

DATE: Monday, August 23, 2021
TO: Metro Transit Police Work Group Members
FROM: Work Group Staff
SUBJECT: Background Materials Part 1: Past Presentations

To provide background as the Metro Transit Police Work Group commences, this pdf includes slides previously presented to the Metropolitan Council by the Metro Transit Police Department (MTPD) and the Citizens League.

MTPD

1. **Report on the MTPD's Current Actions & Future Plans** – Presented to the Committee of the Whole by Chief Frizell on August 5, 2020
 - a. Link to video: <https://metro council.org/getdoc/fad3c0ae-0204-404a-a7ad-435a34b26420/Agenda.aspx>
2. **Metro Transit Police Department Use of Force Information Presentation** – Presented to the Committee of the Whole by Chief Frizell on July 7, 2021
 - a. Link to video: <https://metro council.org/getdoc/2e5fd936-8e77-401a-8988-e6c002d13396/Agenda.aspx>

Citizens League Safety Review

3. **Metro Transit Police Review Proposal** – Presented to the Metropolitan Council by Amanda Koonjbeharry on July 22, 2020
 - a. Link to video: <https://metro council.org/getdoc/052a4726-a742-43f1-914c-9c505a917014/Agenda.aspx>
4. **Citizens League Safety Engagement Update** – Presented to the Committee of the Whole by Michelle Fure, Amanda Koonjbeharry, Marika Pfefferkorn on March 17, 2021
 - a. Link to video: <https://metro council.org/getdoc/503f9fb9-7a61-447b-928a-2819a3a3fb97/Agenda.aspx>
5. **Metro Transit Safety Conversations: A Preliminary Summary** – Presented to the Committee of the Whole by Michelle Fure, Amanda Koonjbeharry, Marika Pfefferkorn on August 4, 2021
 - a. Link to video: <https://metro council.org/getdoc/a2c900bd-cfaa-4c95-93f4-7ed71ac21a67/Agenda.aspx>



REPORT ON THE MTPD: CURRENT ACTIONS & FUTURE PLANS

Chief Eddie Frizell

AUGUST 2020



TODAY'S AGENDA



- 21st Century Policing
- About the MTPD
 - Structure
 - Diversity Report
- Operator Safety
- Community
 - Response
 - Partnerships
- Policies & Progressive Policing
- Accountability
- Training & Equity
- Technology



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.





Chief Eddie Frizell



Lt. Erin Dietz
Internal Affairs



Capt. Brooke Blakey
Executive Officer



Capt. Rick Grates
Patrol

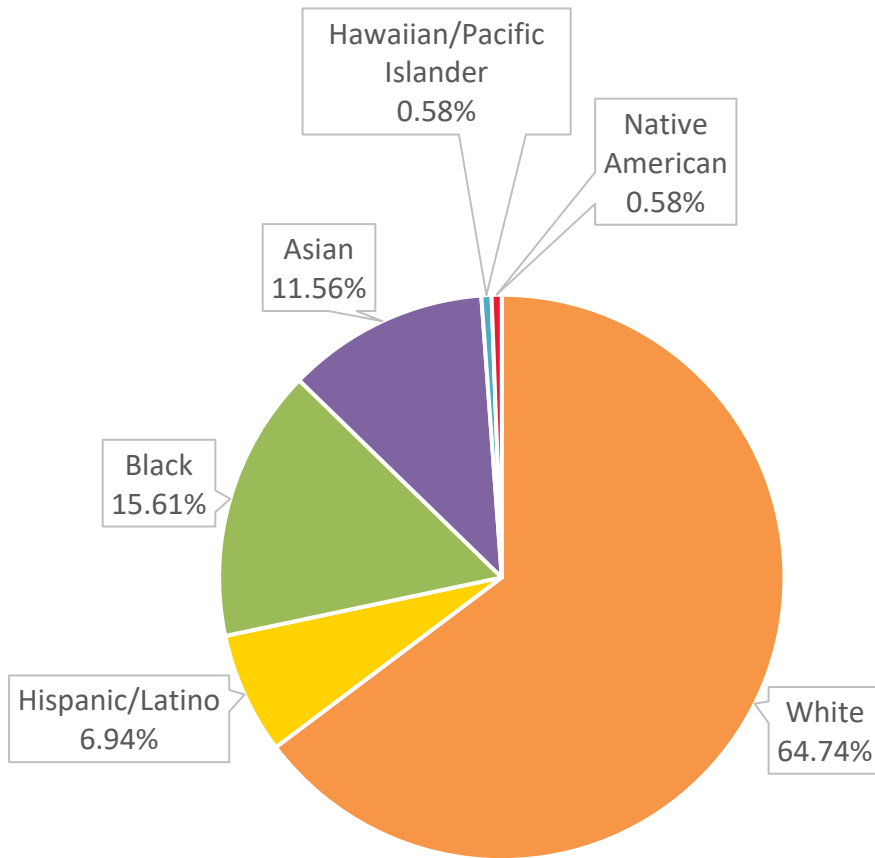


Capt. Troy Schmitz
Investigations



Capt. Anthony Hines
Professional Standards & Training

ALL SWORN OFFICERS



16+ different languages

38% people of color

15% women

Land area: 907 square miles

8 counties

85+ communities

BUS TRANSIT:

Bus Routes: 122

Buses: 904

Transit Centers: 24

Bus Shelters: 950

Park & Rides: 61

LIGHT RAIL:

LRT distance: 25 miles of track

LRVs: 91

Platforms: 37

COMMUTER RAIL:

Locomotives: 6

Rail Cars: 18

Stations: 7

STAFFING

128 Full-Time Officers

6 shifts/week = 23* officers per shift

*Includes specialty units including Investigations, HAT, K9, IAU, Administration, and Command Staff

45 Part-Time Officers

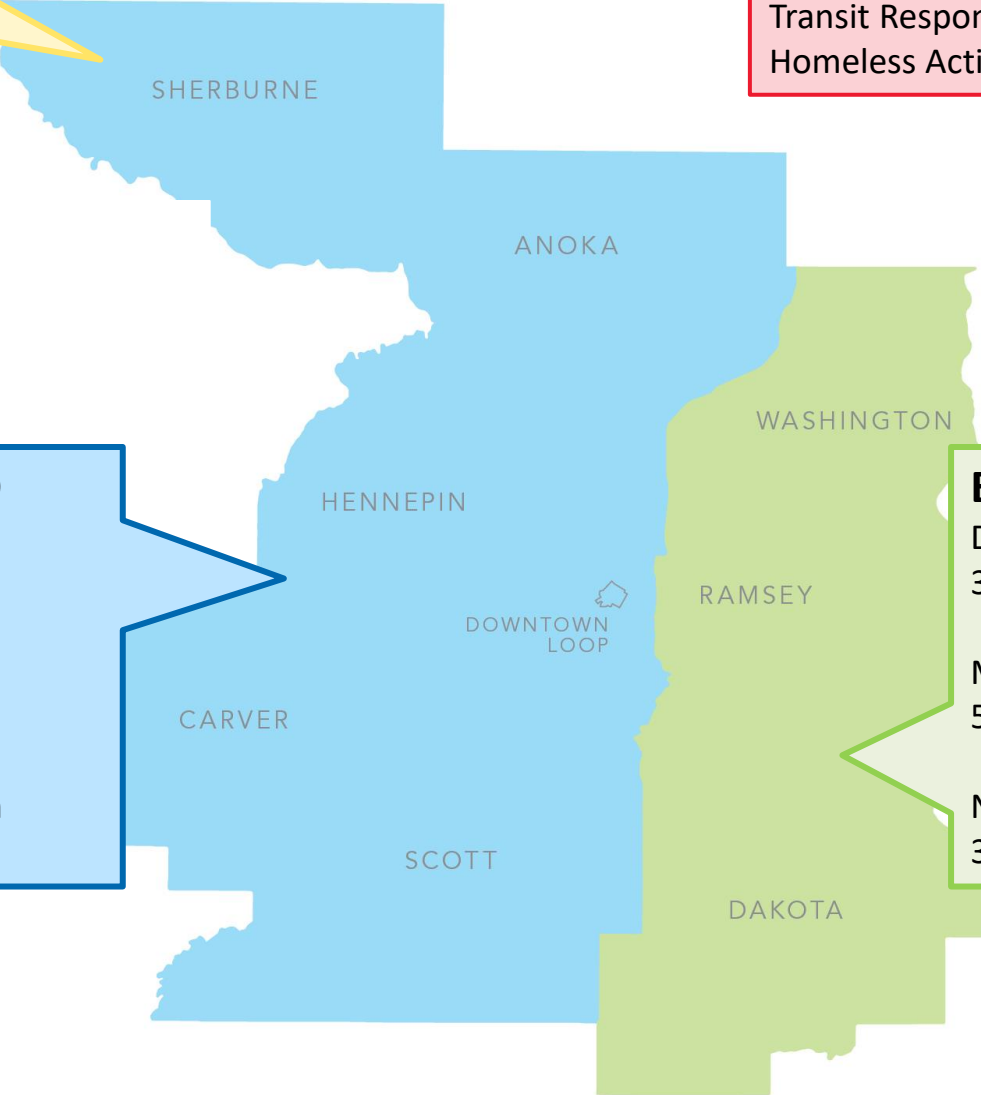
Assigned to Bus Rapid Transit (BRT), Light Rail (LRT), and special events

