

Meeting #3

Metro Transit Police Work Group

September 23, 2021



Agenda

- 1. Develop Work Plan and Schedule** – Lesley Kandaras will walk through initial draft for Council Member feedback and discussion
- 2. Overview of 21st Century Policing at MTPD** – Chief Frizell
- 3. Initial Overview of Other Transit Agencies' Approaches** – Leah Palmer and Lesley Kandaras
- 4. Identify Next Steps** – Council Members

Develop Work Plan and Schedule

- Discuss initial draft work plan to review policies, practices, and procedures across several topics and recommend outcomes & strategies to achieve outcomes
- Initial draft work plan designed to be a starting point for Council Member feedback and revision. Questions to consider:
 - Within issue areas, are there specific topics you want addressed?
 - Are there issue areas missing from the draft that you want added?
 - Are there issues or topics better addressed in writing than in a presentation?
 - Other feedback or changes?

21st Century Policing Overview

Presented to:

Metropolitan Council Police Work Group

September 23, 2021

Chief Eddie M. Frizell

SIX PILLARS

of 21ST CENTURY POLICING



BUILD TRUST & LEGITIMACY

Embrace a guardian mindset in order to build trust with the public.

COMMUNITY POLICING & CRIME REDUCTION

Engage with neighborhoods to co-produce public safety.



POLICY & OVERSIGHT

Collaborate with community to develop policies and strategies to reduce crime.

TRAINING & EDUCATION

Train officers to address a growing variety of challenges.



TECHNOLOGY & SOCIAL MEDIA

Identify, assess, and evaluate new technology to improve policing practices.

OFFICER WELLNESS & SAFETY

Promote officer wellness and safety, keeping in mind the unique nature of the work.



PILLAR ONE: BUILDING TRUST & LEGITIMACY

Core principles:

- Treat people with dignity and respect
- Give individuals a voice during encounters
- Be neutral and transparent in decision-making
- Convey trustworthy motives

MTPD actions:

- **Guardian** mindset
- **Disallow “warrior”-style training**
- Positive, **non-law enforcement contacts** (HAT, Seeds to Harvest)
- **Diverse workforce:**
 - Over 40% BIPOC
 - Foreign language speakers

PILLAR TWO: POLICY & OVERSIGHT

Core principles:

- Make police policy available to the public
- Collect data to establish evidence-based practices

MTPD actions:

- Policy manual is **available to the public** online
- Recent **policy updates** include:
 - Use of Force
 - First Amendment Assembly
 - Pursuits
- Bi-weekly command staff meetings to discuss **data trends and resource deployment**

PILLAR THREE: TECHNOLOGY & SOCIAL MEDIA

Core principles:

- Departments should consider local needs when implementing technology
- Agencies should adopt model policies regarding technology-enhanced outreach efforts in order to increase community trust and access

MTPD actions:

- Implemented **body-worn cameras** using a broad range of research, including that from the ACLU and similar organizations
- Designed and implemented the **Real Time Information Center** in a way that supports crime reduction to increase public safety
- Ongoing **partnership with Creative Services** for social media posts

PILLAR FOUR: COMMUNITY POLICING & CRIME REDUCTION

Core principle:

- Establish meaningful partnerships with community to create trust, encourage community participation in public safety, and improve job satisfaction for officers

MTPD actions:

- **Homeless Action Team** works with Met Council HRA and various outreach organizations in a culturally-sensitive manner
- Contracts with **Hallie Q. Brown Ambassadors & A Mother's Love** that intervene and de-escalate conflict among community members
- **Seeds to Harvest:** volunteering with North Minneapolis youth
- **Community Outreach Specialist** engages with diverse communities such as American Indian, LGBTQ+, underserved communities, and youth

PILLAR FIVE: TRAINING & EDUCATION

Core principles:

- Exposes officers to **new ideas and best practices**
- **Creates networks**
- **Recruitment, hiring, performance evaluation and promotions are key**

MTPD actions:

