenile delinquents, druggies, gangsters, perverts, psychopaths, psychotics, and rapists.	5/30/2021 7:37 PM
280	I have been treated extremely well and have had problems solved by them. The problem is that there is not enough of a police presence, especially on the trains.	5/30/2021 7:17 PM
281	They are always polite. I was going home from a doctors appointment (my nose was bandaged) and the transit officer was concerned about it. (He must have thought I was coming home from the ER.)	5/30/2021 2:19 PM
282	Authurty	5/29/2021 6:23 PM
283	It's nice to have someone there who is watching out and aware of what's going on. At the same time, I worry about police escalating situations potentially.	5/28/2021 4:14 PM
284	Transit Police can control the wildness of the train. They monitor riders behavior. When there is no police present, there is a lot of shouting and worse behavior.	5/28/2021 9:28 AM
285	The transit police I have encountered while checking for fares are not friendly and don't acknowledge anyone's humanity. A tough job but being kinder will all take us a long ways.	5/28/2021 9:03 AM
286	When those uniforms are there - actually physically present - I feel like help would be immediate. Cameras are too late. Call buttons are too late. The text number to report violent activity is fussy and, again, too late.	5/28/2021 8:45 AM
287	sitting in the squads is not be engaged	5/28/2021 8:18 AM
288	I feel insulted when the police ask for my proof that I bought a ticket. Stop spending time on the innocent riders and more time with the jerks. Doesn't seem like a wise use of the police force, having them check peoples bus passes. The police overlook the homeless on the train, yet they pick on the working class!	5/27/2021 7:42 PM
289	People are more likely to check their behavior when police are present.	5/27/2021 7:15 PM
290	I was assaulted on the train near mall of America and transit police, mall security, and Bloomington police all responded and apprehended the person who assaulted me when the train stopped at the mall.	5/27/2021 6:57 PM
291	They can stop harassment	5/27/2021 6:10 PM
292	I got chewed out by transit police for accidentally walking in an area of the light rail that was too close to the tracks while I was trying to get to a station. The two metro police guys on the	5/27/2021 5:45 PM

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platform were aggressive and yelled at me. They approached me as someone doing something wrong rather than approaching me as someone who had made a mistake and was confused about where I was supposed to be. I tried to get on the train when it arrived but they told me I had to stay on the platform, at which point they lectured me on how I'd endangered people. I played nice, apologized profusely, agreed that I'd been stupid and they let me on the next train. (I'm a 50-year-old white woman). On the one hand, I'm glad they're around watching out for folks, on the other hand, they should tone it down.

293	They gave guns. Racism is rampant inside police departments. It is.	5/27/2021 5:23 PM
294	I worried they're going to start shit or hurt somebody else.	5/27/2021 5:11 PM
295	Police do not listen to my perspectives. They escalate conflict with passengers to shouting and physical confrontations. I feel less safe when I see transit police.	5/27/2021 4:54 PM
296	They came aboard the train and escorted someone off who was being boisterous and unruly.	5/27/2021 4:53 PM
297	Without the threat of authority, certain groups disregard the law.	5/27/2021 4:15 PM
298	The police are a negative presence and harm our community members, especially community members of color. They have no place roaming around on transit checking fares and harassing homeless folks who have nowhere else to go! They are not members of our communities and don't stop actual crime. Cameras are good because there will always be records of any crime, and they can be a deterrent.	5/27/2021 4:10 PM
299	Why are people that have proven themselves to be up to no good be allowed to loiter on the trains and platforms prohibiting safety concerned law abiding citizens from riding.	5/27/2021 3:31 PM
300	They were checking fares. Having stated that, I would feel just as reassured if Inspectors, not Police, were checking fares, as is done everywhere else in the world.	5/27/2021 3:30 PM
301	When law enforcement is on the premises, criminals and bad behavior diminish.	5/27/2021 3:13 PM
302	My experience was only fare checks.	5/27/2021 3:02 PM
303	Too many "dirt bags" on the trains and buses	5/27/2021 2:58 PM
304	They were on a train to scan bus cards. Nothing else happened	5/27/2021 2:51 PM
305	I always thanks police for being on the bus i ride. LOVE IT.	5/27/2021 2:29 PM
306	i feel they are watching out for us on board the trains.	5/27/2021 2:26 PM
307	They stop bad behavior.	5/27/2021 2:08 PM
308	They were very nice and were there to help people.	5/27/2021 2:08 PM
309	My only interactions with Metro transit police have been to ask for directions.	5/27/2021 2:07 PM
310	they are responsive, handle situations and assure those around them that it is safe	5/27/2021 2:00 PM
311	They took time to understand my concerns and attempted to resolve the issue.	5/27/2021 1:56 PM
312	Because they can enforce the rules.	5/27/2021 1:31 PM
313	They were courteous and nonthreatening.	5/27/2021 1:14 PM
314	I don't think they should carry guns	5/27/2021 12:54 PM
315	It made me very anxious rather than making me feel comforted	5/27/2021 12:39 PM
316	They are looking out for riders!	5/27/2021 11:13 AM
317	I want them to enforce fares often!!	5/27/2021 10:14 AM
318	Only cause people are human beings. Categorizing folk limits view points. Remember we all play a part in safety. Laws are placed, similarly to rules, to be followed.	5/27/2021 9:52 AM
319	My experience with Metro Transit police mostly involves walking out into the street because they've parked squad cars blocking the sidewalk downtown.	5/27/2021 8:37 AM
320	Because they were able to stop a homeless man from bothering riders	5/27/2021 6:54 AM

Metro Transit community safety

321	Checking for payment on green line, end of line clearing the train of all passengers (homeless). Their presence means they will be between me and any trouble.	5/27/2021 6:42 AM
322	Other than seeing MTP interact with other passengers, the only time I have interacted with them is when they're checking tickets on trains/platforms. It always makes me nervous even though I know I've paid the fare.	5/26/2021 7:46 PM
323	They handled a situation with a mentally disturbed and/or super high person that was acting violently toward others.	5/26/2021 4:25 PM
324	Their presence helps in reducing activity that generally creates a sense of concern for most law abiding people.	5/26/2021 2:29 PM
325	They're not here to keep people safe, just check tickets. It's stressful, especially if you're financially struggling and can't get a ticket that month.	5/26/2021 12:19 AM
326	Only experience was checking pass on LRT trains	5/25/2021 10:20 PM
327	I was passing by when there was a physical altercation between two white people, but I did not necessarily feel threatened initially nor safer by calling metro police.	5/25/2021 8:02 PM
328	The mood on the train or bus shifts and passengers are put on the defensive because they're riding transit. Feels less welcoming and like something could get inflamed and that feels scary in a confined space.	5/25/2021 5:56 PM
329	MTPD by and large aren't looking for issues or escalation, though they do tend to be a bit cold.	5/25/2021 4:20 PM
330	They have the authority to arrest & ticket those that don't obey the rules and/or the law. Also, they have guns.	5/25/2021 4:20 PM
331	Confrontations between riders and the police make me feel upset and concerned for the persons being removed.	5/25/2021 3:24 PM
332	On light rail, their presence provides a sense of authority.	5/25/2021 2:17 PM
333	They have always been polite to me (and I have always purchased my fare).	5/25/2021 9:43 AM
334	Because they are there to protect riders	5/25/2021 7:39 AM
335	I've had my fare checked by police many times. I've never been made to feel unsafe, but I've also never felt more safe just because they were there.	5/25/2021 7:29 AM
336	Police escalate situations and choose how they act towards riders based on stereotypes, while I am usually not afraid for my personal safety because of police I am afraid for the safety of other riders.	5/25/2021 5:53 AM
337	In the 15 years I have been riding transit I have only directly interacted with MTPD twice, and both times for fare checks. Both of those experiences had marginal improvements on my perception of the safety of the system, at least for those trips. However, on virtually every other trip I have taken, I have either seen MTPD either standing idly on the side of the platform doing nothing or I have not seen them at all. This tells other passengers that the rules don't matter and that they can get away with whatever they want, which makes me feel less safe on the system.	5/25/2021 12:03 AM
338	Make bus or train more safer and no drama or smoking in train That's why need police in train	5/24/2021 12:36 PM
339	Most of my interaction has been with officers who've parked vehicles blocking a sidewalk that I need to use with mobility aids. Forcing me into the road does NOT improve my safety.	5/24/2021 11:31 AM
340	I see police target people of color in fare enforcement, and treat them negatively compared to white customers. Police also often park illegally on the sidewalk, making it hard to pass and using that to intimidate riders. When I have complained to Metro Transit about this, the police replied with an angry tirade about how dare I question their authority. It seems like they don't respect transit riders, and don't care about our safety, just being a bully.	5/24/2021 10:10 AM
341	Most of my experience is with fare checks and it's very neutral	5/24/2021 8:12 AM
342	Q	5/22/2021 9:23 PM
343	I have witnessed them harassing riders, escalating situations in a way that feels unsafe, threatening to use their weapons	5/22/2021 10:47 AM

Metro Transit community safety

344	Every encounter I've had with them (checking my fare, answering and responding to text inquiries) have been pleasant. I appreciate all of them! I know that they don't hear that enough.	5/21/2021 6:24 PM
345	Because they can intervene if necessary. I don't have to fend for myself.	5/21/2021 4:01 PM
346	Because they are enforcing crimes and deterring crime	5/21/2021 12:29 PM
347	It was an innocuous fare check.	5/21/2021 10:44 AM
348	Once a metro transit police threatened me with his hand on a gun when I offered a sleeping man a dollar after the cop mockingly told him If he could just pay his fare now (on the train) he wouldn't arrest him. Another time I was sexually assaulted on a bus on camera and metro transit refused to help. They are dangerous. They reduce safety.	5/20/2021 10:34 PM
349	Because other passengers are less likely to be aggressive towards their fellow passengers in the presence of Metro Transit Police.	5/20/2021 7:44 PM
350	They don't seem to see/assist with riders who are causing trouble and mainly seem to harass those who maybe didn't pay, which doesn't often overlap with those who make me feel unsafe.	5/20/2021 7:26 PM
351	I can't handle abuse by myself, I have called the police and seen them take passengers off before	5/20/2021 7:25 AM
352	I have only seen transit police stop one person who didn't have a ticket. They have never done anything with the numerous other safety violations.	5/20/2021 7:15 AM
353	I feel that they listened to my concern and attended to it calmly. They did not treat me unkindly.	5/19/2021 7:26 PM
354	Most times that I use the emergency text line, the issue has not been addressed by the time I am off the train.	5/18/2021 5:11 PM
355	Prevents disturbances	5/17/2021 1:19 PM
356	In one instance they were checking fares the did not enforce the non paying passengers: seemed overly gentle. In the instance of the rape on the bus they came and collected the perpetrator.	5/16/2021 4:45 PM
357	they were professional, doing a good job	5/14/2021 1:23 PM

Q32 Sabab?
(Somali)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	lama qeexi karo	6/28/2021 5:27 AM

Q39 I have an experience with the Metro Transit Police that is not covered in the above questions.
Please share.
(English)

Answered: 126 Skipped: 751

#	RESPONSES	DATE
1	No	8/11/2021 7:05 PM
2	No	8/11/2021 6:40 PM
3	The police staff are decent, however, they are constrained by the policies of failed leadership.	8/11/2021 10:54 AM
4	No	8/1/2021 5:51 PM
5	Na	8/1/2021 12:57 PM
6	n/a	8/1/2021 12:45 PM
7	No	7/31/2021 3:19 PM
8	sometimes it feels like =they are always watching me - waiting I know they ain't going to do nothing, and I ain't done nothing, but I can always feel their eyes on me.	7/31/2021 2:19 PM
9	No	7/30/2021 6:11 PM
10	No	7/30/2021 4:16 PM
11	Seems like whenever the metro transit cops get on the train, the folks who were doing drugs or smoking or whatever step off at the same station. Feel like if we had cops on every train the bad behavior would stop.	7/1/2021 8:00 AM
12	I only talked to them after the fact, to report an incident on Green line, I did not see them out on stops or platform that day.	6/30/2021 8:16 PM
13	Where are the police they are driving around their cars and stay away from LRT	6/30/2021 10:13 AM
14	I have called the transit police multiple time only to have officers send people away instead of arresting them. The behavior then continues once they leave.	6/30/2021 6:27 AM
15	I really appreciate the officer who was at the Humphrey airport platform when we got off the train going to our car later in the evening. It made us feel a bit safer since the whole area was empty of people.	6/29/2021 4:51 PM
16	0	6/29/2021 3:22 PM
17	They're very professional, we need more of them on the light rail enforcing the law.	6/29/2021 2:08 PM
18	police are always polite and respectful fellow riders not so much	6/29/2021 1:51 PM
19	Every time I text metro transit about a drug deal, smoking/spitting on the train no officers ever arrive. Never. It's useless to report issues because they never get taken care of.	6/29/2021 1:35 PM
20	n/a	6/29/2021 12:33 PM
21	I THINK THAT METRO TRANSIT OFFICERS SHOULD LIVE IN THE COMMUNITIES THAT THEY SERVE. THIS WILL BUT DOWN ON THE NEGATIVE RACIST DRIVEN OFFICERS. I KNOW THIS FOR A FACT BECAUSE I WORKED WITH A MPLS POLICE OFFICER WHO CHANGED MY MIND ABOUT COPS. HE WAS SO COOL AND GOT ALONG WITH EVERYONE I FINALLY FOUND OUT IT WAS BECAUSE HE GREW UP IN THE COMMUNTY HE WAS SERVING. MAJOR MINDSET DIFFERENCE. I ENJOYED WORKING WITH HIM!	6/29/2021 12:23 PM
22	We Texted them for someone down unconscious in the isle of the train and they arrived along with st paul fire and assisted the party	6/29/2021 12:16 PM
23	You can report a crime. The police can actually get there and catch someone with stolen	6/29/2021 11:49 AM

Metro Transit community safety

property red handed after an assault and nobody goes to jail. Why would they stop stealing? Crimes have consequences. Please fund the police.

24	They need to be more present and active in protecting the law abiding citizens!	6/29/2021 11:28 AM
25	I have seen the Police talking to many different people. They have always seemed very respectful.	6/29/2021 9:57 AM
26	They are always polite when i see them on the trains or platforms	6/29/2021 9:21 AM
27	I called the Metro Transit Police to report something and they never came a couple of times that I called them.	6/29/2021 8:35 AM
28	When they are present, people who harass others are less likely to.	6/29/2021 8:08 AM
29	N/A	6/29/2021 7:28 AM
30	NOTHING WRONG WITH THE POLICE THEY NEED TO BE AROUND, ITS BEING DESTROYED BY CRIMINALS. I REFUSE TO SPEND MY MONEY ON YOUR SERVICE	6/29/2021 7:20 AM
31	I like how metro transit police do what they must (during daylight hours). Good star for that. But where are they when the sun goes down?	6/29/2021 2:45 AM
32	None	6/29/2021 12:40 AM
33	I again want to praise the text line. Again, I have used it numerous times. Every time I'll text what I see is happening. The train has always been stopped and locked down while they respond. And they respond promptly. The things metro transit needs to do to make specifically the train safer is proactive measures to prevent individuals who are just there to loiter or harass passengers from getting on metro transit stations or trains. The busses are better because the bus driver can tell unruly passengers to get off. But, because I will work late at night (after 6pm) most bus routes to St. Paul are not running. Thus I'll use the train.	6/28/2021 11:21 PM
34	Metro Transit police do an incredible job. Stop inferring in these biased questions that they are the problem. They are the answer.	6/28/2021 10:57 PM
35	I feel bad they have to deal with all of the drug use and urine and bowel movements. not a clean place to work. they let watch people sell and smoke marijuana on and near the train and I haven't seen anything done about it. everyone gets away with it	6/28/2021 10:45 PM
36	I have no issues with MTPD; in my interactions with them, they have always been positive. But of course, I cooperate when questioned. The same assholes that pull the same old shit every time I've seen them interacting when questioned by a LEO.. but then again, the Met Council KNOWS where the real problems originate	6/28/2021 10:36 PM
37	I have been fare inspected exactly once in the 2 years I have lived in the Twin Cities: at a Minnesota United game in 2019. Prior to the pandemic, I rode at least 4 trips a day and now I ride about 1.5 trips a day. I ride a lot and have never gotten picked out, it makes me suspect enforcement is either not occurring or disproportionately done.	6/28/2021 8:04 PM
38	I witnessed 2 white officers check the transfers of native and black passengers but not the white ones.	6/28/2021 7:18 PM
39	Sadly, I have contacted Metro Transit Police on several occasions about drug overdoses. They have handled those situations very well.	6/28/2021 6:06 PM
40	Disrespectful comments/exchanges between officers about people out of earshot.	6/28/2021 12:18 PM
41	na	6/28/2021 9:56 AM
42	Your transportation police get called for drunk and unruly passengers, but since there are not enough cops to go around, they are never on a bus when it happens they get off by the time they get to the transportation center. MORE COPS ON BUSES LESS VIOLENT BEHAVIOR	6/27/2021 8:35 PM
43	Appreciate the driver's assistance in lowering the bus so we can step off easily	6/27/2021 3:25 PM
44	N/A	6/25/2021 11:05 PM
45	Took someone off light-rail-Good.	6/25/2021 3:55 PM
46	not paying shouldn't be a criminal offence and should not cost so much.	6/25/2021 2:04 PM

Metro Transit community safety

47	Not directly with me.	6/25/2021 10:26 AM
48	We don't need officers checking fares. That should be ambassadors or other plain clothes transit staff.	6/17/2021 5:47 PM
49	One time I reported a sexual harassment over the phone to transit cops and he laughed at the situation and basically just told me "we can't be everywhere"— was very disappointing, unaffirming, bad day.	6/17/2021 5:06 PM
50	I have seen Metro Transit Police being aggressive with young black boys--pre-teens and young teens. Whatever the issue was, I feel the way the police behave just creates a sense of fear rather than being community leaders. I have seen them detain these young kids or tell them to get off the platform if they don't have tickets. There has to be a less aggressive, less hostile way of dealing with this issue so that everyone can feel safe.	6/16/2021 11:44 PM
51	They also assert dominance over people when outside of Metro Transit vehicles, for example by surveiling people walking and biking and sitting, and by storing their cars on sidewalks, but stops, and trails. They clearly think that is you are not driving, you are a threat.	6/15/2021 9:46 AM
52	i HAVE TEXTED THE EMERGENCY NUMBER BEFORE.	6/8/2021 10:47 PM
53	Whenever shit goes down on transit they are not around, but they are always around to check tickets and make people get off transit who havent paid	6/8/2021 8:01 AM
54	Police carrying a gun is a mixed message. Yes, if things really got bad they have the wherewithal to handle the situation. But it also conveys a sense that indeed riders occasionally can become very unruly.	6/6/2021 7:38 PM
55	No	6/6/2021 7:14 PM
56	I also watched the video (c. 2017?) where a Metro Transit police officer asked a woman for her "papers" on light rail as he thought she was Hispanic or potentially was here without citizenship papers? It was completely offensive and a signal of a systemic problem.	6/4/2021 7:36 PM
57	I have not seen the Metro Transit Police in about two years, even though until very recently I was riding light rail five days a week.	6/4/2021 5:02 PM
58	Unless they are riding the bus with me, all they can do is investigate an incident after everyone has been affected. What's the value in that?	6/4/2021 1:23 PM
59	The transit police have always appeared to be fair and just, but often falsely accused of the opposite simply because of their uniforms.	6/4/2021 10:25 AM
60	One negative experience was on a bus during the day. A highschool-aged kid got on and didn't quite have enough money to pay. The driver flipped out on him. Someone offered to pay the difference-- it was like 25 cents. The driver (who'd lost their mind at this point) wouldn't let the other passenger pay the difference for the kid (who may have been taking the bus to school) and called Metro Transit police who came and arrested the kid even when passengers told them that he'd really done nothing wrong. It was ridiculous. There may have been a racial element to the interaction because the driver was white and the kid was black ...or the driver and this kid have had past interactions, but he driver was definitely out of his mind and in the wrong. The police response compounded it. My friend Dana submitted a formal complaint about the driver and how the police handled stuff. Now some kid has a criminal record because he was 25 cents short on his fare.	6/4/2021 3:04 AM
61	Why are not on the trains and stations	6/3/2021 11:49 PM
62	Derogatory racist and transphobic language used by cops at multiple stations.	6/3/2021 3:45 PM
63	Not with Metro Transit Police but I have PTSD from an interaction with police and I have panic attacks when I see police. It makes it hard to interact with them which only furthers my anxiety when they pick up on it and their thought isn't that I've had bad experiences but rather that I'm like, hiding something from them. I think that's something I share with many Black and Brown folks who might intentionally avoid otherwise interacting with transit authorities. This is obviously systematic and goes beyond just what Metro Transit can do, but it is worth noting.	6/3/2021 3:05 PM
64	I have seen metro transit police arrest individuals who have physically assaulted a passenger	6/2/2021 9:42 PM
65	No	6/2/2021 8:43 PM

Metro Transit community safety

66	I did watch the chief give a talk at a Somali cultural event about 5 years ago & I was impressed with him, but the fact that native americans get arrested 4x more than the rest of us when there are way more of every other kind of people in minneapolis leaves me convinced that the racial profiling is extreme & systemic. I remain convinced that not hiring people who are trained by their main police dept (in the burbs) to deport people would probably make all of us safer on metrotransit.	6/2/2021 6:33 PM
67	I had experience with the National Guard on mobility. When the MTCO went on strike.	6/2/2021 5:34 PM
68	I had to call them when a passenger threatened me after I inadvertently made eye contact. The passenger approached me and threatened me with bodily harm before I pulled out my pepper spray and showed it to him.	6/2/2021 11:10 AM
69	Very seldom see them or anyone other than the driver on the bus or train	6/2/2021 11:01 AM
70	They have always been very professional, though I am Caucasian.	6/2/2021 10:09 AM
71	In interviewing folks along the Green Line I have heard passengers say they would prefer if cops didn't have guns on transit.	6/2/2021 8:30 AM
72	There is absolutely no excuse for transit police to carry firearms.	6/2/2021 7:33 AM
73	The amount of cops on the green line stops during soccer games is way too high.	6/1/2021 9:51 PM
74	I respect our laws enforcement and value their service.	6/1/2021 6:31 PM
75	I campaigned for Sheriff Dave Hutchinson on the basis of his work as a transit cop. He won! And since he's been sheriff, he's shown that he has no interest in the reforms he championed. This suggests to me that the transit police aren't the progressive folks I'd been given to believe.	6/1/2021 5:44 PM
76	Actually the most situations between a passenger and the metro police has been verifying that the passenger has paid and in all cases the police gave the passenger a lot of slack.	6/1/2021 4:31 PM
77	police stationed at the lake street station for long periods could at least say 'hi' to people, instead of making everyone feel like they are being watched or thinking something bad is going to happen.	6/1/2021 3:30 PM
78	N/A	6/1/2021 3:28 PM
79	I think unarmed employees could be reasonably used to check for fares paid. They could also be used to make the train or bus safer since they would be able to call the police if necessary.	6/1/2021 3:27 PM
80	I've never seen a metro transit police on a bus or train, and never had a problem. Their lack of presence was not an issue ever.	6/1/2021 2:57 PM
81	I work with MTPD officers, but not in the PD.	6/1/2021 2:57 PM
82	I have observe them being professional and always "present" while on duty	6/1/2021 2:34 PM
83	I think Metro Transit police are very professional and do a good job. They are much nicer than transit police that I use to deal with in Chicago.	6/1/2021 2:33 PM
84	At one point I needed to tell MT to do a welfare check on a man who was in some sort of health distress. I felt it needed to be done but was very concerned that he would be arrested instead of having his health checked. I wish we had a better system that wouldn't mean needing to make the calculation of whether the welfare check is worth it given the risk.	6/1/2021 2:28 PM
85	I only saw Metro Transit Police once. They chatted with the bus driver but did not interact with a passenger. They seemed friendly.	6/1/2021 2:08 PM
86	n/a	6/1/2021 1:56 PM
87	Response times by Metro Transit police have been too slow at times for dangerous experiences I have had as a rider. More officers are needed to increase response times.	6/1/2021 1:29 PM
88	Nope	6/1/2021 1:24 PM
89	I had questions about some ticketing laws, and they answered my questions.	6/1/2021 1:20 PM
90	where ARE they? I never see them	6/1/2021 1:01 PM

Metro Transit community safety

91	The Metro Transit cops that cover North Minneapolis used to always go to the farmers market and arts events and genuinely enjoyed getting to know people, and I learned that they themselves had grown up in poorer, black communities in other cities and were committed to helping communities that they identify with. I really wish the MPD and other city departments would be more like the transit police.	6/1/2021 12:59 PM
92	An incident with a gun carried by a passenger was handled by the driver and Transit Police quickly, safely and efficiently.	6/1/2021 12:47 PM
93	the harrass homeless people who obviously need help	6/1/2021 12:43 PM
94	Metro Transit Police drive like a-holes and abuse their power of authority when they do so. Always acting above the law and every interaction involved criminalizing poverty, homelessness, and addiction.	6/1/2021 12:27 PM
95	They are rarely present	6/1/2021 12:23 PM
96	I've texted Metro Transit before to ask for someone to check on riders who seem inebriated and incapacitated and possibly in need of medical assistance.	6/1/2021 12:22 PM
97	I don't understand why transit police drive separately from Mass transit. They need to be ON the buses and trains	6/1/2021 12:17 PM
98	No	6/1/2021 12:01 PM
99	Guns do not equal safety.	6/1/2021 12:00 PM
100	They make me feel unsafe. Abolish the metro transit police, it's a waste of money	6/1/2021 11:57 AM
101	As long as the people can have guns, and even concealed, the police must have guns. It is not a choice. But the police must be careful when using them especially on the trains and platforms to avoid an astray bullet. I hope that I will not witness such a situation, especially when my kids are with me. Once it happened that people were hitting each other, and got scared about my children. Some gangs members can provoke a fight to distract, then they commit another crime like stealing. It happened several times, that I suspected of coordinated distractions. Also, I suspected of using the trains for exchanging drugs. As you know, even prostitutes use trains as a platform for attracting buyers of their service.	5/31/2021 1:16 AM
102	The police and the Transit Police are a multiracial force and suffer libel and slander at the hands of communist agitators who are uniformly racist and even self-servingly so, since many of the BLM types are in it for the money, which is pouring into their organization from unwise corporations and even more unwise legislators and executive branch leaders.	5/30/2021 7:37 PM
103	A few years ago, two young men starting physically fighting. Someone pushed the emergency button. The guys got off the train at the next stop. When Metro Police arrived, they took statements from passengers.	5/28/2021 9:28 AM
104	It has been a while since I have taken transit but I would like to see more presents by transit employees and monitoring of ill behaved people.	5/28/2021 9:03 AM
105	seldom where the problems are	5/28/2021 8:18 AM
106	no	5/27/2021 7:15 PM
107	I've called Met Transit Police numerous times in the past several years about safety concerns at the bus stops in the vicinity of Franklin Nicollet. Safety has yet to improve. Even though I live a few blocks away, I won't walk through the area, or use the retail services in that area due to the problematic crowd that the 3 bus stops at this intersection attracts. And no, they are not waiting for a bus! The stops are a detriment, not an asset to the neighborhood!	5/27/2021 7:13 PM
108	NA	5/27/2021 3:30 PM
109	Watching the cops routinely harass people who are using it as a day shelter sucks a lot and makes me want to avoid the train sometimes. especially in downtown st paul.	5/27/2021 3:12 PM
110	There are so many people that just walk up and don't pay a fare. That's not OK with someone like me who pays and wants public transportation to continue.	5/27/2021 2:08 PM
111	they seem to put travelers safety first	5/27/2021 2:00 PM
112	police do not seem skilled at helping people with mental illness and those who are homeless	5/27/2021 12:54 PM

Metro Transit community safety

and this is the main threat on trains

113	The last time I rode Metro Transit was on the 515 from Southdale mall to the Mall of America. There was a gang of men on the bus that were drinking alcohol and being loud and threatening. When the bus driver told them not to drink the alcohol they told the bus driver they would kill him. They said this loudly for the whole bus to hear. When we got to the Mall of America there were no transit police. And I was very afraid.	5/27/2021 10:18 AM
114	Checking my fare	5/27/2021 10:14 AM
115	Remember when the Transit Police used to ride on buses, trail them and interacting with riders? Bring this back more consistently. Builds unity in the community.	5/27/2021 9:52 AM
116	The only things I heard about Metro Transit is the response time for the text for safety can be really slow and sometimes they don't arrive at all.	5/27/2021 8:46 AM
117	I was assaulted on a bus and metro transit police wrote up the report.	5/25/2021 4:20 PM
118	I have seen MT Police show extreme compassion to passengers in need.	5/25/2021 2:17 PM
119	I once saw police fare-check a young-looking rider who had no valid ticket. They ran her name and found out that she's been caught without fare before. Instead of ticketing or arresting her, they gave her a free ticket and let her off with a warning. It was a good interaction, and I think all interactions with police should be like that, but I know that they aren't always.	5/25/2021 7:29 AM
120	Smoking at stops and on platforms doesn't bother me. It's smoking inside vehicles that makes me feel less safe--both from an indoor air quality perspective, and from the fact that a rider is so clearly violating the code of conduct that Metro Transit posts. MTPD officers I observe most often just talk to each other and don't engage with people.	5/24/2021 12:31 PM
121	I have reported another passenger for harassment, but when the control center asked if I wanted to file a police report, I said no. I don't trust the police not to hurt or kill someone when approaching them. Even though that person was threatening to me and made me uncomfortable, I don't want to be the cause of their death at the hands of police officers.	5/24/2021 10:10 AM
122	I reported being groped by another passenger to Metro Transit Police and it honestly made the whole experience a lot worse. It seemed like the officer who followed up was skeptical, reviewed the security camera footage while I was on the phone and narrated what was happening to me (which was triggering and made me panic), concluded that my story checked out but that there was nothing he could do about it. I regretted reporting. I think Police have an unreasonable job dealing with basically everything. It would be nice to be able to report issues like this to someone who is trained and capable to deal with sexual trauma/violence.	5/24/2021 8:12 AM
123	N/A	5/21/2021 6:24 PM
124	I rarely see them on transit. I would feel safer if they were around more often.	5/21/2021 4:01 PM
125	The train needs more enforcement	5/21/2021 12:29 PM
126	Adding a gun to a situation rarely makes it safer. We need community health workers who can help passengers who need it, rather than "difficult" passengers being removed from transit, detained, or fined. Policing is not solving the issue, and fare enforcement should be ended. (Really fares should be free, considering it only covers a small portion of costs, which would further decrease the need for policing.)	5/18/2021 5:11 PM

Q39 Waxaan khibrad u leeyahay Booliska Metro Transit oo aan ku jirin su'aalaha kor ku
xusanFadlan nala wadaag
(Somali)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	uma baahni i aan ka jawaabo su'aashaan	6/28/2021 5:27 AM

Q39 Tengo una experiencia con la Policía de Metro Transit que no está contemplada en las preguntas anteriores Por favor, compártala (Spanish)

Answered: 4 Skipped: 7

#	RESPONSES	DATE
1	No	8/11/2021 2:53 AM
2	No	6/24/2021 4:31 PM
3	No	6/17/2021 10:52 AM
4	Insisto que la policía tiende a ser más amable y comprensivo con las personas de raza blanca que con las personas de las minorías o de color	5/25/2021 1:01 PM

Q40 Please share any other factors that contribute to or take away from your sense of safety riding
 Metro Transit:
 (English)

Answered: 354 Skipped: 523

#	RESPONSES	DATE
1	Bus being on time	8/19/2021 2:25 PM
2	Masks because of covid	8/19/2021 2:01 PM
3	I like when there's a few other people on the bus	8/19/2021 1:48 PM
4	Knowing that there's an emergency call button and that my fellow passengers are confident helps me feel safe as well	8/19/2021 1:42 PM
5	Have more officers present would bring a more sense of safety.	8/11/2021 7:05 PM
6	Police should spend more time in Hennepin and Nicollet and lake street	8/11/2021 6:48 PM
7	The homeless people	8/11/2021 6:40 PM
8	I tend to prefer a cleaner environment (i.e. no smells or trash, rabdom fluids etc.) than a lot of stops are.	8/11/2021 5:08 PM
9	The bus stops and light rail platforms throughout the metro area are littered with discarded hypodermic needles and trash.	8/11/2021 10:54 AM
10	There are rarely any police on the light rail addressing the passengers who are breaking the law/rules.	8/11/2021 5:46 AM
11	I avoid male passengers in general.	8/9/2021 6:32 PM
12	Na	8/1/2021 12:57 PM
13	n/a	8/1/2021 12:45 PM
14	No	7/31/2021 3:19 PM
15	When old White people ride the bus they be watching and in my business-they need to mind their business	7/31/2021 2:19 PM
16	I like knowing the people on my route - they have made the driver stop for me when I was running to catch the bus	7/31/2021 2:09 PM
17	No	7/30/2021 6:11 PM
18	Dk	7/30/2021 5:56 PM
19	No	7/30/2021 4:16 PM
20	I'm sick of the smoking and people not wearing masks. It happens a lot on every trip I've taken recently. I'm not going to ride anymore if I can help it. Especially light rail—that's the worst.	7/10/2021 5:32 PM
21	People who seem mentally ill yelling at passengers.	7/2/2021 10:29 AM
22	Bus drivers are usually too busy letting people on the bus and driving the bus to "enforce" any safety-related rules, and whoever's operating the light rail has little-to-no way to even interact with the passengers	7/1/2021 7:40 PM
23	Smoking on the platform doesn't bother me, but smoking cigarettes and other substances on trains is a large contributor to a negative sense of safety.	7/1/2021 5:20 PM
24	We need more police actually riding the bus and enforcing people buying tickets.	7/1/2021 12:36 PM
25	Last time I rode the green line, a women threatened me, a man exposed himself, and then a	6/30/2021 8:16 PM

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very obvious drug deal was happening down the car. I was on the train for 35 minutes. Horrible.

