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://metrocouncil.org/getdoc/fad3c0ae-0204-404a-a7ad-435a34b26420/Agenda.aspx](https://metrocouncil.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://metrocouncil.org/getdoc/2e5fd936-8e77-401a-8988-e6c002d13396/Agenda.aspx](https://metrocouncil.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://metrocouncil.org/getdoc/052a4726-a742-43f1-914c-9c505a917014/Agenda.aspx](https://metrocouncil.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://metrocouncil.org/getdoc/503f9fb9-7a61-447b-928a-2819a3a3fb97/Agenda.aspx](https://metrocouncil.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://metrocouncil.org/getdoc/a2c900bd-cf2a-4c95-93f4-7ed71ac21a67/Agenda.aspx](https://metrocouncil.org/getdoc/a2c900bd-cf2a-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
21\textsuperscript{st} \textbf{CENTURY POLICING}

\textbf{SIX PILLARS}

\textbf{of 21\textsuperscript{st} CENTURY POLICING}

\begin{itemize}
  \item \textbf{BUILD TRUST & LEGITIMACY}
    Embrace a guardian mindset in order to build trust with the public.
  \item \textbf{COMMUNITY POLICING & CRIME REDUCTION}
    Engage with neighborhoods to co-produce public safety.
  \item \textbf{POLICY & OVERSIGHT}
    Collaborate with community to develop policies and strategies to reduce crime.
  \item \textbf{TRAINING & EDUCATION}
    Train officers to address a growing variety of challenges.
  \item \textbf{TECHNOLOGY & SOCIAL MEDIA}
    Identify, assess, and evaluate new technology to improve policing practices.
  \item \textbf{OFFICER WELLNESS & SAFETY}
    Promote officer wellness and safety, keeping in mind the unique nature of the work.
\end{itemize}
MTPD + DIVERSITY

ALL SWORN OFFICERS

- White: 64.74%
- Hispanic/Latino: 6.94%
- Black: 15.61%
- Asian: 11.56%
- Hawaiian/Pacific Islander: 0.58%
- Native American: 0.58%

16+ different languages
38% people of color
15% women
MTPD + COVERAGE

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

**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

**METRO-WIDE**
1 sergeant
Transit Response Unit: 7 officers
Homeless Action Team: 4 officers
MTPD + PATROL SHIFT ASSIGNMENTS

BLUE-GREEN LINE
4 officers
8am-4pm

GREEN LINE
6am-2pm:
4 officers

4pm-midnight:
4 officers

BLUE LINE
6am-2pm:
4 officers

4pm-midnight:
4 officers

MOA-AIRPORT BEAT
10am-8pm:
2 officers
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

IN THE FIRST MONTH:

- 10 booked on warrants (including 1 sex offender)
- 15 alcohol, smoking & narcotics citations/arrests
- Multiple trespass warnings issued
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
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
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
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
In 2019, the Internal Affairs Unit:

- Investigated 12 formal complaints
- Sustained 30 policy violations
- Resolved 177 informal complaints
MTPD Complaint Handling Process

If true, would complaint constitute policy/law violation?

Yes
- Formal Process
  - IAU Assessment
  - IAU Investigation
  - Recommendation sent to Chief
  - Discipline if appropriate

No
- Informal Process
  - Supervisor discuss/coach/training
  - Review by Division Captain
  - Sent to IAU for recording
Current MTPD officers receive the following training:

<table>
<thead>
<tr>
<th>COURSE</th>
<th>HOURS</th>
<th>WHO</th>
<th>BEGAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Intervention Team (CIT)*</td>
<td>40 hours</td>
<td>45 officers</td>
<td>2018</td>
</tr>
<tr>
<td>Fair &amp; Impartial Policing</td>
<td>8 hours</td>
<td>All officers</td>
<td>2018</td>
</tr>
<tr>
<td>Integrated Communication Assessment &amp; Tactics (ICAT)</td>
<td>8 hours</td>
<td>All officers</td>
<td>2018</td>
</tr>
<tr>
<td>Procedural Justice</td>
<td>8 hours</td>
<td>All officers</td>
<td>2019</td>
</tr>
<tr>
<td>Conflict Management &amp; De-escalation</td>
<td>3 hours</td>
<td>All officers</td>
<td>2020</td>
</tr>
</tbody>
</table>

*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

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>African-American cultural awareness</td>
<td>3.5 hours</td>
</tr>
<tr>
<td>Asian cultural awareness</td>
<td>2 hours</td>
</tr>
<tr>
<td>East/West African cultural awareness</td>
<td>3 hours</td>
</tr>
<tr>
<td>Latino cultural awareness</td>
<td>2 hours</td>
</tr>
<tr>
<td>Muslim cultural awareness</td>
<td>2 hours</td>
</tr>
<tr>
<td>Native American cultural awareness</td>
<td>2 hours</td>
</tr>
<tr>
<td>Community policing</td>
<td>2 hours</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>4 hours</td>
</tr>
<tr>
<td>Autism awareness</td>
<td>2 hours</td>
</tr>
<tr>
<td>Procedural justice</td>
<td>4 hours</td>
</tr>
<tr>
<td>Internal Affairs/Ethics</td>
<td>1.5 hours</td>
</tr>
<tr>
<td>Integrated Communication Assessment &amp; Tactics (ICAT)</td>
<td>4 hours</td>
</tr>
</tbody>
</table>
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