- Implemented **character-based hiring practices** based on international research
- In-service training includes:
 - **Tactical skills** (firearm proficiency, TASER qualification)
 - **Policy and legal updates**
 - **Social skills such as cultural understanding, anti-racist education**
- **Instructors are from partnerships** with community organizations such as Autism Society of Minnesota, Minneapolis American Indian Center, and others
- **Encouraged to attend other training** through professional organizations such as interview skills for investigators, First Amendment protection, and advanced command school

PILLAR SIX: OFFICER WELLNESS & SAFETY

Core principle:

- An officer's wellness – physical, emotional, and mental – is **paramount to their success and to the safety of those they serve**
- **Overturn the culture of silence**

MTPD actions:

- **Peer Support team** that is professionally trained
- **Sand Creek** contact information clearly posted on SharePoint
- **Police Suicide Prevention** information
- **Contracted wellness coach**
 - Recipes, workout videos, meditation
- **Onsite gym usage** permitted with supervisor's approval & depending on call load and staffing

CONCLUSION

21st Century Policing demands that police engage their community.

Officers must act justly to build trust.

Police should create new and better avenues for honest communication.

Department training must include social skills.

Hiring practices are integral to future success.

Officers must have the tools to stay healthy.



*Thank you for your time and interest in our
police department.*

QUESTIONS & COMMENTS

Initial Overview of Other Transit Agencies' Approaches

- Brief summary of prior examinations into other transit agencies' approaches
- Discuss Council Member interests in collecting additional information

Prior examinations of other agencies' work

- Two “sources”
 - Metro Transit staff interviews and information gathering as part of developing administrative citations legislation and Community Service Officer program expansion
 - Research by other organizations
- What is a “peer agency” in this context?

Security/enforcement approaches vary

Dark blue = part of 2019 fare inspection research

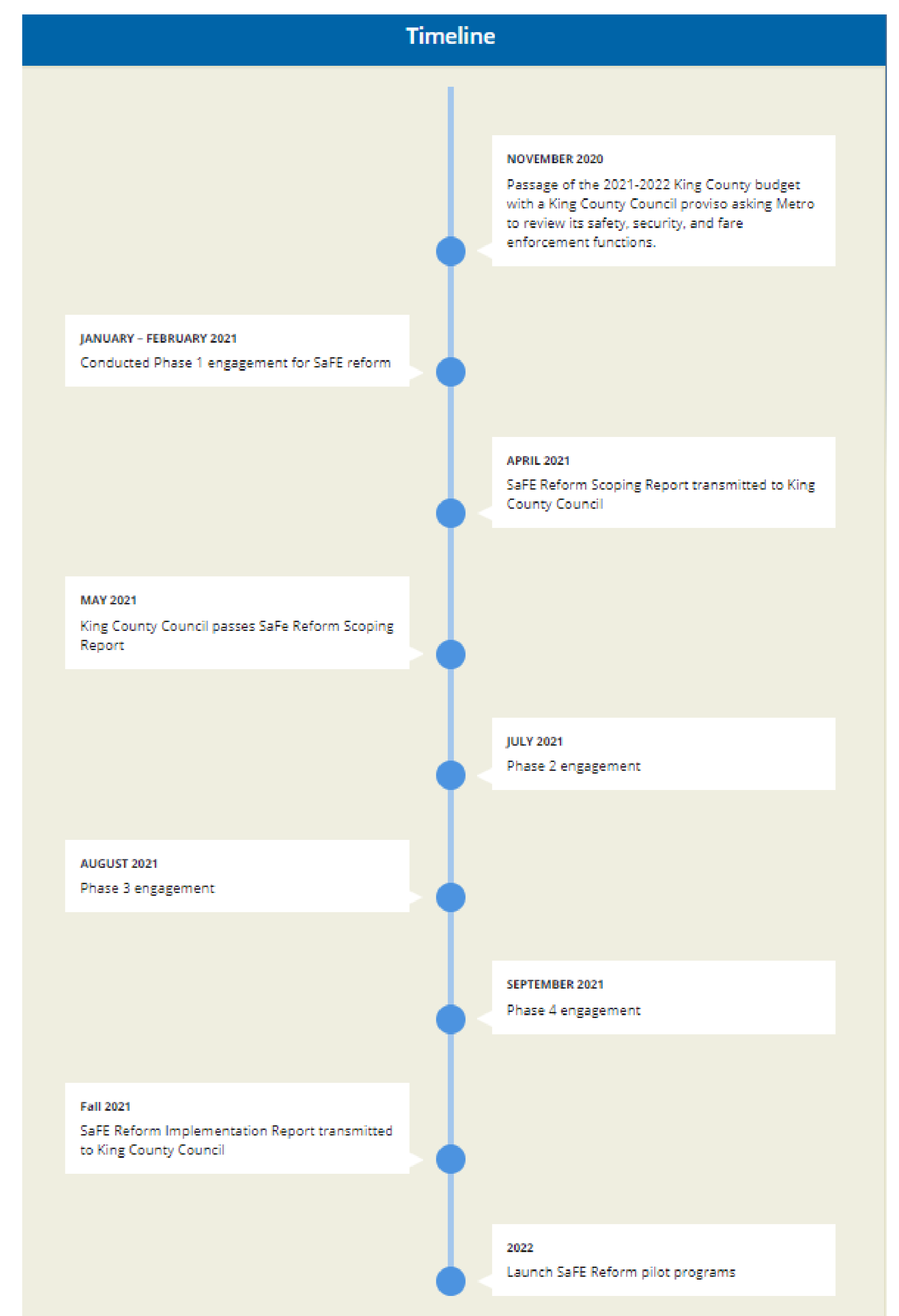
Light blue = not part of 2019 fare inspection research