26	The criminals in Minneapolis/St. Paul are getting bolder and seem to be traveling in groups. I loved riding the Northstar and connecting downtown daily, but until I am sure I will be safe on the trains again I will not be riding.	6/30/2021 5:34 PM
27	Police are does patrol the trains for years. Too many unpaid riders worse since there is no enforcement. Freq offenders should do community service and place their pictures on the monitors. Have monitors on the trains live feed	6/30/2021 10:13 AM
28	The street people living on the trains rule the trains. The police have lost all control of the trains and are only reactive.	6/30/2021 6:27 AM
29	Drug use on and off trains, large amount of homeless, large groups of youth acting disorderly, lack of commuters to offset all the negative behaviors has for me to find other means of transportation	6/30/2021 5:56 AM
30	Minneapolis public transit has slowly declined over the years. But recently I wouldn't ride the train or a bus if my life depended on it.	6/30/2021 5:54 AM
31	I feel like we are caught in a cycle where fewer people are riding Metro Transit because they don't feel safe, but then I and others don't feel safe when there are so few people riding.	6/29/2021 7:19 PM
32	The lack of a security presence at large transit stations/hubs where many passengers transfer or congregate for periods of time longer than 5 minutes.	6/29/2021 5:37 PM
33	The platforms should be closed: meaning you should have to have a ticket to get on them, then you should have your ticket checked by a train conductor. I also feel that you should charge more to ride the train. If you make it more restricted it will be safer to ride for the paying public.	6/29/2021 4:51 PM
34	drivers don't say anything! loud music etc, they just keep driving! they don't care! only few drivers ask to volume down, but it's rare!	6/29/2021 3:37 PM
35	I understand that homeless people need somewhere to go, but I don't understand how/why they need to take over the trains with their belongings	6/29/2021 3:36 PM
36	I had enough experiences of harrassment while waiting on the platform for the train, disruptive behavior and unsanitary conditions during the rides from vagrants and thugs, and threatening environment on the platform upon deboarding that I no longer ride. Too many assaults happened at stations I frequented that I knew my luck would run out.	6/29/2021 3:32 PM
37	just plane unsafe for white males.	6/29/2021 3:22 PM
38	Drunks, homeless people, gang members, racists.	6/29/2021 2:08 PM
39	I had a knife pulled on me at night on the green line on Sunday Nov. 15th.	6/29/2021 1:51 PM
40	The fact that no one pays fares and people loiter on the train stations. You should have to go through a turnstile or gate like entering the subway in New York so that people aren't just loitering	6/29/2021 1:35 PM
41	Trains have discarded garbage left on the seats, including cigarettes, beer cans, food wrappers, indicating riders have been on the trains for lengthy periods of time. Some passengers argue and swear loudly amongst themselves, making me fear ending up in the midst of a fight	6/29/2021 1:27 PM
42	I use the blue line and green line but when at all possible, I try to avoid the green line. The yelling, smoking and homeless people is just ridiculous. When I step onto the blue or green line, I immediately feel dirty. Both trains are just filthy especially later in the day. Why can't the trains be cleaned at the end of each trip??? As for Transit Police, I don't see them often on either line. Pre-COVID, I saw them a lot on the blue line but rarely on the green line. Truth be told, when the green line replaced the 16 bus line, I can't believe the Met Council didn't see this coming. Riding from dtwn St Paul to dtwn Mpls without being observed by the driver is just inviting trouble.	6/29/2021 12:33 PM
43	IF YOU CAN'T HAVE SECURITY OFFICERS ON EACH CAR EVERY TRIP BUT EXPECIALLY EARLY AM AND LATE EVENING TRIPS I WILL NEVER FEEL SAFE	6/29/2021 12:23 PM
44	In the past I felt more free to speak up and respectfully tell children not to talk too loudly or	6/29/2021 12:10 PM

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climb all over the seats, etc. I would not feel as free to do so today.

45	Packs of young people, mostly male, smoking and drinking and playing loud music and using foul language. This mostly pertains to the light rail because their behavior is not being monitored.	6/29/2021 12:09 PM
46	Cleanliness, lightning and more amenities like Wi-Fi or garbage cans Access to water or food choices	6/29/2021 11:58 AM
47	Again. Get the people that use drugs, fight or just ride the train to do crime off the train.	6/29/2021 11:52 AM
48	I commute to work on the Green line train at 5:46am to St. Paul, which is a dangerous time for me to travel because of all of the homeless living on the trains, harassment from the homeless, the homeless smoking drugs, and begging from them.	6/29/2021 11:51 AM
49	Drug use and intoxication has been the cause of at least half of the problems I've seen. Unsupervised groups of children/teens are the other half.	6/29/2021 11:49 AM
50	More police!	6/29/2021 11:28 AM
51	I have been riding the bus and light rail for 14 years and the blue line has become a very dangerous mode of transportation. Once we are locked in those tin cans we are at the mercy of the thugs, drunks, addicts. We often have individuals threatening people, peeing, puking, smoking, sitting on people or just acting erratically. I have gone 9 months without ever seeing a cop on the train and when we try to call for help...nothing! Also, you can get high from the second hand smoke in the shelters at the stadium.	6/29/2021 11:24 AM
52	I've personally seen so many fights on trains it's beyond being able to remember how many I've actually witnessed. I've had people try selling drugs to me as recent as yesterday - He physically showed me the drugs he was carrying and wanting me to buy. I've also had alcohol thrown at me because I didn't want to drink what a drunk man was wanting to share with me. The people don't care what they do on the trains because they know that no one is patrolling them and they can get away with whatever.	6/29/2021 11:22 AM
53	Behavior of other riders for sure makes me feel less safe. Disruptive, disrespectful, harassing, illegal activities are all happening.	6/29/2021 11:08 AM
54	not seeing the police often enough	6/29/2021 9:56 AM
55	Given the number of non-police who are armed, generally speaking, and given that the government has no means of changing that reality in light of the Second Amendment, I will only use Metro Transit so long as it continues to be proactively patrolled by armed law enforcement officers. Anything less is clearly inappropriate.	6/29/2021 9:04 AM
56	The fact that people smoke weed and do drugs, piss on the seats and floor is absolutely appalling!	6/29/2021 8:53 AM
57	When the law is not enforced	6/29/2021 8:49 AM
58	All of the criminal activity that metro transit officials seem okay with allowing.	6/29/2021 8:40 AM
59	People smoking on the trains, homeless people, drug dealings, loud music, uncleanliness of the trains, the foul language or loud talking and the drinking on the trains. People not paying their fares.	6/29/2021 8:35 AM
60	I feel like I must leave my watch and wedding ring at home when I ride Metro Transit. I don't want to give someone an opportunity to rob me.	6/29/2021 8:08 AM
61	Look, taking transit, you can feel like you're just a sitting duck sometimes.	6/29/2021 8:08 AM
62	Safety has gone downhill in the past 18 months. Anything goes now. It's just awful.	6/29/2021 7:41 AM
63	Homeless being sheltered on trains. It becomes a party atmosphere. Thugs being allowed to jump on trains, rob people, and jump off at the next stops.	6/29/2021 7:36 AM
64	My age. i think older people make nice victims for them. i just turned 60.	6/29/2021 7:32 AM
65	Rampant drug use, bathroom use on the platforms, fighting on the platforms and on trains. It's terrible. This perhaps is the least safe light rail system anywhere in the world that I've seen.	6/29/2021 7:25 AM
66	The train from MOA to the airport is terrible. I will NEVER ride it again as it is being abused by	6/29/2021 6:49 AM

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homeless people. It was filthy and there were no seats as the homeless were sleeping in the train. This is wrong. I have heard that they are given tickets by shelters to ride...

67	Prior to the pandemic, there were lots of daily commuters, like myself, using the train. During the pandemic I began driving to work again. Now with high vaccination rates I have tried taking the train to work again, and find that the unpredictable behavior of other passengers due to drug and alcohol use makes me feel unsafe.	6/29/2021 6:40 AM
68	Open platforms that don't enforce fare payment. MTP rarely checking fares. Harsh moment	6/29/2021 6:05 AM
69	Defund the light rail, not the police. The met council needs to stop using the word harrassment. The criminals that run the light rail (after dark), they need to be harrassed quite a bit. Maybe then...your (paid) ridership might go up a point of two.	6/29/2021 2:45 AM
70	At the end of each line (Target Field or Mall of America), force everyone to get off the train and do a security and/or cleaning sweep. If you force someone to get off the train every 45 minutes, the homeless are less likely to make it their home.	6/29/2021 12:40 AM
71	Certain train station have hanging out people selling abusing drugs.	6/29/2021 12:08 AM
72	The biggest factor is unruly individuals who make the trips miserable. I have had people throw food at me, scream at me, run around the train acting crazy, grab my jacket, grab purses or backpacks of individuals near me, harass women sitting near me, and individuals who will smoke or drink alcohol on the trains. Busses have had the occasional individual come on and yell at bus drivers or other passengers, but these incidents are significantly less compared to the train. And the big problem is there is nothing deterring these individuals from being on the train or at the station. I used to take metro busses and trains around Minneapolis/St Paul as often as I could - it is way better than driving and having to find parking / operating my car around, but I had enough in the summer of 2019 after I had two incidents within a week span where someone came up to me and grabbed me - mind you, I'm a 6' 5" 230 pound former college football player; if they do this to me they do this to anyone. And I've seen how these individuals will harass women and grab their purses or swear at them. It is absolutely ridiculous. I want to knock their lights out, if I am being honest. But all I can do is text the suspicious activity line, call police, or get off the train and wait for the next one. Thus, I only used the bus and train for work since summer 2019. I will not have to go back to the office until fall, so I have not been on metro transit since March 2020 and unfortunately may never go back due to how unsafe it feels. We need to prevent these people from getting on the train or bus!	6/28/2021 11:21 PM
73	Back 5 or 6 years ago, BLM claimed that Metro Police were racist. The chief at the time, Harrington, played politics and pulled the cops off the trains. Ever since the attacks, threats, beating have gotten far worse. Stop the insanity and get the cops back on the trains/busses.	6/28/2021 10:57 PM
74	the smell.	6/28/2021 10:45 PM
75	Management's silence is deafening	6/28/2021 10:36 PM
76	I will not ride again, since George Floyd's death many blacks seem to think they can do whatever they want to with out being accountable for their actions. They want accountability, so do we!! PIf your going to do criminal activities then there should be consequences for them. They don't comply, there's the problem!	6/28/2021 10:32 PM
77	Don't feel safe riding on the Green & Blue lightrail stations. Have been sexually harassed a couple of times. Reported those incidents to transit police. Also, there is often drug use on the lightrail trains. Marijuana, alcohol and cigarettes. I was on the train with my nephew and nieces last weekend and two men got into a verbal altercation. I feel like I can't bring children on public transit again, because things are getting so out of hand on the lightrail trains.	6/28/2021 10:30 PM
78	The green line is out of control. It's dirty and the people don't respect the rules. They playing music loudly they smoke and they drink. I also don't follow the rules regarding wearing masks during the pandemic. I can't prove it but I highly suspect they didn't even buy a ticket.	6/28/2021 10:26 PM
79	Prospect park and stadium village are becoming hang out for large groups who get on the train and proceeds to do drugs smoke and be aggressive to the passengers. Then you get to snellling and Lexington. Also bad stops	6/28/2021 9:39 PM
80	The lack of frequency at night is absolutely terrifying. You are a sitting duck alone at a transit stop at night, especially if the bus is only coming every half hour or hour. And often times you have to get to the stop earlier at night because the schedules are highly unreliable at night in	6/28/2021 8:04 PM

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my experience--missing the last bus home is an expensive thing, so I have to take the risk and wait out late. We need 24-hour service that maintains frequency.

81	I will not ride it after dark. Too many people riding and I feel vulnerable on the train because I am invisible to the driver.	6/28/2021 6:06 PM
82	Mind your business, stop profiling people. Plain and simple. Be kind.	6/28/2021 4:39 PM
83	MT officers sbolutely should *not* have firearms. MT officers should not just sit in vehicles by stations in a presense-as-deterrence strategy (5th/central in St. Paul comes to mind).	6/28/2021 12:18 PM
84	I see a lot of awful parents on transit and it makes me sad knowing that kids live in such abusive situations.	6/28/2021 10:20 AM
85	i know the man tasered and detained by metro transit police in 2017 (which was not justifiable) was eventually deported. asking people for their immigration status is atrocious and illegal and not OK. Even if you agree with tasing people, why was it OK to taser him in this situation? I see no evidence that Metro Transit is going to ensure this does not happen again.	6/28/2021 4:16 AM
86	Give power back to the driver, they have had their hands tied for too long, and passengers have taken advantage of that	6/27/2021 8:35 PM
87	An alert driver and a bus that's not over crowded	6/27/2021 3:25 PM
88	Don't like people panhandling at transit stops, or people hanging around the stops with no intention to ride.	6/26/2021 9:15 AM
89	The factors have only ever been environmental. Sometimes the lighting. The bus stop or shelter is inadequate or not ADA. Some things like fare machines or readers or elevators stay not working for too long. Larger transit center buildings being closed most of the time is also a negative. The lack of public bathrooms. Yes, sometimes the dirtiness, but I agree! Let's fund more cleaners and infrastructure maintainers. Let's make it the best in the world.	6/26/2021 3:17 AM
90	I hadn't ridden transit since before COVID and finally took the light rail to MSP airport on June 11th from the Franklin station. (And obviously the riots happened during this period, too.) Oh my goodness... The condition of that station is deplorable and embarrassing. I would tell visitors to take a ride share or I would pick them up. Most windows of the shelter walls are out; there was garbage and vomit in and around the shelter spaces; the benches and many shelter supports we're all rusted out; the elevator building has busted out windows and several people under the influence were inside the elevator building just hanging out. On our walk to the platform along the LRT bike path, we saw needles and used condoms, which isn't that unusual in the city or our neighborhood now but definitely added to the overall unpleasantness. I did not feel safe in such an uncared for setting.	6/25/2021 9:35 PM
91	Not safe when there are only a few riders.	6/25/2021 3:55 PM
92	The two biggest problems with the trains are: 1) too many people are clearly riding without paying fares (I see this all the time) and 2) too many people are using the trains as housing. This is totally inappropriate.	6/25/2021 2:11 PM
93	I'm more comfortable when the train has more people on it. When it's empty, I get off.	6/25/2021 2:04 PM
94	People who drive cars, trucks and SUVs are often reckless and do not pay attention to people crossing the street to transfer buses or go to a train stop. They also create overall menacing traffic conditions. Transit riders could be helped a great deal by reducing the number of cars on the street, promoting safer driving, and finding ways to calm the traffic.	6/25/2021 12:28 PM
95	Scheduling, especially busses or LRT running late has caused me to miss transfers and get stuck outside for over 30 minutes, when it was below zero.	6/25/2021 12:16 PM
96	I have heard that the trains between downtown and the MOA have had a lot of criminal activity in the past 6+ months. That they are unsafe to ride - as gangs of young men are targeting passengers.	6/25/2021 11:53 AM
97	Another factor is maintenance of the bus stops when there has been destruction to the bus stop structure. I have reported (twice) a bus stop on 51st and Brooklyn Blvd that was damaged many months ago/possible a year ago and there has been no attempt to fix it. There are wires and bent metal hanging out. It says to me that Metro Transit doesn't care about upkeep so gives me a negative feeling about the whole operation. It basically says to me they don't care therefore makes me feel unsafe.	6/25/2021 11:03 AM

Metro Transit community safety

98	Lack of pay barriers means Green Line (the one I ride) cars collect all kinds of people. How many are paying passengers? On business trips over the years I've ridden trains in Chicago, D.C., Atlanta, to name a few - all three of these have Transit personnel to monitor who has access to trains. Why don't we do that?	6/25/2021 10:38 AM
99	Speaking specifically about light rail, I've ridden it since it was launched. I've never, and I do mean never, been in an uncomfortable situation on the Blue Line. The Green Line, however, is a different story nearly every time. Pot smoking on the train, loud music, disruptive people, I've been pushed aside -- as in assaulted -- etc. I have a reasonably high live and let live tolerance, but it's all annoying at best and uncomfortable at worst. And I'm sure others are utterly repulsed, frightened, etc. and have stopped using your services as a result. I know steps have already been taken to improve the rider experience, and those must be continued for the light rail to be a valuable community investment and asset.	6/25/2021 10:37 AM
100	Retire the buses with stairs to board. They are very hard to get on especially with groceries. Sometimes buses pass me by, even though I am standing at the stop and waving my bus card. Then I have to wait another 1/2 hour sometimes.	6/25/2021 10:26 AM
101	In the past when I have ridden Route #9 into Minneapolis in the mid-morning, a large influx of residents from Harbor Lights (?) all get on together which greatly slows everything down and the bus can get very crowded. I can put up with this for the 5-10 minutes but I know many passengers feel less safe (health wise and safety wise) and are less likely to ride that route. Can these residents be encouraged to spread out their boarding?	6/24/2021 6:29 PM
102	Cleanliness. At times it could be a health hazard, I think.	6/24/2021 3:40 PM
103	Poorly lit stops. I don't feel less safe with people smoking at stops, but I do wish they would stop.	6/23/2021 3:11 PM
104	People who are undocumented avoid transit because the areas are heavily policed and are worried about police interactions.	6/17/2021 5:47 PM
105	When bus drivers greet and communicate with riders in a friendly manner it helps. I quit taking light rail even though it's more convenient because it's always a mess, there's often been a fight or people smoking or sleeping on light rail cars since the pandemic. You feel alone when there's no officials around, like it's a free for all. Certain buses feel more safe than others generally speaking but always feels safer than light rail over the past year . Prior to the pandemic it was a little different tho	6/17/2021 5:06 PM
106	The 35W & 56 street transfer center is very dirty, syringes and other drug trash on stairs & lower platform drugs being used on the upstairs waiting room. Undesirable people hanging out inside bus terminal	6/17/2021 4:22 PM
107	The amount of people soliciting on trains is uncomfortable, especially as a woman. I really just want to be left to myself and not asked for money, etc.	6/15/2021 5:29 PM
108	More riders on vehicles	6/15/2021 9:46 AM
109	Noise level by passengers, seeing many get on trains without paying,	6/14/2021 3:29 PM
110	Not enough Metro Transit staff on trains and on platforms.	6/14/2021 12:24 PM
111	Panhandlers on Blue line light rail.	6/13/2021 1:18 PM
112	Monitoring and laws/rules only impact my sense of safety if issues are addressed. Knowing that drivers aren't in a position to address simple things like mask compliance or free riding sends a clear message that riders can get away with whatever they choose to push the boundaries on. Seeing passengers passed out and sitting or lying in a pool of urine that spreads out over the floor does not contribute to a positive sense of safety or a feeling that Metro Transit is in a position to effectively address these issues.	6/13/2021 10:45 AM
113	More police presence actually on the buses and trains. It shouldn't be up to only the drivers to deal with problems.	6/11/2021 8:16 PM
114	Homeless people are turning the trains into their homes. Drug addicts and shooting up and overdosing on trains. Thugs never pay their fares. Passengers are smoking both cigarettes and weed on trains. The trains have become completely ghetto, especially after 8pm	6/11/2021 5:48 PM
115	Rude teenagers playing loud music, asking for money, pushing and shoving	6/11/2021 3:57 PM

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116	People just hanging out at stops/stations and using them their own private garbage dump. The replacement of benches and trash cans that were destroyed or removed after the unrest would given them viable options, or no excuse. The people that hold the train doors open for more than 5 minutes just to mess with the rest of riders. Like our time isn't worth anything.	6/9/2021 9:30 PM
117	Why not include questions regarding to conduct of passengers? I have seen passenger interactions involving harassment. I have seen passenger interaction involving racial profiling. The fact that customers carry firearms/knives does not make me feel safer. The presence of used needles, pipes, and other narcotics paraphernalia contribute to my sense of safety as a rider. In fact, everything that contributes to my sense of safety on the trains and buses are a result of other passengers construction and not of drivers/police/cleaners.	6/9/2021 8:37 PM
118	Blatant drug use, drug deals, and harassment of the driver and other patrons has made me feel unsafe.	6/9/2021 12:03 AM
119	Why did MET COUNCIL allow the bad behaviors to get out of control that will be impossible to fix now .	6/8/2021 4:30 PM
120	Again, the safest time for me is on the bus with a bus driver present. Shortening times in trips when waiting at stops is the biggest piece to making riders feel safer. Especially at night	6/8/2021 7:40 AM
121	The drivers of other vehicles is my biggest safety concern. They make bus stops unsafe, and I am literally taking my babies lives in my hands getting off at some stops on streets with heavy traffic. There is no safe way to cross the road	6/7/2021 6:15 PM
122	Smoking/drugs on the bus (rather than at the platform) does make me feel less safe, but it's particularly prevalent on the light rail at night.	6/7/2021 4:47 PM
123	I feel less safe when: --approached by people who have been drinking or are asking for money --the bus is going so fast along Front Ave & they have to lurch to a stop at my intersection (Barrett St) because it's not highly used & sometimes cars/trees are blocking their vision --a man masturbated in front of me on the light rail (before I realized there was a safety number to call) --people are arguing, drinking, using drugs, etc. --there are either lots of people (i.e. events) or very few people (i.e. late at night)	6/7/2021 3:37 PM
124	Riding the train should be fun - pleasant. Rather than, a fear of, "I wonder how will this go today?"	6/6/2021 7:38 PM
125	Groups of loud boisterous kids who sometimes target older people. Groups of people who maintain a presence at certain stops drinking and partying without riding anywhere	6/6/2021 7:14 PM
126	Like I said, the Lake Hiawatha station, which I went to for years, has become completely unfriendly. There used to be 5 handicapped parking places until the whole parking lot was closed down with no meaningful community input. Now you have to walk across that big parking lot to get there, if you succeed in finding parking on the street, maybe blocks away. Would I do that to go downtown and see a show and then have to come back at 11:00 at night and walk across that lot? Not on your life. If you didn't know you could get to the light rail there from 31st, because you did that in the past, I'm not sure anyone would be able to find the light rail entrance from that direction. Maybe that is by design, but the idea of only coming to the Hiawatha station from Lake street on the bus is impractical for me, and especially given the safety concerns at night. I won't do it. There was always a park and ride situation there, and I am sorry that is not the case now. Poor planning.	6/6/2021 1:42 PM
127	Loud and disruptive passengers, panhandlers, inebriates on light rail are main deterrent for me riding trains especially during off peak periods. Poor trash cleanup at 46th station and lake st stations around 9 - 10 am really discouraging. Stations that get dirtier faster need more attention more frequently.	6/6/2021 12:35 PM
128	I'd love to see seating for elders and disabled passengers actually be enforced. All too often those seats are taken by young able-bodied people. Elderly and disabled people may not feel safe asking them to move,	6/6/2021 10:20 AM
129	Occasional unruly passengers who disregard social norms of etiquette.	6/6/2021 10:19 AM
130	black thugs make it unsafe	6/6/2021 9:22 AM
131	Public nuisance on trains. Litter, vandalism, urine, people passed out, music from speakers.	6/5/2021 8:15 PM
132	There's always talk about how they are adding cameras ... but as a rider I think you are	6/5/2021 7:38 PM

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missing a major point. I'm not interested in my homicide being filmed...I don't want to be a victim of homicide.

133	Having no Transit Police around takes away from my sense of safety. Did not feel this way until the last year or so. There are a lot of bad things going on on the trains now. There's alot of mentally ill people on there verbally and physically threatening passengers. Also many bad characters on there trying to intimidate other passengers. In addition, there's often food and garbage on the seats and floor, and sometimes vomit and urine. I also had my tires slashed in the parking lot at 28th avenue station. Oh, and I forgot to mention, all through the pandemic, only about half the passengers had a mask on.	6/4/2021 5:02 PM
134	Night, stops where no one else is waiting, stories I hear or read.	6/4/2021 2:59 PM
135	Paying the fare while entering prevents drivers from having to get fare-avoiders to pay up after having already ridden. Pay as you leave is a very stupid idea.	6/4/2021 1:23 PM
136	Not having a regular police presence on trains or platforms. Observing the apparent lack of any consequences for bad behavior.	6/4/2021 12:50 PM
137	I have had unlawful passengers blow smoke right into my face and stare me in the eye. I have sat in urine puddles 3 or more times. I have seen people light up joints deliberately in front of a camera, knowing there is no control in place.	6/4/2021 10:25 AM
138	Constant smoking in the cars with no consequence.	6/4/2021 9:20 AM
139	I do not feel safe at the downtown St. Paul light rail stop that is closest to my work. It has become a hotbed of crime.	6/4/2021 6:35 AM
140	Have discussed them previously-- mentally ill or high/drunken people hassling me or other passengers ...or kids/adults hassling me or other passengers for sport, anger or money. If a person isn't hassling other people, the police should just leave them alone.	6/4/2021 3:04 AM
141	Police on the trains/station patrolling	6/3/2021 11:49 PM
142	I'm a white male. Rarely do I encounter threats to my safety. I am privileged. I don't instigate by demeaning others. I respect other people's situations.	6/3/2021 10:43 PM
143	The lack of regular bus cleanings and HEPA filters. I have autism. Standing in a puddle of some frat boy's vomit from yesterday is meltdown fuel.	6/3/2021 9:59 PM
144	I've experienced passengers shouting at each other which never made me feel unsafe for my own sake, but definitely worried for the safety of the people doing the shouting. This has more often been on the train than buses.	6/3/2021 9:30 PM
145	I feel safer when more people are around which means that we are watching out for each other in case of a bad actor. I trust bus drivers and having them there makes me feel safe. I sometimes choose not to use transit (because I have the luxury of a personal vehicle) when I know it will be pretty empty, for example the light rail at night if I am alone.	6/3/2021 6:25 PM
146	Better lighting, signage, and more cleanliness would help.	6/3/2021 3:45 PM
147	Drivers are helpless in managing riders poor behavior. The best and quickest solutions come when most of the riders speak directly to the unruly/impaired riders and ask him, rather boisterously to get off the bus.	6/3/2021 2:51 PM
148	Criminal activity, vehicles that are unacceptably filthy have the biggest impact of my perception of the system's safety.	6/3/2021 1:56 PM
149	i worry about the rapid transit lines because many times i see people don't pay and it attracts trouble	6/3/2021 8:35 AM
150	The condition of fellow passengers and -- if you're riding a bus full of people who are really struggling, that puts an edge on the atmosphere.	6/3/2021 8:07 AM
151	Disruptive/rude behavior to drivers/police/employees of government. Use of foul language. Disrespect for ridership rules and guidelines	6/2/2021 10:28 PM
152	Other options for public safety like mental health professionals and homeless advocates are needed	6/2/2021 9:42 PM
153	The rail platforms in my experience have been the most scary from a safety perspective. This	6/2/2021 9:27 PM

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has been primarily the green line.

154	I have texted the Metro Transit Safety line multiple times. No one has ever come to assess the situation. I have waited over 50 minutes on the light rail and no one came.	6/2/2021 8:48 PM
155	Blacks can do as they please. Sleeping on seats-loud music, mis behavior,	6/2/2021 8:43 PM
156	Bus drivers who have the strong personalities and bravery to speak up and control their space are gold. It's a scary thing to do, but it's appreciated from the rider perspective.	6/2/2021 7:44 PM
157	Pre-pandemic the light rail was becoming a place to sleep off an alcohol or drug binge. People were taking up multiple seats, even in rush hour, putting dirty shoes up on seats, sometimes smoking in the train, being verbally abusive to others, and leaving trash scattered around. When this happens - especially with several groups on the same train - it becomes at a minimum unpleasant to be on the train, and often felt unsafe. Transit police only removed the worst offenders, not all of the problem people. Perhaps because they were simply outnumbered. As a lifelong transit rider, not only in the Twin Cities, but also as a resident in San Francisco and Europe, I can say that those instances I have felt least safe on transit have been here.	6/2/2021 7:00 PM
158	Since the vaccine has become available & the buses have stopped enforcing spacing & then since the spacing rules went away, I have taken the bus several times & even though I'm vaccinated, as a high risk person, sitting close enough to someone that their urine smell is overwhelming (thru my mask which is a separate problem that I need better masks) leads to extreme stress that they are likely unable to protect themselves from covid mutants, esp when they are both not properly wearing a mask & coughing. cleanliness in so far as being devoid of bodily fluids, stale booze, & needles those things being lacking helps. The drivers always make me feel safer than when I'm on the light rail although I generally feel fairly safe.	6/2/2021 6:33 PM
159	This is not the reason I am still riding. It is the pertacation around the driver	6/2/2021 5:34 PM
160	We need more police on the lightrail to fix the system, even an experienced transit rider like me questions whether I want to take them. They've become dirty and harassment from other passengers is too common. The busses are safer due to the presence of the driver, but ones with off bus payment like the A line have also become unsafe due to all the free riders and their bad and abusive behavior	6/2/2021 4:11 PM
161	Police can be kind and helpful to everyone	6/2/2021 12:38 PM
162	When people act out on the bus.	6/2/2021 11:38 AM
163	Franklin Avenue Station, Lake street station belong to the drug users, alcoholics, street populations and thugs. They are destroying the stations and are allowed to continue. I am always on guard when the train stops at those stations. I have been harassed so many times on light rail stops. I was on my way to the airport early June, and I felt so unsafe at the 46th street station. It was 5:30 in the morning and I watched a drug deal occur. Have you ever been to these stations early in the morning?	6/2/2021 11:10 AM
164	Metro Transit has the ability to create a transit community that is safe, confident and comfortable. Getting touch with the community steps.	6/2/2021 10:18 AM
165	I feel like the cameras on the light rail have zero impact on offenders. They often will smoke and drink and use drugs right in front of the cameras. We really need police there!	6/2/2021 10:09 AM
166	No consequences for illegal behavior	6/2/2021 8:50 AM
167	Smoking on the light rail/buses. I don't feel like it is good for my health and safety. So much of this is homelessness. Folks need places to be and places to live. White middle class men like myself are made uncomfortable by the amount of homeless folks who use transit for shelter and the answer isn't to police them away but to provide housing.	6/2/2021 8:30 AM
168	As a woman often travelling alone while on transit, I think the best way to feel safer, especially at night, is to have consistent and frequent transit. A busy transit system, serving people at all times of the day quickly, conveniently, and frequently is much safer than a sparse system overflowing with police	6/2/2021 8:29 AM
169	Conductors not being able to change loudness of announcements, temperature, etc.	6/2/2021 8:06 AM
170	I think the driver is the most important aspect of safety and they need training and cultural competency in order to manage situations that come up	6/2/2021 7:54 AM

