

Meeting #6

Metro Transit Police Work Group

November 5, 2021



Agenda

Work Plan Item: Employee Perspectives

1. Overview of Employee Feedback

1. Frontline employee engagement during Citizens League process – Michelle Fure
2. Overview of MTPD Employee Survey Results – Eric Lind, Lt. Ahmed, and Leah Palmer

2. Employee Panel

- Transit Safety & Security Committee: **Rich Miller**, Bus Operator
- Metro Transit Equity & Inclusion Team: **Andrew Kimbell**, Bus operator
- ATU: **Leatha Falls**, Public Facilities Helper
- TMSA: **David Barnhart**, TCC Supervisor, and **Heidi Wrenson**, District Supervisor
- LELS – Full Time Officers: **Officer Tim Birkholz**, FT Police Officer Union President and **Officer Frank Hintz**
- LELS-Supervisors: **Lt. Mario Ruberto**

3. Wrap Up/Identify Next Steps – Council Member Discussion

Initial engagement of frontline transit employees

- On-site, in-person engagement at with operators, and other frontline staff – maintenance, cleaners, mechanics and survey
 - Strong participation – more than 100 people showed up and filled out surveys

Themes

- More prominent “security” presence on vehicles and general availability
- Demonstrable consequence for behaviors on the system
- Cameras, barriers, other safety features help
- Concern about creating unwelcome environment for passengers
- Employees generally feel unsafe and anxious about safety on transit

MTPD staff perspectives: 2021 survey

Strategic Initiatives

MTPD

Goals and Methods

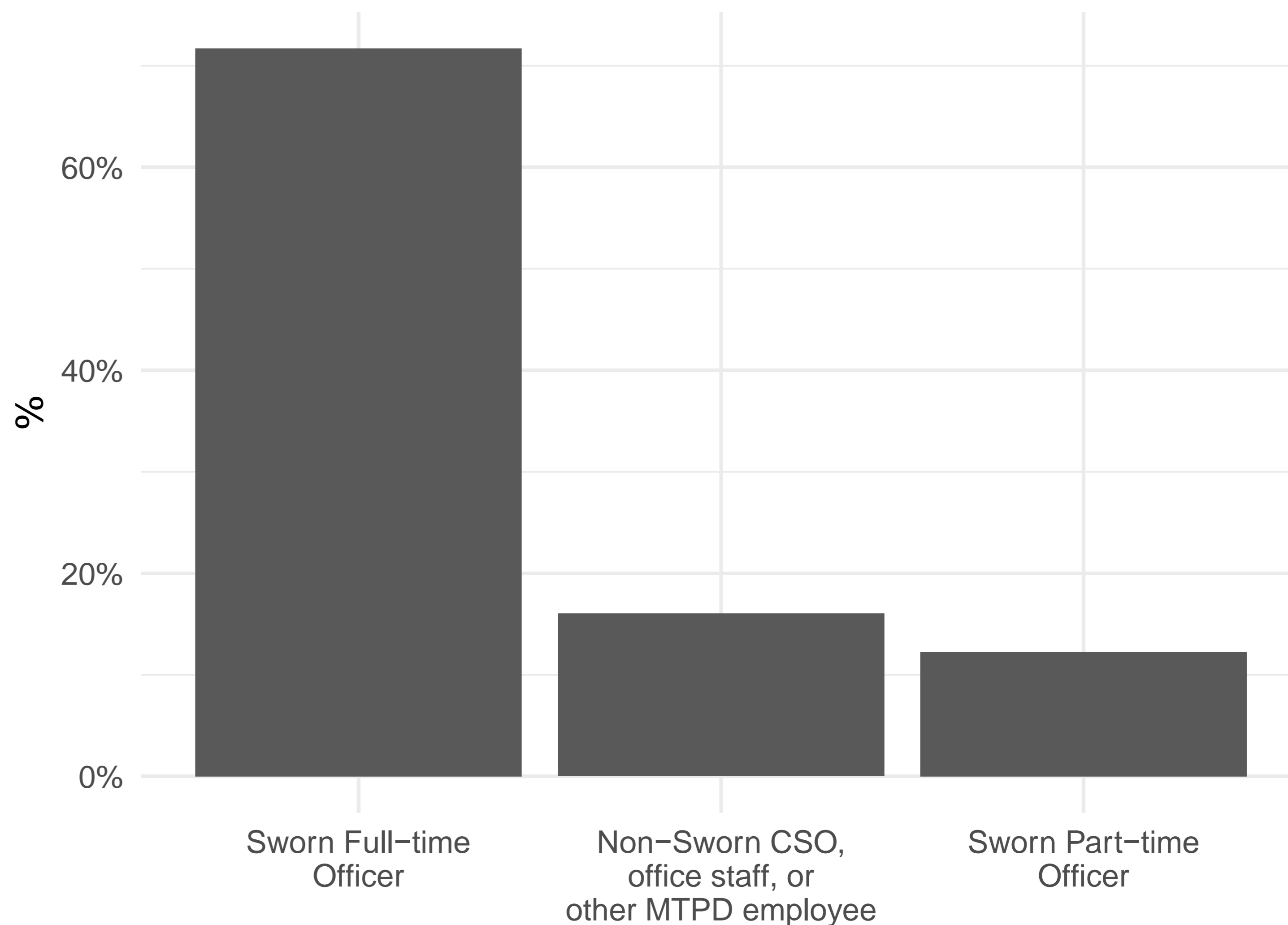
- Understand MTPD staff perspectives
 - satisfaction, job challenges
- Online survey
 - **developed in partnership with MTPD**
 - agree/disagree questions
 - open-ended comments
 - 11 questions repeated from pre-COVID staff survey