Agency	Police	Secondary Security	Fare Inspection	RTIC
King County Metro (Seattle Bus)	County sheriff	Security and fare inspectors	Private security fare enforcement officers	?
Tri-Met (Portland, OR)	Multi-agency police led by county sheriff office	Contracted security	Fare inspectors	Yes
WMATA (Washington, DC)	Transit police	In-house security	Police officers	Yes
SacRT (Sacramento, CA)	SPD and sheriff's office	Contracted security	Primarily non-sworn security	Yes
BART (San Francisco, CA)	Transit police	n/a	Mix of police and non-sworn	?
RTD (Denver, CO)	Transit police	Contracted security	Primarily contracted security	Yes
SEPTA Philadelphia	Transit police	Contracted security	Police officers	?
MBTA (Boston)	Transit police	Private dispatch	Police officers but actively looking to create civilian fare verification	?
DART (Dallas, TX)	Transit police	Security officers	Fare enforcement officers	No
MetroLink (St. Louis, MO)	Multi-agency police	Security guards	Fare inspectors	Yes
IndyGo (Indianapolis, IN)	Partner with city police	Private security	Fare inspectors	?
Sound Transit (Seattle Rail)	County sheriff	Contract security officers	Fare enforcement officers	?

King County Metro (Seattle, WA) SaFE Reform

Safety, Security, and Fare Enforcement (SaFE) Reform

King County Metro is looking to reform its transit safety, security, and fare enforcement policies and practices through the SaFE reform initiative. Metro believes SaFE reform is a necessary step on its journey to becoming an anti-racist mobility agency, fulfilling its commitment to the King County Executive's True North and values, and adhering to Metro's Mobility Framework.



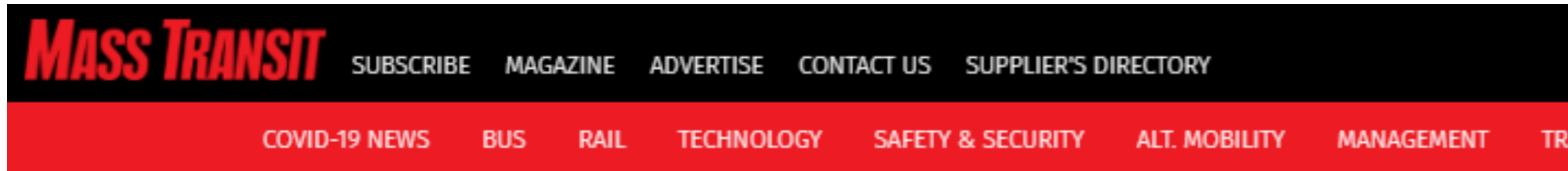
Sound Transit (Seattle, WA) Piloting Fare Ambassadors

Sound Transit's fare ambassador pilot program begins Sept. 13, with the ambassadors conducting physical fare checks.