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171	Metro Transit needs to work in concert with the city overall to determine the needs of individuals who make the bus ride overwhelming unpleasant or anxiety-inducing. This includes conflict de-escalation with people who are incredibly disruptive. Overall, the city/transit council needs to find a way to enforce rules – especially rules pertaining to noise and conduct, and ESPECIALLY rules regarding cell phone usage and music – without resorting to punishment or violence.	6/2/2021 7:33 AM
172	Those in Political Office are Racists and don't allow the Police to do the Legal Law Enforcement. They always allow those with black skin to have excuses made for their behavior, yet white people get punished. Also, I know the statistics show that Police kill more white people than blacks.	6/2/2021 1:20 AM
173	The fact that Metro Transit Police carry firearms makes me feel safer, however, there is still an underlying concern that if they need to use their firearms, a stray bullet could reach an innocent passenger while riding transit or at a bus station.	6/2/2021 12:29 AM
174	Lower passenger counts in the pandemic made things feel less safe. We need to encourage increased ridership to get more 'eyes on the street' so to speak and help enforce pro-social behavior. I find that more riders dilutes the few problem people.	6/1/2021 11:57 PM
175	Light rail feels much less regulated, like high school class without a teacher. Bus feels safer.	6/1/2021 10:22 PM
176	Noise, litter and drug use aren't really safety concerns to me but they are annoying	6/1/2021 9:48 PM
177	The light rail, without any monitoring by police or a driver, has people drinking and smoking. I have learned about revenge murders from a guy who was recently shot and the local meth trade from a guy being investigated by a task force.	6/1/2021 8:50 PM
178	When I was assaulted, Metro Transit Police showed up after the ambulance arrived.	6/1/2021 8:48 PM
179	I pick up the train at the US Bank Stadium stop. Very scary after normal business hours. I have also observed many people going to MOA who either don't know how to behave in public, or don't care. I got off two stops early (usually get off at 28th Ave Station), because I feared for my safety from m a group of teens who were running up and dow the aisles, smoking pot and swinging from the grab rails.	6/1/2021 8:28 PM
180	Covid, of course	6/1/2021 7:46 PM
181	Get rid of gangs/adults just hanging around stops	6/1/2021 7:42 PM
182	Have law enforcement at all light rail stops and not just the two end of the lines.	6/1/2021 6:31 PM
183	I strongly recommend using pay gates at platform entrances so drifters aren't just using the light rail as a shelter. I was on a train recently and there was a sizeable group of people (7+) smoking illegal substances.	6/1/2021 6:20 PM
184	There needs to be more Transit Police on the trains on a regular basis. I hardly ever feel safe riding the train especially the Green line	6/1/2021 6:13 PM
185	I feel unsafe when drivers do not enforce the rules. Passengers are allowed to board without paying, right now unmasked people are not challenged, etc.	6/1/2021 6:12 PM
186	The single most important thing: An engaged, friendly, powerful driver. When everyone knows getting on the bus hat the bus driver is (1) trustworthy and (2) IN CHARGE, the whole atmosphere changes.	6/1/2021 5:44 PM
187	NA	6/1/2021 5:26 PM
188	I have felt unsafe at night traveling on routes with few passengers, especially waiting for the bus. I have felt more unsafe on the Light Rail due to the operator being farther away. I have witnessed more harassing behavior, smoking, etc. on light rail than on busses.	6/1/2021 5:11 PM
189	The bus feels safer than the train, presumably because the driver is a person of authority.	6/1/2021 5:09 PM
190	Na, I covered it all.	6/1/2021 4:31 PM
191	I miss the 854 and the early 824. They were much safer.	6/1/2021 4:08 PM
192	I like the texting option.	6/1/2021 4:00 PM
193	Homeless, no place to go. It needs to be cleaned up up I	6/1/2021 3:35 PM

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194	stations should be constantly cleaned. figure out the trash/recycling situation. why are there so many different kinds on one platform and they are all ugly? fix the broken heaters. eliminate graffiti immediately. power wash the barf from the night before. prune up trees at station areas so people stop using the bushes as bathrooms. when a place feels like nobody cares how gross it is, it makes me think - why would they care how safe it is.	6/1/2021 3:30 PM
195	Bus drivers passing me by when I'm at a bus stop waiting for the bus to arrive really inconveniences me.	6/1/2021 3:28 PM
196	I hear about trouble on the news	6/1/2021 3:23 PM
197	I ride the light rail for about five stops in the early morning from the Stadium to US Bank. Between the strung out druggies (literally have seen meth/crack pipes fall out of pockets of passed out riders and I have pictures!) and the antisocial asses that have threatened me for various reasons, I would LOVE to have an officer on every train. Absolutely HATE the light rail. I generally ride an express bus into downtown...no problems there!	6/1/2021 3:17 PM
198	Passengers behave strangely on the platforms and inside the train.	6/1/2021 3:03 PM
199	Active drug use while riding trains and busses is a very real problem. It's a rare day when you ride the 64 bus and it doesn't smell like weed, or someone isn't actively smoking weed on the bus. Women are often harassed at bus stops by homeless or drug addicts.	6/1/2021 3:02 PM
200	Vikings fans have been rude on the train. The covid precautions you have taken have been good. I've avoided the bus since early 2020 due to the risk.	6/1/2021 2:57 PM
201	I was verbally sexually harassed and assaulted on a MT bus by another passenger on my way home from work. The worst part about it was that several male passengers witnessed the harassment and did/said nothing. They witnessed this other male passenger touch me and say sexually perverse things to me (a female). And just say there. At the Best Buy P&R lot they all exited the bus before me.	6/1/2021 2:57 PM
202	I somewhat feel unsafe during winter months when I get on the train at 6:30a as the poor homeless people have no wher to go & stay warm so they are riding the train	6/1/2021 2:34 PM
203	I feel most unsafe when people act up on transit, especially on the train. I don't ride the train any more because I was tired of the BS (screaming, fighting, smoking, drinking, etc.). I now ride my bike and drive my car most places. The transit passengers in MPLS act much worse than in any other city I've lived in. Like don't get me wrong, I've taken transit after drinking, and sometimes my friends and I get loud when we're together. But I still know how to act right. Other people get violent or confrontational, and it makes me feel unsafe.	6/1/2021 2:33 PM
204	If more people ride transit at all hours, it's safer. There's a safety in numbers. Most uncomfortable I've been is when the bus or train is mostly empty, usually late at night	6/1/2021 2:28 PM
205	I felt very unsafe with the lax enforcement of mask rules during the pandemic; however, with the pandemic ebbing, I worry less about that.	6/1/2021 2:25 PM
206	knowing that the metro transit police carry fire arms makes me feel less safe!!	6/1/2021 2:18 PM
207	i really just want people to relax and respect other riders!	6/1/2021 2:03 PM
208	On Saturday, 29 of May, I had a altercation with a homeless man or he claims he was homeless. He asked for change, I politely responded that I did not have any change, he refuse to take no for an answer and threaten bodily harm and forcibly take my phone if I did not give him any money or go to an ATM to give him money.	6/1/2021 1:56 PM
209	Once a bus driver provided shelter to a young man being chased on the street. He let the young man choose whether or not to contact the police. I was very grateful for that driver, and he increased my feeling of security on the bus.	6/1/2021 1:56 PM
210	On the bus, knowing that the driver is monitoring the behavior of passengers makes me feel safer. One time, there was an unruly passenger close to three young girls riding without an adult, and the driver invited them to come to the front of the bus away from the unruly passenger.	6/1/2021 1:49 PM
211	Certain bus lines that only run once an hour make me feel unsafe to ride when it's dark out.	6/1/2021 1:47 PM
212	The homeless riding is unsettling to see.	6/1/2021 1:41 PM

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213	Teenagers of all backgrounds generally cause trouble and make the transit experience feel less safe. They often seem to be trying to get attention and "scare" people for fun.	6/1/2021 1:29 PM
214	The biggest way I feel unsafe riding Metro Transit is because of vehicle traffic. Waiting at bus stops at busy intersections with traffic whizzing past, waiting for buses that do not come when they are supposed to in unfamiliar places, being hassled by drivers in cars for crossing the street at an intersection. Not having a place to sit at a bus stop. I have degenerative arthritis, and if I don't know if I'll be able to sit and wait for a bus, I may choose another way of getting around. Not having bus information posted also affects my sense of safety in knowing what to expect.	6/1/2021 1:28 PM
215	The buses need to be more clean, and sometimes they smell of anything from garbage to urine.	6/1/2021 1:28 PM
216	I'm white, 67, and have been surrounded by exclusively whites everywhere my entire life. When getting off and on at the Lake Street LRT station, there are usually 4-5 15-30 yr. old blacks hanging out at the north elevator. They have been unfailingly polite and kind to me, opening doors. Once a Somali man ran across the train tracks to retrieve a wind-blown grocery bag for me. He hugged me and asked me how my family were. Honest. I asked him, "Do you think you know me?" but my heart melted in gratitude. It was during the pandemic, and I haven't been hugged in many, many years, or looked upon with kindly eyes.	6/1/2021 1:25 PM
217	Please have more armed and uniformed officers on the trains. It always, and I want an underscore always, provides a better sense of security when riding the train. When the officers are not present, people misbehave. Sort of like the old adage, when the cat's away the mice will play.	6/1/2021 1:24 PM
218	I already covered this above. The bus stops.	6/1/2021 1:22 PM
219	On time service. Reliable service. I've had too many late buses and canceled buses to really rely on your service. I hate waiting in terrible parts of town (St. Paul downtown) where I get harassed by people with ill intent.	6/1/2021 1:20 PM
220	Law enforcement on every platform and every train. Stop allowing trains and buses to be used as homeless shelters. Enforce fares. Prosecute violators. Stop drug use on trains.	6/1/2021 1:14 PM
221	Honestly waiting on the platform is usually the biggest issue.	6/1/2021 1:13 PM
222	This survey. I didn't realize that there were armed "Transit Police" out there too - are their IQ's limited to 100 like the regular cops, these last 20 years?	6/1/2021 1:11 PM
223	I rarely see anyone enforcing anything.	6/1/2021 1:06 PM
224	I feel safer when there are bright lights at bus stops and inside the bus.	6/1/2021 1:05 PM
225	Good lighting contributes to my sense of safety.	6/1/2021 1:04 PM
226	People screaming, either to themselves or at others. I've seen most of a LRT car empty at a stop because of someone yelling at and threatening other passengers. Some of the exiting passengers warned those on the platform not to get on that car.	6/1/2021 1:03 PM
227	mandatory masks	6/1/2021 1:01 PM
228	Periodic presence of Police on rail and train cars, constant presence not required.	6/1/2021 1:01 PM
229	I most often travel on the 3 bus, and virtually always feel safe doing so. I also travel on the blue line, where I feel safe, and on the green line, where I have felt unsafe on more than one occasion.	6/1/2021 12:59 PM
230	The bus and train stations need to be 100% safe to get to on foot, wheelchair or bike, and that is just not the case.	6/1/2021 12:59 PM
231	Whenever the doors close and the train starts moving groups will spread out asking and intimidating passengers for money. Always saying they are raising money. In early morning commutes there are people sleeping the smell of alcohol and urine overpowers the car.	6/1/2021 12:56 PM
232	There should be a new way to make sure everyone pays fare.	6/1/2021 12:55 PM
233	Not enough police and too many garbage people harassing others.	6/1/2021 12:51 PM
234	Unfamiliarity with the system and routes makes me feel unsafe	6/1/2021 12:48 PM

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235	I feel most safe when an officer rides the bus with the passengers.	6/1/2021 12:47 PM
236	walking to and from my bus stop makes me nervous with all the crime, I wish we had beat cops in the neighborhoods that were all about relationship building	6/1/2021 12:43 PM
237	Quality passengers.	6/1/2021 12:40 PM
238	If Metro Transit Police presence is reduced it is likely I will stop or significantly reduce my use of public transit.	6/1/2021 12:38 PM
239	I once saw a police officer (unsure if it was a MPD or a Metro Transit officer) hurt someone on a bus. The officer hurt someone who had been sleeping on the bus. The officer chose to wake him up by twisting the man's fingers and hands even after the man started to scream in pain. And then he put him in cuffs. That shouldn't happen ever again. That wasn't right and Metro Transit should ensure that never happens again. It certainly didn't make me feel safe. Quite the opposite.	6/1/2021 12:34 PM
240	Knowing that assistance in the form of medical/mental health professionals are on-call in case of emergencies.	6/1/2021 12:33 PM
241	Non business hours riding is suspect for safety.	6/1/2021 12:32 PM
242	More riders may tend to discourage inappropriate or prohibited behavior on trains. Some bus drivers have said they did not want to comment on inappropriate or prohibited behavior for fear of retaliation.	6/1/2021 12:28 PM
243	being out numbered as a group of people take over the atmosphere and dominate what is acceptable on transit. Not sure driver's should be dealing with this since they can be targeted but people's attitudes and behaviors on transit need to change. This is a vastly bigger social issue then a "sense of safety on transit". I certainly hope this "safety" narrative is not being controlled by white racial majorities "sense of safety". I have noticed as a category they over re-act and do not have a practical sense of what "safety" is in racially/culturally diverse transit situations. I never feel unsafe until i speak up to fellow passengers about all of their BS behavior going on in the bus, that is when the threats and intimidation begin. It can be as simple as telling someone to take their cigarette outside the station and then getting threatened. Best behavior is to keep quiet...	6/1/2021 12:27 PM
244	The number of people sleeping on the trains is off putting	6/1/2021 12:26 PM
245	Sometimes the drivers leave their speakers on and the conversations are sometimes not for us to hear.	6/1/2021 12:24 PM
246	I got harassed by other passengers	6/1/2021 12:23 PM
247	Other passengers who are actively harrassing me. People asking for money. People who are openly inebriated, or even openly drinking or doing drugs on the platforms or inside the trains. Teenagers being rowdy and purposefully making people feel uncomfortable. On the trains, there's a feeling of having to fend for yourself because the driver is in their own compartment. On the bus, the driver can at least observe and help with passenger behavior a bit.	6/1/2021 12:22 PM
248	The use of drugs on the train is a barrier. They smell and are dirty.	6/1/2021 12:21 PM
249	I feel even unarmed security or staff just checking tickets and doing walk throughs would greatly help. Just a presence	6/1/2021 12:18 PM
250	The mean-spirited behavior of passengers that takes place at Snelling Ave/Hamline and Lake Street Station is really frightening. People use the trains to sleep, party, use drugs, pass out and sell drugs. It's really quite embarrassing that this is allowed to continue unchecked. It damages the self-esteem of black passengers to see other people behaving so badly. I also see riders destroying the property on more than one occasion. They will kick the windows of shelters and doors, and the commence to fighting, cursing, or having what appears to be a full psychotic breakdown on the train. Everyone just looks the other way because they are scared that the cops will come and kill the drug addicts and miscreants. It's an impossible situation.	6/1/2021 12:17 PM
251	Loss of the Park and Ride at E. Lake and Hiawatha has prevented me from attended evening events in downtown Mpls and St. Paul. I used to be able to park there to avoid having to wait for the Lake St. bus at 10pm. This is no longer the case.	6/1/2021 12:17 PM
252	I took light rail and realized that the seat had been urinated on -- it was below zero temperature	6/1/2021 12:14 PM

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wise, but its gross and unhealthy independent of temperature

253	Urine and garbage at LRT stations. Smoking and general disregard/disrespect for other passengers.	6/1/2021 12:14 PM
254	When passengers are yelling obscenities, smoking marijuana on the train, or harassing other riders - littering, peeing on the train (I've witnessed all of these) and will no longer consider taking my kids with me on transit. Which is unfortunate because they love the train	6/1/2021 12:13 PM
255	I have not uncommonly experienced sexual harassment on transit, particularly on the light rail. It sometimes makes me hesitant about taking transit alone.	6/1/2021 12:11 PM
256	Enforce bad behavior rules. Keep the buses and train from being a homeless shelter. Late night green line from St Paul is so bad I try to take the 3 or 61 to Mpls if I can	6/1/2021 12:11 PM
257	I don't know what can be done about sexual harassment and verbal bullying on transit but it's the only thing that's ever made me feel unsafe on trains or the bus	6/1/2021 12:07 PM
258	I don't feel the passengers on the train are being protected	6/1/2021 12:06 PM
259	I have occasionally observed fights on LRT cars, which make me feel extremely uncomfortable. I feel trapped until the train stops and I have an opportunity to exit. I have also occasionally observed groups of unruly teens entering an LRT car, holding the doors, creating a commotion on the train, putting me on edge. Times like these are when I do wish police were present.	6/1/2021 12:06 PM
260	Smoking / pee / homeless on the train.	6/1/2021 12:05 PM
261	It has been a process to learn that feeling uncomfortable is not the same as being unsafe. There are times when I have felt uncomfortable due to other riders' behavior, but I think there are only a handful of times I was in a situation that could have been actually dangerous to me in a physical sense.	6/1/2021 12:05 PM
262	I believe most metro transit police are there to protect me but some are over-aggressive.	6/1/2021 12:05 PM
263	Buses being on Time is the biggest safety issues	6/1/2021 12:04 PM
264	I feel safer when other passengers follow the expectations: no smoking, no loud music, no open food or drink, taking up only one seat, etc.	6/1/2021 12:04 PM
265	People get free rides, aggressive, bad language, loud talking and music loud with no headphones.	6/1/2021 12:01 PM
266	No one seems to have authority over negative behavior which leads to a vacuum that invites negative behavior	6/1/2021 12:01 PM
267	While driver safety is an understandable concern, securing drivers behind barriers (pre-COVID) does not contribute to a feeling of safety on the bus.	6/1/2021 12:00 PM
268	There doesn't seem to be any control on passengers having tickets after 10 pm or so. I have seen many people sleeping at the light rail late in the evening, or soliciting money, or making noise. There seems to be less control also since the pandemic started (I have seen many people in the light rail without a mask even when they were required.)	6/1/2021 12:00 PM
269	Police presence.	6/1/2021 11:59 AM
270	I am frequently sexually harassed on Metro transit. This makes me feel unsafe.	6/1/2021 11:57 AM
271	I would not feel safe if a police officer drew a gun in a close quarters bus or train. Some officers have been pleasant, and others almost seemed to want to escalate a situation over minor things, like feet on seats.	6/1/2021 11:57 AM
272	There does not seem to be any police presence after normal business hours.	6/1/2021 11:56 AM
273	People panhandling at bus stops.	6/1/2021 11:53 AM
274	The pandemic made it worse because there were fewer commuters. Because there is no fare enforcement on light rail and BRT, many transients ride up and down the lines. They exhibit mental health or CD concerns. They smoke on the train with impunity. For months. I started carrying pepper spray when my partner was slapped by another passenger.	6/1/2021 8:47 AM
275	over the years I have watched way too many problems with passengers on buses	5/31/2021 9:22 PM

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276	I am glad you have cameras on the LRT platforms but that does not seem to stop people from being assaulted. I have seen less transit police since the riots last year. Teenagers deliberately blocking the train doors.	5/31/2021 7:59 PM
277	It is hard to change it now. But never have trains with three adjacent seats where people can sleep on them. This opens a door for homeless to sleep on the train. I understand and I respect their predicament. But sleeping on the train is not good and unhealthy. Another thing which may be impossible to regulate is that some people are wearing these dropped pants and their underwear is visible. They put their hands on their private part. It is disgusting and very inappropriate for kids to see these poses.	5/31/2021 1:16 AM
278	Seeing or hearing threats to safety (layabouts, psychotics, psychopaths, juvenile delinquents, gangsters, beggars, etc.) at any time anywhere on any MetroTransit train or bus, much less actually EXPERIENCING threats to safety, robbery, assault, etc. It is an unsafe threat to public health to allow spitting in the platforms (I have even seen spitting on trains) since spit CARRIES THE POTENTIAL FOR TRANSMISSION OF TUBERCULOSIS, which has the potential to kill everybody in the world if it gets out of control due to antimicrobial resistance. This was known a century ago but is denied by communists and lunatics.	5/30/2021 7:37 PM
279	The fact that there is no fare enforcement basically whatsoever	5/30/2021 7:17 PM
280	Just to see more transit police on the trains.	5/29/2021 4:36 PM
281	Constantly being asked for money on a daily basis. I fear that my work bag with my billfold, phone, and laptop will be stolen.	5/28/2021 9:28 AM
282	Homeless people passed out on the seats of the Green Line really don't make the ride any more comfortable. Garbage getting strewn all over the train cars doesn't help.	5/28/2021 8:45 AM
283	seeing stress operators experience with the treatment they receive from some passengers	5/28/2021 8:18 AM
284	I don't feel that transit police are present enough on light rail. Especially on the Green Line, there are too many people allowed to ride that are smoking, drinking, using drugs, urinating, defecating, vomiting, playing loud music, being verbally abusive, stopping trains by holding doors or pulling the emergency stop. I won't feel safe on light rail until the police deal with all of these behaviors.	5/28/2021 6:58 AM
285	Kids changing diapers on board, throwing garbage out the door onto the platform, loud talk, fully occupying the end of the car - make the ride experience less enjoyable.	5/27/2021 7:15 PM
286	Bus stops in our neighborhood are not safe. Bus stops along along Nicollet (including the mall area) are not safe. It has only gotten worse in the 30+ years I have lived in Whittier. I use to use the bus, but no longer. I have used the light rail, but that too has become unsafe, based on my last few trips.	5/27/2021 7:13 PM
287	People who are intoxicated/ have recently used drugs being on the train and starting fights, holding doors open, etc	5/27/2021 6:57 PM
288	I do not support the use of deadly weapons as a whole.	5/27/2021 6:40 PM
289	More people on the bus/light rail make me feel safer.	5/27/2021 5:45 PM
290	I know homelessness is a problem. Don't see it is solved by people sleeping on light rail all day/night.	5/27/2021 5:23 PM
291	I feel safer when people feel safe to make small chat or be in community. when folk remind each other to get off at their regular stop.	5/27/2021 5:11 PM
292	The most risky experiences I have had on metro transit were caused by white passengers who assaulted black passengers and provoked confrontations. The next most risky experiences I have had are when transit police board to check tickets and kick people off the bus or train.	5/27/2021 4:54 PM
293	I don't ride at night if I can avoid it (meaning for me any time after 6 pm) I see far too many at the various train stations hoping on the trains (LRT's) without paying a fare.	5/27/2021 4:53 PM
294	One bus driver was belligerent toward a passenger that seemed unwarranted.	5/27/2021 4:31 PM
295	The lack of fare monitoring promotes people to break the law and attracts the wrong type of people...	5/27/2021 4:15 PM

Metro Transit community safety

296	We need transit ambassadors as proposed in the state legislature NOW! It would make me feel far safer to have people who are unarmed and friendly checking tickets, dealing with small nuisances, helping travelers/tourists/residents find their way and use the system, and contribute to a sense of safety. These ambassadors might be more likely to actually live in Mpls or St. Paul, and it would be great to have calming presences riding our buses and trains. Again, let the police deal with any serious issues that arise on the system; they should have more time to walk/drive around and observe stations/stops to make sure nothing very bad is happening.	5/27/2021 4:10 PM
297	First of all having and on-your-honor ridership just does not work, anyone can get on Light Rail and ride for free. We need turnstiles set up so people would have to pay and police / security presence in each car.	5/27/2021 3:53 PM
298	Metro transit allowing the lawlessness to continue on the trains and platforms.	5/27/2021 3:31 PM
299	Motorist behavior is a factor to consider when one waits for transit at a bus stop, especially if one encounters reckless driving past a narrow sidewalk. Some city streets are not designed well.	5/27/2021 3:30 PM
300	In the 1950s our society had permanent places for bad behavior and mental cases. Today they are constantly among us and a threat to my health the safety.	5/27/2021 3:13 PM
301	the smell of the bus or train contributes significantly. this includes fume smells, smoke smells, old trash smells, all making my ride less safe-feeling. If it smells like people that's great and it makes me feel safer. due to covid-19 another thing that makes me feel less safe is the inability to open the windows and have fresh air since not everyone will use a face mask all the time. when someone has a medical emergency on transit it's concerning and makes me worried that we're not taking care of each other enough. plus it makes me late and try explaining that to your boss...	5/27/2021 3:12 PM
302	Increase capacity, frequency and reliability. Getting stuck at a station for an hour in the freezing cold is unsafe. Getting stuck late at night at a stop waiting for a bus that is over-capacity is unsafe.	5/27/2021 3:06 PM
303	The livability issues caused by poor passenger behavior can make the whole experience unpleasant. I just want to get to where I'm going, but when there are people on the train (and it's mostly the Green Line trains I ride) who are not travelling, but partying, it's annoying. And due to heightened societal tensions right now, I feel like some people are just looking for a provocation or reason to become angry with me and possibly abusive or violent.	5/27/2021 3:02 PM
304	General feeling of less safe on bus and downtown. If I don't have to go downtown or get on a bus, i would feel more safe. It's nuts and scary - get more cops.. PLEASE	5/27/2021 2:29 PM
305	groups of riders who don't pay and hop on and off; vile language; fights on board; drunk/high people on board; homeless sleeping on trains; body fluids on trains	5/27/2021 2:26 PM
306	Proximity of stops to retail, activity, and other "eyes on the street."	5/27/2021 2:25 PM
307	Messy train cars, dirty, worn seats.	5/27/2021 2:08 PM
308	Volunteer groups like Mad Dads or whatever used to ride and seemed to also have a calming presence on buses at busy time.	5/27/2021 2:04 PM
309	Lots of homeless people and others with mental health issues seem to ride LRT throughout the day, and often harass or interact with passengers in ways that make me feel unsafe.	5/27/2021 1:56 PM
310	consistency, reliability, clear routes, and options contribute to my sense of safety and ability to reach my destination.	5/27/2021 1:14 PM
311	there is a difference between trains and busses. I feel safer on a bus because there is a driver. On trains you are on your own. Also the train stations should not be open for anyone. In other cities where they are closed off, I feel much safer,	5/27/2021 12:54 PM
312	Scenario 1: 8:45am, white woman alone in car, 3 black teen males enter smoking pot, sit behind me and say audibly (without any prompting or interaction with me), "White privileged BITCH!" Scenario 2: Same day, 9:30am, early 40s black man sits next to me in a mostly still-empty car, puts his head on my shoulder (looking down at my purse) and asks for bus money, which I did not have. Scenario 3: Video taken and posted on FB by 2 black male teens of them kicking a petite Asian female in the head while awaiting a train on a St. Paul platform. Scenario	5/27/2021 10:17 AM

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4: Story submitted to Letters To The Editor by a couple who had been threatened on the train by blacks when returning from the theater. Scenario 5: Such reporting is criticized because of the color of perpetrators' skin, NOT their actions. Very discouraging, along with the fact that taxpayers who want to use the train must pay taxes to NOT ride it, and no way to protest the Met Council's forging-ahead to build more lines that also can't be used by taxpayers. Oddly, these trains are used by the criminals to 'metastacize' to peaceful suburbs and spread their disease. Who, then, is actually responsible -- the thugs or those in the Met Council and government who promote such projects?

313	Heightened levels of stress need mediating. Organizations of teens/adults/students and numerous volunteers should travel together to hold each other accountable.	5/27/2021 9:52 AM
314	More shelters, benches, and lighting at bus stops would make them feel like more "official" places to be and wait, rather than just the side of the road.	5/27/2021 9:11 AM
315	Angry bus drivers or drivers who feel like dissatisfied with the company Take it out on riders	5/27/2021 6:54 AM
316	People who loiter at MoA. People who ride the train for shelter. Some have argued with others and I felt unsafe. They often cause tension with transit police. These are people I care about and want to help. They need services for mental health, homelessness, drug/alcohol addiction. It would feel safer and more welcoming if I knew how they were being helped, what I could do to help.	5/27/2021 6:42 AM
317	The consistency of smoking on the trains has become rather frustrating and contribute to a sense of "anything goes" that can be unpleasant.	5/26/2021 10:41 PM
318	There are a lot of people who smoke weed on the train and try to panhandle me for food or money.	5/26/2021 9:57 PM
319	Garbage and unsanitary items on the light rail cabins	5/26/2021 8:24 PM
320	Metro should not be a sleeping room,a party house, or a room of illrepute .I was brought up by my parents to have respect for others and have respect and honesty of myself.	5/26/2021 4:53 PM
321	Need more police	5/26/2021 4:27 PM
322	The huge loss of officers in the Minneapolis Police Department in the last year has contributed to much more crime in Minneapolis. This includes around bus stops. Metro Transit Police can't do it all. It was much safer when more Minneapolis officers were around too. In addition, the court system is letting juvenile and adult offenders out immediately so they can reoffend again.	5/26/2021 4:25 PM
323	How clean the bus is	5/26/2021 3:35 PM
324	The lack of etiquette of other passengers and lack of law enforcement. I had one man with his pants below his waste, try to sell me random objects and told me he had a hatchet and pepper spray on him.	5/26/2021 1:46 PM
325	Shattered glass, messy platforms, people crowding the elevators and stairs	5/25/2021 8:02 PM
326	Most of the drivers I've been served by are generally great. Occasionally, drivers have been abusive or discriminatory; that impacts my trust in the space.	5/25/2021 5:56 PM
327	Surrounding station environment safety (e.g. Lake/Midtown on the issue of other people, Snelling/University on the issue of a terrifying mass of cars and trains conflicting); assaults on operators	5/25/2021 4:20 PM
328	The Lake St/Midtown Blue line LRT station at night when I am on my way to work is regularly filled with people drinking, fighting, playing loud music, blocking the elevators, stairs, and doorways, littering, breaking glass, urinating, vomiting, defecating, and smoking cigarettes, weed, meth, & crack openly. In the mornings the upper & lower areas are a toxic, biological, and ecological hazardous waste dump.	5/25/2021 4:20 PM
329	This is not safety related but i do appreciate when the buses and trains are clean.	5/25/2021 3:24 PM
330	I feel less safe on light rail, in general, and abhor waiting for buses after typical commuting hours in downtown Minneapolis.	5/25/2021 2:17 PM
331	As a white woman, I do feel safer when transit police are present, but I also recognize that communities of color do not feel safer with them, so I don't think more police presence is the solution. Cameras seem to help some, but don't address the everyday harassment women	5/25/2021 10:16 AM

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experience. Also, queer people experience more uncertainty around safety. When I was with a girlfriend, I felt as unsafe as riding alone. Now that I'm dating a man, I wouldn't hesitate to take transit with him.

332	Being alone or with just a few other people on a bus or train car (train especially) can be uncomfortable. More people riding would make me feel safer just because there's more people watching if something were to happen. Also, I think having more people deters people who want to smoke/drink/play loud music/fight etc from doing it on the train.	5/25/2021 7:29 AM
333	See answer on 37	5/25/2021 6:39 AM
334	While I appreciate the opportunity to text MetroTransit if I have a safety concern I believe the drivers should also assist in unsafe situations. I had an experience where I was being sexually harassed by another rider to the point that I was afraid of sexual assault and the driver just laughed, when I called MetroTransit I was told that drivers are not allowed to do anything and there was no follow up. MetroTransit should take sexual harassment & assault very seriously, it seems the focus is currently on not paying for rides and using/selling drugs, while sexual harassment & assaults have a greater negative impact on riders. The drivers themselves also can make riders feel unsafe due to the way that they drive (I have almost been injured many times because of the way they drive) and how they treat riders. More training and no longer employing drivers who have negative (sometimes violent) interactions with riders would be in everyone's best interest.	5/25/2021 5:53 AM
335	*Armed* police — especially in the wake of Philando Castile, Duante Wright, and countless others — make me feel LESS safe. UNARMED police with proper conflict resolution and de-escalation training would make me feel more safe. Cameras do nothing if they are not being monitored by humans who take action upon what they see. People do not listen to announcements. Nicollet Mall and Warehouse-Hennepin stations should be better isolated from 5th Street. I see passengers cross the tracks mid-block all the time. Half-height platform edge doors would also be useful.	5/25/2021 12:03 AM
336	The time of day. I feel like transit police should be present in the mornings as well as the afternoon. I stopped riding the green line in the morning due to the number of individuals smoking legal and illegal drugs as well as drinking alcohol on the train and being extremely disruptive in the morning. I now walk further to a bus stop to take a bus instead of riding the train which would be more convenient. Disappointed that the trains are not monitored more. Just the presence of transit police would cut down on this behavior	5/24/2021 7:18 PM
337	Riding after dark from downtown to south minneapolis can be harrowing depending on the route. If you're on the 5, you can expect to be consistently harassed on the bus (as a woman). It's hard for the driver to see this sort of thing or do anything about it - and they're really the only person in charge on the bus. Moving seats generally does nothing.	5/24/2021 2:07 PM
338	I feel less safe knowing that my calling MTPD is my only recourse when I experience gender-based harassment on transit.	5/24/2021 12:31 PM
339	SMOKING	5/24/2021 11:13 AM
340	Police parking on the sidewalk, and armed fare enforcement. There is no reason transit police need to be armed with guns.	5/24/2021 10:10 AM
341	I feel safe when stops are well lit. I feel safer when the buses are on time. I feel safer when there are crosswalks and sidewalks to get from my stop to my destination.	5/24/2021 8:12 AM
342	The fact that no one is on or checks on the light rail trains makes them less safe. You need someone who has authority to check on every train to make sure that they are safe for everyone to ride. To many times do I get on a train and it is filled with smoke and litter. Get people monitoring the trains on the ground and each station that walk on and take a look around. Someone people can ask questions too and get resources like police to the train quickly.	5/22/2021 9:10 AM
343	It's just plain not safe for passengers. There was a fight on my bus just this afternoon.	5/21/2021 7:12 PM
344	The blatant smoking on trains are a big concern. Passive announcements don't do anything. Also the lack of respect for other pax is a negative. I avoid the Lake Street Midtown train station as much as possible with the "party-like" atmosphere.	5/21/2021 6:24 PM
345	I feel slightly safer on the bus because there's a driver there who may be able to calm an incident on the bus, or even call for police assistance. On the train it's like the wild west	5/21/2021 4:01 PM

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because no one is watching.