Results represent current MTPD staff

survey respondents, by self-identified assignment

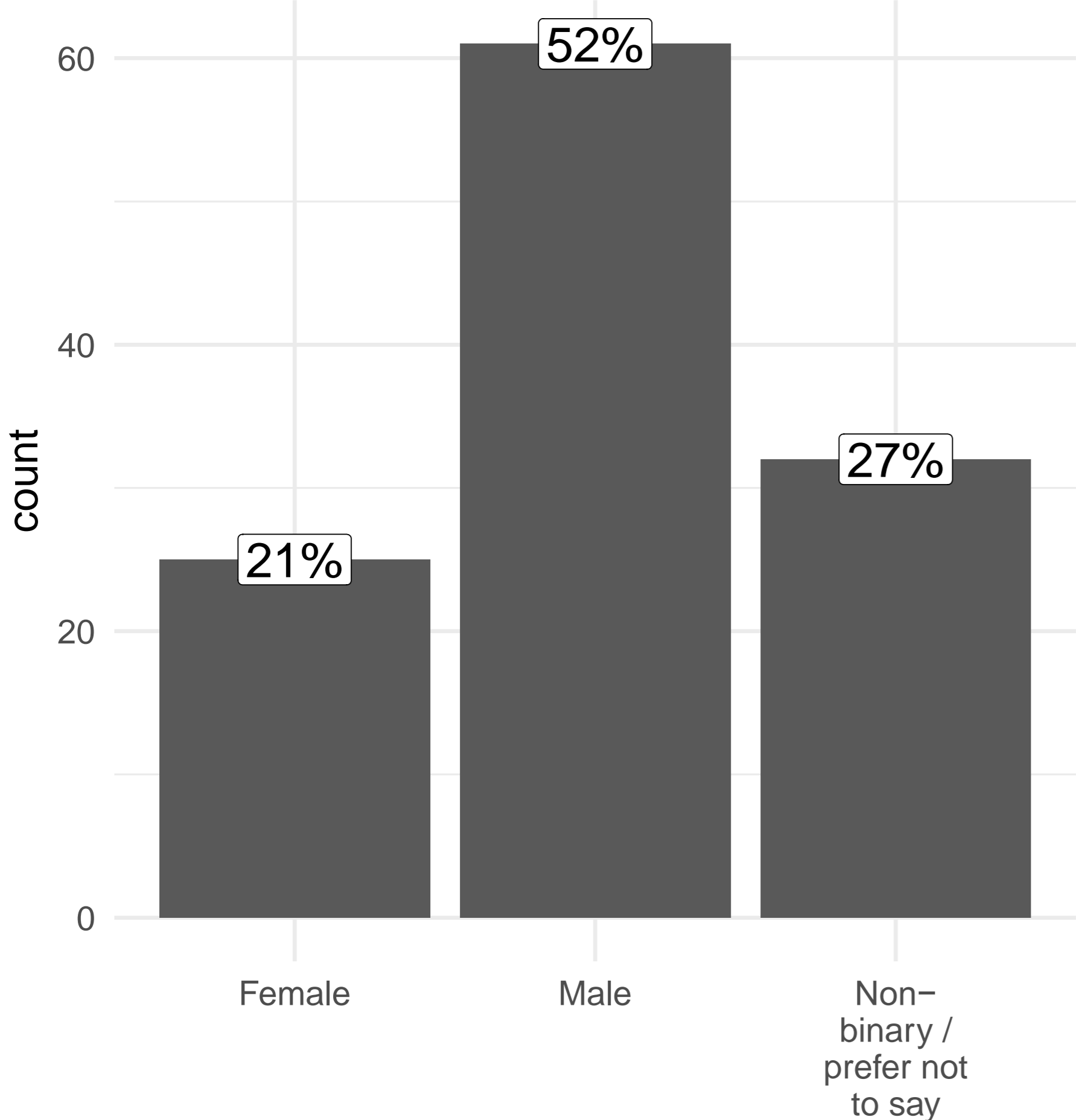
- survey deployed Oct 13 – 20, 2021
- 118 responses (63% of MTPD staff)*