MTPD + PATROL SHIFT ASSIGNMENTS



Northstar
5am-1pm
1 officer

METRO-WIDE
1 sergeant
Transit Response Unit: 7 officers
Homeless Action Team: 4 officers



WEST COMMAND
Days: 6am-4pm
4 officers + 1 sergeant

Mids: 3pm-1am
6 officers + 1 sergeant

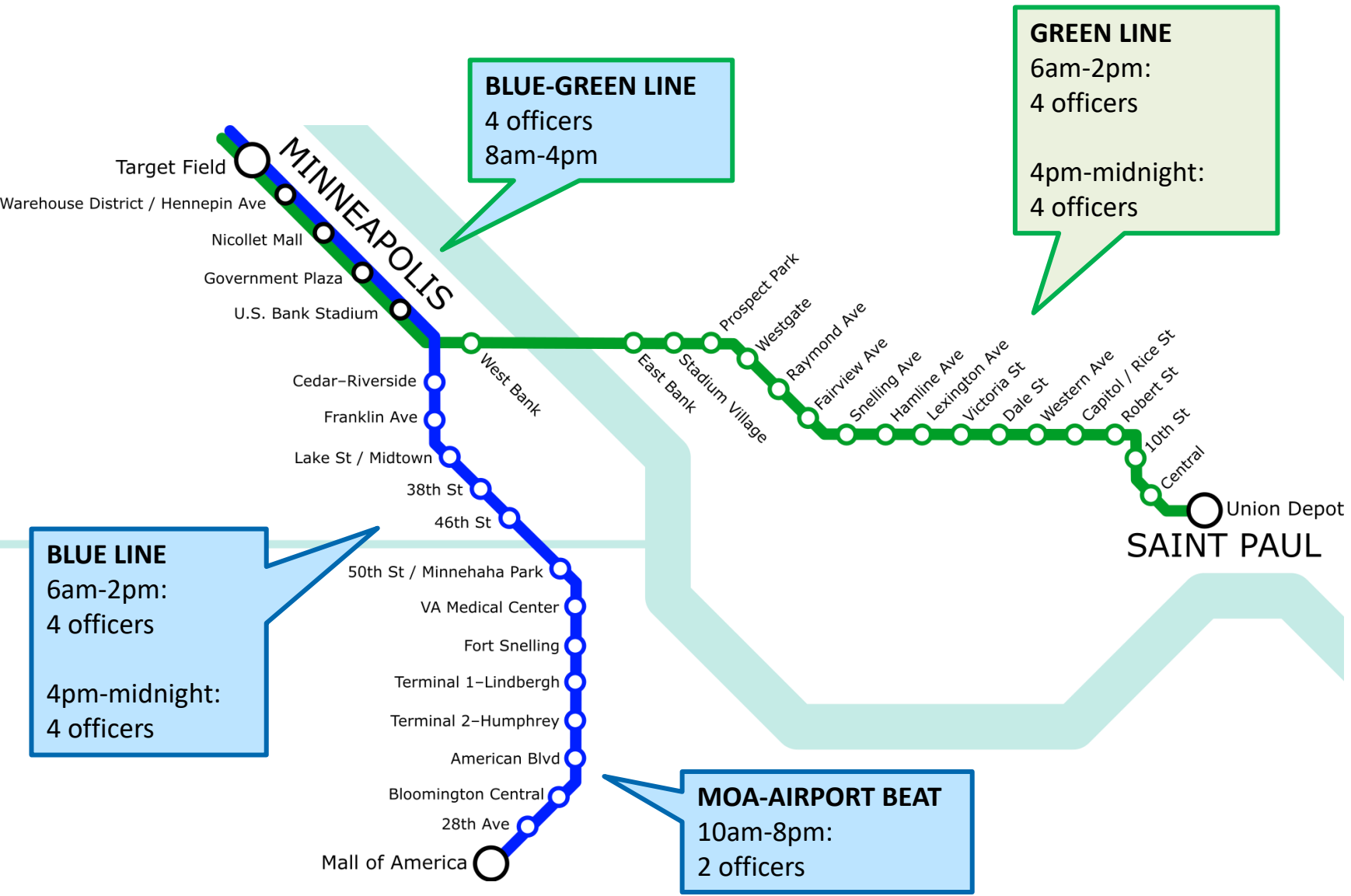
Nights: 8:30pm-6:30am
3 officers + 1 sergeant

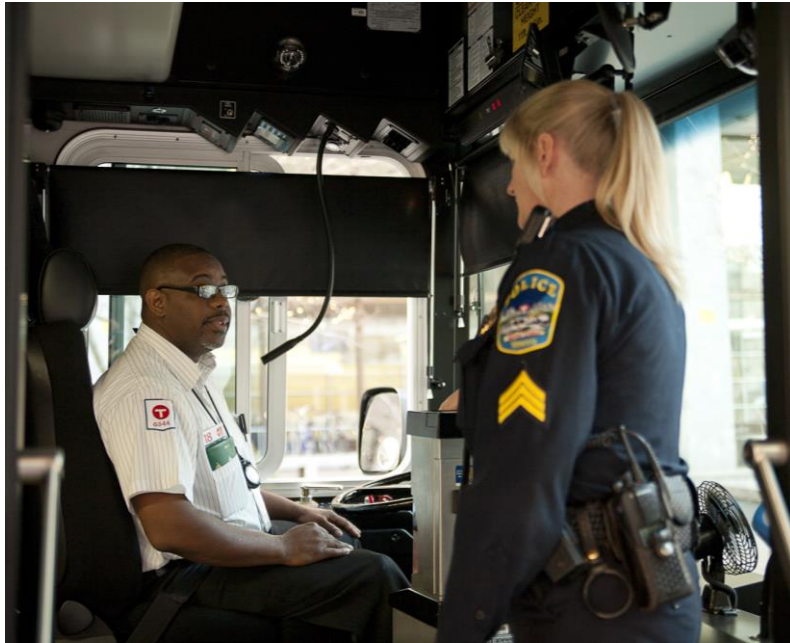
EAST COMMAND
Days: 6am-4pm
3 officers + 1 sergeant

Mids: 3pm-1am
5 officers + 1 sergeant

Nights: 8:30pm-6:30am
3 officers + 1 sergeant

MTPD + PATROL SHIFT ASSIGNMENTS





Bus & LRT scenario training

- One full date dedicated during recruit academy

Transit Safety & Security Committee

- 2 dedicated officers

Operator assaults

- Dedicated investigators for operator assaults
- Investigators provide status updates to victims

TRANSIT RESPONSE UNIT (TRU) TEAM

GOAL: Address quality of life issues & crime on LRV and platforms using data-driven strategies

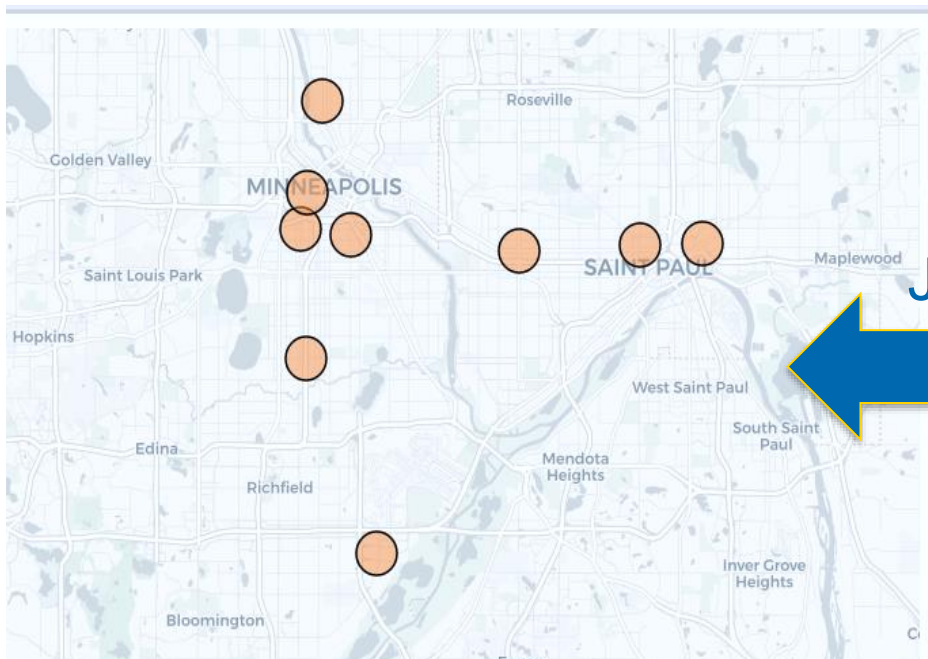
WHO: 1 sergeant, 6 officers, 1 K9

HOW: Combination of uniform and/or plainclothes

WHEN: Began June 29, 2020



Sgt. Tim Lawrence

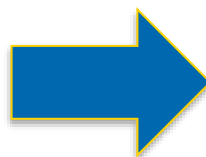


CUSTOMER COMPLAINTS

JUNE 28, 2020 – JULY 31, 2020:

9 reported police issues regarding safety & security

TRANSIT RESPONSE UNIT (TRU) TEAM RESPONSE



IN THE FIRST MONTH:

10 booked on warrants
(including 1 sex offender)
15 alcohol, smoking & narcotics
citations/arrests

Multiple trespass warnings issued 11

HOMELESS ACTION TEAM (HAT)

Unique partnership with
Met Council's Housing &
Redevelopment Authority (HRA)

TO DATE:

105 people placed in permanent
housing

Working to fill the space for 94 more
people



HOMELESS ACTION TEAM: Sabo Encampment 2020

The encampment's proximity to the MPD's Third Precinct made it an unsafe place in the days following George Floyd's death.