346	Drunks, frequent flyers, mentally ill people	5/21/2021 1:24 PM
347	Witnessing drug sales and use.	5/20/2021 3:12 PM
348	I've rode the train last month to Twins game. Going into city was ok - two men were not wearing masks. Felt relatively safe. Coming home from game was...scary. Rode with some young men who were engaging in drug deals and one had a switchblade. Fortunately I minded my own business and they theirs and I got off safely. My friend who was visiting from out of town, who has lived and ridden public transit in Chicago and NYC exclusively said it was the scariest public transit ride she ever had.	5/20/2021 8:38 AM
349	We need the transit police to be accountable and be visible. Multiple stops are unsafe on the light rail. Police should be monitoring.	5/20/2021 7:15 AM
350	When driver doesn't acknowledge the harassment and ignores it. I feel that they also feel they can't do much. Riders have yelled, fought back and resisted leaving the bus. They argue with the driver and the driver just doesn't want to deal with it or risk getting hurt.	5/19/2021 7:26 PM
351	#19. My contribution would be adding shelters also helps to shelter from the elements.	5/19/2021 6:23 PM
352	For the past year, as ridership has been down due to COVID, the trains have been lawless, with open drinking, smoking, and drug use, as well as mental health issues and violence well on display. Having a safety number I can text is not dealing with these issues in a proactive manner and rarely resulted in prompt officer presence. Everyone knows the middle train car is the "party car"—why not have your officers regularly riding there to enforce rules and improve safety? With all the cameras on, why don't you respond to problems when you see them rather than having passengers text you about issues?	5/18/2021 5:11 PM
353	Having other people aboard transit and/or at the stations/stops makes me feel safest. Guns, whether carried by police or citizens, make me feel unsafe.	5/17/2021 12:49 PM
354	Routes disappearing from the schedule. Constant changes and lack of bus stops are my biggest concerns	5/14/2021 10:59 AM

Q41 If you stopped using transit because you felt unsafe, please explain what made you feel unsafe and what would make you return to using transit?
(English)

Answered: 379 Skipped: 498

#	RESPONSES	DATE
1	hearing about stabbings & other incidents on the trains and buses	8/19/2021 2:21 PM
2	Covid	8/19/2021 1:24 PM
3	Covid	8/11/2021 6:40 PM
4	People asking for money and screaming at nobody makes me feel unsafe and I'd rather walk than rely on transit.	8/11/2021 6:30 PM
5	People I know have been attacked or harassed by other passengers. I never go on at night.	8/11/2021 6:28 PM
6	As of September 1st I no longer plan to ride the light rail due to lack of feeling safe on the light rail. You've lost a PAYING customer!!!	8/11/2021 5:46 AM
7	Felt harassed by passengers; not sure how to alleviate that	8/9/2021 6:23 PM
8	When people are fighting on the bus	8/1/2021 5:51 PM
9	Na	8/1/2021 12:57 PM
10	n/a	8/1/2021 12:45 PM
11	Questionable behavior of passengers	8/1/2021 12:06 PM
12	No	7/31/2021 3:19 PM
13	I dont have a choice	7/31/2021 2:09 PM
14	No	7/30/2021 6:11 PM
15	No	7/30/2021 4:16 PM
16	Knowing police go in and out of the car randomly on random platforms throughout the day. Not saying it doesn't happen. I just never seen it	7/29/2021 7:48 AM
17	Free rides to those that don't value them is not fixing anyone's life. Bring back the express buses	7/26/2021 6:56 PM
18	unticketed riders besides makes me feel stupid. I paid they did not	7/15/2021 5:19 PM
19	I'm stopping now due to the announcement of more police presence. I can't take witnessing more harassment and pleas to cops to stop never works during incidents	7/15/2021 1:07 PM
20	Don't leave me stranded! There are whole sections of Minneapolis that are dead zones after 7pm. I feel least safe when I've just missed my only ride back and I need to walk miles through town at night alone. I drive more places than I would prefer (including every single new years eve) because service stops too early or becomes too unreliable with long wait times.	7/12/2021 4:55 PM
21	See above. I can't see myself using transit again if I can help it.	7/10/2021 5:32 PM
22	COVID-19, but I'm using it again now	7/7/2021 1:49 PM
23	COVID-19 makes me feel that the bus/lightrail is not too sanitized coz they kinda of look dirty and sometimes smells bad.	7/6/2021 5:01 PM
24	Panhandlers on Green Line. Sometimes young people on Green Line in groups acting in a rowdy way. I would ride more if they were under control.	7/2/2021 10:29 AM
25	COVID safety	7/1/2021 7:41 PM

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26	Mostly due to COVID and some other passengers not wearing masks	7/1/2021 7:40 PM
27	I stopped using transit at the beginning of the COVID-19 pandemic. I have gradually starting using transit out of necessity, but I am always masked, and make an effort to sit within view of someone who looks kind of like me (young, or female, or masked) but with some space between myself and others. I strategize to make my ride feel safe.	7/1/2021 7:34 PM
28	Lots of smoking and other drug-related behavior on trains. There seems to be little oversight to monitor for illegal behavior on trains.	7/1/2021 5:20 PM
29	More police on the bus.	7/1/2021 12:36 PM
30	Drug use, smoking, filthy trains, offensive body odor from some of the users. Fix those problems, get LRT back to what is what like 5 years ago and would be happy to ride. Bus works ok. Nicollet is sketchy at night I usually avoid transit then.	7/1/2021 8:00 AM
31	I didn't stop, but I avoid it as much as possible. My last experience was absolutely horrible. Nothing short of police presence will help. It was free for all.	6/30/2021 8:16 PM
32	I stopped using transit for the first 3 months of pandemic lock down. I felt so unsafe that i preferred walking 3 miles to and 3 miles again, to and from work. The green line was like a dystopian nightmare during this time. There was zero enforcement of pandemic related measures. A significant minority of passengers on train were getting high and drinking, screaming, blasting music, fighting each other, riding nice bikes down isle and harassing normies foolish enough to take train to work. I returned as that began to recede to more 'normal' levels, that is isolated.	6/30/2021 6:37 PM
33	I was harassed and followed after leaving the train, I was approached while waiting on the platform and made very uncomfortable. Until there is something that can stop the criminal behavior real-time and assure riders that they will not be harmed or harassed, I will not ride the train.	6/30/2021 5:34 PM
34	I been threatened too many times. Too many unruly people on the trains	6/30/2021 10:13 AM
35	The trains need to be cleared of law breakers, open drug users, open sex acts, open defecation, etc. This is a daily , multiple occurrence.	6/30/2021 6:27 AM
36	Drug use, violence, robberies, large amounts of homeless, large groups acting disorderly	6/30/2021 5:56 AM
37	The lawlessness of the passengers. They harass the drivers and other passengers. I've seen smoking on trains, booze, drugs. And the train stations are littered with trash. Trash that remains there day after day. No one is cleaning the stations. It's clear you don't care about anything other than profits.	6/30/2021 5:54 AM
38	Large groups of people living and hanging out in and near transit high on drugs and looking for reasons to pick a fight or jump random passers by.	6/29/2021 9:22 PM
39	The level of violence and the train service turning into a de facto mental health shelter contributes to unsafe feelings. I have witnessed public urination and drug use on platforms, which is very unpleasant. I have lived in many large cities and I am not a fragile flower from the suburbs, plus I am a big supporter of public transportation yet the safety issues and general unpleasantness of the train system has driven me away from it. I was so thrilled when the Green Line opened less than 10 years ago. I took my family to ride it the first day and it makes me so sad to see the state it's in now, less than 10 years later, with such low ridership and other problems that make people not want to ride. I've ridden metro systems that are 100 years old (London, Boston, NYC that are cleaner and in better shape than ours (although I realize NY has crime problems now, too) . Also it would have been better to have plastic seats that can easily be wiped and sanitized---the fabric seats are already so grubby.	6/29/2021 7:19 PM
40	Homeless individuals becoming aggressive and vulgar towards other passengers. Teenagers engaging in gang like intimidation/extortion on trains. Violence can be visibly seen as a train enters the station and the operator opens/unlocks the doors allowing the scuffle to transfer inside the train.	6/29/2021 5:37 PM
41	What made me feel unsafe was the mental illness seen while at platforms and on the train, the lack of any ticket enforcement (and any rules- like no smoking on train). When on platforms waiting for the train you definitely feel vulnerable.	6/29/2021 4:51 PM
42	I stopped using train because it's very dirty, smell smoke, people smoking, loud music! if	6/29/2021 3:37 PM

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something happened, I can't escape!

43	Too many homeless and drunk people hanging around the bus stops and stations. Also, never a police officer around when you need them	6/29/2021 3:36 PM
44	I had enough experiences of harrassment while waiting on the platform for the train, disruptive behavior and unsanitary conditions during rides from vagrants and thugs, and a threatening environment on the platform upon deboarding that I no longer ride. Too many assaults happened at stations I frequented that I knew my luck would run out. Cameras are a joke. They don't prevent crimes, they only - if actually working properly - serve as evidence - which ultimately our judicial system won't prosecute. I would only consider riding again if you implement a serious policing authority presence across your system. I will also say, that using public transportation in the Twin Cities is expensive. I was shocked at how unaffordable it is. It doesn't make sense to triple my commute time AND risk my safety AND spend more doing so than if I just drove my own car. I did the math, because I really wanted to make public transportation work for me, but it just didn't make sense on multiple levels. It costs \$2.50 one way? In Duluth it's \$1.50, in Ames Iowa it's \$1. Granted, much smaller communities, but those are my other routine experiences. In Ames I could buy a punch card of rides and pay a discounted bulk rate, but there was no such option for me here. My work doesn't offer any sponsorship, I'm not a veteran or disabled, so full price for me! I would've lived with the elongated commute time, but the risk to my safety and at such an unsustainable price were deal breakers.	6/29/2021 3:32 PM
45	when transit cleans up the show for people to ride without being harrassed.	6/29/2021 3:22 PM
46	Drunks, homeless people, gang members, racists. Now I drive and pay for parking or take an Uber. I'll return when you kick the ne'er-do-wells off and protect riders from violent crime.	6/29/2021 2:08 PM
47	People living on the trains, the constant drug deals that happen. The lack of transit police. I rode the green line from target field to union depot and never once saw security or police.	6/29/2021 1:35 PM
48	Seeing security personnel on trains; having tickets checked for validity; having rowdy, disruptive passengers removed; having clean trains	6/29/2021 1:27 PM
49	more police and make arrests and convictions with consequences.	6/29/2021 1:25 PM
50	no respect for other riders (feet on seats, loud music, riders not paying, homeless riders, drugs, etc. etc.)	6/29/2021 1:06 PM
51	n/a	6/29/2021 12:33 PM
52	II STILL HAVE TO USE PUBLIC TRANSIT EVEN THOUGH I WORK FROM HOME BECAUSE I CAN'T AFFORD A CAR. IF I COULD AFFORD A CAR I WOULD DRIVE. I HATE PUBLIC TRANSIT!	6/29/2021 12:23 PM
53	you have turned the chicken house over to the vocal foxes and give them what they want	6/29/2021 12:18 PM
54	Rampant crime and disorder. I would like to see the trains cleaned up and increased police patrols, arresting violators and enforcing fares. In the winter it is a rolling homeless shelter.	6/29/2021 12:16 PM
55	People were taking their masks off (this was in April) as soon as they walked past the driver. That made me decide to use Uber instead of transit to get my second vaccination.	6/29/2021 12:10 PM
56	I will not use the light rail ever again. In February 2021, I had a very unpleasant experience on the Green Line. A large pack of young men were smoking marijuana, consuming alcohol, playing loud music, using loud foul language, not wearing masks and actually changing their clothes right in front of me.. Most of the same people were riding with me both ways and not paying for their rides. The bus is better for me - I feel better when there is a driver in plain sight.	6/29/2021 12:09 PM
57	Good customer service and driver training interaction respect and acceptance of peoples right to travel and understanding equipment tiedown and respect of customers with disabilities and seniors and other minorities etc. etc.	6/29/2021 11:58 AM
58	People getting stabbed, shot at platforms. Widely open and obvious drug use. What would make me feel safer, enforce the law.	6/29/2021 11:52 AM
59	I need transit to get to work and other places because I can't drive.	6/29/2021 11:51 AM
60	I was hassled, assaulted, or robbed every time I used the train for five times in a row. I believe	6/29/2021 11:49 AM

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public is consistently the most dangerous place that I've found in the city of minneapolis. For me to ride again I'd need to see trains that have armed police who actually arrest people committing crimes, enforce fare payment, and trains that are clean and without vandalism. When people vandalize trains, it is just a reminder that nobody does anything about bad/dangerous behavior. I want to see the police arrest and charge criminals who are seen by police or on camera violating the law. And I want them convicted of these charges and to face consequences in more cases, where appropriate. I want to see on tv when people are shown assaulting others on camera that arrests are being made and hear the charging and sentencing. And I want to know something is being done when juveniles commit crimes. Right now I feel they can do anything they want, and they know it!

61	Arguments,foul language More presence of Metro transit police	6/29/2021 11:47 AM
62	I've ridden the train and witnessed drug deals, gang members harassing people, people passed out from alcohol or drugs, people using the train as a home and bathroom. I don't know if I would ever feel safe again riding the train unless there were cops on every train.	6/29/2021 11:28 AM
63	Many of us working at the VA have stopped riding the light rail do to the violence.	6/29/2021 11:24 AM
64	I have to take it to get around, so it's not like I'm going to pay \$20 to take an Uber and go broke.	6/29/2021 11:22 AM
65	Yes. I used to take the train to MSP but I will no longer do that for fear of being robbed or attacked. Trains also have become disgusting.	6/29/2021 11:08 AM
66	See all above comments	6/29/2021 10:48 AM
67	I have stopped using transit as often as I did 3 years ago. The drug usage has spiked. I see people smoking from glass pipes, used syringes on the floor and drug deals taking place. I have witnessed thefts and fights. The employees are friendly but people riding the train partaking in illegal activities seem like they know nothing is being done.	6/29/2021 10:32 AM
68	I've stopped riding the trains after dark or very early in the morning to get to and from the airport because I had 4 men who were high or drunk get on the train and start fighting and yelling at people. I literally had to hide so as not to attract their attention and when I got to my stop, they chase me down the street until I lost them in the transit station by hiding. Imagine being alone, hiding, and then running down the street and through the skyway with a bunch of luggage at 11 pm at night with no one around and all while hearing 4 men yelling "WHERE DID SHE GO?! FIND HER!!" It was the scariest thing I've ever had happen to me in my life and after that, I stopped riding to and from the airport or riding at night or early morning. What would make me ride the trains in the way that I used to? The presence of authorities on trains and platforms especially late night and early morning.	6/29/2021 10:01 AM
69	There have been to many people on the train yelling and screaming at each other, playing the rap very loud etc. ALOT of swearing.	6/29/2021 9:57 AM
70	un ruley unsupervised riders, groups of kids..... I may feel safer to see more police around and some monitors on the train cars to have some supervision and keep off non paying riders	6/29/2021 9:56 AM
71	Too much violence, drug use, harassment for money, and homeless people, and profanity, large young groups on the trains. I am done with the trains since the pandemic and social unrest. I don't think I will ever use the trains again as I don't see any way it will ever truly get better.	6/29/2021 9:49 AM
72	Constant harassment from individuals who are intoxicated and/or on drugs, as well as concerns about theft and/or robberies on trains and at station platforms made the trips unbearable. I will only return to using transit if those conditions are completely abated.	6/29/2021 9:04 AM
73	Please see above.	6/29/2021 8:53 AM
74	No police enforcement and an increase in unruly behavior of other passengers. I feel afraid and powerless to do anything about it. Unruliness goes from simple playing loud music, to smoking, verbally harassing other passengers, to actual physical harassment.	6/29/2021 8:49 AM
75	The fact that I could be robbed and metro transit does not have enough Police presence to take care of the issues. Safety of passengers needs to be addressed.	6/29/2021 8:40 AM
76	I rely on the Transit System! All of the above responses make me feel very uncomfortable and not safe! The smoking, pan handling, drug dealing, loud talking and music playing loud. People	6/29/2021 8:35 AM

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not paying their fares!

77	I feel much safer riding the train in Chicago than i do in the twin cities. I wont even let my family use the metro when they come to visit. It's a terrible mess	6/29/2021 8:19 AM
78	I stopped using transit over a year ago because the trains and specifically the green line has become a roaming mental health and substance abuse facility. Unfortunately Metro Transit has become a place of last resort because our state refuses to come up with solutions for mental health.	6/29/2021 8:16 AM
79	Fear of robbery or being beat up for no reason.	6/29/2021 8:08 AM
80	witnessed assaults on the metro transit. Clearly insane people at the platforms, yelling, fighting....	6/29/2021 8:07 AM
81	Catching a train down the Hiawatha corridor to a twins game has been a very rough time. Constantly being harassed by people who are just loitering around and yell at you for not giving them money is a huge reason for leaving metro transit.this could be helped by a more active and in person presence by metro police or ambassadors on platforms	6/29/2021 7:58 AM
82	More police on the actual trains at least until the amount of mentally unstable or intoxicated passengers is reduced or balanced out by more passengers in general	6/29/2021 7:44 AM
83	I am actively seeking another way to get to work. When light rail opened, it was clean and safe. People who didn't pay were kept off. Now, there's an open invitation to harass other riders. Metro Transit should be embarassased at how quickly things have gone from good to horribl.	6/29/2021 7:41 AM
84	We need officers on virtually every train.	6/29/2021 7:36 AM
85	getting hit on the arm. very scary. i was judt sitting there. I moved to St.Cloud. im all done with the whole city.	6/29/2021 7:32 AM
86	Active drug use; people experiencing a mental health crisis, human waste, sexual activity, large homeless population, fights, threats of violence, aggressive panhandling, offensive language and I've observed people brandishing weapons.	6/29/2021 7:28 AM
87	Watching someone attacked and the fought back from being attacked and sustaining significant injuries. Yet He was told it was a fight because he fought back. Iwas a witnessI will never ride you crap and piss train again	6/29/2021 7:20 AM
88	Above. I will never ride it again.	6/29/2021 6:49 AM
89	I felt unsafe during the pandemic because the was no enforcement of mask policy on the train.	6/29/2021 6:40 AM
90	Harassment on buses and trains. Violence. Stops are unsafe. Filth.	6/29/2021 6:05 AM
91	I don't feel like participating in one of your light rail cage matches or facing off with a multitude of criminal types early in the day OR after the sun goes down.	6/29/2021 2:45 AM
92	Too many criminals on the trains who know they can get away with their crimes. The only thing that will make me feel safe is increased presence by law enforcement on the trains and actual arrests being made vs. useless warnings for political correctness.	6/29/2021 12:40 AM
93	Never use train after 6pm	6/29/2021 12:08 AM
94	I avoid public transport as much as possible. Kick the thugs out so the 99.44% of us with no criminal intent could take advantage of the benefits it has to offer. Or at the very least, clean it up and make it safe for the riders who have no other option.	6/28/2021 11:41 PM
95	The fact that I can't listen to a podcast or read a book! I have to keep my head on a swivel. Every time I get into the train or bus I look around and see who's on there. I always position myself near an exit door so I can quickly leave the train or bus if someone is acting up. I look for people who are smoking or with a paper bag in their hands. I look and see if there is someone jumping around or going from seat to seat. I try to pretend to listen to music and be busy on my phone. But I actually just have my texts open in case I need to contact metro transit police. In the winter, incidents tend to cut in half - instead of once every week or two it will be once a month. But there is almost always someone who is bothering other passengers or who comes up to you and asks for money or food. Sometimes you say no and they'll move on other times they'll say "f-you" and be belligerent. They'll swear at women, and even throw	6/28/2021 11:21 PM

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stuff at you. Other times it will be someone drunk or on a drug who comes up and says slurred together words, and other times it will be someone pulling on your backpack or trying to grab a purse. I will wear my backpack in front of me to see people who grab at it after I had someone steal a water bottle out of my bag. I intentionally do not carry cash in my wallet and have some stashed in secret pockets or belt buckle clips so if they get teal belligerent and try to take my wallet I can give it to them. It's ridiculous the work to go through to use metro transit and this led me to stop using it for weekends or meeting with friends or with running errands. I only go to and from work between St. Paul and Minneapolis. Now, going back to the office this fall, I am considering driving / looking at parking options or considering just Uber-ing to work because I can only imagine it will be worse. For example, I have used target drive up and now these individuals will knock on your window and ask you to roll the window down and if you don't they'll start yelling and hitting your car. Eventually target employees or security have to remove them. Not only has this problem made me use metro transit less and consider not using it at all, but I have begun to wonder if I should move out of St. Paul or take a job in a different city. I am a young professional, so this would not be a problem. However, I love the cities, and I want to be here. We need to do better and cut down the crime.

96	If light rail is behind or not running I will not walk through downtown to Target Field, to dangerous. The am light rail has alot of drug users in the morning up from the night in large groups. No metro transit on the light rail. Not safe plain and simple	6/28/2021 11:17 PM
97	I was very excited to use the light rail when I began working downtown Mpls in 2018, as I had ridden transit in Washington DC and Phoenix, where it is used by many people to get to work. It is completely different here. I have heard people call out, "Why are all the white people here?" during rush hour, for instance. As a woman, I have witnessed other women being verbally harassed, over and over, and to my shame, I was afraid to do anything because they might target me next. I have personally had someone call out to the entire train, look at that white lady, over and over. I was so full of hope, and I reached the point where I could not use the system, it just wasn't worth it.	6/28/2021 10:58 PM
98	MTC playing politics and pulling the police officers off the trains/busses. I will get back to mass transit when MTC stops listening/bowing to the left politics and gets police back on the trains and busses.	6/28/2021 10:57 PM
99	I not only stopped using the transit, I completely moved out of Lowertown because it was so close to the last stop of the light rail. The homelessness was out of control and the drug use was sad to see. The ambulance and cop car lights/sirens kept me up at night (every night!) I wanted to use the light rail as a more affordable to get to my friends in Minneapolis, watch sporting events, go to concerts and breweries but after only a few times, I stopper and just used Uber or Lyft even though it is more expensive, my safety is priceless. I would return to metro transit if the system was not used as a homeless shelter, the drug issue was reduced SIGNIFICANTLY and if it didnt feel like I was sitting in a dirty bathroom toilet.	6/28/2021 10:45 PM
100	Again, you have to ask? If you still haven't figured it out by now, ride and observe. Really?	6/28/2021 10:36 PM
101	Too many trouble makers. I won't return, not comfortable at all.	6/28/2021 10:32 PM
102	Sexually harassed, man tried to follow me home, fights and drug use. Increased patrolling on the trains would be helpful to reduce drug use, harassment and violence. Also, finding a way to enforce payment would be a good step in the right direction. People who paid a fare would be more likely to respect and value the ride and other passengers.	6/28/2021 10:30 PM
103	See above. Have periodic visible police in the trains. I haven't seen a metro police officer on the trains since the blue line opened. If you have a periodic police presence, people will realize they can't get away with what they get away with now. New York City started enforcing minor offenses like jaywalking and overall crime went down. The metro police to do the same.	6/28/2021 10:26 PM
104	My coworkers say lack of law enforcement. People passed out and disruptive behavior especially in the "U" and downtown Minneapolis. They won't risk going downtown	6/28/2021 9:39 PM
105	The Green Line absolutely needs staffed stations. There are far too many incidents on the train--I have seen about every type of drug smoked and/or sold on that train. It's a thoroughly unpleasant experience at all hours of the day. I keep to myself and do not interact with other passengers and I've had all sorts of threats thrown at me based on my appearance and gender expression. I have had objects thrown at me at stops. I have athsma and am regularly exposed to smoke on the trains. It's so upsetting because I lived in another city before here and relied on rail there and the occurrence of these instances was rare--I think I saw ONE	6/28/2021 8:04 PM

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person smoking on transit ever in Washington, and here I see it almost daily, if not multiple times a day.

106	Hostile passengers, driver's and cops.	6/28/2021 7:18 PM
107	I wouldn't stop, even if I had a bad experience.	6/28/2021 4:39 PM
108	If I wasn't begged for money or food or threatened to rob me I would feel safer.	6/28/2021 3:22 PM
109	Buses with only one or two passengers later in the evening, when those passengers may be intoxicated or impaired made me feel less safe at times.	6/28/2021 12:18 PM
110	not just safety, the smells of some of those who appear to live on the trains	6/28/2021 10:46 AM
111	The entire city now feels unsafe. We've stopped walking as much as we used to, my partner doesn't bike as much, and we completely avoid transit. If we go out to the bars, we make sure to leave before 1 am to avoid the chaos. I've lived in an urban setting my entire life and I'm so afraid we'll return to the violence of the 90s that we're considering moving out of the city - or even the Twin Cities. The Minneapolis City Council is ruining this beautiful city. It's like no one cares.	6/28/2021 10:20 AM
112	covid isn't mentioned specifically in this survey. i have been avoiding transit since covid got serious in march 2020. i have generally been trying to limit my time indoors, even though i continue to mask. i plan to return to using transit in late summer / fall as covid continues to decrease.	6/28/2021 4:16 AM
113	My husband nearly got assaulted and we stopped taking the literail after that but it has heavily impacted our lives because now we have to pay for parking and also have to drop him off at 5 in the morning as he is a medical student.	6/27/2021 9:28 PM
114	N/A	6/27/2021 8:35 PM
115	If downtown (our normal destination) is not safe we don't feel safe	6/27/2021 3:25 PM
116	N/A	6/25/2021 11:05 PM
117	I began using transit much less about a year before COVID struck. So, much of 2019 and part of 2018 because I was feeling less safe. More people under the influence were riding regularly and I didn't feel safe with that unpredictability. I felt like people were also willing or trying to pick fights with each other... The most common instance of this was if someone asked another passenger to use headphones (instead of playing their music on a loud speaker) or move their feet or bags off of a seat. The polite requestor on multiple occasions would be threatened by the person they be were asking to take some action. I also wondered about the cleanliness - urine on seats and or bed bugs with the overnight use by people experiencing homelessness. The buses and trains in general during this 2018-2019 period were dirty with people's takeout food waste and other garbage too. It was like there was less and less respect for this communal asset from the riders and Metro Transit wasn't doing much to influence the culture.	6/25/2021 9:35 PM
118	Any can and does board Light-rail.	6/25/2021 3:55 PM
119	being alone on the train, drugs at the stations, I wish the stations had more activities around the, and were not so isolated. I wish people didn't hangout at the stations	6/25/2021 2:04 PM
120	As I've said, cops on trains and on some bus lines would help a lot. The troubling behavior was "cultural" in nature. I was brought up to respect others. That means no loud cursing, fighting, or other kinds of threatening unruly behavior. If this is now the new standard of public behavior (it seems to be) then I'll drive. I'm also deterred by experiences of friends who have been attacked and assaulted on the transit system.	6/25/2021 1:16 PM
121	The main thing that made me feel unsafe recently was the COVID-19 pandemic.	6/25/2021 12:28 PM
122	If there was coordination, so a bus running late did not cause me to miss a transfer.	6/25/2021 12:16 PM
123	Police cannot do their jobs to protect the public any longer.	6/25/2021 11:57 AM
124	see above statement	6/25/2021 11:53 AM
125	Many people using lite rail for their shelter. We need to address this issue in a humane way.	6/25/2021 11:38 AM
126	1) Have more Metro police available on the light rail and buses and those buses that are pay-at-the station. 2) Have the platforms set up so that you cannot get on the platform without	6/25/2021 11:03 AM

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paying. Some cities have light rail systems where you cannot get on the light rail without paying first and going through a turn style. This will keep those off the train that could cause more trouble. Also on those routes where you scan your card before getting on the bus - somehow the system would not let you on the bus unless you had paid - or have police check bus fares on the bus. This could keep those that will cause trouble off the bus. 3) When I first started taking the light rail I felt safe. Often there were police checking our fares. In the last years maybe the police came on the light rail only a few times. I started to feel unsafe then. Also most police would come on and not check our fares - just get on the light rail and then get off a few stops later. I feel the Metro transit system is probably not sustainable because many people are getting by without paying their fares.

127	Groups of loud youths, beggars, smokers, good grief if our Green and Blue lines are aiming for commuters, or the elderly, please get with it and clean up the riding experience. I've gone back to driving, and I hate that I feel it was a safety-related issue.	6/25/2021 10:38 AM
128	I can't stop. It is my only means of transportation! I dread a strike, although I have walked through several. But now I am 81 years old and caretaker of my husband, so I have to do everything for him.	6/25/2021 10:26 AM
129	I stopped using the bus when Covid began and my once a week volunteer work downtown was paused. I have also used the bus/LRT combination to get to and from the airport but that has also not happened during the pandemic.	6/24/2021 6:29 PM
130	Busses are fine. The light rail is a free for all and the amount of fights and drug use/deals keeps me away.	6/23/2021 3:30 PM
131	I stopped using transit during the pandemic because I do not trust other people to be smart about safety and am now still staying away from transit because of the packed buses and no masks. I'm walking everywhere which is very hard as I am currently pregnant.	6/23/2021 3:11 PM
132	There is no safe space to catch Uber or meet friends	6/19/2021 12:59 PM
133	Experiences with sexual assault/harrassment. Men following me or refusing to leave me alone including an incident that occurred in downtown mpls last summer	6/18/2021 5:28 PM
134	I use Transit all the time even though I feel unsafe because it's safer than walking at night	6/17/2021 5:47 PM
135	If things changed substantially on the light rail I might start taking it again. Because I'm single and a woman it just feels too risky usually though unless things change	6/17/2021 5:06 PM
136	Feeling very unsafe at the above mentioned transit station where I have to switch buses early in morning, around 7am, & at night, around 9:30pm	6/17/2021 4:22 PM
137	Cleaner buses, platforms, & more control over the environment	6/17/2021 9:39 AM
138	Within the last year- COVID. Previous to that, I generally avoided riding the bus after rush hour. It would be dark out, I would be waiting outside alone for longer periods because there are fewer buses. In the winter, sidewalks and areas around bus stops without shelters rarely have space to stand/wait because the snow isn't cleared. Additionally, there are many bus stops that are located in areas with no street lights. I would return if these things could be addressed.	6/16/2021 11:44 PM
139	The fact that fewer commuters are taking transit (likely due to more folks choosing to work from home) can make me feel like a target at times. I feel a sense of safety in numbers.	6/15/2021 5:29 PM
140	Why don't you focus on Metro Transit safe for the people who do ride first? Focusing on those who have left, makes us feel like we don't matter.	6/15/2021 9:46 AM
141	People sleeping on trains, dirty train cars, smell of drugs, fights.locking	6/14/2021 3:29 PM
142	News stories about open drug use on trains made me feel unsafe. I would return to the trains if this behavior declined.	6/14/2021 12:24 PM
143	The GREEN Line is notorious for bad behavior riders, especially in the evenings. One feels slightly safer when one takes a bus with a driver present & thus closer to the passenger compartment.	6/13/2021 11:09 PM
144	Panhandlers, crime reports on light rail and at stations. Issues with Covid.	6/13/2021 1:18 PM
145	I have not stopped using transit, but I would NEVER recommend that a young woman or young gay man or a trans individual ride transit alone or after dark - and, unfortunately, there are	6/13/2021 10:45 AM

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routes that they should always avoid. They are subject to harassment on the bus/train, at the stops/stations, and many of the main thoroughfares into residential neighborhoods from stops/stations are poorly lit and have many sections that are potentially unsafe because of narrow walkways and areas of limited visibility/easy hiding spots.