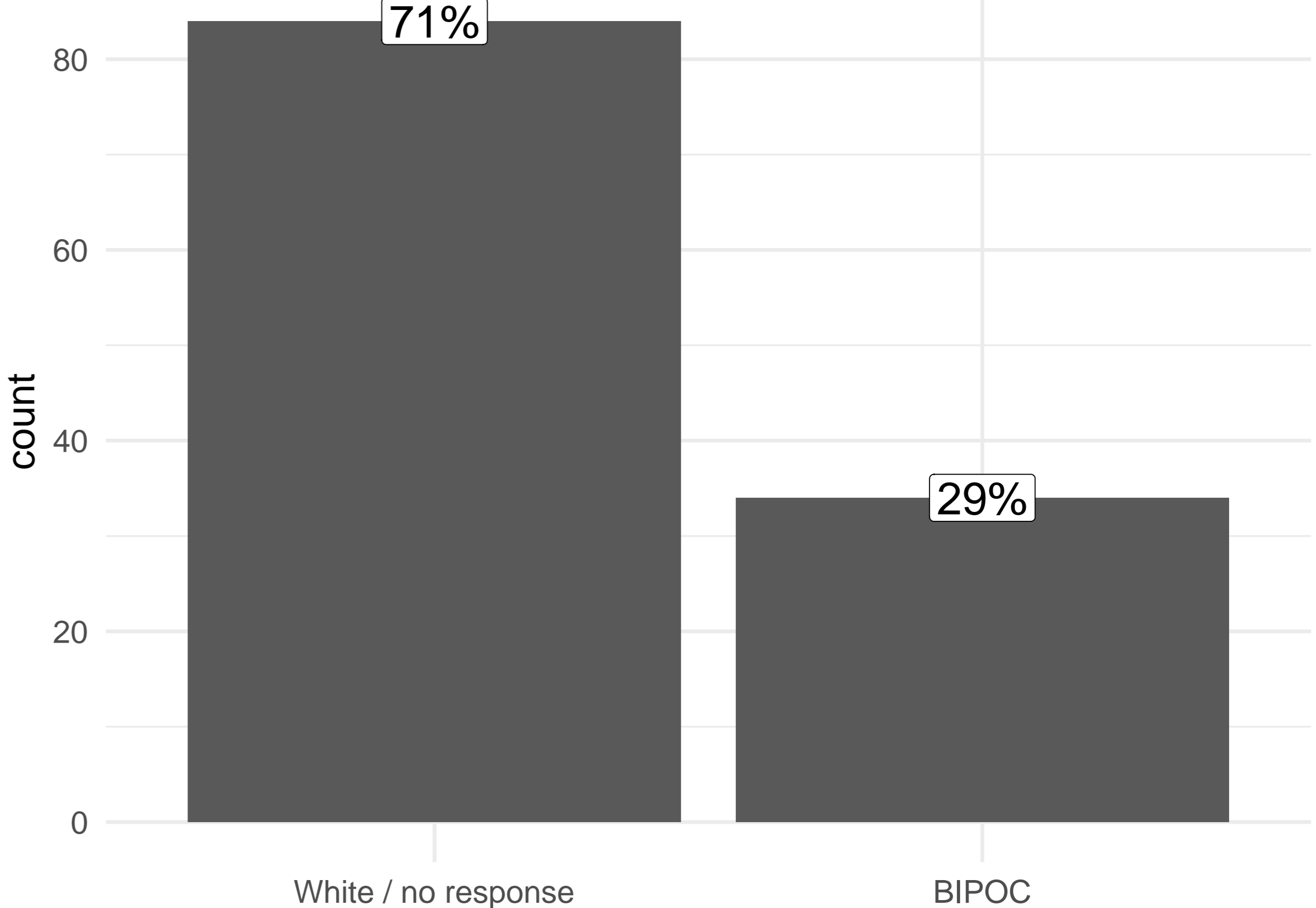
* survey margin of error: 5%

Results represent current MTPD staff

survey respondents, by self-identified gender



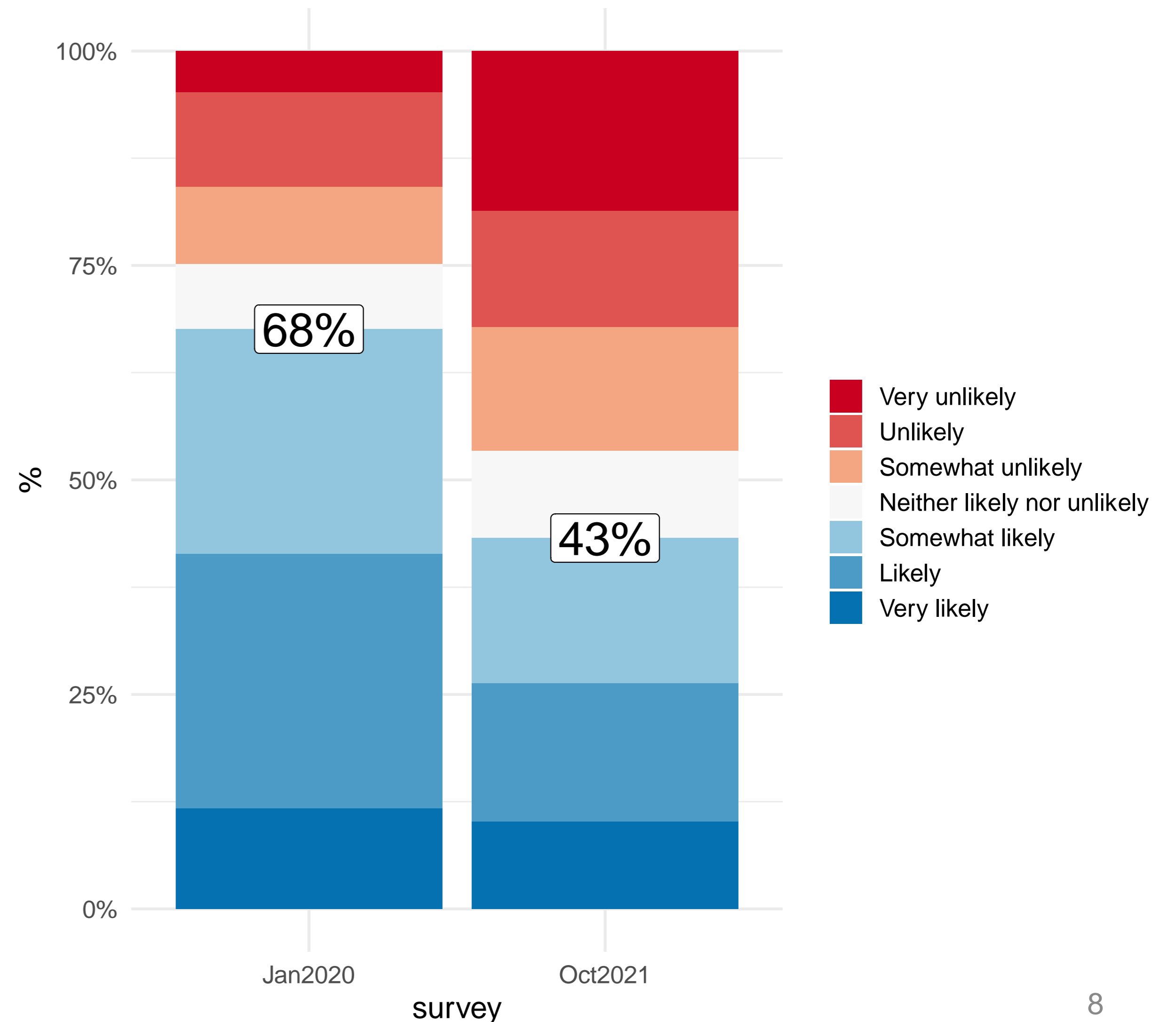
survey respondents, by self-identified race/ethnicity