HAT assisted in finding shelter for about 70 residents

HAT coordinated safe transportation with Metro Transit

HAT ensured that their belongings were secure





HALLIE Q. BROWN

Community Center Since 1929, the
Lighthouse of the Community



COMMUNITY PARTNERSHIPS:



MADDADS
Community Ambassadors
Street Works
A Mother's Love
YouthLink



In addition to federal/state law & court precedence, MTPD's policy manual is based on best practices and model policies

MTPD employs one FTE dedicated to policy research and development

Currently under internal review:

Use of Force, Officer-Involved Shootings, Officer Code of Conduct, Bias Policing, Complaints, Search & Seizure



LEXIPOL

Policy manual service that:

- Offers policy updates based on:
 - Changes in law
 - Changes in court precedent
 - New research in best practices
- Adaptable for our unique transit agency's needs
- Notifies officers of policy changes
- Requires acknowledgement
- Tracks policy acknowledgement

The 691-page police policy manual is posted on the MTPD's public-facing website



Trip Tools

Schedules & Maps

Fares

More

Help



Transit Police Policy Manual

[Police](#) [Who We Are](#) [Contact Us](#) [FAQs](#) [Policy Manual](#) [Work With Us](#) [MTPD in the Community](#) [Citizens Online Reporting](#)



Chief's Preface

The Metro Transit Police Department believes that having a well-informed public is key to our success. To that end, we have put a copy of our policy manual online so that it's easily accessible to anyone who wants to see it.

Our policy manual was developed to guide Transit Police officers in the performance of their law enforcement mission. The policies have been established through the review and inclusion of ever-changing legal and best-practice principles in the law enforcement profession. The policies are updated as necessary to reflect changes in the law, best practices, officer responsibilities and department goals and objectives.

This policy manual, together with an officer's training and professional discretion, provides Transit Police officers with the tools they need to carry out their responsibilities.

- [Chief's Preface](#)
- [Law Enforcement Code of Ethics](#)
- [Mission Statement and Core Values](#)
- [Law Enforcement Role and Authority](#)
- [Organization and Administration](#)
- [General Operations](#)
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- [Investigation Operations](#)
- [Equipment](#)
- [Support Services](#)
- [Custody](#)
- [Personnel](#)

MTPD POLICY 300.3.4/Carotid Controls: Updated in June 2020, ahead of state law mandate

300.3.4 CAROTID CONTROL

The proper application of the carotid control hold may be effective in restraining a violent or combative individual. However, due to the potential for injury, the use of the carotid control hold is considered deadly force and subject to the following:

1. The officer shall have successfully completed department-approved training in the use and application of the carotid control hold.
2. The carotid control hold may only be used when circumstances perceived by the officer when the officer believes there is an imminent risk of serious bodily harm or death if the subject is not immediately brought under control or apprehended.

Other Policies Recently Updated:

Vehicle Pursuits
Police Canines
Use of Narcan
Professionalized Uniforms

Tell us how we're doing

Have a compliment or complaint about an officer? We want to hear from you.

[Officer compliment →](#)

[Transit police complaint →](#)

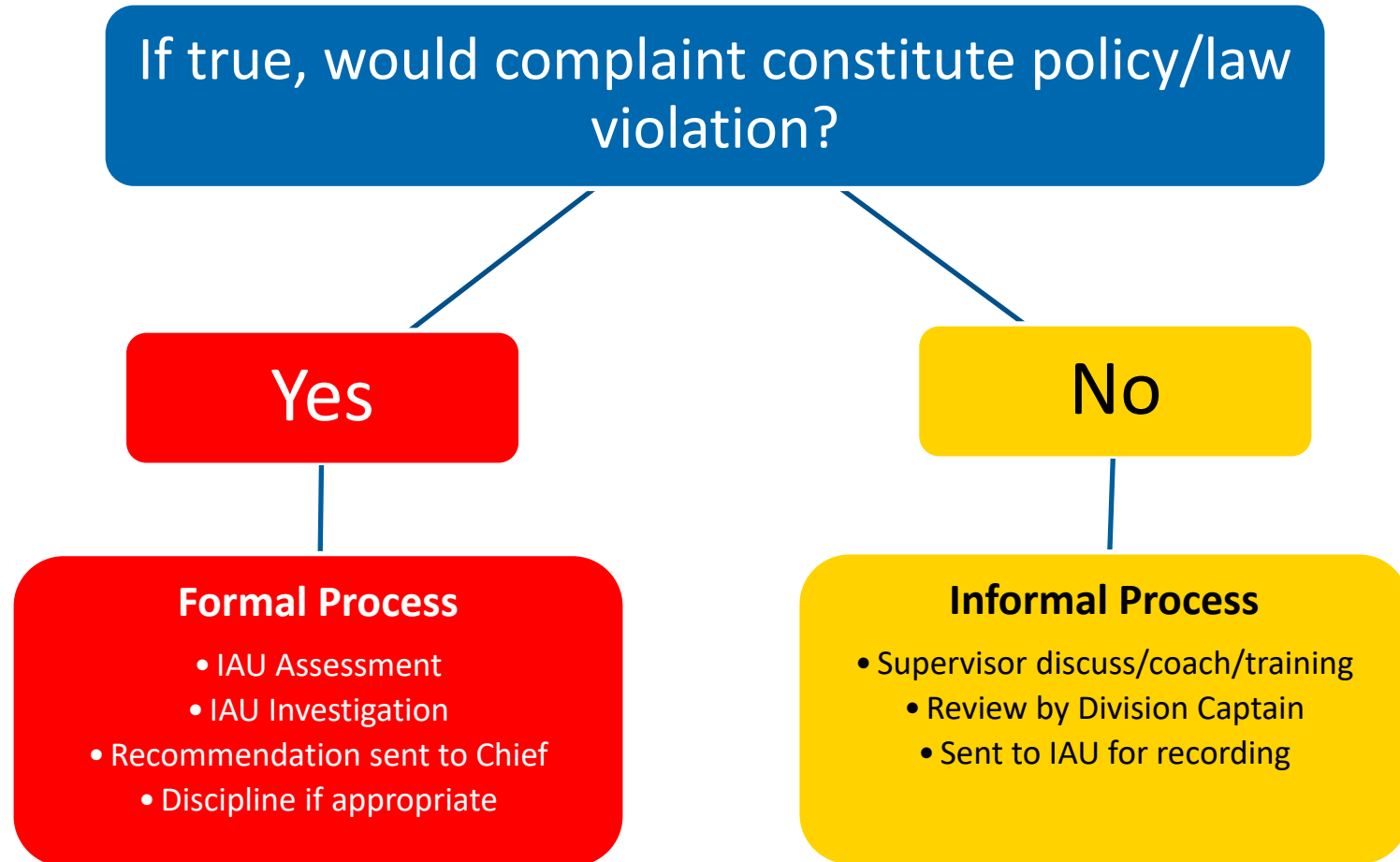
In 2019, the Internal Affairs Unit:

Investigated 12 formal complaints

Sustained 30 policy violations

Resolved 177 informal complaints

MTPD Complaint Handling Process



Current MTPD officers receive the following training:

COURSE	HOURS	WHO	BEGAN
Crisis Intervention Team (CIT)*	40 hours	45 officers	2018
Fair & Impartial Policing	8 hours	All officers	2018
Integrated Communication Assessment & Tactics (ICAT)	8 hours	All officers	2018
Procedural Justice	8 hours	All officers	2019
Conflict Management & De-escalation	3 hours	All officers	2020



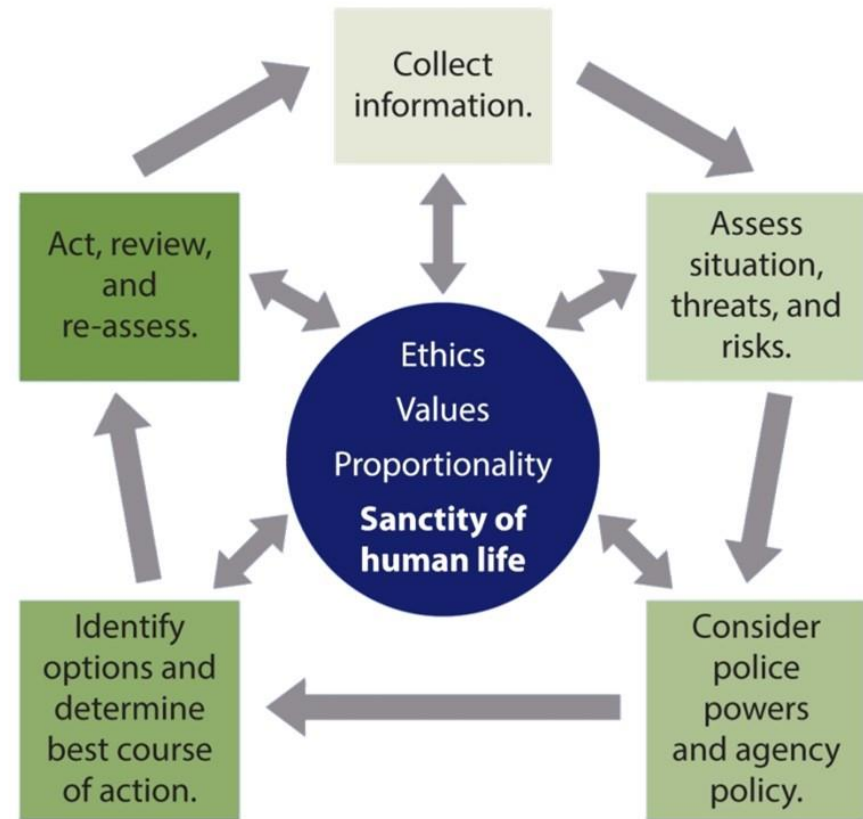
**All officers receive training regarding individuals experiencing mental crisis; 45 are fully certified as CIT officers by the National Alliance on Mental Illness (NAMI)*