146	Sexual harassment, panhandling, and general transphobic harassment. I'm not sure what would make me feel safer.	6/11/2021 8:39 PM
147	Get the homeless into shelters or more stable housing so they aren't forced in desperation to use the transit system for shelter. Use transit police, social workers, or others trained to intervene to deter conflicts, drug use, and crime throughout the system. You need people out there, not more cameras or technology. Cameras just record bad stuff happening. People can prevent bad stuff before it happens.	6/11/2021 8:16 PM
148	I have stopped using transit during COVID. I am what Metro Transit labels a "choice rider." I ride for environmental reasons more than any other--to reduce my carbon footprint. (Although I also find it convenient and easy.) I expect to begin riding again (I just became fully vaccinated) but will probably be gradually easing into it--and assessing how I feel as I reemerge in public spaces like buses.	6/11/2021 5:55 PM
149	I will not return to regular transit use until you've cleaned up the illegal activity. I will not put myself into unsafe situations, and the trains are unsafe!!!	6/11/2021 5:48 PM
150	I didn't want to be hurt or robbed	6/11/2021 3:57 PM
151	As a female, I am sometimes subject to catcalls and such. Non-police patrols could help limit this sort of interaction. A few times I've witnessed transit police handle folks with mental health issues and I feel like they are not trained to handle these sorts of situations and escalate things	6/11/2021 12:54 PM
152	I saw someone get stabbed at Lake Street station, and get harassed when I use the station. There's never been a time since before the pandemic that I haven't had to cross needles and glass to get to platform. I have only recently started using the light-rail again.	6/9/2021 9:30 PM
153	Having the homeless people allowed to sleep on the trains is what has made me feel unsafe and therefore I have stopped riding the light rail.	6/9/2021 4:44 PM
154	Open drug and alcohol use, verbal attacks and threats. Need more patrols and monitoring.	6/9/2021 5:01 AM
155	I have stopped used Metro transit and now use friends, family, or Uber. My last several rides on the bus, I was harassed at the bus stop and watched people shoot up. My last ride, a drunk/high man on the bus was intimidating passengers, challenging people to fight. I was directly harassed by him and had to call ahead to have a friend meet me at the stop for protection when he threatened me. In the last six months, I have not ridden the bus or train since then. I have encouraged friends and family members to be cautious or avoid public transit particularly in Minneapolis and St.Paul. I live off East Lake Street, and relied heavily on public transit. I have no plans on returning. I would consider it only if 1: Shootings and robberies ceased to take place around or at my bus stops for some time. 2: there was some kind of peace officer or help officer on the most affected routes. 3: the bus stops were taken care of and routinely patrolled by helpful officers or city workers. 4: the bus shelters were kept in repair including cleaned up graffiti and shelters and benches in decent shape. (For instance, the Lake street stop, and its elevators regularly reek of piss.	6/9/2021 12:03 AM
156	While I still use transit, I have stopped using certain light rail stations at certain times of day/night because of experiencing sexual harassment and feeling fearful for my safety. Knowing that metro transit staff, peace keepers, or police - basically, someone who could intervene - would be present and visible would help me feel more safe at those locations.	6/8/2021 4:37 PM
157	Police needs to monitor the trains. People should monitor the trains CCTV and able to call them out live .on the PA system	6/8/2021 4:30 PM
158	Rude, hostile, disruptive passengers. People who threaten violence. Actual violence on occasion.	6/8/2021 1:14 PM
159	Safer road design and more predictable seating at transfer points. I have trouble standing so if I don't know I can sit, transfers are hard	6/7/2021 6:15 PM
160	I'm lucky - I have a car so have an option to use that	6/7/2021 3:37 PM

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161	I definitely use it much less than I could because of safety concerns. The train should never be allowed to be a "homeless" shelter!	6/6/2021 7:38 PM
162	I still use transit	6/6/2021 7:14 PM
163	I will continue to use transit once things open up downtown after the pandemic. I will avoid parking downtown if I continue to live in Minneapolis. However, I am seriously considering moving to the suburbs where I feel it would be safer to be an old woman living alone. It is not just transit that can be unsafe, but the general explosion of crime in Minneapolis that has happened all over. If I do move to the suburbs, and there are no practical ways for me to get to downtown on transit, then I will probably drive down 2 - 3 times a week and pay for parking. It is a cost I will have to factor into my life. My life has greatly changed due to everything that happened in Minneapolis over the last year. I am having to re-evaluate everything from my financial situation to where I live. I used to rent rooms in my home, but I stopped doing that because I got caught with a drug addict living with me and I could not evict her due to the eviction moratorium. So I no longer rent rooms out. That feels unsafe to me as well.	6/6/2021 1:42 PM
164	More consistent policing and clean-up of stations that seem to be attracting disruptive people and those who are contributing to the trash on and around the transit platforms.	6/6/2021 12:35 PM
165	The pandemic.	6/6/2021 10:19 AM
166	it seems that black people like to make white people uncomfortable	6/6/2021 9:22 AM
167	The vast majority of my mass transit use is during standard "rush hour". However, on the occasion when I work late (after 9:00 pm), I do feel less safe. The clientele at those times can be very different, troublesome, and worrisome at times. Consequently, it has now become rare that I will stay late; I bring my computer and finish my work at home.	6/5/2021 9:34 PM
168	No mask enforcement at all and observing other riders threatening others. More transit security on trains would make it feel safer	6/5/2021 8:49 PM
169	I would like to be able to use the lightrail to go to MOA and the airport...but I question the safety. I used to use the Blue line to get home from work before the pandemic, there would often be blood on the midtown platform and witnessing altercations became increasingly common. Related to the pandemic..... still to many riders are wearing their masks as a chin guard covering neither their nose or mouthnow I am vaccinated but I feel I was put at risk (as were all the drivers) before that.	6/5/2021 7:38 PM
170	Unsafe - verbal and physical threats/harassment from other passengers. Unsafe - vomit /urine/feces on trains and platforms. Annoying - some trains so smoky I can hardly breathe. Annoying - passed out drunks/homeless with their belongings blocking the aisle. Annoying - blaring music, sometimes from both ends of the train. The Light Rail System has become a "free for all" and no one seems to care about it. I work at the airport, and pretty much all my coworkers have stopped taking light rail for the reasons stated above. I was one of the last holdouts.	6/4/2021 5:02 PM
171	I stopped during Covid because I am retired and do not need to go to work. I am returning now that I am vaccinated, but still worry a little about the status of other riders.	6/4/2021 2:59 PM
172	I am unlikely to return to transit until people quit hanging out on the bus for no other reason than to hang out.	6/4/2021 10:25 AM
173	Crime and harassment on the train and at the downtown stop	6/4/2021 6:35 AM
174	See previous answers. I'm an advocate for free public transportation and Metro Transit is heavily subsidized (less than 50% comes in via fare boxes). So I'd stop focusing on fares and just focus on having police or social workers try to remove at least the mentally ill and high/drunks folks who are being belligerent from trains/buses (and get the folks who need it into shelter or mental healthcare). And I'd emphasize that the police should also ask and listen to passengers about what's going on rather than just the drivers. In other words, police and drivers treat people with respect unless they're doing something really outrageous ...and focus on the most outrageous/disruptive people (of which there are plenty) rather than fare evasion or sleeping/weird people who aren't bothering anyone.	6/4/2021 3:04 AM
175	the criminal behaviors are out of control and is mostly Blacks ,I been threatened and yelled at frequently	6/3/2021 11:49 PM
176	I've only stopped riding the train once, and that's because of COVID-19, these trains get pretty	6/3/2021 9:59 PM

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nasty, and aren't cleaned enough, and they don't have hardcore HEPA filters like you'd expect on a plane, it's the perfect place for pestilence and disease.

177	A friend of mine was mugged near a bus stop I used to frequent. The area (Snelling & Como) has always felt very unsafe- incredibly dark when it reaches nighttime, and I tend to avoid the area if at all possible.	6/3/2021 3:49 PM
178	I don't have an alternate mode of transit nor would I want one.	6/3/2021 3:45 PM
179	Almost nothing now that I have Metro Mobility	6/3/2021 3:05 PM
180	Packing people into a large tin sardine can (#5 and 21) with temperatures at 75-90 makes for a scary trip.	6/3/2021 2:51 PM
181	There would have to be more police presence, and actual action taken to keep criminals off our system. There would also need to be a serious cleaning program put in to make the vehicles at least presentable.	6/3/2021 1:56 PM
182	i totally depend on met transit	6/3/2021 8:35 AM
183	I no longer take the blue or green train lines and the Midway neighborhood in Saint Paul and many areas in Minneapolis are no longer safe for disabled people like myself. I have not seen any police coverage of trains or buses for many years during my preferred transit times.	6/2/2021 10:28 PM
184	Coworker was assaulted and put in the hospital while riding the lightrail. Personal experience of children harassing riders around me on the lightrail during commute.	6/2/2021 10:10 PM
185	I have reduced my ridership because I am afraid of being attacked. Especially at night. I have seen others attacked.	6/2/2021 9:42 PM
186	I stopped because of COVID not other kinds of safety. I'll return to transit when my office opens up again.	6/2/2021 9:27 PM
187	I have texted the Metro Transit Safety line multiple times. No one has ever come to assess the situation. I have waited over 50 minutes on the light rail and no one came.	6/2/2021 8:48 PM
188	It is a sewer.	6/2/2021 8:43 PM
189	felt unsafe with covid. will return as i travel more now that i'm vaccinated.	6/2/2021 7:44 PM
190	See above answer. Those who can't be civil to others on public transit shouldn't get to use this wonderful resource. Restoration of the requirement of civility to ride public transit would make me feel safe enough to choose public transit as my first option again.	6/2/2021 7:00 PM
191	I have not had a car in nearly 10 yrs, but I am going to be buying one before I have to return to working on campus b/c despite my love of mass transit, I am not convinced that it is yet safe for me to be regularly riding the bus anymore. Even just 2x a week round trip seems like too high of a risk when I am high risk. I am deeply torn about this, but ... I can't afford to become disabled from long covid (which is my bigger concern at this point).	6/2/2021 6:33 PM
192	If they fully sanitize the inside the seats and the alley with detergent. Instead of hosing the alley down.	6/2/2021 5:34 PM
193	More police on lightrail and the A line to discourage all the bad behavior, or a police presence at the problem stops like Lake St	6/2/2021 4:11 PM
194	Unarmed, customer service personnel on trains	6/2/2021 2:42 PM
195	take control - I know there are problems in the twin cities, but making the train a homeless shelter, or a warming station, for people who will not/can not pay, or are under the influence of substances, just means you've given up.	6/2/2021 11:10 AM
196	increase safety at LTR stations. Nearest Station to me is 46th St. Station. I hate waiting here and I will avoid it by all means if I can.	6/2/2021 10:18 AM
197	I stopped during the pandemic as other riders would not obey the mask and social distancing rules.	6/2/2021 10:16 AM
198	I have largely stopped using the Green Line because it is always such a hassle. Again, we really need some law enforcement. Right now, it actually feels like nobody cares, which is worse.	6/2/2021 10:09 AM

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199	I moved away from waiting at Uptown transit station after my father was attacked in broad daylight, early evening, many people around, under security cameras. I used to think those factors made the stop safer. Unfortunately, a very mentally ill man attacked us, kicked my father in the face. There had been no warning or provocation. Having greater connection with social services and mental health resources to assist folks spending time at us shelters could be helpful.	6/2/2021 9:51 AM
200	I have not stopped using transit during the day; but in the present climate of gun violence, I worry about waiting at a lonely stop after dark.	6/2/2021 8:51 AM
201	Roving bands of young, lawbreaking males, unstable, mentally ill people acting erratic, urine, feces, ect, smoke everywhere, just dirty	6/2/2021 8:50 AM
202	More data about covid vaccinated safety.	6/2/2021 8:30 AM
203	I stopped using transit because of COVID and a shift in work, however, being recently vaccinated, I am looking forward to being a regular transit rider once more	6/2/2021 8:29 AM
204	I have no choice--I have no car	6/2/2021 8:06 AM
205	I need to be convinced that I will not be attacked while waiting for the bus or train and while riding the bus or train.	6/2/2021 1:46 AM
206	It makes me feel unsafe when black are refusing to pay fare, yet I have to. The blacks are never held accountable for their disruptive and criminal behavior.	6/2/2021 1:20 AM
207	I am a vulnerable adult and I am constantly harassed using public transportation now. I no longer feel safe riding the bus and I don't drive so it's my only transportation. It makes me sad and afraid.	6/1/2021 10:45 PM
208	I am no longer working, but I was without a car for more than a year and took bus/light rail to work. I would bus again.	6/1/2021 10:22 PM
209	Lack of safety on lightrail. Intoxicated passengers harrassing other passengers and no one stopping them or there to intervene. I've been catcalled at bus stops. I've witnessed on two separate occasions a rider threatening the bus driver.	6/1/2021 9:55 PM
210	Metro transit police actually just being visible on the train lines, not ticketing just being a friendly presence.	6/1/2021 9:51 PM
211	Less drug use at the lake street lrt. Better connections with the 21 and the train-less wait time is safer.	6/1/2021 9:47 PM
212	I still take it. Can't say it is always pleasant.	6/1/2021 8:50 PM
213	large groups that threaten everyone's safety	6/1/2021 7:46 PM
214	Gangs on bus or train.	6/1/2021 7:42 PM
215	The waiting for the bus experience downtown is just unnecessary.	6/1/2021 7:29 PM
216	Certain routes I will not use due to intoxicated and rude passengers.	6/1/2021 6:55 PM
217	At the stops there were fights and knives and threats to people. Also fights and arguments on the bus as well as riders yelling at the drivers while the bus was moving and stopped. I saw oral sex on the bus mostly between teenagers. School age students being loud, violent and disrespectful.	6/1/2021 6:36 PM
218	I	6/1/2021 6:31 PM
219	I stopped using the train because I was assaulted on it. I might consider writing the train again if there is Metro Police on every car at all times of day and night.	6/1/2021 6:13 PM
220	NA	6/1/2021 5:26 PM
221	I stopped using transit due to COVID, no longer working in an office, the "essential trips only" rules and concern about health-safety. But I also felt unsafe pre-COVID at times and limited my rides to rush hours or times when I would not be alone. I would feel safer if more people rode transit. I have lived in other cities where all sorts of people ride transit at all times of day/night, and I feel safer that I won't be harassed or victim of a crime because there would be witnesses or people who might intervene. If there were ambassadors on each vehicle who were	6/1/2021 5:11 PM

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identifiable and trained, to enforce rules and courtesy, I would feel more safe. I would also feel more safe if windows could open or air circulate more in other ways, to avoid virus spread.

222	rude racist sexist bus drivers!	6/1/2021 5:09 PM
223	Unable to guarantee public health while riding the bus. CV19. Surfaces being disinfected.	6/1/2021 4:57 PM
224	The pandemic made me very anxious about being in even small crowds. I only try to take transit if I know it won't be busy and I'm familiar with the route and time	6/1/2021 4:34 PM
225	I have stopped using public transit due to health and age issues but I could use it if I get better	6/1/2021 4:31 PM
226	No loud, unruly people, MPS students.	6/1/2021 4:08 PM
227	I just need to know that people aren't pissing out smoking on the trains and then I'll start using them again.	6/1/2021 4:00 PM
228	I have not been on the Green Line in St. Paul for over a year. When I used it, I would frequently encounter groups of unruly young persons. I do not expect to use the Green Line again, except in emergencies.	6/1/2021 3:51 PM
229	I have ridden with more than one patron harassing either other passengers or the driver. I think your drivers deserve all the protection they can get; but to let someone "rant" continuously without intervention makes for a very uncomfortable ride. I still would ride the bus from home to MOA (all on the South side).	6/1/2021 3:40 PM
230	people swearing and yelling and fighting with each other and peeing in the bus/train and elevator. I want transit to be a place where civilized conduct is expected. The whole ambience of transit now is more like a jail cell. and the plastic seats are an insult telling people - people here are rude and gross so we can't have nice things.	6/1/2021 3:30 PM
231	I believe belligerent passengers make the riding experience unsafe.	6/1/2021 3:28 PM
232	I stopped because of COVID but I plan to start using public transit again, at least by September.	6/1/2021 3:27 PM
233	Lots of bad people get on the bus. I would have to trust that I would not be bothered	6/1/2021 3:23 PM
234	Not all people were wearing masks or wearing them correctly. There is NO social distancing. Again, too many people think they can sit up front and they shouldn't. I'm not able bodied enough to get to the back of the bus.	6/1/2021 3:18 PM
235	I stopped due to the pandemic and will likely return to public transit in September, however if I have to deal with the same issues then, I may rethink that choice. I've absolutely loved not being threatened or having to text about possible ODs every other morning.	6/1/2021 3:17 PM
236	When there is no strange person asking around without a mask and when there is no person playing loud music or smoke.	6/1/2021 3:03 PM
237	More strict fare enforcement is needed. I've seen drivers put in a bad place when riders get on without paying. They need to keep driving to stay on schedule, and the non-paying passengers are often dangerous criminals. My wife will never take transit, and I will only do so if I absolutely have to at this point.	6/1/2021 3:02 PM
238	My personal health as it relates to covid-19 and being in close proximity to other people. Now that numbers are decreasing in the metro and vaccines are more available, I feel a lot safer taking transit.	6/1/2021 3:02 PM
239	I moved to Minneapolis to have better access to public transit. I hope to ride it more often now that I'm vaccinated.	6/1/2021 2:57 PM
240	Because Metro Transit removed all employee parking at the Heywood office building for "non-essential" employees, there is no option to stop, or even pause, transit use. Metro Transit forced me into a very uncomfortable and scary position. All for the sake of increasing the number of employees who take transit. I would have liked a day or two away from transit to recover mentally from this experience, but that's not important to the executives or the Board.	6/1/2021 2:57 PM
241	I love metro Transit & have been a customer for 50 years. The bus drivers are awesome & professional.	6/1/2021 2:34 PM
242	I would return to transit if they cleaned up the trains. They are usually dirty. Lots of people	6/1/2021 2:33 PM

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don't pay their fare. I think fare enforcement is important and would make transit more safe. I get that some people are having a hard time. Those people should get free rides (and the process should be super easy to get free rides). But, people who just hang out on transit need to hang out somewhere else.

243	random people come to me asking for money then they get on the train without paying	6/1/2021 2:19 PM
244	The lack of authority presence is problematic. I've seen authority figures on my train less than 5% of my rides. More presence would be a greater deterrent to bad behavior.	6/1/2021 2:18 PM
245	i definitely feel safer on the bus and quit using the blue line for a bit this winter. The bus drivers are great at keeping things under control - maybe just have more buses:)	6/1/2021 2:03 PM
246	The covid made me feel unsafe in confined areas like buses and bus stations, but that is hardly unique to transit. People on bus wore masks and maintained distance which greatly alleviated my concerns.	6/1/2021 1:57 PM
247	n/a	6/1/2021 1:56 PM
248	I stopped making transfers at I-35W and 46th St station because it felt unsafe to me. A strong smell of weed and knots of people hanging around but not waiting for a bus combined to feel dangerous. Also I'm brain injured and have trouble processing the layout of the stop. I'm not interested in looking confused in front of people I don't feel safe around. I'm not sure what could persuade me to transfer at that stop again.	6/1/2021 1:56 PM
249	On both the bus and light rail, the risk of infection of COVID-19 made me feel unsafe. Now, the limited number of other passengers contributes to me feeling unsafe-- particularly on the light rail. The thought of something happening between stations with no recourse to escape or have someone help is unsettling.	6/1/2021 1:49 PM
250	I'm a long-time rider and a lot of it is Minneapolis in general that makes me feel unsafe but the light rail has been getting sketchy before COVID.	6/1/2021 1:41 PM
251	In the months BEFORE Covid-19 safety on the Green Line was already deteriorating. I was witnessing daily harassment by people who were clearly unstable, unwell, on drugs or simply criminal. When COVID shut everything down, it was a blessing not to ride MetroTransit. The redesign of Penn Ave for the "rapid" line replacing the 19 bus was a disaster. By condensing stops along the Penn Ave corridor you concentrated the opportunity for crime. I was violently assaulted at Penn/Lowry in June 2019 during broad daylight while waiting for the busI would have NEVER stood at this corner if the new "rapid" line hadn't required it.	6/1/2021 1:37 PM
252	Having police or other ambassadors enforcing rules on the train would make it feel much safer.	6/1/2021 1:29 PM
253	More attention to a waiting experience with a place to sit that is safe from dangerous drivers. Fewer but more prominent bus stops would feel safer to me.	6/1/2021 1:28 PM
254	More Security on the trains. More eyes, and more of a security presence, tends to correct bad behavior. Just the visibility of officers, often stops the bad behavior on the train.	6/1/2021 1:24 PM
255	Police or security presence at the bus stops on Nicollet.	6/1/2021 1:22 PM
256	Having more cameras up. More cops or the presence of emergency services if necessary. Removing people who are damaging bus stations and stops.	6/1/2021 1:20 PM
257	I think that waiting at a bus stop (especially without a shelter) for upwards of 30 or 60 minutes would make most riders feel incredibly unsafe. I also think that the often-perceived and sometimes-real possibility of having your bus simply never show up makes people feel unsafe, too.	6/1/2021 1:14 PM
258	Criminals openly using drugs and threatening passengers. Seats wet with urine. Homeless sleeping in the trains. Need Police at every platform and in every train.	6/1/2021 1:14 PM
259	Drug use, Violent behaviors, Trash and smell of urine, homeless individuals residing there, rude riders	6/1/2021 1:06 PM
260	I feel fairly safe, but it would be different if I were a woman. I've seen unaccompanied being pestered on the Green Line at night.	6/1/2021 1:03 PM
261	covid, violence I saw on the bus or near the stops masks and more safety officers	6/1/2021 1:01 PM
262	N/a	6/1/2021 12:59 PM

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263	Until platforms are modified so EVERYONE pays to ride , should I have to use lrt again I will not pay. I no longer have a metro pass and I dont intend on signing up again. I have seen so many assaults on the train. Once the doors are closed any sense of safety goes away unless a uniformed armed officer is riding.	6/1/2021 12:56 PM
264	I have not used transit for the past ~15 months due to COVID, but that is not unique to transit. I have been working from home and generally haven't been in any enclosed spaces with people outside my household. I'll be back to transit when I return to other physical proximity activities.	6/1/2021 12:56 PM
265	Feeling like people are gonna rob or attack me. Tired of being harassed.	6/1/2021 12:51 PM
266	Having the trains empty makes me not want to ride. Human waste on the trains and at stations makes me not want to ride trains. Having the train stations open to anyone make me not want to ride trains. I'm more comfortable on buses	6/1/2021 12:43 PM
267	Make trains safer. Actually, limit access to trains with secure stations and turnstiles. Allowing anyone to just walk on contributes to an increase of individuals who behave in anti-social or aggressive ways.	6/1/2021 12:38 PM
268	I have seen dangerous physical fights, open drug use (injected heroin, smoked crack cocaine, cigarettes), and verbal threats and abuse against people minding their own business on the light rail. It is unfortunate that not everyone can be a respectful and decent adult and that close-quarter public spaces need supervision. But they do. There need to be people on the light rails (not armed police) that can deescalate situations like that.	6/1/2021 12:31 PM
269	The train at certain hours is not someplace I want to be. The 46th st station at 35W was once allowing people to sleep there. I've seen active drug use. HS kids smoke pot in the highway level vestibule. Nuisance things create a feeling of unease and lawlessness.	6/1/2021 12:23 PM
270	I got harassed usually after dark,so when I have to go to work later in the day, I drive instead	6/1/2021 12:23 PM
271	I live in Saint Paul and I've stopped taking my kids on the trains on the weekends because there are too many openly inebriated people - even on Sunday mornings. I recognize I have the privilege to choose another way of getting around. I don't mind people who are using the train to sleep. I do mind seeing people blacked out or openly imbibing.	6/1/2021 12:22 PM
272	Clean it up!	6/1/2021 12:21 PM
273	Kitchen knife on a platform, drugs being sold, drugs being done on trains, fecies and urine on train. Ticket validation and staff monitoring	6/1/2021 12:18 PM
274	I stopped using transit because I felt unsafe DURING THE PANDEMIC, and think you should still have capacity restrictions (and vaccine passports, though I know that's not possible), but I don't think that's what you're asking about. If you mean safety from crime, I would still be using transit if crime were the only issue.	6/1/2021 12:17 PM
275	I have stopped using the trains a lot and taking uber instead so that I am not always confronted with addiction, lack of self-respect and self-love, violent speech, mental break downs, possible overdoses, and folks with no sense of courtesy or generally socially acceptable public behavior.	6/1/2021 12:17 PM
276	Covid, verbal and physical aggressions by other riders in that order.	6/1/2021 12:17 PM
277	Urine and garbage at LRT stations. Smoking and general disregard/disrespect for other passengers. Witnessing multiple assaults at or near LRT stations. I would return to using transit when a large staff of transit ambassadors or agents are present throughout the system to deter negative/unsafe behavior.	6/1/2021 12:14 PM
278	See answer above (#40) When passengers are yelling obscenities, smoking marijuana on the train, or harassing other riders - littering, peeing on the train (Ive witnessed all of these) and will no longer consider taking my kids with me on transit. Which is unfortuante because they love the train	6/1/2021 12:13 PM
279	One thing that made me feel unsafe was the addition of plexiglass barriers between the driver and the passengers (pre-Covid) These barriers made it very clear that the driver did not feel safe and consequently this un-ease made everyone feel unsafe on the bus. It is just like the fences and the razor wire around police buildings. These make it clear to me that the police do not feel safe and consequently make me feel un-safe in a neighborhood that has a fairly low crime rate and no rioting.	6/1/2021 12:09 PM

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280	People smoking in train. People treating passengers with violence. People running through train swearing. Guns. Fights. Drunks masterbating People vomiting being grabbed at	6/1/2021 12:06 PM
281	I don't ride the train at night if alone. I'm not sure what would help me feel safer except for more police, which introduces its own set of potential problems.	6/1/2021 12:05 PM
282	N/A	6/1/2021 12:05 PM
283	While waiting to transfer at 38th & Chicago a few years ago I saw a drug deal across the street. I realized that I would be a sitting duck if anyone decided they didn't like me watching that activity. My other options for transferring included walking several more blocks. Having a safe environment not just on the bus or at the stop, but also the surrounding area would go a long way to feeling safer. The other option is to have better connections between buses so that it's easier to get to places in more than one way.	6/1/2021 12:02 PM
284	Well, COVID made me stop, so beating the pandemic would help	6/1/2021 12:01 PM
285	N/A	6/1/2021 12:01 PM
286	Kids and young adults being able to behave negativity with no sense of being compelled to respect others around them - yelling, fighting, smoking, drinking, intimidation, etc.	6/1/2021 12:01 PM
287	Things are usually fine at peak hours but non-peak hours (including midday) are a disaster --- fewer passengers and less surveillance makes it easier for bad actors to harass and intimidate users. Two occasions in which I had to intervene personally, at risk to myself, to prevent harassment of female rider. I've ridden public transit as work commuter in Chicago, Washington DC, and Twin Cities --- the metrorail experience here is the worst by far of the three.	6/1/2021 12:01 PM
288	Lake Street Station on the green line is not a safe place--it is isolated and isolating. I avoid using the station, opting instead to use 38th Street, which extends my travel time.	6/1/2021 12:00 PM
289	I did not stop using public transit, but I required less of it due to remote work. I would appreciate more control on passengers (having tickets) in the light rail.	6/1/2021 12:00 PM
290	At night, drunk passengers yelling profanities at me and others, passengers sleeping on many of the seats--Need to have drunk passengers removed, find other sleeping accommodations for others	6/1/2021 11:58 AM
291	Groups of individuals congregate in the trains, smoke cigarettes, use drugs, and are generally disruptive (loud music). These groups seem to have become emboldened over the last few years, as there are no real consequences to such actions, especially on light rail trains. When a driver manages to remove such individuals, they can just as easily hop on the next train coming through 10 minutes later. More police presence on trains might help. Whatever other measures that might be implemented to discourage this group behavior.	6/1/2021 11:56 AM
292	I would return if: people were not asking for money during the morning commute. People were not using the train as a bedroom during the morning commute. People were not smoking on the train, every day, during the morning commute.	6/1/2021 11:52 AM
293	I didn't stop. I stopped taking light rail after dark or early in the morning because I was afraid of being targeted. I have also jumped off one light rail car and hurried onto another because of a passenger's behavior or people smoking.	6/1/2021 8:47 AM
294	Lots of people using transit for purposes other than transportation. Shelter. Entertainment. Economics (namely drug dealing). The vehicles become full in a way I don't feel safe. The people are loud and the vehicles are dirty. However, I absolutely DON'T want more police. When I have seen them have been at times I do feel safe and then they seem to antagonize riders. Their presence leaves me feeling extremely uncomfortable. Staff presence though I think would be helpful. Like having ambassadors and people cleaning more regularly.	6/1/2021 5:18 AM
295	I have already quit riding transit and now drive on my own. I feel more safe and in control	5/31/2021 9:22 PM
296	I once took the train to the airport. I saw women moving from one side of the train to the other. A man was exposing himself. I have seen homeless using the train as a shelter and not moving for disabled people. I have seen people getting high and blowing the smoke on other passengers. Drunks or mentally ill screaming. This is all on the train. A bus driver sometimes ignores it but usually does not.	5/31/2021 7:59 PM

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297	Unfortunately, I do not have a car. Once I have a car, I will never use metro-transit. So, I have no options. I feel sorry that I am putting my little kids in this possible dangerous rides.	5/31/2021 1:16 AM
298	Drug dealing and gangster activity in and around Central Station in Saint Paul is rampant all hours of the day and night. The failure of political and corporate leaders to ensure and maintain rigorous enforcement of the law at that station and elsewhere along the Green Line should be absolutely DENOUNCED and condemned. We have crime on LRT platforms and trains because of the FAILURE OF THE POLITICAL CLASS TO ENFORCE THE LAW and to add additional laws and regulations so that everyone at all times can feel absolutely safe from dangerous layabouts and druggies and juvenile delinquents.	5/30/2021 7:37 PM
299	I've limited my rides because of all the 'interesting' passengers no longer go downtown Minneapolis by myself because the bus stops (especially the 'sculpture' in front of the Minneapolis Central Library and the stop on 9th & Nicollet across from Target) because those stops attract the most 'passengers' that harass me. I never buy anything that can't fit in my backpack because I am afraid of being robbed.	5/30/2021 2:19 PM
300	To see no more people buying and selling drugs and homeless people begging and cursing and staring at me on the train.	5/29/2021 4:36 PM
301	I stopped using transit last year when very few people are on the train. I feel it's safer when there are more business and student passengers. Safety in numbers.	5/28/2021 9:28 AM
302	Well my main reason for not using transit in the past years because of Covid. I see many people riding the train as I walked by without masks.	5/28/2021 9:03 AM
303	Homeless people passed out on the seats of the Green Line really don't make the ride any more comfortable. I've experienced racist comments like, "There are too many white people on this train." This isn't unusual. I've experienced people with neck tattoos blasting trap music out of their phones and screaming. I've seen drunks harassing young women. I've been stuck on a train that simply stopped while leaving downtown Minneapolis. We were never given an explanation about why. We had no idea how long the stop would last. There was no way to leave. And the drunks on the train were getting unruly. The phone conversations where people are yelling about their prison sentences and convictions and drug deals...good times. I don't know if it is possible to get me to return to the trains. I feel safe on the commuter bus, but I feel like the trains are just an artery from criminals. You can't stop racists and scumbags from riding. Maybe crushing them with an iron fist for a while and making it very public that these disruptive people will be arrested might help? I don't know. It's probably impossible. And it is a shame, because I've ridden transit my whole life trying to live greener.	5/28/2021 8:45 AM
304	knowing I won't be assaulted or shot while riding or waiting for transit	5/28/2021 8:18 AM
305	It was always erratic behavior coupled with possible intoxication that made me feel concerned. At times, this would turn into verbal or physical altercations. I live near the Minnehaha/Lake light rail station and walking to/from that station alone at/near dark has more or less prevented me from riding more. Just too much going on there for me to want to choose to visit. Now when I ride (less), I walk further south to avoid that station.	5/28/2021 7:27 AM
306	See question 42. I have felt much safer riding rail transit in New York and Chicago than in St Paul.	5/28/2021 6:58 AM
307	Probably the overcrowding and the two many people is having to try to get on the bus at the same time also bus driver not waiting until the person is sitting down before driving off	5/28/2021 3:58 AM
308	Young people not following rules and talking loudly.	5/27/2021 7:15 PM
309	Unsafe stations and bus stops. People use transit shelters as places to sleep, do drugs and drink. Shelters are filthy. People, with no intention of using transit, congregate in them. Shelters are an unsafe places to get trapped in! They should be removed, as should the benches. Unruly people ride the buses and rails while passengers are more or less held hostage to their behavior. And getting off at the next stop to escape isn't always an option.	5/27/2021 7:13 PM
310	I only stopped completely during peak COVID impacts. I have switched the times of my route in the past due to a chronic problem with specific driver lateness from 15 min to an hour.	5/27/2021 6:40 PM
311	I stopped riding transit during the pandemic because I started working from home, could drive for errands, and wanted to leave room for others' essential trips. I am unlikely to use the train after dark on my own because it's a long, dark, isolated walk from the train to my home; also,	5/27/2021 6:34 PM

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the actions of other passengers on the trains at night makes me feel unsafe. If the bus route that runs a block from my home was more reliable, then I would take that.

