Agenda

Work Plan Item: **Employee Perspectives**

1. **Overview of Employee Feedback**
   1. Frontline employee engagement during Citizens League process – Michelle Fure

2. **Employee Panel**
   - 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 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

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Female</td>
<td>21%</td>
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<tr>
<td>Male</td>
<td>52%</td>
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</tr>
<tr>
<td>Non-binary / prefer not to say</td>
<td>27%</td>
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survey respondents, by self-identified race/ethnicity

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<th>Race/Ethnicity</th>
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<th>Percentage</th>
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<tbody>
<tr>
<td>White / no response</td>
<td>71%</td>
<td></td>
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<tr>
<td>BIPOC</td>
<td>29%</td>
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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
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

If MTPD officers arrest or cite someone, there is appropriate follow-up by the courts and related agencies.
lack of support from leadership to community

- I feel supported by MTPD leadership
  - Strongly agree: 28%
  - Agree: 31%
  - Neither agree nor disagree: 16%
  - Disagree: 10%
  - Strongly disagree: 21%

- I feel supported by Metro Transit employees such as operators, Transit Control Center (TCC), transit supervisors, and others
  - Strongly agree: 31%
  - Agree: 28%
  - Neither agree nor disagree: 10%
  - Disagree: 16%
  - Strongly disagree: 0%

- I feel supported by Metro Council members
  - Strongly agree: 16%
  - Agree: 28%
  - Neither agree nor disagree: 10%
  - Disagree: 10%
  - Strongly disagree: 21%

- I feel supported by the communities MTPD serves
  - Strongly agree: 21%
  - Agree: 28%
  - Neither agree nor disagree: 10%
  - Disagree: 10%
  - Strongly disagree: 21%
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
- 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

• 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