MTPD job satisfaction has declined since 2020

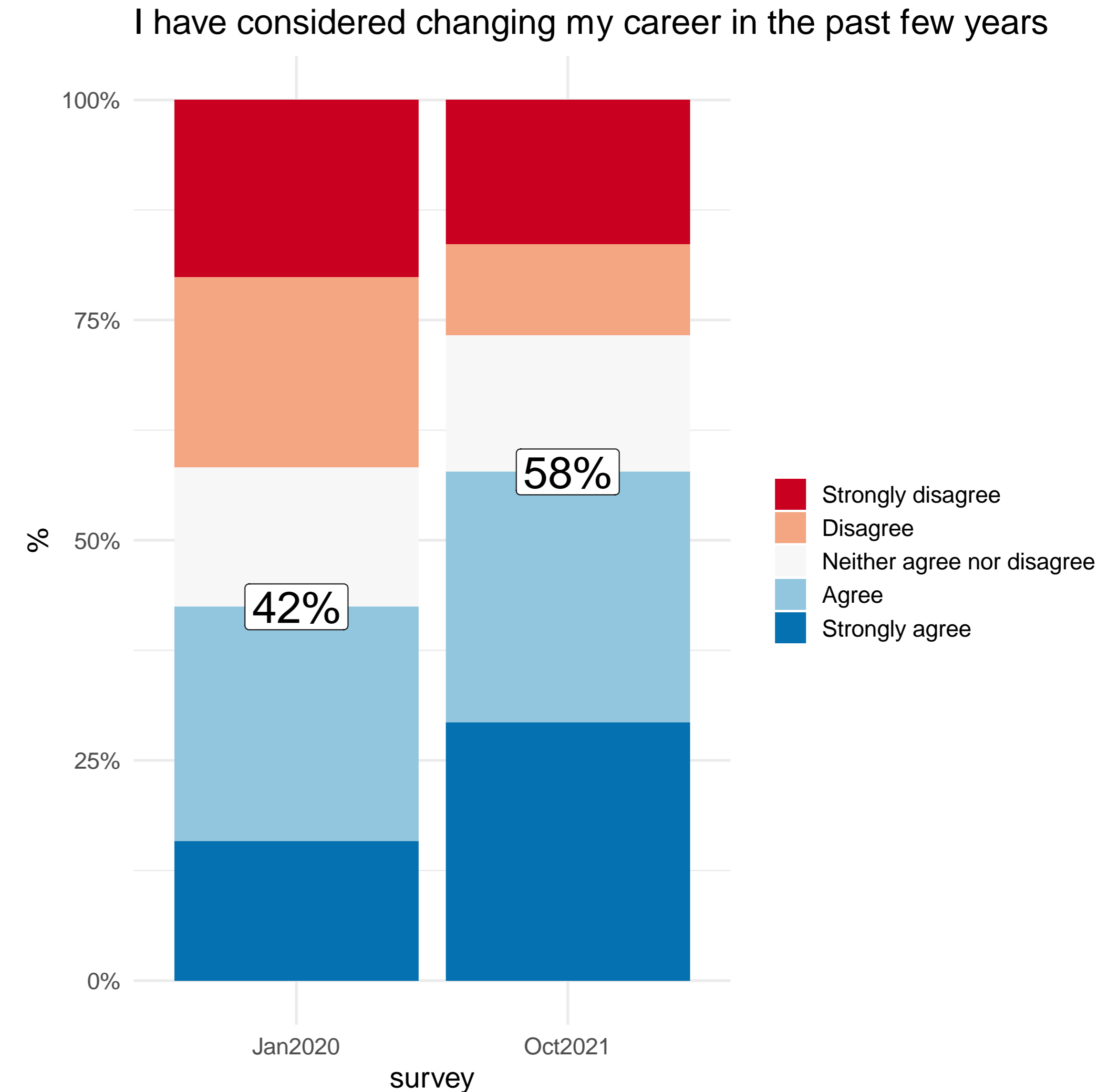
- 43% likely to recommend MTPD as place to work
- Unlikely > likely
 - -6% *net promoter score*
 - more strong “unlikely” than strong “likely” to recommend