312	People getting high on the train, smoking and harassment.	5/27/2021 6:10 PM
313	My issues are Covid exposure, which is a form of safety. Increased vaccination rates would make me feel safer.	5/27/2021 5:45 PM
314	I stopped after constant yelling by groups of passengers, garbage tossed, homeless people living on the trains, and SMOKING.	5/27/2021 5:23 PM
315	I continue to use transit.	5/27/2021 4:54 PM
316	I have just moved so this is during Covid and I haven't taken public bus or train since the start ... as a low income senior - I am very thankful to be able to ride Metro Mobility and I have felt very safe and safe from Covid as there has only been me and the driver most of the time. Only recently did I ride and there was one other passenger on board with me.	5/27/2021 4:53 PM
317	Gangs, guns, drugs and fighting both physically and verbally.	5/27/2021 4:43 PM
318	I have been assaulted multiple times the increased presence of police is the only thing that will get me back to my old riding habits, until the police show up, I will continue to cobble my transportation together as best I can.	5/27/2021 4:15 PM
319	I have not, but I am using this space to say that the MOST unsafe--contrary to racist garbage-- that I have EVER felt on metro transit was when a grumpy and eventually irate average-looking middle-aged white man confronted and started yelling at my girlfriend and I on the green line because of his perception that we "got in the way of" an elderly couple getting on the train at the same time. He was a real piece of work and it was a scary argument!	5/27/2021 4:10 PM
320	At off peak times, semi deserted areas, disruptive or questionable people hanging around (inebriated or high or in an obvious state of agitation).	5/27/2021 4:09 PM
321	Too much homelessness and young people acting out. What would make me return to riding Light Rail would be around the clock police presence.	5/27/2021 3:53 PM
322	After riding the trains and seeing the things I've seen, I would say pretty much everything bad that you can think of happens on these trains. I would ride again if the dangerous passengers were not allowed to ride.	5/27/2021 3:31 PM
323	NA	5/27/2021 3:30 PM
324	See all of above.	5/27/2021 3:13 PM
325	I didn't!	5/27/2021 3:12 PM
326	I've already told you. Unexpectedly long waits at A Line station Snelling & University late at night due to unreliable train times. People partying on the train instead of using it for transportation. People using stations to loiter. Also bus passengers making advances on young women who clearly don't want to be bothered.	5/27/2021 3:02 PM
327	I will never return to using Metro transit!!!	5/27/2021 2:58 PM
328	The light rail between St Paul and Mpls, and to the airport, has had impaired and/or "scary" people on it during the day. I am hesitant to ride it	5/27/2021 2:50 PM
329	Unsure of whether I will be accosted. I would feel better if there was a safety official on board.	5/27/2021 2:34 PM
330	The criminals and thugs have been allowed to take over the bus system. So sad. if every bus has a cop on it.	5/27/2021 2:29 PM
331	see above answer. i'm not sure i would ever take transit again. i value my life more than the ride to Minneapolis.	5/27/2021 2:26 PM
332	Police on the train.	5/27/2021 2:08 PM
333	I don't ride the bus at night on Friday and Saturday as I was witness to incidents with guns, hit by a drunk passenger, and involved in other incidents on the 5. If I didn't have to ride the 5, I would consider riding again at night.	5/27/2021 2:04 PM
334	other riders are cursing, arguing, fighting, etc..threatening. It is upsetting when you ride that you may be a target.	5/27/2021 2:00 PM

Metro Transit community safety

335	I just use it less frequently if I can find other modes of transportation (Zipcar, walking, biking, hitching a ride from someone else). Transit has become a last resort. At this point, I'm not sure what would increase my use of transit beyond more transit police presence on trains/buses.	5/27/2021 1:56 PM
336	I don't feel safe on street walking to transit. I don't feel safe at train stations. I think there should be ambassadors on every train and station, not just some. Please address homelessness on transit! Please clean the stations!	5/27/2021 12:54 PM
337	currently because of COVID I feel unsafe sharing breathing space with a lot of strangers. I don't know, I'll probably go back when I go back to other things with a lot of strangers	5/27/2021 12:37 PM
338	What made me stop riding Metro Transit was the last time I rode and there was a gang of men on the bus drinking alcohol and being loud and disruptive. The bus driver told them to stop drinking and they loudly told the bus driver they would kill him. I felt very unsafe and vulnerable.	5/27/2021 10:18 AM
339	Per above remarks, end the threats and dangers to riders with security officers who will be allowed to restrain bad actors no matter race or gender.	5/27/2021 10:17 AM
340	Haven't yet returned. Pandemic sadly still a huge factor despite recent trends & being vaccinated myself. I have zero tolerance for scary behavior of others on a bus or train. Zero.	5/27/2021 10:14 AM
341	I walk when disrespectful drivers are on my needed bus. Wait for another bus that hopefully can get me to my destination on time. Carpooling has made me not want to ride the bus due to caius!	5/27/2021 9:52 AM
342	Trains are full of trash, food wrappers, dirt and fifth and loud people Also, the trains reek from tobacco because of the people smoking it. It really is unacceptable. Lake street station and U.S. Bank Station Especially from what I've heard there is alot of drug dealing that goes down at those locations.	5/27/2021 8:46 AM
343	I walk more locally but can't stop I've reduced my use when I was mistaken by a bus driver for being homeless and then yelled at	5/27/2021 6:54 AM
344	I don't feel safe downtown after dark. It's the lack of people around, businesses closed/boarded up. Previously I knew if I felt unsafe I could go into a business/restaurant.	5/27/2021 6:42 AM
345	My friend had a knife pulled on her and my roommates saw a marine get punched and passed out from the experience. Also, my friend saw someone defecate in the middle of the train.	5/26/2021 9:57 PM
346	SEE ABOVE STATEMENT	5/26/2021 4:53 PM
347	What they let people get away with. Using drugs, making it a place of shelter therefor making it a bad/dirty environment. Need police on every train and bus at all times. Be exceptions	5/26/2021 4:27 PM
348	The general lawlessness in Minneapolis over the last year has made me decide to not want to stand around at a bus stop or ride a bus. Criminals know there are few law enforcement officers patrolling Minneapolis. They also know they will face little or no consequences for illegal actions. I would consider returning to transit after Minneapolis strengthens its police force and Metro Transit adds more officers to patrol bus routes.	5/26/2021 4:25 PM
349	Pandemic bus schedules were not reliable. to avoid traffic.	5/26/2021 3:35 PM
350	Tje general disarray and behavior of many passengers. Increased police presence helps with this behavior	5/26/2021 2:29 PM
351	Because I have never once seen security officers on the train .It is too dangerous to ride.. there are drug dealers and gang members	5/26/2021 11:20 AM
352	Covid has dropped my all-week ride to about twice per month; however, the system's depopulation has resulted in an anecdotally noticed uptick in antisocial behavior on vehicles and platforms. People are now able to make an entire car or section of bus uninviting with fewer people around and nobody enforcing the code of conduct. For instance, I have been refused entry to a train car by a passenger during Covid because he wanted the car to himself apparently.	5/25/2021 4:20 PM
353	I still have to use it to get places, even though I really don't feel safe.	5/25/2021 4:20 PM
354	The only time i stopped was during Covid outbreaks before I was vaccinated due to concerns with infection.	5/25/2021 3:24 PM

Metro Transit community safety

355	I stopped using transit due to the pandemic, but am unsure whether I will return for commuting. For social events, I may stick to Lyft or Uber.	5/25/2021 2:17 PM
356	I stopped using the bus in the evenings because there was a drunk man who got on (the 21) and pissed himself and it made me very uncomfortable (I am lucky enough to have a car, so I was taking the bus to help the environment, but sometimes its just not worth it). I continued to commute for work by bus but the commuting lines felt safe about 99% of the time versus the regular routes. I also had a negative experience when taking the 63 on a Saturday afternoon. A man got on and was making obscene gestures towards me while staring at me for the entire trip. I was with my girlfriend but otherwise alone with the man. I was afraid to get off because I thought he would follow me so I rode until he got off first. I pretty much stopped taking transit other than the commuting 53 line after this. I also used to take the green line regularly to events in the evenings, and stopped about 2 years ago when I no longer felt safe riding alone as a woman, for reasons similar to my bus experiences. Although the bus still feels safer than the train to me because of the presence of the bus driver.	5/25/2021 10:16 AM
357	While I was not worried about the Covid risk, I was worried about being harassed by other passengers.	5/25/2021 9:43 AM
358	See answer on 37	5/25/2021 6:39 AM
359	I briefly used rideshare services earlier this year when I had to occasionally go to the office (we are currently working at home) because of the crime Downtown St. Paul at the lightrail/bus stop. While I am now using public transportation I am now altering my hours to try to avoid most of the crime. I do not believe individuals should be incarcerated due to drugs & prostitution but would appreciate MetroTransit not allowing people to use the lightrail/bus stop for those as there can be other crimes associated with these that can harm bystanders.	5/25/2021 5:53 AM
360	The complete lack of enforcement of the rules gives passengers the idea that they can do whatever they want on the system with no consequences. I will continue to opt for Lyft over a 9pm light rail ride until I know that the trouble spots are staffed and trouble-causing passengers are swiftly removed from the system. The biggest problem is other passengers. I do use transit still, but only during daylight hours or on commuter lines, and I have warned friends, family, and visitors to do the same - especially with the Green Line.	5/25/2021 12:03 AM
361	The buses feel safer than the train. I would like to see more presence especially in the mornings of transit police on the train. This would make me start riding the train again. You can't count on the train operator to monitor activity on the train and call for help because they understandably have to operate the train. It's different from the bus as the operator can hear and possibly see people behaving badly and call for police. Not so on the train. Every situation on the train is not an emergency and therefore doesn't warrant a call to 911 whereas regular monitoring of the train would help keep some of the bad behavior at bay.	5/24/2021 7:18 PM
362	The Green line is where I've experienced the most problems. It needs to be staffed (checking tickets before getting on / security present) - and used for transportation.	5/24/2021 4:11 PM
363	Harassment by other riders - mostly older men. The younger men generally are messing around or loud, which is fine by me. But the sexual or violent comments make me not want to ride the bus.	5/24/2021 2:07 PM
364	Make sure train police check it out them like no smoking or drama fighting.. more respect.	5/24/2021 12:36 PM
365	I continue to use transit	5/24/2021 10:10 AM
366	I have changed some trips but haven't stopped riding altogether. Nearly all of the time I feel safe using transit.	5/24/2021 8:12 AM
367	I will never take the train without a police . if I have to take the train to go somewhere, even a medical appointment, I won't go. I won't go anywhere in the evening because I feel the bus is too unsafe. I will be missing a downtown concert that I'd really like to see because I have to take the bus home and I don't feel it's safe. Because the bus is my only means of transportation, there are a lot of places where I won't go because it isn't wise to take chances. And now that you're eliminating a lot of bus stops and cutting route frequency, it just makes matters worse.	5/21/2021 7:12 PM
368	I avoid the Green Line because of the dirty trains and raucous behavior. I've been to many cities in the US and abroad and feel safer there than my hometown transit ☺ And they are surprisingly cleaner than ours.	5/21/2021 6:24 PM

Metro Transit community safety

369	I would feel safer if I could actually see a difference in passenger behavior. There have always been a few "bad apples" who ride. But especially since Covid, the bad behavior has increased exponentially, with little to no intervention on the part of Metro Transit that I can tell. This creates a hazardous environment and a very negative experience for other riders, and I want no part of it.	5/21/2021 4:01 PM
370	All the homeless and crime and drug use	5/21/2021 12:29 PM
371	Knowing the majority of people had been vaccinated. More adequate homeless shelters. More street outreach teams working with people acting irrationally in public - more chemical dependency programs and more mental health programs that had wider availability to troubled people.	5/20/2021 7:44 PM
372	Last winter there were way less riders. I am a small woman. One man would get on and sit right next to me penning me in. It was awful. I have had men show me their penises. Covid safety was the breaking point for me tho, every time I rode last fall I'd see someone without a mask and I couldn't deal with it.	5/20/2021 7:26 PM
373	Lots of crime near platforms	5/20/2021 9:33 AM
374	I have seen physical assaults. I have seen drug use. My coworker sat in urine one day. Get the bums off the trains and into a shelter. The train is not a shelter!	5/20/2021 7:25 AM
375	People being high in drugs or too drunk. The phrase-"this to shell pass".	5/19/2021 6:23 PM
376	Proactive safety measures, unarmed community health workers/transit liaisons.	5/18/2021 5:11 PM
377	unrelated to anything else in this survey: I stopped using transit because I felt unsafe from covid, relying entirely on my bicycle; i've started riding again now that i'm vaccinated	5/17/2021 5:07 PM
378	The lack of security on transit, has greatly reduced my use.	5/17/2021 12:04 PM
379	Enforcement of the fares including an inability to get on the train platform without paying a fare. Removal of unruly passengers. removal of security boxes for the drivers. I don't use hotels where the clerks are behind glass. I feel unsafe if the driver believes they are unsafe, and need to be separated with plexiglass from the other passengers.	5/16/2021 4:45 PM

Q41 Haddii aad u joojiso isticmaalka gaadiidka maxaa yeelay waxaad dareentay ammaan-darro, fadlan sharrax waxa kaa dhigay inaad dareento nabadgelyo-darro iyo waxa kugu soo celin kara inaad dib u isticmaasho gaadiidka.

(Somali)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	ma joojinanayo waayo wax badiil ah ma jiro	6/28/2021 5:27 AM

Q41 Si dejó de usar Transit porque no se sentía seguro, por favor explique qué cosas le hacían sentir inseguro y qué cosas harían posible que vuelva a usar Transit.
(Spanish)

Answered: 4 Skipped: 7

#	RESPONSES	DATE
1	Homeless people	8/11/2021 2:53 AM
2	Despues de los riots del 2020, las calles y paradas del bus en minneapolis se sienten inseguras. Tambien hay demaciados detours que nos hacen caminar en calles desconocidas aveces.	6/25/2021 10:50 AM
3	No	6/17/2021 10:52 AM
4	haya más respecto asia las personas	6/17/2021 10:01 AM

**Q42 What are other models of safety that Metro Transit could consider?
What are ways in which Metropolitan Council could improve your experience of safety on transit?
(English)**

Answered: 421 Skipped: 456

#	RESPONSES	DATE
1	Have at least one unarmed, non-police staff riding each train at all times to greet riders, answer questions, respond to situations in a way that de-escalates potential conflict, keep the train clean, etc.	8/21/2021 1:19 PM
2	create a safer environment around the bus/metro stops with emergency buttons, cameras etc.	8/19/2021 4:59 PM
3	Please make more park and ride station. Minneapolis public transportation is really bad and it is not safe for people to walk long distances to the bus stop. It would be nice if we could drive to the station or bus stop, park a car there and then take the bus or a train to your final destination. This is important for destinations like the U of M where parking is expensive.	8/19/2021 2:31 PM
4	Cleaner, more lights, and cameras. Maybe have someone stationed in the train cars to make sure nothing happens	8/19/2021 1:59 PM
5	I feel safe. For me, it's more about routes not serving where I live	8/19/2021 1:48 PM
6	Make the buses and trains run more often	8/19/2021 1:48 PM
7	I feel like sometimes the people that can be the root of "issues" and are "out of hand" are sometimes due to drug use and mental health issues, which providing resources could help improve their lives and thus the safety of others.	8/11/2021 7:19 PM
8	More shelter during bad weather, additional transit officers and extra security cameras around stops.	8/11/2021 7:05 PM
9	Less homeless people	8/11/2021 6:40 PM
10	those stall bars that chicago uses on their train system	8/11/2021 6:30 PM
11	More trash receptacles, and more seats (benches) at stops.	8/11/2021 5:08 PM
12	The high volume ridership routes (#5 & C Line) need to be staffed with uniformed community police.	8/11/2021 10:54 AM
13	Police on the light rail not just sitting in there cars near the station stops.	8/11/2021 5:46 AM
14	The transit police are unnecessary and are often involved in racial profiling	8/9/2021 6:23 PM
15	Other transit systems use different kinds of staff -- not police -- to improve safety and comfort on platforms/stops and on buses and trains. Apparently it works for them. I would welcome that here.	8/6/2021 1:36 PM
16	Advocate for more emergency shelters	8/2/2021 8:24 PM
17	Nothing they are doing a great job	8/1/2021 5:51 PM
18	Na	8/1/2021 12:57 PM
19	make platforms brighter	8/1/2021 12:45 PM
20	The public transit is reliable and I have felt safe using it. Thank you for keeping it this way	8/1/2021 12:42 PM
21	I personally rarely see the metro police on platforms/in the vehicles. If they had a more public presence I think I would feel safer	8/1/2021 12:31 PM
22	Regular Monitoring of trains and buses	8/1/2021 12:06 PM
23	No	7/31/2021 3:19 PM

Metro Transit community safety

24	hire young people to be visible on routes when we take bus to schools	7/31/2021 2:19 PM
25	youth-only routes and rides	7/31/2021 2:09 PM
26	No	7/30/2021 6:11 PM
27	No	7/30/2021 5:56 PM
28	No	7/30/2021 4:16 PM
29	Crime seemed to be incented, by Metro Transit - why would I pay to be at more than reasonable risk. I like that you're asking how I feel. Please realize what every parents learns that good boundaries protect.	7/26/2021 6:56 PM
30	smaller buses or trains	7/15/2021 5:19 PM
31	Community-based resources and interventions would help. Keeping ridership up by making ridership more accessible would help. The more people are around, the more community safety there can be.	7/15/2021 1:36 PM
32	Improve conditions for employees, acknowledge the current issues on public transit, and share plan with public.	7/14/2021 11:58 AM
33	I don't know what to say; things have just gotten so bad. How can you convince people to stop smoking, drinking, arguing, and doing drugs on light rail? I don't know what the answer is, but it's not up to me to figure it out. I'm done riding if I can at all help it.	7/10/2021 5:32 PM
34	Unarmed transit ambassadors who can connect riders to resources and de-escalate situations when they arise would be much better than armed police.	7/8/2021 11:20 AM
35	yes! mental health workers and de-escalation workers doing "ride-alongs" on various routes, no fares (so people aren't punished for being poor), electric buses (so passengers aren't breathing diesel)	7/7/2021 1:49 PM
36	Have emergency bottoms at bus stops, on lightrail itself, on bus itself.	7/6/2021 5:01 PM
37	Enforce masking	7/1/2021 7:41 PM
38	Have transit ambassadors (not police) travel more and be more visible and identifiable on transit, have spare COVID masks for anyone who wants to ride but doesn't have one	7/1/2021 7:40 PM
39	Transit ambassadors! Disarm Metro Police. Require Metro Police to train in conflict diffusion or to carry resources and information for homeless and vulnerable transit riders. Reduce transit fares/increase transit incentives in order to increase ridership! The more people that are on transit, the safer it feels. More friendly faces and potential allies in a dangerous situation.	7/1/2021 7:34 PM
40	Metro Transit could introduce transit ambassadors in place of police.	7/1/2021 7:26 PM
41	It feels to me that people don't hesitate to conduct illegal activity on trains because there is very little oversight. Maybe if there was more monitoring of behavior on the trains I would feel safer.	7/1/2021 5:20 PM
42	More police on the bus. They are very rarely on the bus.	7/1/2021 12:36 PM
43	More cops (real cops, with guns, not a "safety ambassador" or something)	7/1/2021 8:00 AM
44	Transit police need to be far more physically present.	6/30/2021 6:37 PM
45	Platforms that are not accessible without paying for a fare, more publicity of arrests or consequences for bad behavior on public transit.	6/30/2021 5:34 PM
46	Enclosed the rail stations starting with Franklin Lake west bank Call out criminals during their act dont you have LiveFeed?	6/30/2021 10:13 AM
47	Return to the transit police of 10 years ago. The police cannot be a social service agency and the trains and busses cannot be used as homeless shelters. Other entities must be utilized.	6/30/2021 6:27 AM
48	Have fare checkers and allow the police to respond to specific incidents rather than waste time checking tickets.	6/30/2021 5:56 AM
49	Get some police presence on the platforms and on the trains. Major cities do it all the time. Stop ignoring these safety issues. You've lost a ton of riders	6/30/2021 5:54 AM

Metro Transit community safety

50	More police and enforce all the laws. Get the drug users and alcohol users off the mass transit.	6/29/2021 9:55 PM
51	Picking up the needles would be a great baby step.	6/29/2021 9:22 PM
52	More police and social workers combined with a city-wide effort to increase housing and mental health services. Implementing life-time bans from Metro Transit for anyone who commits a crime on platforms, trains, or buses.	6/29/2021 7:19 PM
53	I felt safer riding the New York Subway system. I know they're far from perfect, but the number one thing I remember seeing is a Law Enforcement presence at every station.	6/29/2021 5:37 PM
54	Homeless should not be allowed to sleep on trains, they need housing in a safe, clean structure. People that want to commit crimes should not feel safe on platforms or on trains. Fares for the trains should be much higher to discourage crime.	6/29/2021 4:51 PM
55	Keeping stations and bus stops cleaner. Doing a BETTER job of cleaning snow and ice in the winter. Just providing more police officers patrolling and keeping the kids more under control	6/29/2021 3:36 PM
56	Increased patrolling officers, period.	6/29/2021 3:32 PM
57	see above / the bus system is just as bad.	6/29/2021 3:22 PM
58	Trains in MN are a waste at this point. Mpls is a shit hole now.	6/29/2021 2:52 PM
59	Unarmed staff that can quickly call in metro transit police.	6/29/2021 2:08 PM
60	more police enforce the code of conduct many of the young riders act like animals.	6/29/2021 1:51 PM
61	Have officers ride the trains consistently so if there is an issue they can quickly wait at a station to address it.	6/29/2021 1:35 PM
62	Enforcement of rules/laws so those that pay for transit (not only tickets, but with taxes) are able to use it	6/29/2021 1:06 PM
63	Clean up the trains and actually show a police force.	6/29/2021 12:33 PM
64	MORE METRO TRANSIT OFFICER RIDING ALL THE TIME. ALSO THE BUSES SHOULD BE CLEANED BETTER. YOU ALSO DIDN'T LEAVE MORE OPTIONS IN THE SECTION OF THIS SURVEY OF WHERE CUSTOMERS RIDE PUBLIC TRANSIT THE MOST I COULD ONLY CHOOSE MPLS BUT ALSO NEEDED TO CHOOSE SUBURBAN HENNEPIN COUNTY WHERE I HAVE TO COMMUTE TO USING TRAIN AND BUS AS WELL AS ST. PAUL.	6/29/2021 12:23 PM
65	you have lost control because the bad actors have are the power in government and the press	6/29/2021 12:18 PM
66	Increase the number of police. Enforce existing laws	6/29/2021 12:16 PM
67	I really think there ought to be more "adults" monitoring the passengers on the light rail and on the platforms. This would be a big commitment and would be a 24/7 responsibility. On the other hand, there are too many young people who do not respect authority. My personal solution is to just stay home or use the Hour Car for a few errands and appointments.	6/29/2021 12:09 PM
68	Enforce the law.	6/29/2021 11:52 AM
69	MetroTransit needs to enforce fare-paying that would get rid of hooligans and criminals taking advantage of "free" rides. An entirely new fare-paying system needs to be set up like those in other cities. Some barrier needs to be set up on platforms that only allows fare-paying customers on platforms, not fare-beating criminals and other harassers who think they own the trains and can behave in any manner that they choose.	6/29/2021 11:51 AM
70	Police, police, police. You can't have safety without police. If you think ambassadors are going to make anyone feel safe you are kidding yourself. Nobody is afraid of a counselor. They stop committing crimes when there are consequences to their actions. Counselors might make criminals relocate, but without consequences crime only increases. Minneapolis is known as murderapolis again worldwide, why the hell don't we stop the killing and violence and get out police back on the streets and find/support them. Defund the police and you'll only get overworked, tired, poorly trained, short tempered, police that don't enjoy their job. Increase funding and you'll get more cops who are happier and have time to do community outreach and protect and serve our community. Fund them, arm them, train them, and get more on the streets. Take our city back!!!	6/29/2021 11:49 AM

Metro Transit community safety

71	Stop being afraid of letting the police do their job and let them take care of the problems!	6/29/2021 11:28 AM
72	I have generally had great experiences riding the 850 bus but that's due to the fact it's mostly the same people riding to and from work everyday and the great drivers.	6/29/2021 11:24 AM
73	Have more police patrolling the trains because when they're on them people stop acting stupid.	6/29/2021 11:22 AM
74	Need armed police officers on every train. I haven't had as many negative experiences on a bus but the trains are sadly completely out of the question for now.	6/29/2021 11:08 AM
75	Allow officers to do their jobs and take enforcement efforts against those that are not paying customers.	6/29/2021 10:48 AM
76	Make it so that you actually have to buy a ticket to access a platform. I really don't think the majority of people causing all of the problems are paying to be on the train anyway, so it's extra frustrating that I'm essentially paying to ride the train to be harassed by people who should be there anyway. Change the design of the platforms and stations so that you can't access these spaces without paying and I bet you'll see craziness go down, even just a little bit.	6/29/2021 10:01 AM
77	Have officers ride the trains while on duty or put plain clothed officers on the trains.	6/29/2021 9:57 AM
78	make everyone pay. I constantly see the drivers getting hassled by the black community to not pay for some reason I'm sure the drivers have heard several times per day	6/29/2021 9:56 AM
79	None. The charter of the Metropolitan Council does not functionally allow it to execute a public health mission. The sole functions of Metro Transit are to provide public transportation and police that transportation using the vehicle the law provides: peace officers. Using all available tools in this regard to enforce the law and code of conduct proactively would largely accomplish this goal. Why would I ride the light rail when shootings regularly occur at 5th and Hennepin and Metro Transit does nothing until the shots have already been fired? The loiterers should be removed from the platform as state law clearly allows.	6/29/2021 9:04 AM
80	INCREASE LAW ENFORCEMENT!	6/29/2021 8:49 AM
81	An actual Police presence and quit acting like Police are the problem.	6/29/2021 8:40 AM
82	Having police ride the trains! Having a better way of people paying their fares and tracking . Cameras all over. A better way to get a hold of the Transit Police. Having reliability on the Metro Transit Police!	6/29/2021 8:35 AM
83	The problem is much deeper. The twin cities are out of control. I just don't got there anymore and when out of town friends come we go to other venues in Minnesota	6/29/2021 8:19 AM
84	Do your best to get harassers off of the trains and platforms.	6/29/2021 8:08 AM
85	What can Metro Transit actually do? More cops. More intervention.	6/29/2021 8:08 AM
86	armed police on every bus/train	6/29/2021 8:07 AM
87	2 way voice cameras for live monitoring. This way somebody watching small crime can say something over a speaker to give the person doing the crime knowledge that someone is watching and give surrounding riders more sense of security	6/29/2021 7:58 AM
88	Find a way to reduce drug usage or mentally unstable individuals who harass other passengers	6/29/2021 7:44 AM
89	Enforce. The. Rules. Zero tolerance for not paying, unpleasant behavior. It's a small number of people who cause the problems. Kick them off.	6/29/2021 7:41 AM
90	Make people pay! whyw do people ride and not pay. i think your honor systym is a joke. the green line is a party bus. the city is providing aa place to hang out and party. what a waste of money. if these people got mental healh issues to like their saying thats even more scary. i used to take my grandson to the MOA and Minnehaha Falls and the kids library. Not anymore. The St. Cloud downtown is really nice.	6/29/2021 7:32 AM
91	Make sure that everyone pays their fare, stop being afraid of the corrupt Black Lives Matter "political" movement and have way more police present to actually enforce the laws. People should not be given a "pass" to behave in a threatening manner simple based on their color of skin.	6/29/2021 7:28 AM
92	None unless there is law enforcement on the mode of transportation	6/29/2021 6:49 AM

Metro Transit community safety

93	Safety ambassadors during commuter hours- I have never seen any sort of intervention during a morning ride. I am afraid to text the safety concern number because I don't want any passenger to get into a confrontation with the transit police over drinking/drugs on the train, I just want them to stop.	6/29/2021 6:40 AM
94	REQUIRE fares. Bus and train riders that are Metro employees that can deescalate.	6/29/2021 6:05 AM
95	I think the Russian rail system is probably allot safer than the current light rail shit show / debacle that's happening here in the rain cities. Lets pull up all the light rail tracks and sell them to China for scrap. Beijing Biden would go for that in a second.	6/29/2021 2:45 AM
96	Clear trains at the end of each line as mentioned above. Enforce the "minor" rules. It is because people can get away with the minor stuff (not wearing masks) that emboldens them to do bigger things (smoking, robbery) on the train and the situation will never get better until rules are enforced, people are arrested, and the criminals are removed from the trains and know they are not welcome there anymore. I don't care how "racist" or "discriminatory" such a view is perceived. It is the truth and the USELESS liberal leaning political cronies of the Metropolitan Council need to ride the light rail everyday and on Friday and Saturday nights and maybe they will think otherwise that rules need to be enforced and more police on the trains are needed. At the MSP Airport, the situation is so bad, we are now recommending visitors to the Twin Cities NOT take light rail unless it is daylight.	6/29/2021 12:40 AM
97	How to enter trains paying customers only	6/29/2021 12:08 AM
98	You need more police not less. Stop the crime before it happens. Cameras and call buttons don't do anything to prevent crime, they just make it easier to report.	6/28/2021 11:41 PM
99	They can take proactive steps to prevent individuals who do not have a ticket / pass from entering the train. Create barriers around the stations so only individuals who walk through the designated entrance can be there. In Europe they even have second doors along the track which open only when the trains are there to not allow people to walk up and into the stations. They could consider placing transit police on trains or at stations. They could do something about the homeless on the trains, but I feel bad for the majority of them who are just sleeping and not causing problems. However, a significant portion of these individuals are going around and verbally or physically harassing passengers either because they are under the influence or have been doing this kind of harassment for a while. We need to prevent them from doing this. You could have one person on each train who monitors the cameras and if they see an incident they could stop the train and lock it down at the next station and take care of the matter. But, I believe the best thing to do would be to secure the train stations and platforms so individuals who should not be there are no longer there. Having the bus drivers there significantly reduces incidents in my experience. The other option would be to run more busses and later at night. Then I'd avoid the train altogether and just use the bus. But I imagine this is too expensive and they may not have the workforce to do this, which is why the schedules are what they currently are. These fixes would make me want to use metro transit more. Thank you for taking the time to review this and I will look for ways to be involved in the future on this. Again, I sincerely enjoy using metro transit, but for my own safety and mental health I have had to cut back. If the trains in particular could become safer I'd be back on them ASAP. But, unfortunately, I don't think this will be the case anytime soon.	6/28/2021 11:21 PM
100	Enforce payment, make sure passengers are not being harassed just for using the system. Cameras are of limited value, as people are not afraid of getting caught doing these "minor" things, there are no real consequences. If someone ever physically contacted me, which never did happen but it could have, I would not consider that minor, I would never forget it. Women cannot move safely through our city as it is right now, and we are not protected even though we are just minding our own business, trying to get to work.	6/28/2021 10:58 PM
101	Stop playing leftist politics and get the police back on the trains/busses. Get them back at the platforms and bus stops. The thugs know MTC pulled the cops and prey on people. Get real.	6/28/2021 10:57 PM
102	Do not let high/coked out people on the trains. check people for weapons, make sure sex offenders are not allowed to ride the trains. dont let people sleep on the trains. drug dogs to sniff out the messes before it happens. clean up the first, last and busy middle stops of homelessness, druggies and just uncleanliness.	6/28/2021 10:45 PM
103	Just remember you are responsible for the safety of the public. Use all the resources you have to make sure that the riders are safe.	6/28/2021 10:42 PM

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104	Just enforce the effing rules you have in place, and quit kissing the troublemaker's asses	6/28/2021 10:36 PM
105	DO NOT DEFUND POLICE. THEY ARE WHAT MAKES AREA'S SAFE. AS LONG AS YOUR BEHAVING PROPERLY.	6/28/2021 10:32 PM
106	Other cities enforce payment for public transit. Enforcing payments at lightrail stations would be a good model to follow. Having the text service to report incidents has been helpful. It is beneficial to have discreet methods to request help if needed. If there were methods to contact Metro Transit police on the trains and buses themselves that would increase safety in case you were without a phone.	6/28/2021 10:30 PM
107	You mentioned lighting at stations, I would love to see other improvements like planters, engaging activities for kids, little libraries, etc. I would also love to see the met council advocate for save consumption sites for people who use drugs. Drug users are just looking for someplace safe/comfortable/out of the elements/etc to use and a safe consumption sight near transit would provide that + dignity, community, and connection and access to harm reduction and linkage to recovery supports.	6/28/2021 10:29 PM
108	See above	6/28/2021 10:26 PM
109	Have turnstiles at the train stops to prevent free loaders. None of the trouble makers pay for rides	6/28/2021 9:39 PM
110	Metro Transit needs significantly more customer service personnel on its rail system to monitor stations and the trains. Transit police should be strategically deployed along the line to respond in a timely fashion; at present, they seem useless. Speeding up the service on the green line would help too--less time on board = less exposure to the safety issues.	6/28/2021 8:04 PM
111	More cameras/monitoring of activities on the vehicles.	6/28/2021 6:06 PM
112	Please see how Chicago and NY use their train systems/safety.	6/28/2021 4:39 PM
113	I am looking forward to GLBRT coming to our east metro, but am very concerned about safety while aboard. Being on a bus with an operator will make me feel somewhat after than being on a light rail train where there are fewer metro transit personnel present that would make me feel safer.	6/28/2021 3:22 PM
114	Thank you!!	6/28/2021 1:16 PM
115	Community safety approaches (not police)	6/28/2021 12:58 PM
116	Ambassadors who ride the buses in addition to drivers.	6/28/2021 12:18 PM
117	More active policing	6/28/2021 10:46 AM
118	Look at NYC. I use the transit even at midnight but because of the barred system only paid customers have access and we see less troubles and way safer than Minneapolis.	6/27/2021 9:28 PM
119	You have 99% of all lines connected by express, so when the express is cut, or the driver calls in, lack of drivers, people who get stuck in the areas where they cut the lines are left to fend for themselves, I have been stranded in Southwest Bloomington on numerous occasions because the 597 express bus was cut because of lack of drivers or they cut lines due to bad weather or whatever the case may be so I was forced to walk a mile and a half to the nearest Valley West 539 to take me to the Mall of America just to transfer to another 5:15 just to get home because the first thing you guys cut is the South West Bloomington lines and people get stranded out there if they take the buses to those Warehouse districts and even this time of year you cut the express buses to the warehouse District in Bloomington so I'm left stuck in the center of Richfield area with no transportation to Java Rena's because you guys cut the express lines and to me that affects my safety because I have no security for work because you guys limit the amount of jobs that people can get you because of your stupid rules and because you have not opened up the bug bus transportation to full capacity get there for the only place as you are able to get to if you are in the suburbs is either downtown which half is still closed so my financial safety is at stake more so than my physical safety because you have not reopened Express lines and you do not have local routes connected to the warehouse districts and a local districts because all local bus lines only go so far and then they connect to another Express but you cannot get to half of these places without connecting to an Express line so you need to have more direct route to the warehouse District all around is Bloomington Richfield Edina area because all the local bus routes now do not even cover the entirety of the Bloomington Warehouse districts as well as the South West Bloomington	6/27/2021 8:35 PM