MTPD Recruit Academy: Equity Training

Course	Hours
African-American cultural awareness	3.5 hours
Asian cultural awareness	2 hours
East/West African cultural awareness	3 hours
Latino cultural awareness	2 hours
Muslim cultural awareness	2 hours
Native American cultural awareness	2 hours
Community policing	2 hours
Crisis Intervention	4 hours
Autism awareness	2 hours
Procedural justice	4 hours
Internal Affairs/Ethics	1.5 hours
Integrated Communication Assessment & Tactics (ICAT)	4 hours

Integrating Communications, Assessment, and Tactics (ICAT) Training Model:

“ICAT takes the essential building blocks of critical thinking, crisis intervention, communications, and tactics and puts them together in an integrated approach to training.”





- Body-Worn Cameras: Fall 2020
- Real-Time Information Center (RTIC): Phase I
- Early Intervention System software: Winter 2020-21

QUESTIONS/COMMENTS





Metro Transit Police Department Use of Force Informational Presentation

Metropolitan Council
Committee of the Whole
July 7, 2021

Chief Eddie M. Frizell

Introduction

- **Transit Police Statutory Authority**
- **MTPD Staffing & Diversity Report, Calls for Service, and Overview**
- **About the MTPD's Policy Manual: What is Lexipol & How is it Used?**
- **Understanding the Reasonableness Standard**
- **MTPD 300: Use of Force:**
 - **Deadly & Non-Deadly Force Statutes**
 - **Reporting, Medical Treatment, and De-escalation/Escalation**
 - **Duty to Intercede**
- **MTPD Policy 306: Handcuffing & Restraints**
- **MTPD Policy 308: Control Devices**
- **MTPD Policy 309: TASERS**

State Statute § 473.407 establishes the Metro Transit Police Department

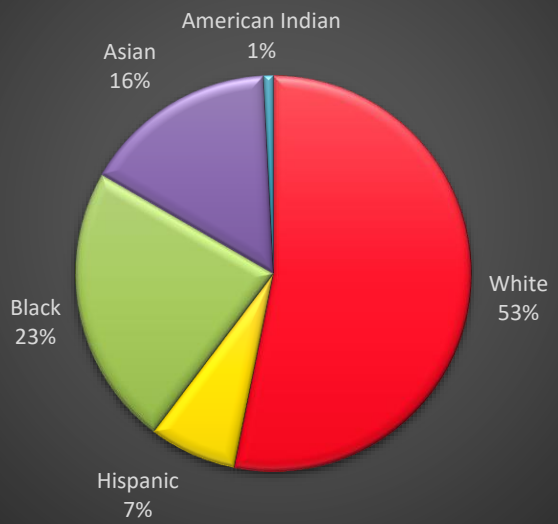
- **Subd 1:** “The council may appoint peace officers...to police its transit property and routes, to carry out investigations, and to make arrests.”
- MTPD can also “exercise general...authority to assist any law enforcement agency...”
- **Subd 4:** “The regional administrator shall appoint a [full time] peace officer...[who] is responsible for the management of [MTPD].”
 - Chief can hire, discipline, and discharge transit police personnel



MTPD: DIVERSITY by RACE

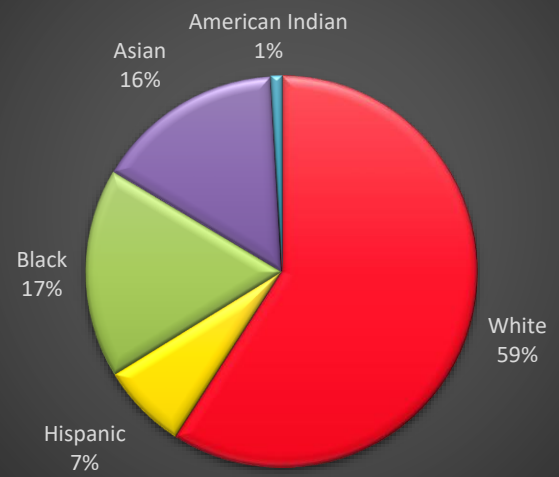


Full Time Sworn Officers by Race



Officer POC: 46.8%

Department Total by Race



Total POC: 40.9%

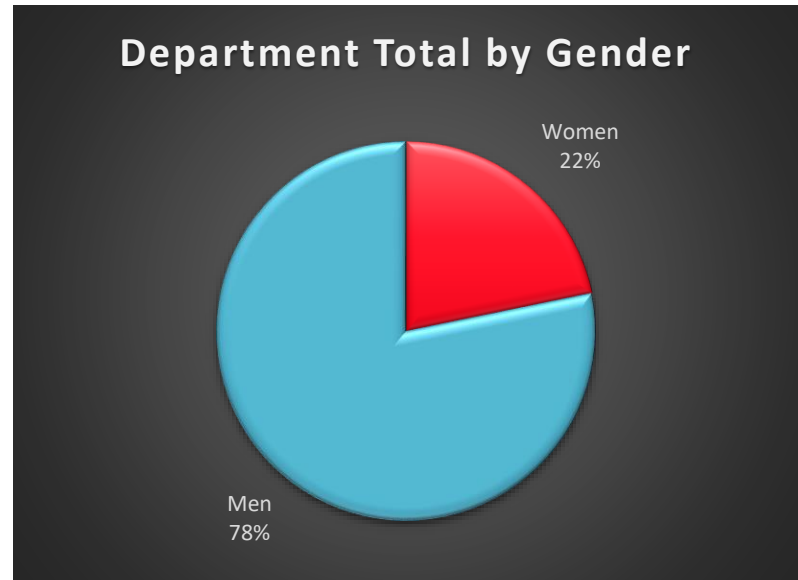
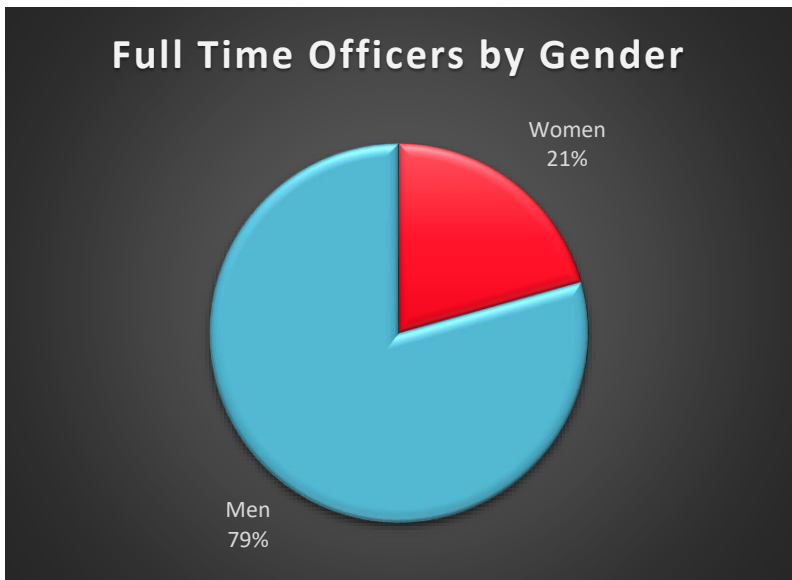
Met Council POC: 35.5%

Metro Transit: 41.5%

Metro Transit non-operator: 29.9%

Met Council/MT data source:
<https://metcmn.sharepoint.com/sites/HumanResources/Previous%20Service%20Review%20Reports/Council%20Workforce%20Data%20-%20YE%202020.pdf>

MTPD: DIVERSITY by GENDER



FT Female Officers: 20.6%
Statewide: 12%

Female Total: 21.8%

Met Council/MT data source:
<https://metcmn.sharepoint.com/sites/HumanResources/Previous%20Service%20Review%20Reports/Council%20Workforce%20Data%20-%20YE%202020.pdf>

Met Council Female: 25%
Metro Transit non-operators: 20.4%



Calls for service from the public: **23,737**

CALLS FROM OPERATORS/TRANSIT STAFF	
Mask Compliance	2,151
Police Service Request	1,392
Silent/Panic Alarm	124
Operator Assault	40

TOP 5 FROM THE PUBLIC	
Disorderly Conduct	3,651
Prohibited Acts	2,908
Check Welfare	2,389
Medical	1,709
Sleep	1,193

OFFICER-GENERATED	
Directed Patrol	2,318
Facility Checks	2,203
Mask Checks	1,340
HAT	1,242

We are dedicated to:

- Focusing on diversity hiring that reflects our customer base
- Caring for the vulnerable
- Ensuring health and safety for all

Agencies work to transport homeless populations to shelter as threat of COVID-19 intensifies