Considering your overall impression of working in the MTPD, how likely are you to recommend this department to others as a great place to work?



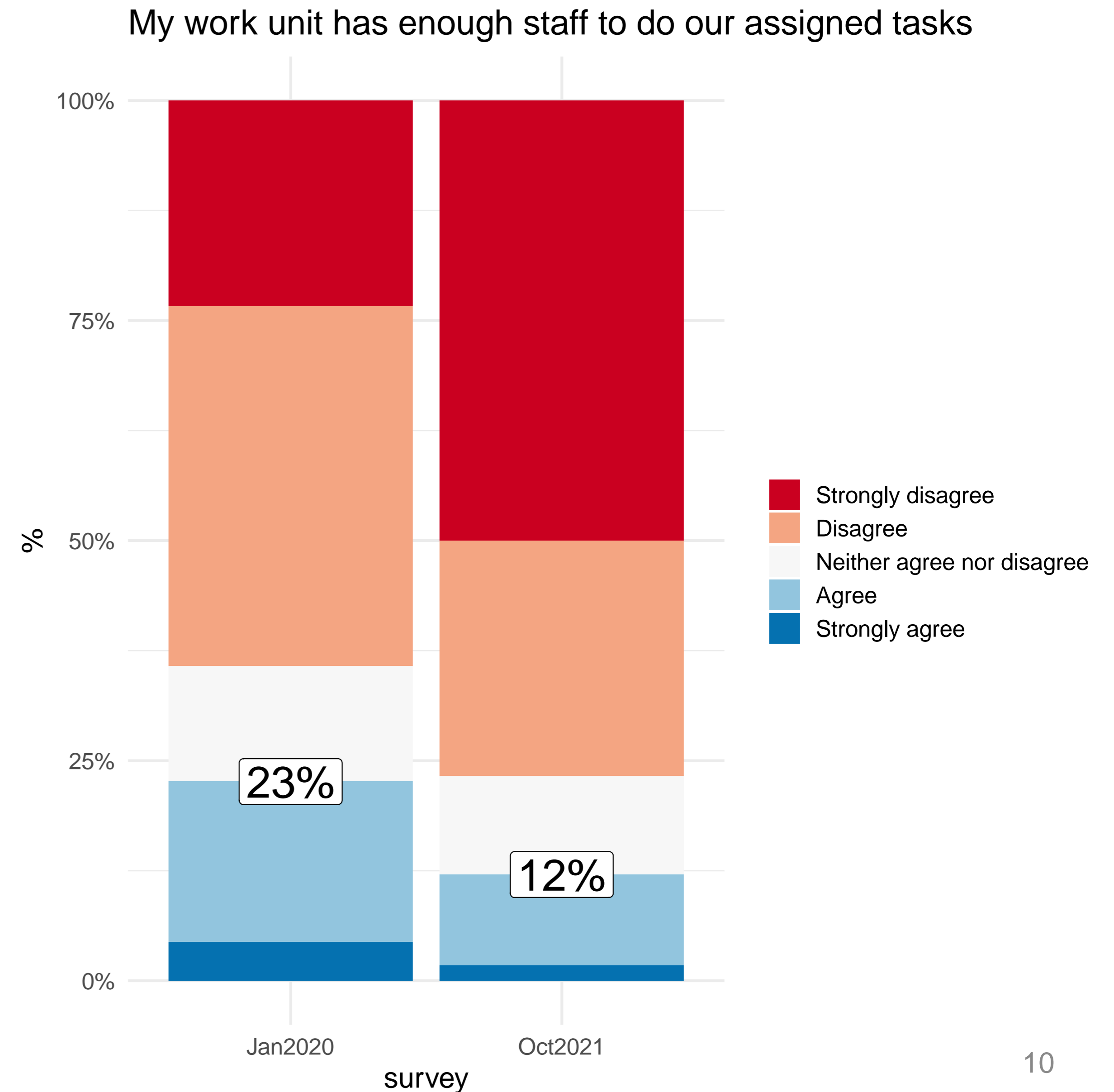
MTPD staff turnover worries remaining staff