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Warehouse District and that right there is part of safety is part of financial safety you have screwed people over because you have limited the travel for people to get to essential work in this Arena and this state because you have not yet opened up to full capacity the lines that connect to essential jobs so you have made Financial safety for many people in stable you have made Financial safety for many people unstable you have made not only financial but physical safety unstable because people who have to get to those areas have to either walk or they have to take a cab and they do not have money you also need to have better transportation to the Eagan area other than just Express because you stole a base all your bus lines on getting downtown but you have yet to base your bus lines on getting people who already exist in the world have an area to and from their jobs in the suburbs that are not based on ridership but are based on the people who connect to the suburbs and people who do not drive still take public transportation just as much as people who do so you are basing it on the wrong type of ridership you are basing it on the people at the Park & Rides you are basing in other people who drive you're basing it on the people who connect to downtown but you are not using the aspect of people who take it on a daily basis because people who take it on a daily basis are the ones that are getting screwed because the people who take it on a daily basis are forced to take a five mile radius of all the local lines in the Hennepin County area that are only available because they cannot connect to the full destination until you start getting the bus lines up and running which will not start up again until September from what your last Metro post set and to me you need to have better bus service basing to the work industry areas that do not solely depend on Express buses they need to have direct contact to the business areas that do not depend on Express lines they need to go directly there and not have to depend on Express buses they can connect but they cannot depend on them and right now all your bus lines are geared to depend on Express routes you cannot solely depend on Express routes to get around the city you have to have local routes you have to have routes that are based not on how many people connect to them but how many people work in have a job in areas that do not rely on Express routes connected to the suburbs because the soul heart of the city that has been kept alive for the past year-and-a-half has been buy essential workers and Ben Buy warehouse jobs and all the jobs that you have neglected by public transportation you have neglected by your lack of direct route access to those essential workers you have neglected the basic rights of transportation to those areas of Bloomington and Edina Eagan South st. Paul all the warehouse area is you have refuse to put transportation to those areas because you were basing it off of ridership which is unrealistic at best because ridership is not going to be that great if the customer already knows you do not service those areas very well from the start if you start with those areas and start servicing them locally and start servicing them without having to connect solely to express you will see more people taking them because the people will know that you care about where they travel right now you do not care about where people travel in the suburbs you only care about people traveling downtown and with half of downtown closed because of the riots the suburbs are still working the suburbs are still keeping the city alive the suburbs are still where people need to get you and as of now Southwest Bloomington downtown area those are you still have people working those are you still have people who need to get to a job and have been prevented from getting too many jobs or even acquiring jobs because you do not service the people that depend on your transportation department you have cut off jobs and cut the legs out from under many people because you refuse to start up a transportation system that does not depend on ridership connected to a Express line you need to have direct routes going to those areas because there is always going to be needs for warehouse is always going to be need for people working in the essential business but you have never had Direct Line's to essential workers you have never had direct line so those jobs that you've neglected for the past how many years he lies have been in effect they've only gone to a certain amount of time and then they got cut off and they were unrealistic because they were all based on the south west Bloomington Transit Center they were all based on Express rides they were all based on park-and-rides they were never based on the type of people who have that job or the people who depend on the buses when they don't have a car you have always solely based it on the ridership for the people in the suburbs but never on the people who live in the suburbs going to outside the suburbs it all revolves around the reverse commute because you are solely basing it downtown only you need to start basing it on the people who live in the city and work out City just as much as those who want to try and share car ride Shara share commute or those who want to try and save on gas and parking there are more than more people working inner city out of the city then people outer city inner city because reverse commute has been shut down and you have not bothered to accommodate that into your critical thinking when you set up the bus lines because the bus lines are what have caused most of the population to survive when you forced all other alternative transportation to go to Uber Lyft and all these other alternative transportation forms because you shut down the express lines to take people to the suburbs

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you need to have more local routes and more direct routes going to the warehouse District going to the areas on a frequent basis not just morning and afternoon because you have bass to Saul on ridership but yet people are never going to take a bus that only goes early morning and early afternoon if they have hours outside of the times we should you service there are warehouse jobs out there that start at 4 a.m. their warehouse jobs out there than just start the Twilight shift their warehouse jobs out there that start at night as well as the morning but you only have a certain limited ours that is only been serviced by Express routes for how many years and during this time people need to know that you care about their well-being and their financial safety just as much as their physical safety and right now they're Financial Security in their financial dependence has been shot to hell because you cut the legs off of transportation for all those people that work in the city and work in the suburbs and right now you need to start thinking about how the people who live in Hennepin County the people who live in the Suburban areas who still work outside the city how they're supposed to get there without Express lines you need to have lines that are Focus solely on getting to those job types that do not depend on lines that you choose to cut anytime there's bad weather anytime there's a roadblock anytime there's something that affects Transit commute time you cut Express lines and I have been left stranded I don't know how many various times and having to walk to the nearest local route just to get home because you do not think like a person who depends on the bus you need to start thinking like a person that walks or start thinking like a person who depends on the bus think like a person who has to take the bus because they have no alternative because they can't afford a car because they don't have the money for a car you need to start thinking like the average person and not some rich yet be stuck out in the middle of nowhere who already has a car and can drive to and from wherever they want and the only reason that they don't drive is because they're trying to go green or they're trying to save on taxes or they're trying to save on \$15 an hour parking spots downtown you need to start thinking like the average person who has to depend on public transportation and not those that are taking it to make themselves feel like they're contributing some greater good you need to start thinking like a person who takes the bus on a daily basis because they can't drive or they're too old to drive are there in able to drive because of a disability you need to start thinking like the average person and not like somebody who has to pay to have a stop at their front yard or like somebody who has to pay to have a have a number of ridership before you cut the line people don't drive not because they don't want to but because they can't a lot of them cannot drive and you do not focus the bus lines on the people who cannot drive you focus them on those who can drive start focusing on the buses on people who cannot drive and they will give you a better Insight on where they need to go they will give you the Insight on areas that need service that they have not been able to access which is why ridership is low in the first place people are not stupid they are not going to go to an area that they know they're going to get stranded in after a certain time of day I'm not going to take a bus all the way out to eat in Prairie knowing that it's going to be four and a half hours before the next bus come by I'm not going to go down to Burnsville and get a job down there knowing if I have to work late I'm going to be stuck because the bus that goes out there stops after a certain time I'm not going to go to North Saint Paul and get out there knowing that the area that is service is I'm going to have to walk a mile and a half to get to the green line before I can go home I'm not going to go to a job where I know I'm going to be stranded because I know that your bus lines do not service those area you need to start thinking like somebody who has to plan around all the inconveniences of the public transportation system and you need to start thinking like somebody who has to use their own two feet to get from point A to point B you need to start looking at it from the perspective of somebody who has to get around by alternate means other than a car other than an Express line other than having a car you need to have a board member of the Metro Council be somebody who has taken the bus for a living and knows what it's like to be stranded you need a board member that can get inside the mind of the person who does not have a car right now all you have are people who have taken the taking the bus as an alternative not as necessity get that on there and I'm sure it'll help you a great deal

120	Metro transit does a good job. Making neighborhoods safe (investing in people, schools, jobs, etc.) will definitely improve safety on Metro transit	6/26/2021 6:42 PM
121	Having trained professionals to respond to disturbances instead of police, persons offered resources, drop fare evasion enforcement, drop Homeland Security ridealongs, and fund improvements to facilities and infrastructure and ongoing maintenance.	6/26/2021 3:17 AM
122	Can not think of any right now	6/25/2021 11:05 PM
123	Fastidiously clean and maintain all buses, trains, platforms, and stops. The disrepair / condition of the whole system is setting the tone (to some degree) of the behaviors in the	6/25/2021 9:35 PM

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space. The thinking / culture might be: "Metro Transit / the community doesn't care about this resource; so why should I as a rider care about it?" Separately... The question about whether a packed full bus feels less or more safe was tricky... With COVID, it would feel less safe to be on a full bus (so, it is good to still have the mask mandate). For physical / emotional safety, I prefer riding more full trains/buses - safety in numbers, more bystanders if something goes wrong. Also, in the past few years, I have felt safer riding on buses with a driver nearby (or in the front car of the light rail) than I do riding in the light rail cars away from the driver.

124	Unfortunately, Light-rail should not be used by homeless for heat during winter.	6/25/2021 3:55 PM
125	I have three suggestions. First, require all riders to get off the bus or train at the terminating point of its route. One ticket gets you one ride. No more extended riding on one fare. Second, enclose the train stations so that it is not possible to board the train without buying a ticket. Third, hire more police officers and have them ride the trains and buses more frequently.	6/25/2021 2:11 PM
126	Include crosswalks at all bus stop locations that currently lack them. I'm more worried about being hit by a car trying to get to a stop than I am about anyone on the bus bothering me.	6/25/2021 2:10 PM
127	many transit ambassadors, enclosed and staffed stations like subway infrastructure	6/25/2021 2:04 PM
128	I don't know if there's an affordable answer to the problem. And I think everyone, including the police, are reluctant to intervene for fear of being accused of racism or from fear of being shot. Every troublemaker must now be considered potentially armed and dangerous. I am (was) a huge transit booster but now have come to the conclusion that for me it's no longer worth the aggravation. I'm extremely sad about that.	6/25/2021 1:16 PM
129	I always appreciate the presence of MAD DADS on buses when I see them. Public transit seems to be a place where lots of people who need help can be found, so anything that helps people have housing, addiction treatment, mental health care, and jobs will help. Transit is vital to the Twin Cities, and problems on transit are a reflection of the overall health of the metro. The work of making transit safer and more appealing cannot be separated from the bigger task of making the whole city a place where vulnerable people are supported and protected.	6/25/2021 12:28 PM
130	If buss drivers had the freedom to stop at unmarked locations when it is safe to do so. If bus drivers were willing to wait a few extra seconds for someone running late.	6/25/2021 12:16 PM
131	Get rid of the Met Council! They have WAY too much power! If the Met Council and the Governor and legislature don't know what measure to take to insure public safety in the major metropolitan areas and across the state, then Minnesotans are in serious trouble. We should stop paying the members of the Met Council and the Governor and the members of the legislature until they figure out how to keep citizens in Minnesota safe. There are National models that could be explored. For all the money we pay the Mayors of cities, the Governor, legislators, Met Council members and the bloated state agency employees, they should be able to figure this out. Race is NOT the issue. The state is making it the issue and that IS racist. If the real reason for this survey is to undermine the police by asking questions about racial profiling, then the Citizens League should be ashamed. I've been around the CL for decades and I think this is the lowest they have stooped. If the persons the police are pursuing has a criminal record or is breaking the law or looks suspicious, is high on drugs then no matter the color, that person should be stopped and, if necessary, arrested, no matter what color they are. Using race as an excuse, as is being done now, especially since last May, is ruining our state and our country. Minnesota should be ashamed of itself. I worked in north and south Minneapolis for years and most recently in the Brooklyn's for over 20 years. I know these communities and I know the people who live in these communities, the immigrant and refugees and other communities of color. I worked with the police and city councils. What is happening now is awful and needs to STOP !	6/25/2021 11:57 AM
132	must scan your ticket before entering the train. if no ticket scan, an alarm would sound and a photo would be taken of the rider. Transit Police would be alerted. Alert needs to include train car # and photo so the transit officers know what car the non ticketed passengers are on. Not sure what the penalty would be or how to enforce.	6/25/2021 11:53 AM
133	More physical presence of transit police.	6/25/2021 11:38 AM
134	Improve 'off hours' service and ridership will improve safety IMHO.	6/25/2021 11:15 AM
135	On business trips over the years I've ridden trains in Chicago, D.C., Atlanta, to name a few - and I do so by choice. But all three of these cities have Transit personnel to monitor who has	6/25/2021 10:38 AM

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access to trains. Why don't we do that? It won't cure all problems, but it will help create an atmosphere of safety. Riders should be paying passengers ONLY. Period.

136	Lighting, cameras, ambassador/officer presence.	6/25/2021 10:37 AM
137	Unarmed support staff, partnerships with service providers, better connections to community resources	6/25/2021 10:30 AM
138	Encourage ridership; keep stations clean	6/25/2021 10:28 AM
139	As I said before, Metro Transit is much improved over the years, so congratulations on progress! The main issue for me is public health and safety that need to be dealt with by other agencies.	6/25/2021 10:26 AM
140	Better enforcement of rules like no smoking and no overtly loud disruptive behaviors, especially late at night. Better ways are needed to deal with homeless using trains as shelters. This all has a negative impact on regular users.	6/24/2021 6:29 PM
141	During the winter months when there are snowbanks where the bus stops it would be much safer to let people off and on at a street crossing where the footing is better and safer. Some drivers do this but others seem unaware.	6/24/2021 3:40 PM
142	Make a safe area to catch Uber	6/19/2021 12:59 PM
143	More supervision on train cars	6/18/2021 5:28 PM
144	Ambassadors riding transit and being part of the safe experience at stations. Especially busy stops should have staff besides drivers to deal with incidents.	6/17/2021 5:47 PM
145	Conductors upon entry on light rails. Unarmed transit officials to help people who might not know their way, or could connect people in need to further resources, or could help people buy tix on they're phone. Light rail needs some presence, not necessarily cops.	6/17/2021 5:06 PM
146	Regular patrols of out of the way transit stations, and regular cleaning	6/17/2021 4:22 PM
147	I feel that the vast socio-economic disparities especially based on race in MN have a huge impact on the way public transportation is perceived. In downtown Mpls or St. Paul, many different people ride the bus or lightrail. As soon as they are out of the main city, there are very very few riders. And often, outside of rush hour, there are no routes. People who are middle or upper class don't have much incentive to use public transportation if they have cars and parking options. Public transportation takes a really long time from anywhere outside of the downtown areas. Even though parking is hard downtown, people would rather pay than take extra time commuting to work or "feeling unsafe" on public transportation. So if there could be more frequent routes to residential areas in closer suburbs, I think that would be good. I also think it should be discouraged to have cars downtown. There are too many parking options, even if they are expensive. There should be packages for passes that make it a ridiculous option to pay for parking in a ramp versus getting a bus pass. If it was quick and convenient to ride public transportation, more people would use it. And if more people used it, there would probably be more resources put in place to maintain safety, to report incidents, keep it clean, etc. Finally, bus stops and lightrail stations in neighborhoods with significantly more riders of color are generally not well maintained. The sidewalks are rarely shoveled. There are very few shelters, very few heaters, very few street lights, very limited designated space to wait. On the contrary, in downtown, there's a lot of that. It really feels like those people who MUST rely on public transportation are unseen or taken for granted. I'm sure factors like that would impact other aspects of the public transit experience--whether spaces are respected, kept clean, how people treat each other or how certain people expect to be treated, etc.	6/16/2021 11:44 PM
148	Safety is important but also health relates to comfort when smoking is present. Have witnessed smoking at alarming rate in recent weeks. If this rule is ignored, feel this gives breakers free reign to disregard other rules too.	6/16/2021 12:23 AM
149	Transit ambassadors who are more in a security officer uniform, who are unarmed	6/15/2021 9:46 AM
150	More maintenance and outreach to persons living and abusing substances in bus shelters.	6/14/2021 7:35 PM
151	Locking turnstiles at every stop limiting free rides. Every train car checked and cleared at the end of route. Stop overnight trains totally	6/14/2021 3:29 PM
152	Metro Transit should not use the honor system for riding on the trains. Access to the trains and platforms should be restricted to paying customers.	6/14/2021 12:24 PM

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153	The GREEN & the BLUE Line trains definitely need more fare enforcement that would also provide more safety monitoring as a result. You're definitely going to have to "ramp up" security when the Green Line extension begins operation to the SW metro.	6/13/2021 11:09 PM
154	I don't always feel safe on my Chicago 5 bus line. Some rather creepy characters riding the bus at times. I have no idea what can be done to create a safer environment but there's simply WAY too much out-of-control crime & violence in Mpls overall since George Floyd was murdered and the ensuing diminished police force. This has emboldened criminals tremendously!	6/13/2021 1:18 PM
155	Unarmed monitors, address lighting and access to/from transit...	6/13/2021 10:45 AM
156	You need to enforce fare compliance. You need gates or people checking tickets before boarding trains. That will drastically reduce the number of criminals and the amount of illegal activity happening on the trains	6/11/2021 5:48 PM
157	Make trains, buses and indoor stops not places where homeless and drunks congregate.	6/11/2021 3:38 PM
158	Non-police helpers like the DID (downtown improvement district program) to help folks answer questions, provide a sense of community, helpfulness, etc.	6/11/2021 12:54 PM
159	free fares, wealthy pay - that's me	6/11/2021 7:58 AM
160	would love to see transit ambassadors, as well as a ridership program that offers tools and information directly to riders around deescalation, violence interruption, etc.	6/10/2021 11:01 AM
161	The Japanese Kōban system, or something similar to it. Lake Street and Viking Stadium would be good trial locations. More passive than patrols, but constant presence, can be used to help visitors/citizens with non-policing issues. It would also be appreciated if the MPD weren't trying to punish this city. Bless the transit cops.	6/9/2021 9:30 PM
162	Need more Metro Transit police officers on trains checking tickets. I feel that this is not done enough.	6/9/2021 4:44 PM
163	I really hope you're able to expand the transit ambassador program - I think having more folks like that (uniformed, but unarmed) riding the trains especially, would be helpful.	6/9/2021 2:30 PM
164	Please see the above answer.	6/9/2021 12:03 AM
165	i DON'T SEE THEM ON THE TRAINS ANYMORE.	6/8/2021 10:47 PM
166	Peace keepers	6/8/2021 4:37 PM
167	Put monitors on trains and problem bus routes that show live activities. Crminal photos should be on display	6/8/2021 4:30 PM
168	More police	6/8/2021 1:14 PM
169	Alternatives to an armed police force on metro transit.	6/8/2021 7:40 AM
170	I think that some sort of monitoring of trains, apart from police, makes sense for monitoring payment, smoking, drug sale, etc. I also think learning from systems in other communities would help. It seems a way to ensure all riders pay for entry would likely help some. Metro transit light rail feels less safe than trains/ subways I have taken in other cities and countries. We should be able to learn from systems that work well.	6/8/2021 6:43 AM
171	stop charging fares.	6/7/2021 7:34 PM
172	Work with road design to make streets safe	6/7/2021 6:15 PM
173	Lots of encounters on the bus that police currently perform would be better suited for unarmed professionals (fare enforcement, mental health situations, domestic abuse). I understand the importance of armed police for specific situations, but I believe that both the public and police themselves would benefit from a more specifically focused role.	6/7/2021 4:47 PM
174	When I've contacted Metro Transit about people using drugs, hassling someone, etc., I've been asked to try to identify/describe them, but I feel hesitant to look closely because I'm afraid I might become a target myself. I'd feel better if all I had to do was report the location/time (route, direction, light-rail car) and what I'm witnessing.	6/7/2021 3:37 PM
175	House folks so they don't have to rely on the transit lines for a reasonably comfortable place to	6/7/2021 7:28 AM

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sleep

176	Have more transit police presence. Maybe have internships for young adults to be helpers to the transit police. Ask yourself, "would you be comfortable if your grandmother took the train all by herself?" Or, "..... how about if you school age grandchild did?" Families choosing to use car for commutes simply out of safety concerns is a sad commentary on our bus/train system.	6/6/2021 7:38 PM
177	I wish I knew of other safety models all by myself. But I don't. That's why I was hoping to hear from other people in the focus group. Maybe together we could come up with something. See you Wednesday.	6/6/2021 7:14 PM
178	There should be more park and rides, especially in the suburbs that I am considering moving to. I may make my decision about where to buy a house based on access to public transit to downtown. Downtown Minneapolis has always been a big part of my life. I would hate to live an exclusively suburban existence. Also, bus shelters and transit stations should be for the customers who ride, not for homeless, addicts, and mentally ill. A couple of years ago during the big April snow storm, I decided to take the bus instead of drive. All of the riders were out in the snow storm, including a little handicapped man with a walker. Why? Because 8 or 10 drunken men were in the actual bus shelter being very loud, moving around a lot, passing their liquor around and none of the customers wanted to be in there with them. That is unacceptable.	6/6/2021 1:42 PM
179	Station cleaners who ride trains and get off to spot clean and pickup trash at stations routinely along the line throughout day. They could also report disruptive passengers/situations as needed after they get off the train or leave a station so transit police could follow up if necessary.	6/6/2021 12:35 PM
180	Metro Transit could employ social workers or people who could help vulnerable riders get help finding services such as housing and treatment for addiction and mental illness rather than being punitive.	6/6/2021 10:20 AM
181	I've never felt scared enough to quit using Metro Transit.	6/6/2021 10:19 AM
182	add police to every train every time. I no longer ride on the green line train after daily use for 6 months.	6/6/2021 9:22 AM
183	Unarmed security could still be very useful	6/5/2021 8:49 PM
184	There are a lot of people feeling free to act out on the bus. It makes me feel very unsafe. I really don't see Metro transit police very often.	6/5/2021 7:38 PM
185	Look at how nyc and the mta handles safety and security they wrote the play book for transportation organizations to follow	6/5/2021 2:58 PM
186	Metro Transit police should not carry firearms or other deadly weapons.	6/4/2021 7:36 PM
187	Having worked in security for a university for six years, having experienced quality public transportation in Berlin, Germany, I am a proponent of the idea of 'ambient surveillance' by passengers. Ambient surveillance is generated by high ridership. The higher the ridership, the more ambient surveillance any given vehicle possesses, and the more a sense of unifying norms are developed across the system by regular riders regularly engaging with a large number of other riders. Increase ridership by increasing frequency or otherwise expanding service e.g. implementing more bus-only lanes, decreasing or abolishing fares to make riding more cost competitive to driving. More riders mean more eyes and more mouths to call out inappropriate or uncomfortable behavior, and also to address the rare and often exaggerated instances of unsafe/violent behavior.	6/4/2021 7:05 PM
188	Have Transit Police visible on trains and platforms. If you're gonna have rules - enforce them! I don't see myself using Light Rail again unless there are changes like these. Light Rail used to be a good thing - not anymore.	6/4/2021 5:02 PM
189	More people need to ride public transportation so that it is no longer seen as something just for poor people, but maybe the Twin Cities just don't have the urban density of big cities and people grew up in a car culture.	6/4/2021 2:59 PM
190	I mostly ride limited-stop buses and have had mostly good experiences. The teens who ride between 1:00 and 3:00 are most likely to avoid fares and try to intimidate people.	6/4/2021 1:23 PM
191	More ambassadors trained in mental health issues, more holistic menus for dealing with issues	6/4/2021 1:05 PM

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on transit (homelessness, mental wellness, economic challenges).

192	Consistent Fare enforcement. Many of those who are disruptive simply hang out at platforms and on trains. Requiring fares would help ensure that they are actually serious about using transit, instead of it simply being a club or party bus to hang out at.	6/4/2021 12:50 PM
193	I felt safer on public transit in some of the worst neighborhoods in L.A. California. Their police were more present and more predictable.	6/4/2021 10:25 AM
194	Staff presence on trains. Require tickets to get onto platforms. Crack down on smoking.	6/4/2021 6:35 AM
195	I think all transit officers should try riding the Green Line or 21 bus late at night or on weekends IN PLAIN CLOTHES, just to experience it, not to intervene but just to see, over a week, some of the interactions and folks who ride problematic transit lines or hang out at stations/stops that have frequent complaints (at the times when they're most problematic). In other words do a lot of first-person research. Then figure out a strategy/policy/approach after doing some research and having the officers talk to each other and other people including folks in social services. In Europe, there are plain clothes officers who ride public transit. Talk to them or see how they operate. Europe has better social services (and education systems) than the USA but they also have more transit and (having lived there) it feels a lot safer.	6/4/2021 3:04 AM
196	Show the criminal activities live at stations and high traffic areas to deter crime .We pay taxes for LRT why is the crime out of control	6/3/2021 11:49 PM
197	Like, again, social and community models of safety. I want Quit Partners on the train much more than I want Metro Transit cops on the train, then you're actually solving the problems. Also, again, put HEPA filters on the train, the good HEPA filters, the one that cigarette smokers use. It will spread less disease, I won't feel like I'm going to get lung cancer from all the addicts. Finally, like, you all realize there are companies that feed the train right? Specifically, broke people ride the train, the type of companies that pay sub-minimum wages because of tips, the kind that gets their staff addicted to cigarettes or worse so they can run a week of clopens, that is the average company of the person who rides the train. We really need to think about like, carrots and sticks from these abusive companies, because there are certain companies that shouldn't be named that are feeding in most of the people who smoke on the trains, and it shouldn't be the smokers that pay, and they shouldn't pay with their lives, these companies need to be held accountable.	6/3/2021 9:59 PM
198	There is very little Metro Transit can do to help with harassment on light rails as there is no contact between drivers and passengers, and even less once passengers leave the bus. More lighting and emergency call buttons would be helpful, but having more officers and more weaponry would definitely not help me feel safe.	6/3/2021 3:49 PM
199	Replace cops with crisis intervention staff for escalated situations. Have employees at stations during peak hours to facilitate traffic and guide passengers.	6/3/2021 3:45 PM
200	Not necessarily safety but I think the Metro could both make a lot of money and also improve overall ridership if they would consider opening up a similar program to Metro Mobility or Uber to the general public.	6/3/2021 3:05 PM
201	A friendly driver helps. The driver in full gear with the pilot type hat and gloves demand respect by his clothing and "I'm in control " behavior. His "all aboard" request seems to let people know he is in charge.	6/3/2021 2:51 PM
202	Staff who are equipped to help with homeless populations riding transit	6/3/2021 10:22 AM
203	thank you for an overall wonderful job of giving us a wonderful transit system	6/3/2021 8:35 AM
204	Community outreach and support for unhoused people in the transit system.	6/3/2021 8:07 AM
205	Increase funding for law enforcement, cleaning of buses/trains more often, installation of more shelters/benches at stops with lights at them, and rider education about being a rider on Metro Transit.	6/2/2021 10:28 PM
206	More cameras, faster response, mental health providers, homeless advocates	6/2/2021 9:42 PM
207	What about paid riders trained to de-escalate for example harassing situations? I've seen another passenger successfully de-escalate some teens who were harassing other passengers. I've personally blocked/protected a passenger from racial harassment.	6/2/2021 9:27 PM
208	The Metro Transit needs to take the text support more seriously. I do not feel safe calling to	6/2/2021 8:48 PM

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report a crime when the offender is next to me.

209	More cops-enforce rules on blacks. Whites pay and blacks get a free ride.	6/2/2021 8:43 PM
210	you don't need armed police for this. it just heightens risk for people of color, people with disabilities, and other vulnerable people we discriminate against every day in this society. also work with cities and counties to improve pedestrian safety to/from bus stops and rail stations.	6/2/2021 7:44 PM
211	I wish I knew. I'm sorry I have nothing to propose b/c I look forward to a time when I will feel more comfortable getting back on the bus regularly.	6/2/2021 6:33 PM
212	I think they have, with ramps & wheelchair seating. The back door is not accessible yet!	6/2/2021 5:34 PM
213	Better enforcement of paying fares, since most safety threats are from free riders	6/2/2021 4:11 PM
214	A non-police car attendant on light rail could potentially watch for dangerous situations and either resolve them or route them to someone who can	6/2/2021 2:33 PM
215	Poor people should not be treated badly, if someone can't pay, either because they are too poor, or just don't have any money with them right now for any reason, they still need to get to safety	6/2/2021 12:38 PM
216	Can the buses have video cameras on them?	6/2/2021 11:38 AM
217	more on duty officers that hold people accountable - spend less time worried about racial profiling. Someone screams "racist" and you crumble.	6/2/2021 11:10 AM
218	Maybe someone short of a Transit Police -- a Transit Ambassador. Need to control folks using transit for shelter.	6/2/2021 11:01 AM
219	I wish there was someone we could call who could focus on mental health, substance abuse, or homelessness resources rather than always relying on armed police. I also think that lighting and frequent, reliable, well-used service is key to creating healthy norms and welcoming public spaces where everyone feels comfortable.	6/2/2021 10:25 AM
220	Have more staff that is equip to respond to emergencies and that respond to emergencies. This doesn't always need to be police. Have Metro Police officers walk around and positively engage with the community at stations/transit hubs. Officers can start positive conversations with people and start building trust with the riders.	6/2/2021 10:18 AM
221	If not police, that just have some uniformed personnel from Metro Transit onboard the trains, if anything, just to talk to people.	6/2/2021 10:09 AM
222	Enforce the law or shut it all down	6/2/2021 8:50 AM
223	Transit ambassadors/ other officials on the trains. Increasing usage increases the number of folks on transit which increases a sense of safety. But again looking at the transit lines holistically and finding housing for folks.	6/2/2021 8:30 AM
224	Contact the Denver program that substituted social workers for many police this past year--it worked!!!	6/2/2021 8:06 AM
225	Please consider people who are monitors on the trains and problematic bus routes.	6/2/2021 2:34 AM
226	Focus on passenger safety instead of paying fares.	6/2/2021 1:46 AM
227	Get more Police, both in Uniform and plain clothes. Make sure that everybody getting on the bus pays the fare, and follows the rules about ::: not talking loudly, playing loud music, being disruptive.	6/2/2021 1:20 AM
228	If at all possible, having some local city police also help the Metro Transit police on buses and trains and at bus stations, at certain times and during certain events when the ridership is highest and/or if there are legitimate concerns that safety of the overall ridership may be at risk.	6/2/2021 12:29 AM
229	Safety ambassadors that are not armed, sworn officers but trained to defuse situations would be good, and hopefully would be more present, especially on light rail, to encourage better behavior	6/1/2021 11:57 PM
230	? Maybe have officers on the buses protecting people?	6/1/2021 10:45 PM
231	It does help to have transit police on light rail and to be able to phone for assistance, which I	6/1/2021 10:22 PM

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have done.