Metro Transit police work to help the homeless during extreme weather

Metro Transit police use Somali language lessons to break down barriers

Metro Transit police welcome new, diverse class

Coronavirus In Minnesota: Metro Transit Police Adjust Safety Protocols During COVID-19

- MTPD conducts very few traffic stops
- MTPD does not execute no-knock warrants
- MTPD K9s are not used for apprehension
- MTPD does not have holding cells

Police K-9 attack costs Aurora \$80,000

Minnesota Police Shoot, Kill Man After Traffic Stop Incident

Breonna Taylor's death: A push to limit no-knock warrants


Atlantic City man dies in police holding cell



Metro Transit Trip Tools Schedules & Maps Fares More Help

Transit Police Policy Manual

Police Who We Are Contact Us FAQs Policy Manual Work With Us MTPD in the Community Citizens Online Reporting



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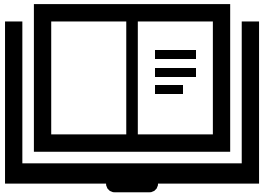
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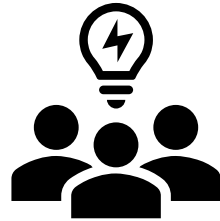
Policy manual service that:

- **Offers policy revisions**
- **Adaptable** for our unique transit agency's needs
- **Notifies** officers of policy changes
- **Requires & tracks** employee acknowledgement

The entire police policy manual is posted on the MTPD's public-facing website



Lexipol



Best practices



Court precedent



Other police agencies



REVISED WITHIN THE LAST YEAR:

300: Use of Force

306: Handcuffing & Restraints

308: Control Devices

309: TASERs

310: Critical Incidents

U.S Supreme Court: *Graham v. Connor*

- CHARLOTTE, NC, NOV. 1984: Mr. Graham, who was diabetic, had requested that his friend drive him to the store in order to get some orange juice to offset a diabetic reaction. The line of customers was too long, so Mr. Graham asked his friend to take him to another friend's house instead.
- Officer Connor observed Graham enter and quickly leave the store and became suspicious that a crime had possibly occurred, so he made traffic stop in order to investigate. Backup officers arrived to assist Officer Connor.
- **During the encounter, Mr. Graham suffered multiple injuries but was ultimately released when Officer Connor learned that nothing had happened at the convenience store.**
- **Mr. Graham filed a lawsuit for excessive force, which made its way to the U.S. Supreme Court on February 21, 1989.**

U.S. Supreme Court: *Graham v. Connor*

MAJORITY DECISION

(Delivered by Chief Justice Rehnquist and joined by Justices White, Stevens, O'Connor, Scalia, & Kennedy)

Justices used the U.S. Constitution's Fourth Amendment regarding "unreasonable search and seizure" as the premise:

"The 'reasonableness' of a particular use of force must be judged from the perspective of a reasonable officer on the scene, rather than with the 20/20 vision of hindsight..."

FOURTH AMENDMENT:

The right of the people to be secure in their persons, houses, papers, and effects, against **unreasonable searches and seizures**, shall not be violated, and no warrants shall issue, but upon probable cause, supported by oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.

Officers may use non-deadly force under the following circumstances:

- **While arresting a person**
- **Execution of legal process**
- **Enforcing a court order**
- **While carrying out any other duty imposed by law**



Unless deadly force is the only option, officers may not:

Use choke holds

Use “hog-tie”-type restraints

Transport someone face down

Standard: What would an objectively reasonable officer believe, based on the totality of the circumstances known to the officer at the time and without the benefit of hindsight?



Deadly force can only be used to protect a person or an officer from death or great bodily harm.

The threat must be expressed clearly, must be imminent, and could happen if the officer did nothing.



Must be documented promptly and accurately.

Must include the circumstances perceived and why it was reasonable.

Supervisors review all reports.

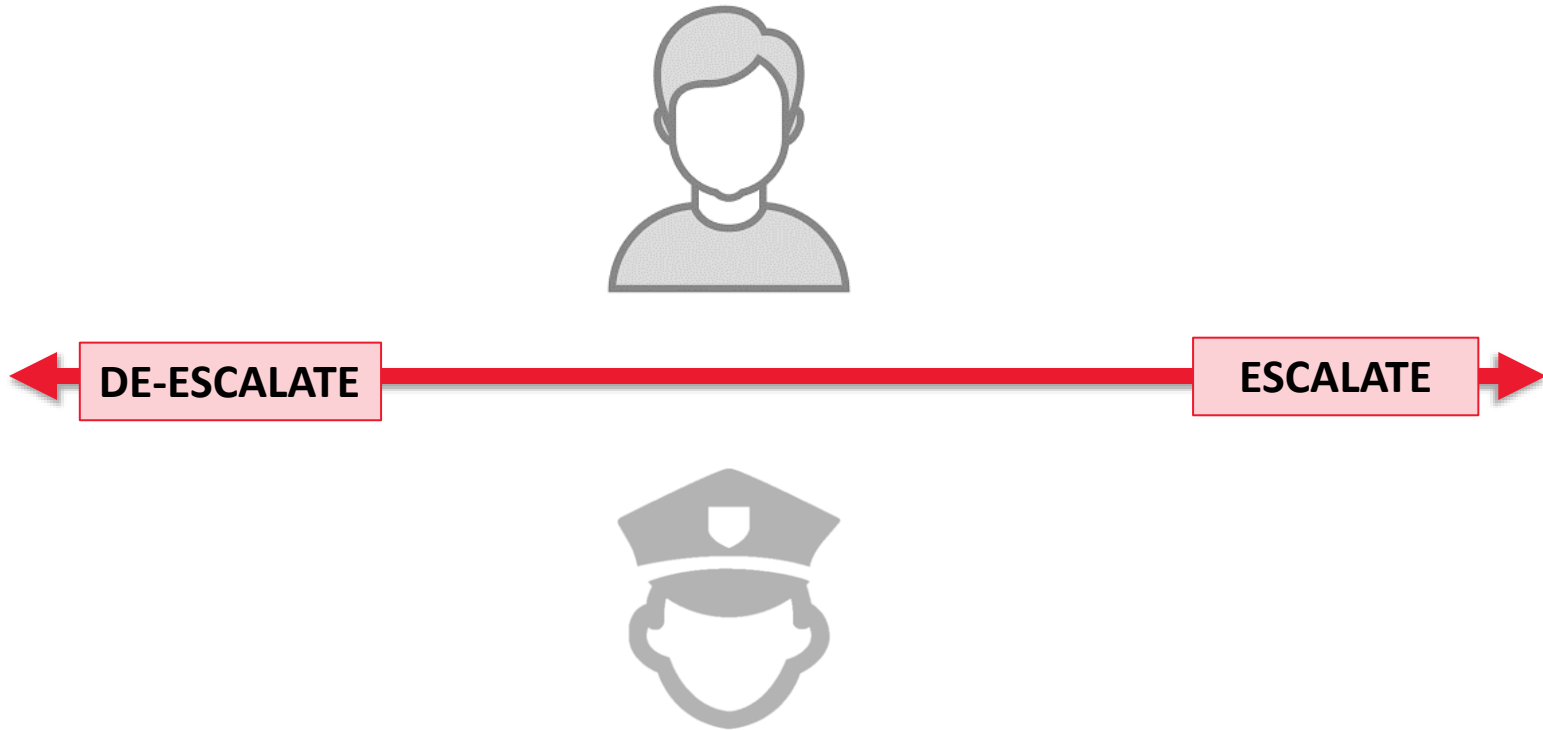
Officers should always evaluate the person's health condition.