- many staff have left MTPD
- those that remain want *change* to prevent others from leaving
- concern that issues causing people to leave are not understood by leadership



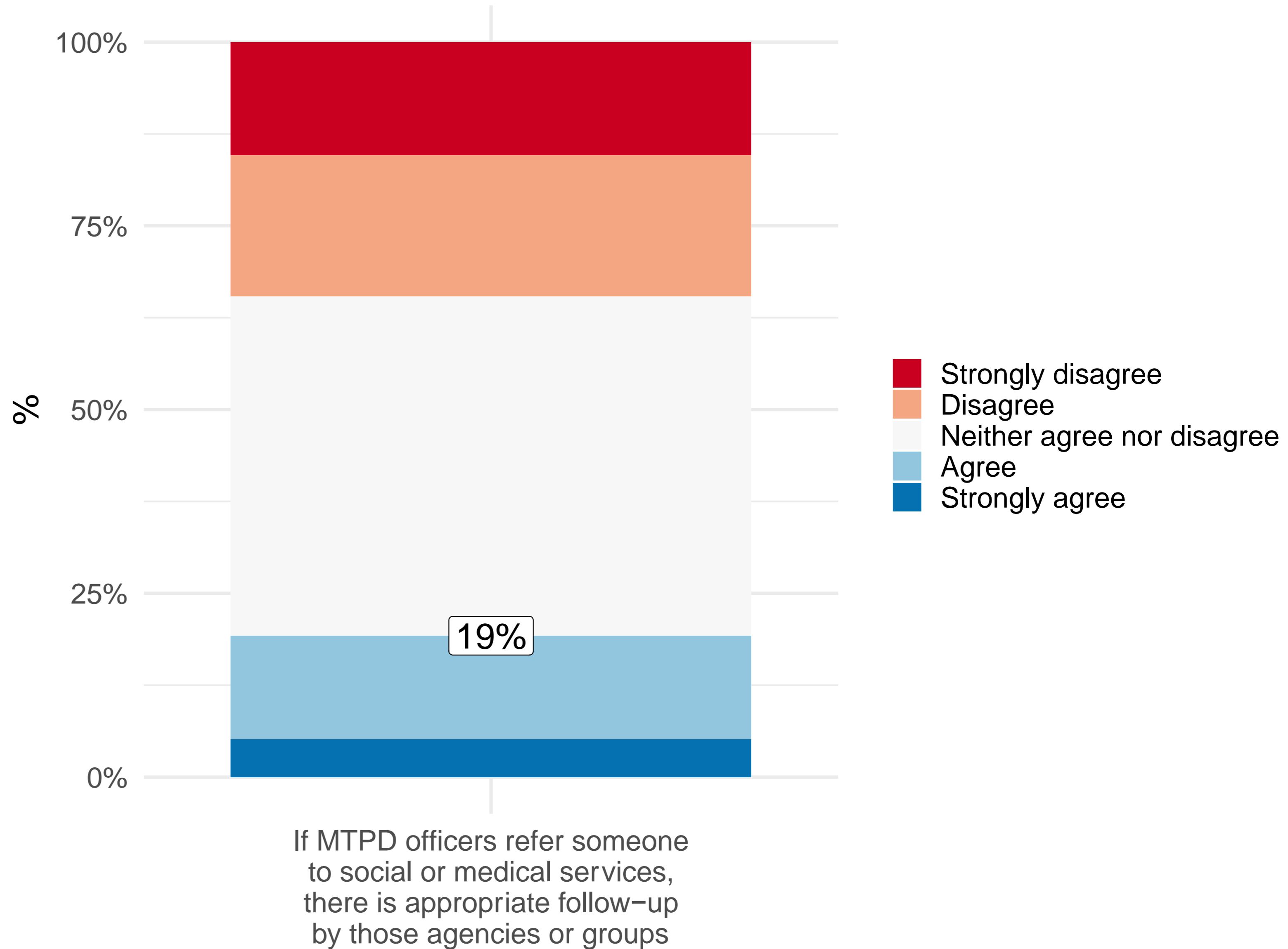
most think there are not enough MTPD staff