This marks the start of an eight-month pilot program in which fare ambassadors will replace fare enforcement officers as part of Sound Transit's ongoing efforts to create more equitable fare collection processes.

"Fare revenues are critical for operating a fast-expanding regional transit system that increases mobility and opportunities across the region, especially for populations that depend most on transit," said Sound Transit CEO Peter Rogoff. "It is critical that we foster a welcoming environment for every rider and ensure that transit is accessible and affordable for all. Our initiative includes expanding access to more affordable ORCA LIFT fares for low-income riders, as well as our partnership with King County Metro to provide subsidized annual passes to qualified riders. The Fare Ambassador Pilot Program supports this ongoing transformation and reflects Sound Transit's deep commitment to equity."

The Fare Ambassador Pilot Program grew out of passenger feedback and community engagement that expressed discomfort with fare enforcement officers who resemble law enforcement. In response, fare ambassadors wear bright yellow caps and carry yellow messenger bags that make them easy to recognize. Their focus is on passenger education and customer service rather than enforcement, with particular emphasis on how to purchase ORCA cards and passes and how income-eligible passengers can obtain ORCA LIFT cards.



TECHNOLOGY > [FARE COLLECTION](#)

Sound Transit begins fare ambassador pilot program

Fare ambassadors start checking fares on Link and Sounder Sept. 13.

Sept. 13, 2021

Related To: [Sound Transit](#)



Capital Metro (Austin, TX) voted in August 2021 to establish transit police force

Capital Metro Board Votes To Establish Transit Police Force

KUT 90.5 | By Nathan Bernier
Published August 30, 2021 at 5:43 PM CDT



Gabriel C. Pérez / KUT

Public transit riders board a Capital Metro bus at the North Lamar Transit Center. The transit agency is considering creating its own police department to replace the off-duty Austin police officers it relies on for security.

The board governing Capital Metro voted overwhelmingly Monday to move forward with establishing a transit police department. The process is expected to take more than 18 months and will include outreach to skeptical members of the public.

The proposal faces opposition from community groups concerned about excessive policing. The local chapter of the Amalgamated Transit Union, which represents transit workers, backs the agency's policing plan.

Right now, Capital Metro employs about 160 off-duty Austin police officers to provide security. Transit agency staff argues those officers are not always available.

"We realize that they are APD officers first, and if their organization requires them to work a particular shift or overtime, they are obligated to go there," CapMetro's executive vice president for public safety, Gardner Tabon, said. "We need people who are dedicated to our organization."

In addition to uniformed police officers, CapMetro's public safety proposal includes hiring "public safety ambassadors," civilian employees who would provide a visible presence on the transit network, answer customer and employee questions, and report activity to first responders. Fifteen public safety ambassadors are in the process of being hired. One supervisor is already on the payroll.

The plan also calls for hiring intervention specialists who could connect people with social services.

Examples of research by other organizations

- **East Metro Strong** “[Learning from Rider Security and Service Programs in Other U.S. Transit Systems](#)” April 28, 2020
- **Transit Cooperative Research Board** – some examples:
 - [Transit Security Update](#) (2008)
 - [Off-Board Fare Payment Using Proof-of-Payment Verification](#) (2012)
 - [Transit Agency Practices in Interacting with People Who Are Homeless](#) (2016)
 - [Addressing Difficult Customer Situations](#) (2017)
- **TransitCenter**
 - “[Safety for All](#)” July 2021 Report
 - “[Inclusive Transit](#)” July 2018 Report

Next Steps

- Based on today's discussion:
 - Do you want more information on any of the subjects discussed today?
 - Did the group decide anything today that should be noted when drafting recommendations?
- Other next steps?
- Next Work Group Meeting: October 8, 2021
- Next Committee of the Whole Update: October 20, 2021



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