Request medical assistance if requested or if needed

Watch for symptoms of physical distress

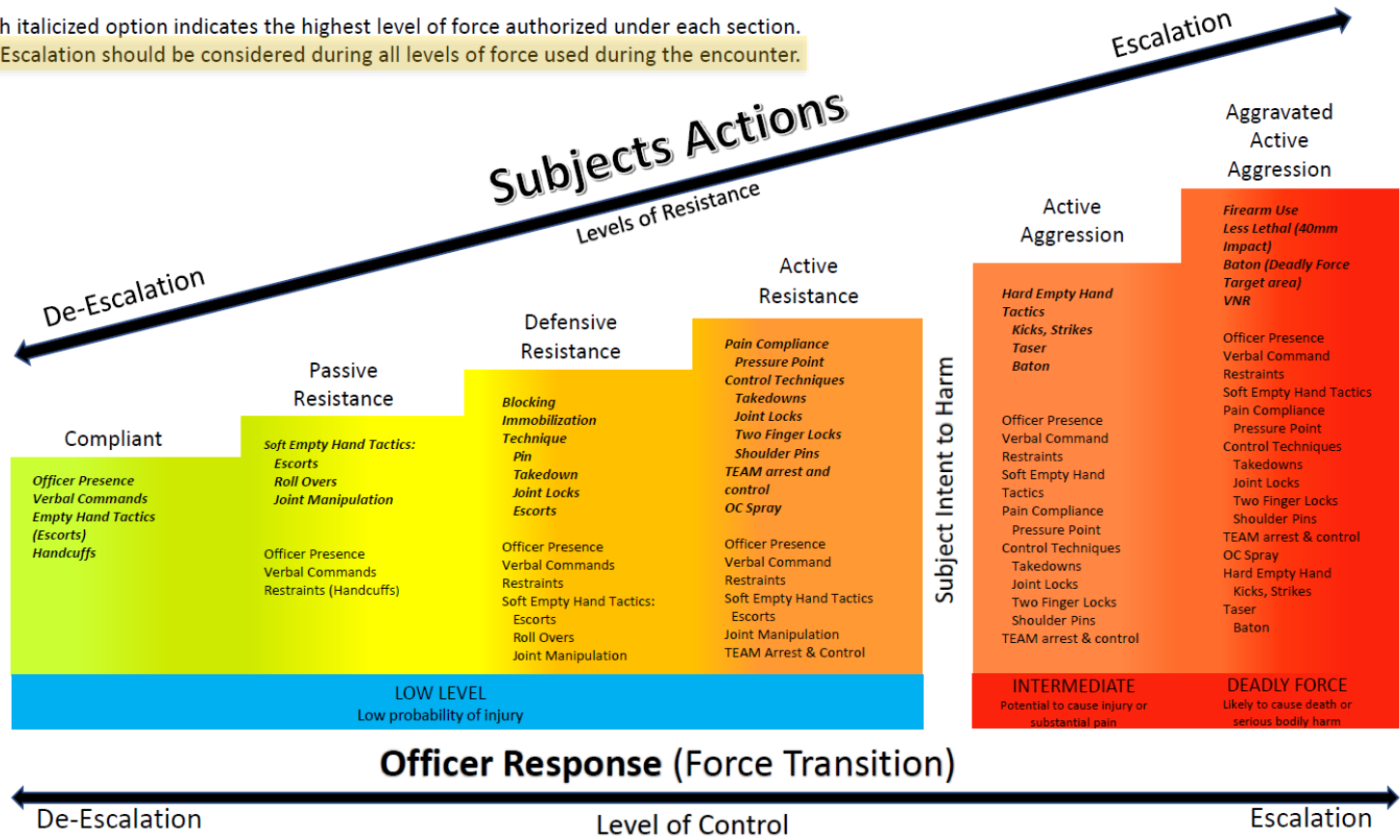
Recognize potential issues related to special populations (juveniles, pregnant women, etc.)



USE OF FORCE CONTINUUM



Each italicized option indicates the highest level of force authorized under each section.
 De-Escalation should be considered during all levels of force used during the encounter.



Duty to Intercede



Minn. Stat. § 626.8452 and 626.8475 require officers to:

- Intercede
- Prevent when possible
- Report

MTPD policy requires this report to be made in writing to the Chief of Police within 24 hours.

TYPES OF RESTRAINTS

Handcuffs (metal or plastic)

Leg restraints

Spit guards

CONSIDERATIONS

Age

Health (inc. pregnancy)

Disability

DEFINITIONS

Baton (wooden or expandable)

OC spray (“mace”)

Chemical irritant

Less-lethal impact rounds

SAFEGUARDS

Verbal warnings when possible

Consider distance between officer and subject(s)

Avoid head, neck, throat, spine, heart, kidneys, and groin

A second officer should observe when the launcher is loaded

AUTHORIZATION TO CARRY

Trained and certified

Re-certification every two years

Approved holster and carried on “weak” side

USAGE

Warning and display

Length of application

Medical treatment if needed

Reporting & data downloading



METRO TRANSIT POLICE REVIEW PROPOSAL PHASE 1

Project Overview

Stakeholder and Community Engagement

Of those who are impacted by the Metro Transit policing system and those who can create impact.

1. Understand people's experiences with the Metro Transit Police Department.
2. Define what safety and enforcement mean to each unique stakeholder.

What?

- A multi-method Metro Transit Police review, including:
 - Individual Interviews
 - Small Group Discussions
 - Anonymous Online Survey
 - Community Town Halls
 - Literature Review
 - Data Discovery

PHASE 1 TIMELINE

Activities	September 2020	October 2020	November 2020	December 2020	January 2021
Week 1	<ol style="list-style-type: none"> 1. Stakeholder Analysis – Work with Metropolitan Council to identify key stakeholders to seek input from (those who have been impacted by the Metro Transit policing system and those who can create impact). 2. Citizens League finalize contracts with project team subcontractors 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Develop communications & outreach plan for small group discussions, online survey, and community town halls. 3. Develop online survey. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Conduct small group discussions. 3. Plan community town hall. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 	<ol style="list-style-type: none"> 1. Compile data and produce summary report of phase 1 findings.
Week 2	<ol style="list-style-type: none"> 1. Establish advisory committee for advisement on project and develop committee charter for governance. Advisory committee members should be representative of various stakeholders (i.e. customers, Metro Transit PD, Metropolitan Council Members, staff, community organizations, community members, and etc.) 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Develop and launch communications & outreach plan for small group discussions, online survey, and community town halls. 3. Develop online survey. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Conduct small group discussions. 3. Planning of community town halls (November and December). 	<ol style="list-style-type: none"> 1. Host second online community town hall. 	<ol style="list-style-type: none"> 1. Compile data and produce summary report of phase 1 findings.
Week 3	<ol style="list-style-type: none"> 1. Finalize and seek buy-in from all advisory committee members on stakeholder list and project scope. 2. Outreach to stakeholders for individual interviews. 3. Development of interview questions. 4. Literature review and data discovery begins and ends December 31, 2020. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Outreach to set up small group conversations. 3. Launch online survey (survey promotions will go from mid-September to mid-December) 4. Outreach and schedule small group discussions. 3. Planning of community town halls. 	<ol style="list-style-type: none"> 1. Host first online community town hall. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 	<ol style="list-style-type: none"> 1. Compile data and produce summary report of phase 1 findings.
Week 4	<ol style="list-style-type: none"> 1. Finalize and seek buy-in from all advisory committee members on stakeholder list and project scope. 2. Outreach to stakeholders for individuals interviews. 3. Finalize interview questions. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Outreach and schedule small group discussions. 3. Planning of community town halls. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Conduct small group discussions. 3. Finalize planning of second community town hall. 	<ol style="list-style-type: none"> 1. Conduct individual interviews with identified stakeholders. 2. Online survey closes. 	<ol style="list-style-type: none"> 1. Compile data and produce summary report of phase 1 findings. <p style="text-align: center;">FINAL REPORT DUE MONDAY, FEBRUARY 8TH, 2021</p>

Timeline Highlights

- Goal 1 – Conduct 50 to 100 individual interviews by January 1, 2021.
- Goal 2 - Conduct at least 8 small group discussions by December 1, 2020.
- Goal 3 – Collect results from anonymous online survey by December 31st, 2020.
- Goal 4 - Host 2 online community town halls by January 1, 2021.

Who?

- Businesses, chambers, customers, community members, Metro Transit PD, Metropolitan Council Members, Metropolitan Council staff, community based organizations, and more.
- Intentional outreach to and ensuring accessibility of engagement process for communities/folks who are:
 - Black, Indigenous, and people of color (BIPOC)
 - Youth under 18 years old
 - Intellectual and developmental disability
 - Experiencing homelessness
 - Limited financial resources and no/limited access to the internet
 - Need access to interpreter services
 - Representation from all 16 districts

Project Considerations

- COVID – 19 impact on engagement
- Stipends for community engagement

Project Groups

- **Project Team**
 - Citizens League Executive Director or Interim Executive Director
 - Citizens League Public Policy Director
 - One lead subcontractor acting as co-project manager and facilitator
- **Advisory Committee**
 - Metropolitan Council Members, Metropolitan Council staff, community organizations, community members, Metro Transit Police Department, and others.
- **Community Advisory Committee**
 - Community members who use transit
 - BIPOC
 - Youth
 - Compensation for their time
 - Guidance on curation of engagement events and survey questions

Deliverables

- Stakeholder analysis
- Summary of literature review and data discovery findings
- De-identified notes from all data gathering methods.
- Final report of Phase 1 findings by February 8, 2021.

Phase 2

Utilize Citizens League Study Committee Model to develop recommendations to Metropolitan Council from feedback gathered in Phase 1.

QUESTIONS

Citizens League safety engagement

March 2021

Update to the Committee of the Whole



Progress Report

- Status of the Citizens League work
- Staff support – augmenting Citizens League work
- Next steps/timeline
- Questions

Scope of engagement: transit safety

- Safety on transit, near transit
- Impact of community on transit safety
- Community impact of interactions on transit
- Hearing from different voices in community
- Informed by prior work, data

Stakeholder advisory group

- Metropolitan Council members
- Metro Transit and Metro Transit PD leaders
- Council Community Development leaders – housing/HRA
- Transit operators
- Equity Advisory Committee
- Business interests – St. Paul chamber
- Pass customers
 - Metropass – US Bank
 - College pass – St. Paul College

Community advisory group

- Broad range of interests
 - Community members who use transit
- Youth, students
- Range of ages
- Cultural communities
 - BIPOC

Internal staff team

- Respond to questions raised by stakeholders, community
- Respond to community questions raised in other engagement efforts
- Provide internal leadership to support engagement, review efforts
- Staff groups that support operations divisions and engagement within Metro Transit, MTPD leaders and policy staff, government affairs, Community Development (for HAT/Housing partnerships), Council audit staff, Council member support, OEO

Timeline

- Significant engagement - now through May-June
 - Survey
 - Interviews
 - Events/forums
- Results in June
- Define next phase

Questions?

Thank you!