- not enough officers (need more for safe patrols)
- not enough civilians (as force grows, admin burden grows)
- too many missions for the level of staffing



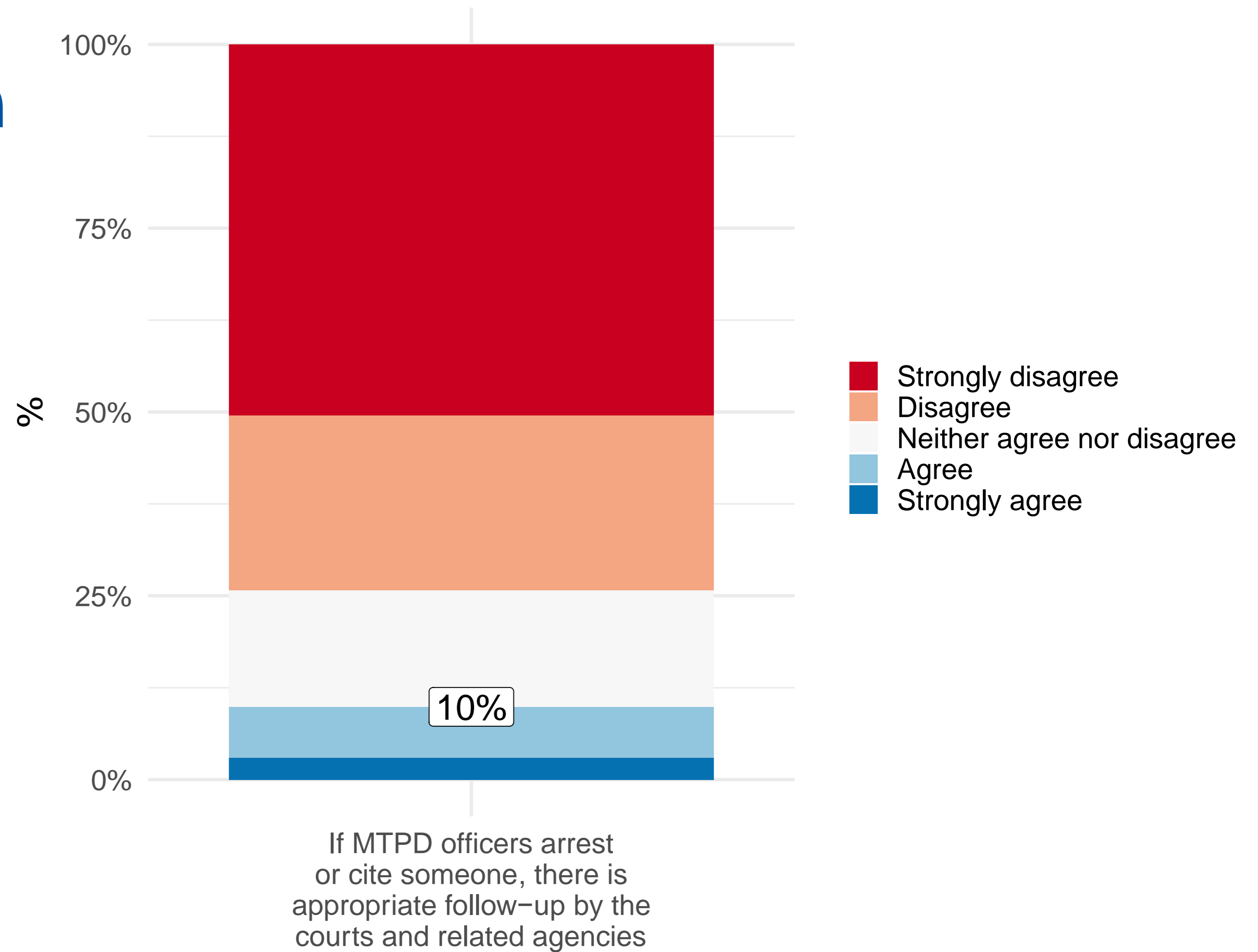
MTPD staff do not know the resolution of social service referrals