232	Making mass transit for everyone not just low income and disabled. As currently it is the last resort for many due to safety concerns.	6/1/2021 9:47 PM
233	Please give up on fare enforcement.	6/1/2021 9:43 PM
234	Empty the garbage cans and police the litter around the stations	6/1/2021 9:11 PM
235	More metro transit police or staff monitoring behavior on light rail	6/1/2021 8:50 PM
236	limit use of Metro Transit Police, limit fare enforcement	6/1/2021 8:03 PM
237	limit large groups from entering at the same time. I was on the LRT heading west from the university when a group of 15-20 youths boarded and threatened people.	6/1/2021 7:46 PM
238	Increased collaboration with Minneapolis police for downtown stops.	6/1/2021 7:29 PM
239	Improve the early morning and night schedules so that people don't have to wait so long in the dark or so that there is a way to get home.	6/1/2021 6:39 PM
240	TRUST. Just trust people more. Trust us not to not pay fares; trust us to be kind to each other. The punitive messaging transit riders see makes us feel like second-class citizens.	6/1/2021 5:44 PM
241	Harassment of poor, teens, or homeless/ mentally ill. Those riders don't bother me. Police response does.	6/1/2021 5:37 PM
242	Not have too long of wait times on the main routes IE 5.... for those that need to stand and wait in the dark, regardless of the neighborhood, it is a uneasy feeling to be waiting in the dark	6/1/2021 5:26 PM
243	Metro Transit should consider ways to incentivize all kinds of people to use transit, and not just for rush hour. Too many people just rely on their cars and never consider transit here. Some sort of campaign, like a "transit to work/school" week where employers would encourage folks to try transit for a few days, and kids would learn about transit, etiquette, and try out transit in school. Transit has a negative image and reputation here now. Unfortunately, I think that will only change when it feels safer, cleaner, and when people feel its convenience and economics outweighs any risks or inconvenience. If there could be incentives, such as a tax rebate or savings from the county, for using transit, that might help. The system is good, with things like the bike racks, and fairly good signage, routes, and timing. The Green and Blue Lines are really convenient, but I won't ride them regularly (outside of rush hour) unless they are safer. I might consider riding more if there were park-and-ride lots closer to the Green/Blue lines, to avoid having to wait to connect to a bus especially at night or in winter.	6/1/2021 5:11 PM
244	Offer reduced fares for those experiencing poverty.	6/1/2021 4:57 PM
245	Something involving nighttime usage.	6/1/2021 4:31 PM
246	Please require everyone to pay the fare and have monitors/passenger advocates on the rail platforms preferably not armed.	6/1/2021 4:19 PM
247	Have everyone pay the fare, follow the same rules.	6/1/2021 4:08 PM
248	get rid of the transit cops, there are so many better ways to do fare enforcement that don't involve terrifying people, and the only people the transit cops make feel safer are republicans from the suburbs who will never ever ever ride transit anyway	6/1/2021 3:56 PM
249	I know that you try to keep buses and trains safe, but no matter what you cannot be everywhere all the time. So for now, I've arranged a ride to church and will continue to stay away from the bus. Hoping some day to return. It made me feel self sufficient.	6/1/2021 3:40 PM
250	I would consider more BRT but half the time I'm waiting at a BRT station and 2-3 local busses going to the same place pass by before the 10 minute late A Line bus shows up.	6/1/2021 3:30 PM
251	I think the immediate removal of all drunk or belligerent passengers would make a great deal of difference to make the riding experience safer.	6/1/2021 3:28 PM
252	Keep order on the bus. I am really thinking you should do away with mass transit	6/1/2021 3:23 PM
253	Not sure what other models exist...can you buy 1000 driverless cars and transport people by ones or twos? That would be fine and I'd certainly pay a bit more for that.	6/1/2021 3:17 PM
254	Reduce fare jumpers	6/1/2021 3:04 PM

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255	Should consider The Hong Kong MTR	6/1/2021 3:03 PM
256	One of the main problems now is that transit primarily serves bad neighborhoods. I can't get from my suburban home to any location in the metro without a very long walk (over one mile) to get to a bus that runs on a regular schedule. Kick more people off for fare evasion.	6/1/2021 3:02 PM
257	1. Eliminate your police. Replace them with transit liaisons and, if needed, social workers and mental health responders. Your liaisons that rode the c line on opening weekend were outstanding and would help to mitigate conflicts proactively. It would be great to have them at busier stations or routes at peak hours to talk to people. An example of a disbanded police department is in the city of Camden, New Jersey. 2. Eliminate fines for fare evasion. Poor people are the people being punished and it results in dangerous interactions with your weaponized police force. I don't know of anyone who has tried eliminating fares entirely but know TriMet in Portland has moved to a tiered model for fines.	6/1/2021 3:02 PM
258	Transit ambassadors at busy stops and stations. Get more people out of cars and on the bus with incentives, safety in numbers. Do you own property you can donate for housing people?	6/1/2021 2:57 PM
259	Metro Transit should run a marketing program targeted towards riders about watching out for each other. Metro Transit employees at the Heywood office building should get so many parking passes per year to be used when transit isn't a viable for that day. Also, maybe stop with this divisive language of "essential" and "non-essential" employees, which started before COVID. Transit drivers, cleaners and mechanics can most certainly take transit like any other employee. I am pro-transit. I enjoy riding transit for many reasons. But I don't like being forced into an uncomfortable position.	6/1/2021 2:57 PM
260	More Transit officers present	6/1/2021 2:34 PM
261	I like the ambassador model. Some people get triggered when they see police, which is real. Citizen policing may work. But honestly, some of the situations out there require police. A hybrid approach (police + ambassadors) that is well-thought-out and community-based may work.	6/1/2021 2:33 PM
262	The proposed ambassador program is a good one, as is the HAT team	6/1/2021 2:28 PM
263	Non-law enforcement Ambassadors at transit centers to help people get where they are going.	6/1/2021 2:26 PM
264	lyft and uber or like the security checks like what they have at the airport but these would be at the light rail platforms not on the train since they have cameras	6/1/2021 2:19 PM
265	More police!!!	6/1/2021 2:15 PM
266	Separating police and fare checking would reduce the need for police on transit and improve my experience. Creating a process for resolving situations of people in crisis without police presence would be helpful.	6/1/2021 2:15 PM
267	EV car sharing programs are sustainable and flexible ways to transport people that do not required continuous service with a dedicated driver.	6/1/2021 2:08 PM
268	are there campaigns that could work? You ride the metro in DC and other big cities and in general people are better behaved/don't break so many rules. Is it because we don't have enough people on transit? They have stricter enforcement? Most of the people causing problems are kids who seem like they need help/support/attention. Or homeless folks who need more services.	6/1/2021 2:03 PM
269	Compared to other cities where I've used public transit, Metro Transit feels very safe. Better snow removal at small stops would reduce fall risk for all and improve access for the disabled.	6/1/2021 1:56 PM
270	Do not allow cops with firearms to work on the bus and light rail lines.	6/1/2021 1:47 PM
271	I would love to see Transit Police riding on the light rail.	6/1/2021 1:41 PM
272	Every rider should use a card to verify identity	6/1/2021 1:37 PM
273	Station ambassadors, train ambassadors, more officers	6/1/2021 1:29 PM
274	The bus drivers should not get too engaged in a conversation with one passenger standing close to the front.	6/1/2021 1:28 PM
275	Requiring all white European-ethnicity drivers and staff to read, "Waking Up White," "Caste", or	6/1/2021 1:25 PM

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especially, "Talking to Strangers: What We Should Know about the People We Don't Know," by Malcolm Gladwell. Interact with strangers and you should really know what science says you can accurately know about strangers from face value. Yes, people are afraid, and buying guns like mad. That doesn't make us safer. Connecting with people authentically makes us safer. Bullying by police doesn't prevent crime; it spreads fear. "Who We Are: A Chronicle of Racism in America," will be in local theaters in Minneapolis at the end of August. Give drivers and staff credit or perks for attending, and advise them to bring a pen and notebook, and hold discussions after. That's the American history that was too hot to handle, that school districts didn't dare put in textbooks, because it would have required reparations, and white families would have screamed holy hell. 16 states are passing laws right now to omit any hint in textbooks that America was founded on white supremacy, or that racial prejudice had anything to do with anti-Asian laws, jim crow laws, or removing indians from their lands and letting white European immigrants settle that land for free.

276	Have more security. It has been over two years since I have been asked for proof of a paid fare. You need to bring back fare checks	6/1/2021 1:24 PM
277	Preventative safety, not reactive.	6/1/2021 1:22 PM
278	More automated reminders in more languages being broadcast on buses and trains telling people about transit law (no smoking).	6/1/2021 1:20 PM
279	Support our Police.	6/1/2021 1:14 PM
280	A twin cities chapter of the guardian angels or something similar. Especially for riding the train and the platforms at night	6/1/2021 1:13 PM
281	Have self-contained, bullet-proof pods with individual UV air filtration and auto disinfecting	6/1/2021 1:11 PM
282	Enforce that riders pay the fare, have police on the trains and at the platforms, clean up the trains and the platforms, not allow the behaviors to continue.	6/1/2021 1:06 PM
283	safety so I can just ride the bus to get to my destination and not be messed with	6/1/2021 1:01 PM
284	Crosswalks, bump outs, seating.	6/1/2021 12:59 PM
285	More visible uniformed and and plain cloths officers riding transit and at stops and platforms.	6/1/2021 12:56 PM
286	In terms of fare "enforcement," I would like to see more emphasis on connecting those who have difficulty paying fares with resources, while working to restrict penalties to those who have the ability to pay their fare but choose not to.	6/1/2021 12:56 PM
287	Hire monitors to patrol train platforms. Keep the garbage people away.	6/1/2021 12:51 PM
288	Unknown	6/1/2021 12:50 PM
289	Free transit would improve my experience and likeliness of using transit	6/1/2021 12:48 PM
290	ambassadors on trains and stations, beat cops, closed train stations	6/1/2021 12:43 PM
291	I would appreciate quicker response times. When I have reported issues it is often several stops before transit can intervene which allows people to evade responsibility for their actions.	6/1/2021 12:38 PM
292	Bicycle is best, transit for weather back-up makes bicycle commuting much more doable.	6/1/2021 12:32 PM
293	I know it sounds rather remedial but fellow MetroTransit operators could ride on routes as civilian-type moderators or like MAD DADs do. Just have a presence. Maybe employ MAD DADs or A MOTHERs LOVE peace keepers and use their ideology to connect with communities and learn regular riders and what comes with that on routes.	6/1/2021 12:29 PM
294	Some person use transit and shelters as a bathroom or living place. Adding public bathrooms and improving housing options may improve safety for transit riders.	6/1/2021 12:28 PM
295	a fleet of paid community members on transit clearly identified to help curb un-safe behaviors.	6/1/2021 12:27 PM
296	More police	6/1/2021 12:23 PM
297	More eyes and ears on the trains would be helpful	6/1/2021 12:22 PM
298	have more transit employees (not police)	6/1/2021 12:20 PM
299	Limit smoking on bus and train platforms. And also find a way to stop smoking on trains	6/1/2021 12:19 PM

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300	Denver light rail	6/1/2021 12:18 PM
301	The metro council could improve the experience by placing police kiosks at certain stations, and have workers on the train that regularly check that people are behaving in ways that are aligned with the rules of public decency. Cops need to be present without guns so that don't kill homeless people and addicts. More enforcement presence, with NO DEADLY force. It's a puzzle. SOLVE IT!	6/1/2021 12:17 PM
302	Park and ride should not be the exclusive privilege of suburban riders. Further, parking rules are very confusing and draconian in downtown areas, fees are exorbitant.	6/1/2021 12:17 PM
303	Provide enough protection for the drivers. If they feel safe, then happy it makes it a more pleasant ride for all.	6/1/2021 12:16 PM
304	some sort of Metro Transit employee insuring safety riding light rail to insure safety and fare enforcement	6/1/2021 12:14 PM
305	The Met Council needs to employ a large staff of well trained transit ambassadors or agents throughout the system to deter negative/unsafe behavior.	6/1/2021 12:14 PM
306	Better designed routes with less detours	6/1/2021 12:13 PM
307	Whatever you want to call it, security, police, peace officers, we need hundreds of people trained to intervene on all transit vehicles before situations become dangerous	6/1/2021 12:13 PM
308	I think if police officers are properly trained they should have no need to draw weapons, unless being fired upon. If they learn to treat everyone with respect they will not need force to command authority. Violence is the last resort of the incompetent and competent police officers can enforce the statutes fairly without using a gun.	6/1/2021 12:09 PM
309	If Metro Transit maintains a bus stop, they should at least have a bench for people to sit. If MT can't maintain this, then they need to reduce the number of stops so they can ensure the ones they have are adequately provisioned and maintained. This would speed up the routes, which also contributes to safety.	6/1/2021 12:08 PM
310	Adding some sort of an attendant in addition to the driver would probably go a long way to keeping things running smoothly.	6/1/2021 12:07 PM
311	Usually I feel unsafe because I feel like I'm going to slip and fall on ice or snow at bus stops. Getting property owners to shovel would encourage me to ride more	6/1/2021 12:07 PM
312	The fact that anyone can get on the platform and ride is probably a contributing factor. I don't care if people sneak rides for free out of need, but there are definitely those who ride for entertainment and to harass others.	6/1/2021 12:05 PM
313	I once saw some officials (not sure who exactly they were) board the train and approach a rider who was sheltering/sleeping on the train, and I was very pleasantly surprised when they did not make the rider get off; instead it was clearly a welfare check. More of this! More unarmed transit ambassadors who can help in all sorts of ways--riders in crisis and tourists who need directions both. I would feel so much better if I never saw armed, uniformed Metro Transit Police on the train or BRT because their very presence seems to spark tension.	6/1/2021 12:05 PM
314	Better lighting at bus stops and emergency buttons if I feel unsafe. I would feel safer if drivers could use discretion on who not to let on the bus. For example no drunks.	6/1/2021 12:05 PM
315	I like the idea of "transit ambassadors" (in addition to police) to promote more frequent fare-checking and monitoring of passenger behavior.	6/1/2021 12:04 PM
316	I think it would largely be up to Met Council - increasing investments in housing, health services, etc. to decrease less-desirable behaviors on transit by providing for people in the most need	6/1/2021 12:01 PM
317	Unkown	6/1/2021 12:01 PM
318	If there were a solution other than greater police presence I'd be fine with it, but none occurs to me. The automated fare system on trains probably doesn't help but seems to be managed in other jurisdictions.	6/1/2021 12:01 PM
319	Look at the transportation in PHX AZ, the police presence on the train all the time off and on at any time is great.	6/1/2021 11:59 AM

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320	Move to restricted platforms. Install gating to discourage non-ticket holders from congregating on light rail platforms.	6/1/2021 11:56 AM
321	turnstiles so that only ticketed riders can be on platforms and on trains and buses.	6/1/2021 11:55 AM
322	Please get the suburban buses up and running again.	6/1/2021 11:53 AM
323	I feel that Met Council wishes to advance equity measures and not be seen as targeting POC so that any model of safety will lack fare enforcement - which isn't about collecting money so much as deterring people with mental health challenges or who are high from riding all day.	6/1/2021 8:47 AM
324	overall the younger riders know they can get away with the things they do	5/31/2021 9:22 PM
325	I have been Toronto numerous times and felt safer on their TTC. It is a much bigger city. They have security around on all their subways stops. I would prefer you had a way for non-paying riders to not get on. Like revolving doors that you use your Go-To card to tap and let you in.	5/31/2021 7:59 PM
326	I think firm and swift penalties to the violators. A daily report of these penalties to the media so people will get sense of your seriousness about applying the rule. This relaxing sensation of no penalty, make the people disregard the law. For example, the announcement that smoking is prohibited is of no value as long people do not see penalty applied to the violators. Another disgusting thing I saw several times, and you may find very hard to prevent, is that some people pee in the corners. Once I saw it at Hamline station, in the daylight.	5/31/2021 1:16 AM
327	Is there a U.S. transmit system that has stopped drug dealing and gangster activity in and around its buses, trains, and transit platforms? I doubt it. What we need to do is not fool around "designing" but actually ENFORCE THE LAWS AND ENACT NEW MUCH MORE RIGOROUS LAWS. Crime and criminality at Central Station in Saint Paul is rampant all hours of the day and night. The failure of political and corporate leaders to ensure and maintain rigorous enforcement of the law at that station and elsewhere along the Green Line should be absolutely DENOUNCED and condemned. We have crime on LRT platforms and trains because of the FAILURE OF THE POLITICAL CLASS TO ENFORCE THE LAW and to add additional laws and regulations so that everyone at all times can feel absolutely safe from dangerous layabouts and druggies and juvenile delinquents. The ones who should feel unsafe are CRIMINALS, DRUGGIES, JUVENILE DELINQUENTS, AND LAYABOUTS.	5/30/2021 7:37 PM
328	Please, please, build a turnstile/fare gates at light rail stops. This would solve so many problems.	5/30/2021 7:17 PM
329	Unfortunately, the criminals know there is a limited police presence and can get away with saying they were 'racially profiled' when they get arrested. I realize some people are. But the criminals have figured out a way to use that to their advantage. So, I really don't know what you can do.	5/30/2021 2:19 PM
330	more protection on trains .	5/29/2021 4:36 PM
331	Metro Transit should put signs up on all trains and bus shelter stops that you can't panhandle. And more Metro Transit on trains. More cameras or signs that there are cameras.	5/28/2021 9:28 AM
332	Non-white humans as monitors	5/28/2021 9:03 AM
333	I think, to actually make the trains feel safer, an unarmed security guard would have to be posted in every car. And they'd have to crack down on every violation of the rules. Broken window theory. It's necessary to make the criminals and racists and harassing jerks feel uncomfortable instead of the commuters and the people who just want to get from point A to point B without having to finger their pepper spray in their pocket the whole time.	5/28/2021 8:45 AM
334	have police more visable not just driving cars or sitting in cars	5/28/2021 8:18 AM
335	The honor system to ride light rail is not working. If police cannot get it under control it will be difficult to attract riders back. It really signals the priority given to safety that these activities are allowed to continue year over year.	5/28/2021 6:58 AM
336	More frequent stops while riding the train. There are SO few stops which means I have to wait for a connecting bus, or what I usually do, is walk the rest of the way, as I don't feel comfortable waiting with the cast of characters at the stop.	5/27/2021 7:42 PM
337	Remove bus shelters and benches. Light the station stops. Patrol the stations. Put transit police on buses and rails. Ensure that the Transit police can quickly respond to incidents both	5/27/2021 7:13 PM

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at the bus/transit stops and inside trains and buses. Start holding violators of transit policy accountable through paid fines and/or banishment. Check for paid fares. Escort homeless using the train for shelter to an emergency shelter.

338	Better education policies for transit police, cleaner rides/ facilities, busses that are on time	5/27/2021 6:57 PM
339	Maybe some routrs could have a mascot friendly dog rider, bus driver co pilot.	5/27/2021 6:40 PM
340	Cameras are a good idea but only if they resulted in an almost instantaneous response to threatening or unsafe issues. Most security cameras have such poor resolution that I don't know they help identify people. You'd have to make them much more obvious so that people knew they were on camera.	5/27/2021 6:34 PM
341	More secure	5/27/2021 6:10 PM
342	Post behavior expectations in plain and friendly English.	5/27/2021 5:45 PM
343	Maybe staff on every train, enforcing some calm and cleanliness?	5/27/2021 5:23 PM
344	Please consider having employees there to help with navigation and questions and de-escalation and connection to other city services as needed.	5/27/2021 5:11 PM
345	Provide free tickets and passes for people who cannot afford them. Choose transit ambassadors who ride routes and offer resources. This would eliminate 80+% of conflicts I see. Money spent on occasional during ride cleaning or service staff probably would be cheaper than police and would give people other work options. Providing more indoor free places for people to shelter overnight and in the day would reduce the need to use the transit as a place to sleep. Address needs instead of punishing people.	5/27/2021 4:54 PM
346	It would be wonderful if there was a way that Metro Transit could maintain safety at train stations and keep the undesirable elements in check as well as on the individual train cars - a physical presence of authority!	5/27/2021 4:53 PM
347	Examples being presented to the public showing people being arrested and prosecuted for offenses on the transit system...	5/27/2021 4:15 PM
348	Health safety is important. Smoking on trains and buses is abhorrent and should not be tolerated at all, ever. There is no smoking for a reason, and as someone who has ridden the Green Line since it opened and been a rider for close to a decade overall, smoking has hugely increased. Secondhand cigarette smoke is deadly and kills, and smells horrible, as does weed smoke (well, that smells worse, but really doesn't kill, but still). You need to tamp down on unhealthy behaviors like smoking, and to some extent public drinking. As for the much-discussed "body fluids" issues on Metro Transit, I have never (ever) seen anybody defecate or urinate on our transit system, nor have I ever encountered human waste (and I have ridden transit at ALL times of night and day, including the green line at 2:30 in the morning). I think that people are hyping this issue up the few times it actually occurs--but if and when it does occur, it should be stopped, as it is of course gross when it occurs. As for barf, well, sometimes people are gonna throw up on transit; I have seen that many times. Overall, get transit ambassadors to check fares, find ways to end smoking on transit, build more heated (cough; house the homeless and stop using them as an excuse to not build heated shelters in MINNESOTA for god's sake) and lighted shelters for comfort and safety, and try to keep stations/shelters and transit vehicles clean.	5/27/2021 4:10 PM
349	Public safety and crime prevention through environmental design is most effective and what I would like to see implemented instead of transit police, which unnecessarily escalate situations and don't fix the underlying issues. As a woman, deserted and empty places do not feel safe, so I avoid taking transit if I'll have to be in any space like that. Having more eyes on the street would fix the issue.	5/27/2021 4:07 PM
350	I can't see how we are making any money from Light Rail since most people don't pay. Get rid of it and go back to just buses.	5/27/2021 3:53 PM
351	I think Metropolitan Council and Metro Transit need to get together with our policy and lawmakers, the community, and other entities that are concerned for the citizens and tax money that has to do with transportation and let them know what is happening with our transportation system in the Twin Cities. Maybe if they honest about the extremely unsafe behaviors of the people riding transit right now, they can come together with the appropriate laws and policies to rebuild or transportation system before it gets completely out of control.	5/27/2021 3:31 PM

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352	Not much to do, except using Fare Inspectors or non-police staff more in lieu of heavy reliance on police on-board would be appropriate and more economical on most lines bus and rail.	5/27/2021 3:30 PM
353	Again, armed law enforcement on every bus and every train car.	5/27/2021 3:13 PM
354	stop charging fares start advocating for systemic solutions to houselessness and healthcare since these issues are impacting transit	5/27/2021 3:12 PM
355	MORE TRANSIT. JUST PROVIDE MORE.	5/27/2021 3:06 PM
356	Decriminalizing fare inspection so there can be more physical authority present without the added tension of it being police officers. Also, updating the code of conduct to not allow people to build tents with blankets and ride for hours as shelter.	5/27/2021 3:02 PM
357	Make sure everyone really pays to ride.	5/27/2021 2:50 PM
358	Unacceptable behavior should not be tolerated	5/27/2021 2:34 PM
359	you don't get on until you pay - no free rides! police monitoring trains. the only time we've seen police is when there is a big event in Minneapolis and they ask to see your ticket when you get off.	5/27/2021 2:26 PM
360	Smoking and needle use (active or discarded) impacts perceptions of safety significantly and is at times a big problem.	5/27/2021 2:07 PM
361	Make sure rules are enforced out of fairness to everyone.	5/27/2021 1:31 PM
362	The community helpers from the super bowl and other events that offer assistance and deescalation are great tools when using transit in unfamiliar areas. Soft music at stations and stops may also maintain calm and peace.	5/27/2021 1:14 PM
363	Seattle has ambassadors. Beat patrols on our streets and around stations. Community safety being the focus not scaring people with police power and having a gun.	5/27/2021 12:54 PM
364	A transit police officer on every bus or at every platform. And cleaner transit facilities.	5/27/2021 10:18 AM
365	Halting construction of further rail lines into suburbs will halt intrusion of thuggery from urban areas. Use the cost savings to provide actual security on existing rails and buses.	5/27/2021 10:17 AM
366	End honor system. Transit is a valuable service, especially rail transit. Only paying passengers with good behavior should be allowed. That excludes very loud shouted conversation, which is an implicit threat for me.	5/27/2021 10:14 AM
367	Hiring volunteers to pay attention to detailing the buses. Temporary services would FLOOD the MTC and others with reliable workers. God bless!	5/27/2021 9:52 AM
368	In my experience, almost all issues between passengers can be solved with deescalation and conversation from crisis response teams rather than armed police. Most "disruptive" passengers seem to be homeless or have substance abuse issues; they should be met with advocates that can help them rather than aggressive policing. Also, while overcrowding can disrupt transit, passengers always help each other in tense situations so maintaining a mid/high level of usage (esp on LRT and high frequency buses) helps prevent and diffuse most situations.	5/27/2021 9:11 AM
369	Install more shelter and maybe even install barriers so only paid passengers can enter. You guys really need to crack down on the people littering and drug dealing.	5/27/2021 8:46 AM
370	Stop using armed police to check fares on LRT and BRT	5/27/2021 8:37 AM
371	Reduce people drinking in bus shelters	5/27/2021 6:54 AM
372	Continue the very clean transit. The Downtown Improvement District ambassadors make me feel very safe. They keep things cleaned up and have eyes on the place. They are a resource for help. Maybe ambassadors on the bus. They could help with keeping things clean and making sure unruly people were taken care of without losing our bus drivers. It's scary to think that if our driver is hurt by someone we are kinda trapped on the bus. If drivers didn't feel in danger the atmosphere would be calmer and more welcoming. I really would like the drivers to feel safer.	5/27/2021 6:42 AM
373	It would be nice if there was more a police presence. There are way too many robbers and panhandles that run amok on the train.	5/26/2021 9:57 PM

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374	Having unarmed community safety type of policing, regularly patrolling platforms/bus stops, riding trains & buses looking out for passenger safety rather than checking fares. Also, I don't think this will happen, but as a woman riding alone it would be awesome if MT implemented what Mexico City does where during rush hour the last metro car is reserved for women only so women don't have to deal with men harassing them.	5/26/2021 7:46 PM
375	Don't know.	5/26/2021 4:53 PM
376	Put an officer on every train and bus. Let them do their job and not worry about getting in trouble	5/26/2021 4:27 PM
377	Hire more Metro Transit Police officers. Lobby the county attorney to push for stronger penalties for criminals.	5/26/2021 4:25 PM
378	bigger seats. I saw more fights break out over someone sitting too close, neither were able to "fit" in seat. Pays as you get on, when I see someone not paying, it's worrisome. Make Evelyn Yang head chair of the Counsel. I'll be back on the bus daily.	5/26/2021 3:35 PM
379	Eliminate the use of the train as homeless shelters. Enforce evacuation of people riding the train the entire day	5/26/2021 2:29 PM
380	Allowing properly trained law enforcement to be more present and having on-board ticket checks.	5/26/2021 1:46 PM
381	If intervenors ride trains/buses at night, particularly along "sketchy" routes. Have patrols that check up on bus and train stops, to help the safety of those waiting for the bus/train.	5/26/2021 11:00 AM
382	Transit ambassadors, including youth/young people representation, expanding housing so houseless people don't rely on train service to survive winters, mental health services,	5/26/2021 10:54 AM
383	I believe having consistent cleanup on transits and stations would help, as well as tending to stations welcomes a better environment no matter how frequent the occurrences are, it shows it's being cared for	5/25/2021 8:02 PM
384	By far the biggest concern is car traffic. Met Council could do a lot to improve signage and safety for heavy pedestrian corridors that serve bus and rail routes. And sidewalk shoveling/ice mitigation.	5/25/2021 5:56 PM
385	Uniformed non-sworn ambassadors would help, but only if they were realistically able to enforce the passenger code of conduct and had ready assistance from MTPD where an antisocial customer refused to comply with the law. I've seen operators get assaulted for simply asking for fares, and assaults on non-sworn ambassadors would not tide well for that sort of program. Fare barriers may help, but only if the platforms were more effectively enclosed with, e.g., platform edge screen doors, if data shows that there is a correlation between passengers threatening/harassing other customers (or otherwise behaving poorly) and passengers who have not paid a fare.	5/25/2021 4:20 PM
386	More transit police. Have a system that ensures everyone is paying the fare instead of this "honor system" set-up they have now.	5/25/2021 4:20 PM
387	I do not have an answer at this time but I question how effective or necessary transit police are. I think Metro Transit is quite safe and normally do not see police around making it so.	5/25/2021 3:24 PM
388	Bus drivers do a great job at assessing situations and asserting authority as needed. It would be helpful to have the same sort of presence in each train car (or perhaps moving from car to car at stops).	5/25/2021 2:17 PM
389	Overall, I think Metro Transit does a great job. I think society needs to take better care of its people and it's not anything Metro Transit is doing or not doing that contributes to my sense of safety. Thank you for conducting this survey.	5/25/2021 10:16 AM
390	Unarmed agents like the downtown ambassadors instead of police to check fares, offer directions, just be a presence	5/25/2021 7:29 AM
391	In addition to my other comments, as we are in Minnesota more bus shelters & more frequent routes would be best for all riders so that we are not left outside in unsafe weather. I have had to wait for almost two hours during the Winter on routes that should be every 15 minutes, this could cause serious health issues to riders who are not prepared or can not afford good quality winter clothing.	5/25/2021 5:53 AM

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392	- UNARMED transit officials on trains and BRT - Prove to us passengers that the cameras are monitored. If someone is smoking or doing something dumb, and a control center staff person sees it, don't play a pre-recorded passive-aggressive announcement - actually DO something. - Half height platform screen doors at all LRT stations - Spend the money on any new LRT lines and make them grade separated so that you can put turnstiles on platforms (that won't single-handedly solve all problems, but it will mean that fares can be enforced with more consistency)	5/25/2021 12:03 AM
393	More transit police riding and monitoring activity on the train would help people feel safer. I have several co-workers that refuse to ride the trains due to the activity that occurs on the train.	5/24/2021 7:18 PM
394	More of a presence of staff / security on the green line. Additional support for bus drivers on routes/times where there are issues. Bus drivers need to be trained on what to do someone riding the bus is intoxicated or in crisis.	5/24/2021 4:11 PM
395	The more people using the system the safer it gets. Implement strategies to improve safety by improving ridership.	5/24/2021 2:38 PM
396	Campaigns to stop harassment on the bus - I'm not sure, to be honest	5/24/2021 2:07 PM
397	Mostly need police check on train all the time because some people smoking cigarettes and weeds and crack. So people will stop if police stay in train all the time.	5/24/2021 12:36 PM
398	On-board ambassadors who actively engage with riders.	5/24/2021 12:31 PM
399	Stop doing fare checks. Studies conclusively demonstrate they cost more than they recoup. They just end up being a form of harassment that deters use and increases the number of interactions that can lead to an incident.	5/24/2021 11:31 AM
400	Take police off buses and trains. Use non-police for fare enforcement and as station ambassadors, like DID downtown.	5/24/2021 10:10 AM
401	Strict fare enforcement. Strict enforcement of all laws related to behavior on the buses & trains. Transit Ambassadors are not the answer.	5/24/2021 9:23 AM
402	Community members (no police, no weapons) offering support and resources on transit, being available to answer questions or resolve conflict via de-escalation. This would be awesome to have some kind of ambassador visible and present on transit - for help, not for punishment	5/22/2021 10:47 AM
403	Having a Metro Transit ambassador that was on the light rail that checked on the trains as they got into each stop to make sure everything was fine, answer questions or concerns from riders, and could quickly dispatch resources as needed would be a big help. Just a presence on the light rail whether on the train or at the stations would make a much safer trip. I know for me since I ride at night on my way home from work it is not a place I would want my mom or my girlfriend riding.	5/22/2021 9:10 AM
404	I I don't feel the drivers should have to be police officers. But that's pretty much what it would take to make me feel safer.	5/21/2021 7:12 PM
405	Additions of a team of unarmed safety advocates like the occasional TSA ride-alongs, making people aware they are being constantly monitored by CCTV (like in London), until kids realize that safety is important to all, use of less passive notifications that bad behavior will not be tolerated.	5/21/2021 6:24 PM
406	Enforce the rules. Make it clear that bad behavior won't be tolerated. Expel riders who behave inappropriately or illegally. Additional police presence at stations and on buses and trains. More lighting. Emergency buttons at bus stops and rail stations. Because doing nothing is not working.	5/21/2021 4:01 PM
407	Human monitors on train platforms/major problem transit hubs during busy times. Uptown Transit & Chicago/Lake — Lake Street Light rail platform. 3 examples Enforce no-smoking/drinking/drug-use on light rail.	5/21/2021 1:24 PM
408	More police	5/21/2021 12:29 PM
409	Ambassadors at busy stations, such as Lake St/Midtown transfer point	5/21/2021 10:44 AM
410	unarmed safety ambassadors	5/21/2021 9:57 AM
411	Hire met council people who actually have depended on transit in their lives. Y'all hired my	5/20/2021 10:34 PM

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goddamn cousin from Hudson whose never ridden a bus and is terrified of anyone not white and straight.

412	Women only cars?	5/20/2021 7:26 PM
413	Have car hosts or ambassadors on light rail	5/20/2021 3:12 PM
414	MORE COPS	5/20/2021 7:25 AM
415	A string pull, bell, or button around the bus that is accessible to all riders so that they can alert the driver of feeling unsafe. Maybe even a text code word with a specific code for the particular bus/rail. That alert would also alert metro transit officers and they would call in to the bus phone and check in. People are usually already afraid of stepping in to someone else's situation if the harasser is violent. With the silent signal, riders would have of a way to help the victim without having to personally get involved.	5/19/2021 7:26 PM
416	How about posting signs at stops "IF YOU HAD TO MUCH TO DRINK OR USE YOU WILL NOT BE ALLOWED TO RIDE". I watched a driver not open the door for a passenger! To drunk.	5/19/2021 6:23 PM
417	Regarding COVID: allowing bus drivers to be unmasked behind a simple plexiglass barrier is not effective in preventing the spread of an airborne disease, unless the barrier was fully enclosed. To have them maskless and still breathing the same general air as the rest of the passengers goes against the science and is neither safe for the drivers nor passengers.	5/18/2021 5:11 PM
418	friendly citizen ambassadors to build a sense of community, esp on trains (drivers sorta cover it on buses)	5/17/2021 5:07 PM
419	Transit ambassadors who can help make everyone's transit experience more comfortable, through service and care NOT policing and punishment. On time and higher frequency transit with reliable and well-posted timetables.	5/17/2021 12:49 PM
420	Probation for trouble makers with facial recognition to not allow them on the bus or train. enforce the fares.	5/16/2021 4:45 PM
421	We need a massive investment in new or expanded routes ..where we need them! The line to eden prairie is nothing but another commuter line and does NOTHING about the needs of the inner city. Work WITH North Mpls to do better with Bottineau line	5/14/2021 10:59 AM

Q42 Maxay yihiin noocyada kale ee nabadgelyo ee ay Metro Transit tixgelin karto? Iyo, ama, maxay yihiin siyaabaha ay Metropolitan Council ku wanaajin karto khibradaada xagga nabadgelyada ee gaadiidka?
(Somali)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	saacadaha oo la dheereeyo ilaa 12:00 habeenimo	6/28/2021 5:27 AM

Q42 ¿Qué otros modelos de seguridad podría Metro Transit tomar en cuenta? ¿De qué manera podría el Consejo Metropolitano mejorar su experiencia de seguridad en Transit?
(Spanish)

Answered: 6 Skipped: 5

#	RESPONSES	DATE
1	Más policías	8/11/2021 2:53 AM
2	Que los autobuses Sean mas puntuales a los stops sobretodo Durante los inviernos.	6/25/2021 10:50 AM
3	Más buses o trenes, para no tener que esperar mucho.	6/24/2021 4:31 PM
4	Que pueda estar un policía presente en el bus.	6/17/2021 10:52 AM
5	Que tal si hacen una prueba...Poner musica clasica en las paradas de metro. Hace tiempo que se notaba que algunos jovenes delinquentes no les gustaba esa musica y evitaban las paradas. Vale la pena intentarlo para ver si tiene buenos efectos.	6/16/2021 1:34 PM
6	La estación de lake street está siempre llena de personas en drogas o tomadas, eso no me hace sentir seguro cuando tengo subir o bajar del tren	5/25/2021 1:01 PM