Metro Transit Safety Conversations

A preliminary summary of results



Project Scope and Structure

Project Scope

- Definition of safety
- Community impact of interactions on transit

Project Team

- Citizens League Executive Director
- Citizens League Public Policy Director
- Twin Cities Innovation Alliance

Stakeholder Group

- Metropolitan Council Members, Metropolitan Council staff, Metro Transit Police Department, community organizations, business chambers, and others.
- Serve as advisers for high level strategy and guidance on stakeholder engagement.

Community Group

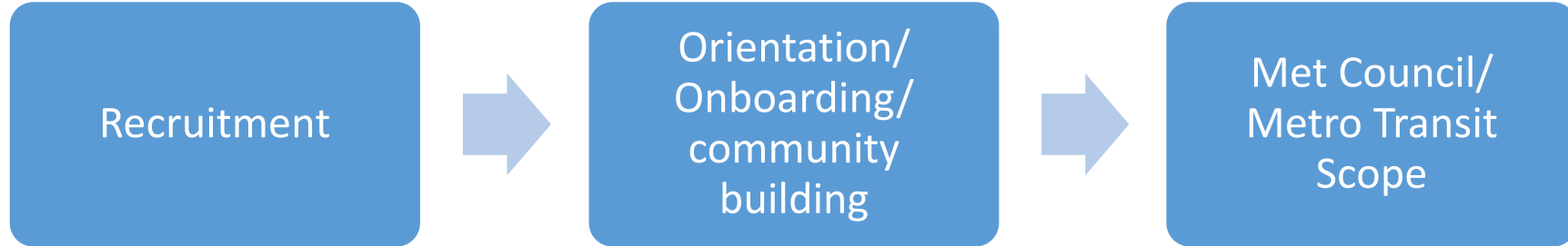
- Community members who use transit
- BIPOC
- Youth
- Compensation for their time
- Guidance on curation of engagement events and survey questions.



TWIN CITIES INNOVATION ALLIANCE

Project Timeline

Exploratory Phase: January 2021 – February 2021



Development: March 2021 – April 2021



Delivery: May 2021 – June 2021 → August 2021



Engagement Strategies

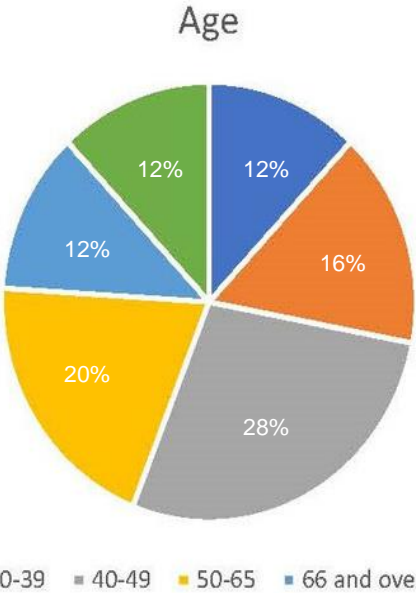
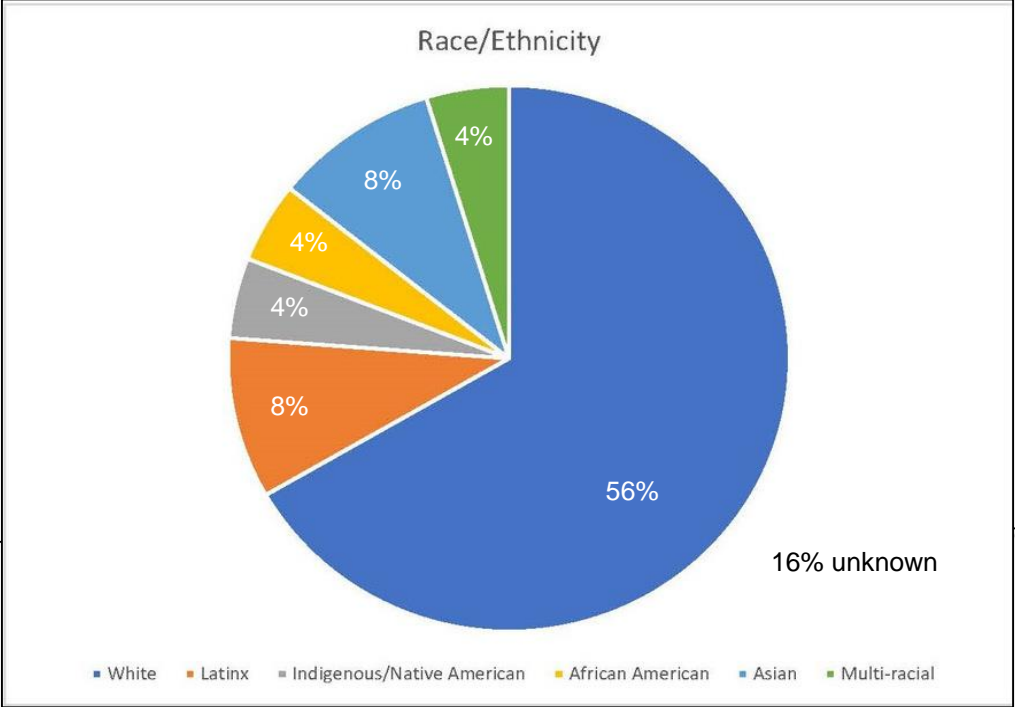
- Virtual community forums
- Surveys
- In person engagement

Virtual Community Forums

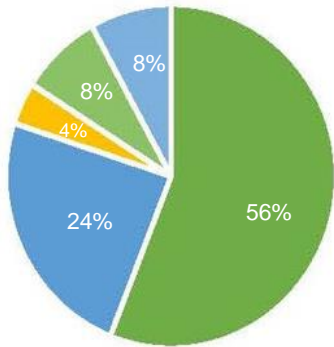
- 66 individuals registered
- 25 individuals participated



Participant Demographics – Virtual Community Forums



Where do you Stay?



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

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 harrassment, 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)

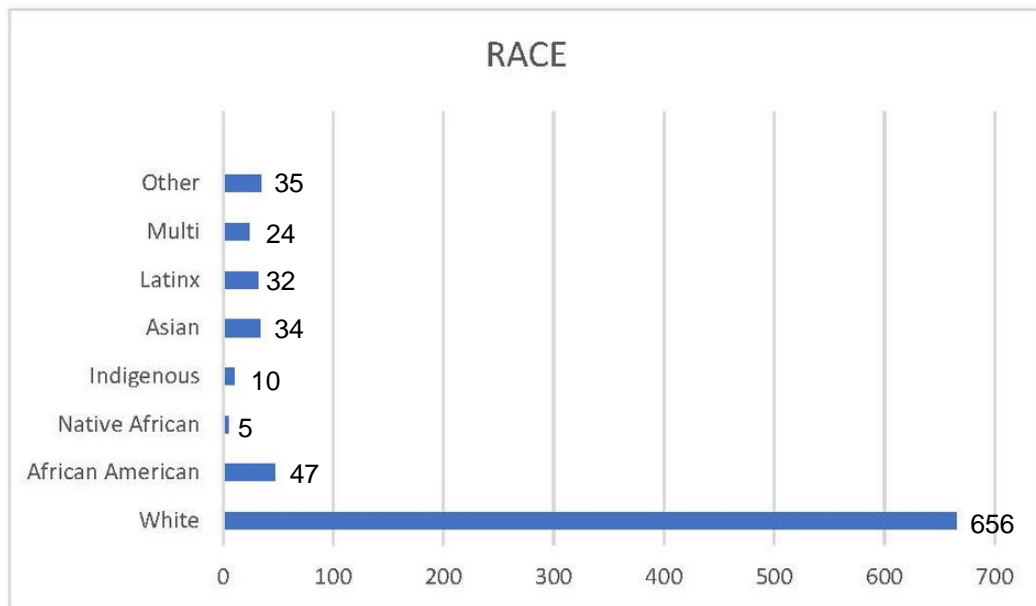
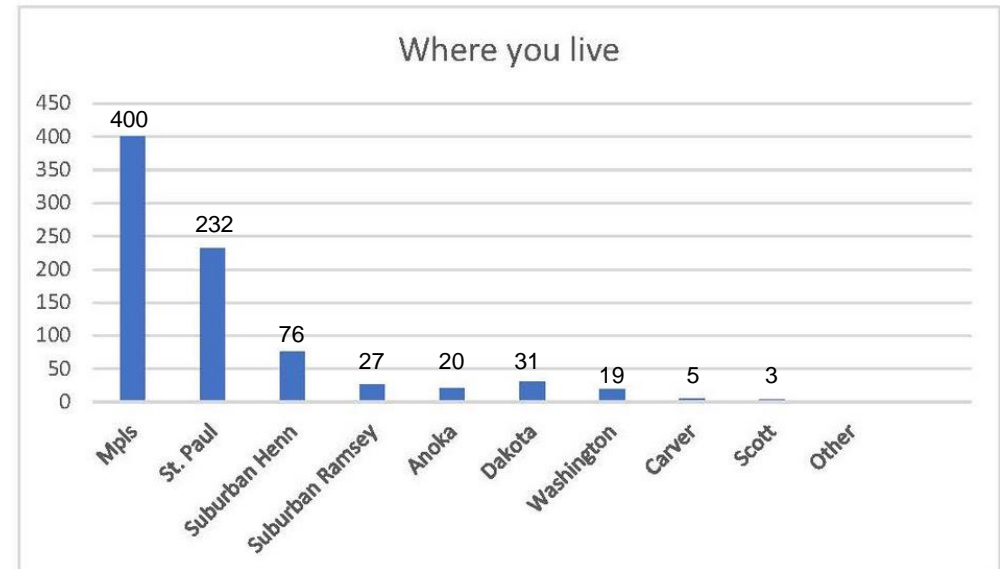
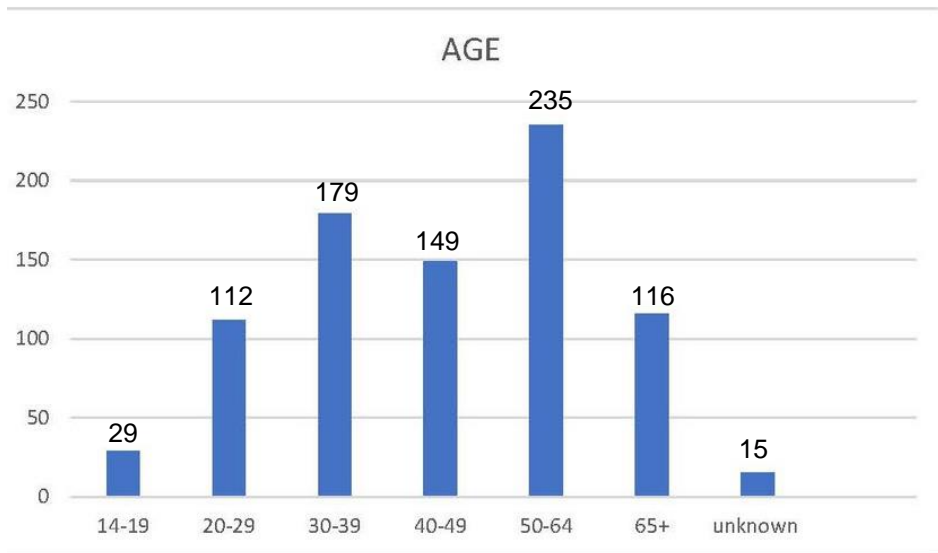
Surveys