- nearly 50% neither agree nor disagree

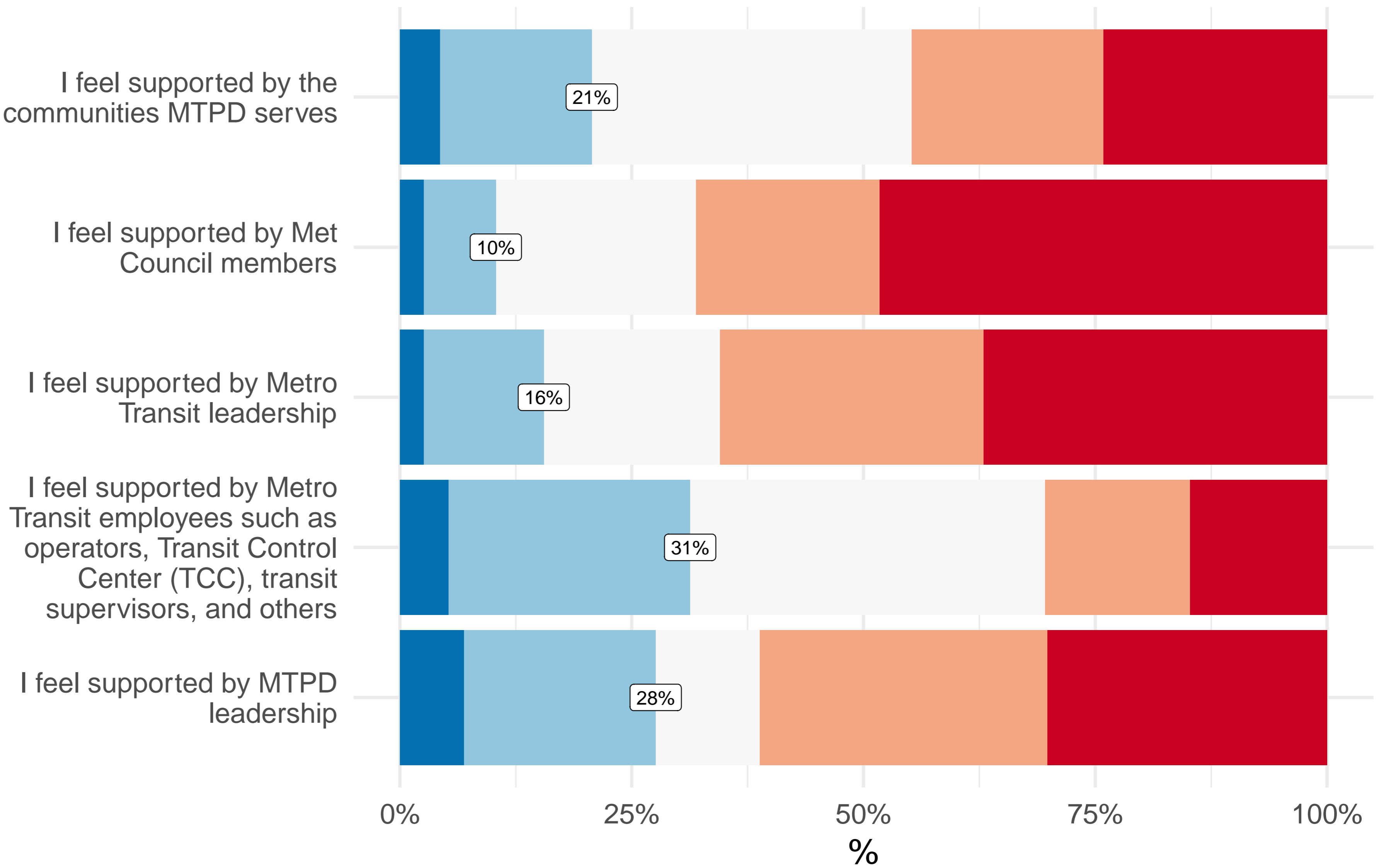


MTPD staff do not see good resolution of their enforcement

- officers do not think enforcement of fares is, or should be, police work



lack of support from leadership to community



■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree

other themes

- **Pride in department**
 - some express strong pride
 - want more to be proud of
- **Mission of the work**
 - most believe in the mission
 - most understand how their work contributes to it
- **Diversity & opportunity**
 - call for more women, BIPOC
 - call for more leadership, promotion of women, BIPOC

Employee Panel Discussion

Employee Panel

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- Each committee, team, or union will provide brief (up to 5 min) opening remarks
 - Remainder of time is for Council Members' questions and group discussion

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?
- Which topics do you want to cover during your November 17th Committee of the Whole Update? (Note: this is the last work group meeting before the November COW Update.)
- Next Work Group Meeting: November 19, 2021



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