782 Surveys have been completed as of 7/13

10 of those were in Spanish
771 in English
1 in Somali



**Survey and outreach efforts are ongoing*

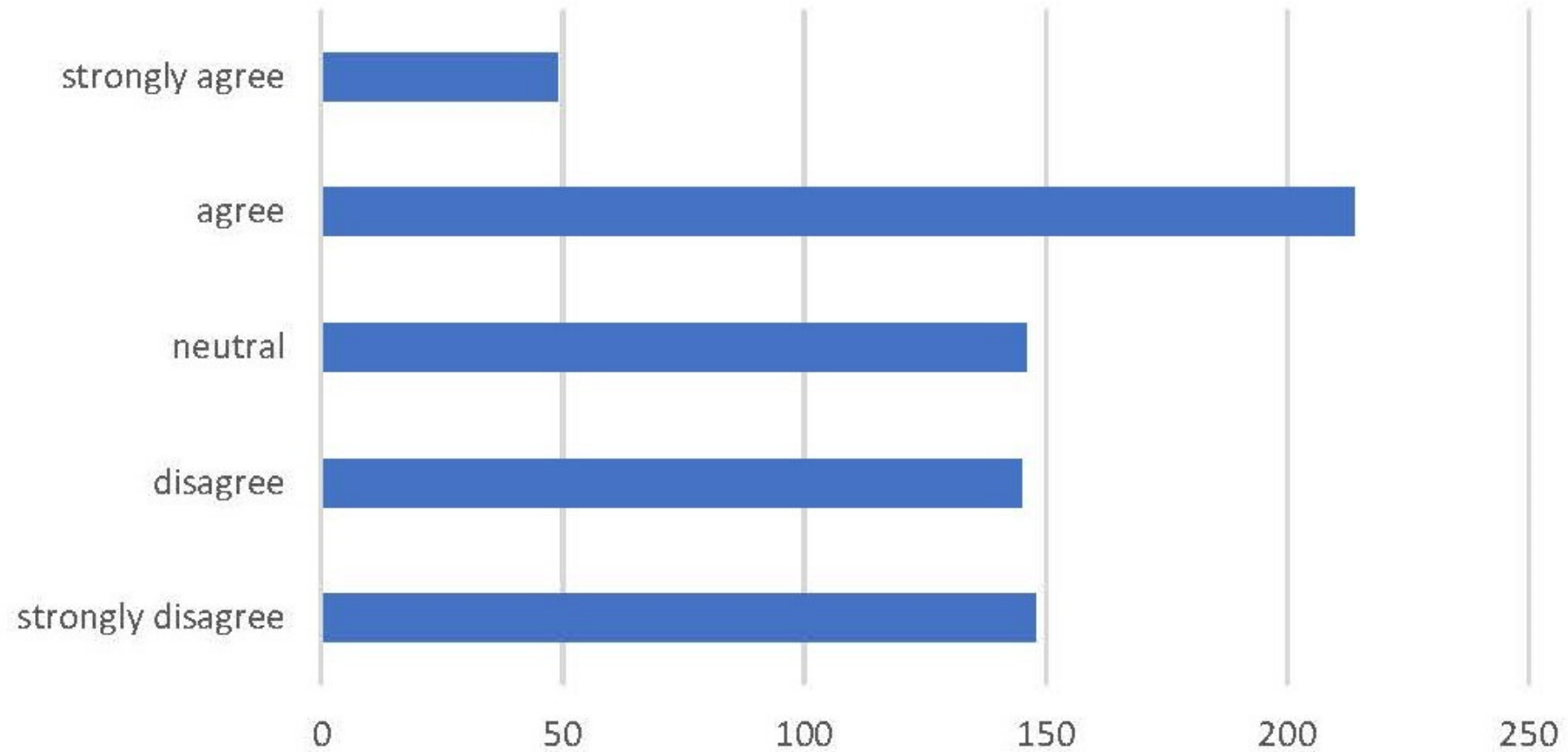


Work, Social activities and School lead as reasons for riding

Rush hours - afternoon and morning lead for times folks are riding.

66% of English survey takers are traveling to Minneapolis, 90% of Spanish survey takers.

I feel safe as a passenger on Metro Transit



Definitions of Safety

“Getting where I need to go without harm.”

“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.”

“Feeling that I don't need to worry about being robbed or injured.”

“Being transported to and from my destination while suffering no mental or physical health consequences.”

“Being able to ride the train without fear or anxiety of being assaulted.”

Overview of Questions and Results

- 28% Agree and 28% Strongly Agree that smoking impacts their sense of safety.
- 43% Agree and 30% Strongly Agree that the cleanliness impacts their sense of safety.
- 34% Agree and 19% Strongly Agree re Emergency Call Buttons increase sense of safety
- 45% Agree and 30% Strongly Agree that additional lighting would increase sense of safety
- 43% Agree and 39% Strongly Agree that the train/bus being on time affects their sense of safety.

Overview of Questions and Results

- 49% Agree and 36% Strongly Agree that the friendliness of the bus driver impacts their sense of safety.
- 20% Agree and 75% Strongly Agree that the behavior of other passengers affects their sense of safety.
- 72% said that safety concerns have impacted when and how often they ride.
- 24% Agreed and 38% Strongly Agreed that they feel safer when police are present
- About half have had a direct experience with Transit Police; 18% Agreed and 29% Strongly Agreed that it made them feel safer.

Overview of Questions and Results

84% indicated they have witnessed the Transit Police interacting with others; as a result 22% Strongly Agreed, 25% Agreed, 23% were Neutral, 15% Disagreed, and 14% Strongly Agreed that it made them feel safer.

Regarding some of the open ended questions about what things could contribute to increased safety, the same themes that surfaced in the forums are here in the survey: better facilities (lights, cleanliness, more shelter, shoveled stops, etc.), timeliness, and talk of unarmed security/ambassadors

Youth Engagement

Community Committee
Outreach to MPS

Outreach to youth serving
organizations

Host Focus Group

One on one Interviews

“We feel so targeted”



Engaging Frontline Transit Employees

- On-site, in-person engagement at with operators, and other frontline staff – maintenance, cleaners, mechanics
- Small-group engagement
- Survey
- Strong participation
 - Nearly 40% of participants identify as people of color.
 - 21% identify as women.

Frontline Employees – Defining Safety

“Doing your work without fear”

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

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

Frontline Employees – Defining Safety

“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.”

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

“Not feeling like I might not make it home each night”

Themes from Frontline Transit Employees

- More prominent presence on vehicles
 - Officers
 - Availability and response time
 - Others (security, staff with authority)
- Demonstrable consequence
 - Enforce policies, rules, expectations
- Recognition of need to offer help, assistance, human-centered response
- Opportunities for better coordination among agencies, local government

Themes from Frontline Employees – Continued

- Concern about creating unwelcome environment for passengers
 - People returning to the system post-pandemic
- Employees feel unsafe
 - Operators feel they are being asked to deal with too much while operating a vehicle. They need greater access to police response/presence
 - Maintenance and facilities employees feel vulnerable, especially when they're alone or at later hours
 - The conditions they are faced with – especially on light rail – makes it a very difficult job
- Employees are anxious, concerned, disengaging

Other Frontline Employee Safety Consideration

- Availability of layover stops
- Barriers
- Cameras
- Sign placement and local conditions
- Awareness around vehicles
- Traffic violations – downtown, busy corridors

Current Context

- Current Moment
- Virtual Environment

Questions?

<https://citizensleague.org/projects/metro-transit-safety-conversation/>



TWIN CITIES INNOVATION ALLIANCE