- White: 53%
- Hispanic: 7%
- Black: 23%
- Asian: 16%
- American Indian: 1%

Department Total by Race

- White: 59%
- Hispanic: 7%
- Black: 17%
- Asian: 16%
- American Indian: 1%

Officer POC: 46.8%
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

Full Time Officers by Gender

- Women: 21%
- Men: 79%

FT Female Officers: 20.6%
Statewide: 12%

Women: 22%
Men: 78%

Department Total by Gender

Female Total: 21.8%

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

Met Council/MT data source:
https://metcmn.sharepoint.com/sites/HumanResources/Previous%20Service%20Review%20Reports/Council%20Workforce%20Data%20-%20YE%202020.pdf
MTPD ACTIVITIES: JANUARY 1-JUNE 30, 2021

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
MTPD: WHAT WE DON’T DO

- 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

Atlantic City man dies in police holding cell

Breonna Taylor’s death: A push to limit no-knock warrants
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
SOURCES OF POLICY

Lexipol
Best practices
Court precedent
Other police agencies
RECENT POLICY REVISIONS

REVISED WITHIN THE LAST YEAR:

300: Use of Force
306: Handcuffing & Restraints
308: Control Devices
309: TASERs
310: Critical Incidents
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.
REASONABLENESS STANDARD

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
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

DE-ESCALATE  ESCALATE
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.

Subjects Actions

Levels of Resistance

De-Escalation

Passive Resistance

Defensive Resistance

Active Resistance

Active Aggression

Subject Intent to Harm

Low Level

Low probability of injury

Interim

Potential to cause injury or substantial pain

De-Escalation

Level of Control

OFFICER RESPONSE (FORCE TRANSITION)

Escalation

Aggravated Active Aggression

OFFICER RESPONSE

LESS LETHAL (40MM)

Baton (Deadly Force)

Target area

VPR

OFFICER PRESENCE

Verbal Command

Restraints

Soft Empty Hand Tactics

Pain Compliance

Pressure Point

Takedowns

Joint Locks

Two Finger Locks

Shoulder Pin

TEAM arrest and control

OC Spray

OFFICER PRESENCE

Verbal Command

Restraints

Soft Empty Hand Tactics

Pain Compliance

Pressure Point

Takedowns

Joint Locks

Two Finger Locks

Shoulder Pin

TEAM arrest and control

OC Spray

Hard Empty Hand

Tactics

Kicks, Strikes

Taser

Baton

OFFICER PRESENCE

Verbal Command

Restraints

Soft Empty Hand Tactics

Pain Compliance

Pressure Point

Takedowns

Joint Locks

Two Finger Locks

Shoulder Pin

TEAM arrest & control

OC Spray

Hard Empty Hand

Kicks, Strikes

Taser

Baton

DEADLY FORCE

Likely to cause death or serious bodily harm
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.
CONSIDERATIONS

Age
Health (inc. pregnancy)
Disability

TYPES OF RESTRAINTS

Handcuffs (metal or plastic)
Leg restraints
Spit guards
MTPD POLICY 308: CONTROL DEVICES

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
MTPD POLICY 309: TASERs

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
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<tbody>
<tr>
<td>Week 1</td>
<td>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</td>
<td>1. Conduct individual interviews with identified stakeholders. 2. Develop communications &amp; outreach plan for small group discussions, online survey, and community town halls. 3. Develop online survey.</td>
<td>1. Conduct individual interviews with identified stakeholders. 2. Conduct small group discussions. 3. Plan community town halls.</td>
<td>1. Conduct individual interviews with identified stakeholders.</td>
<td>1. Compile data and produce summary report of phase 1 findings.</td>
</tr>
<tr>
<td>Week 2</td>
<td>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.)</td>
<td>1. Conduct individual interviews with identified stakeholders. 2. Develop and launch communications &amp; outreach plan for small group discussions, online survey, and community town halls. 3. Develop online survey.</td>
<td>1. Conduct individual interviews with identified stakeholders. 2. Conduct small group discussions. 3. Planning of community town halls (November and December).</td>
<td>1. Host second online community town hall.</td>
<td>1. Compile data and produce summary report of phase 1 findings.</td>
</tr>
<tr>
<td>Week 3</td>
<td>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.</td>
<td>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.</td>
<td>1. Host first online community town hall.</td>
<td>1. Conduct individual interviews with identified stakeholders.</td>
<td>1. Compile data and produce summary report of phase 1 findings.</td>
</tr>
<tr>
<td>Week 4</td>
<td>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.</td>
<td>1. Conduct individual interviews with identified stakeholders. 2. Outreach and schedule small group discussions. 3. Planning of community town halls.</td>
<td>1. Conduct individual interviews with identified stakeholders. 2. Conduct small group discussions.</td>
<td>1. Conduct individual interviews with identified stakeholders. 2. Online survey closes.</td>
<td>1. Compile data and produce summary report of phase 1 findings.</td>
</tr>
</tbody>
</table>

**FINAL REPORT DUE MONDAY, FEBRUARY 8TH, 2021**
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
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.
Project Timeline

Exploratory Phase: January 2021 – February 2021
- Recruitment
- Orientation/Onboarding/community building
- Met Council/Metro Transit Scope

Development: March 2021 – April 2021
- Survey planning
- Forum planning
- Launch

Delivery: May 2021 – June 2021
- Survey
- Forums
- One : One

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

Race/Ethnicity
- White: 56%
- Latin: 8%
- Indigenous/Native American: 4%
- African American: 4%
- Asian: 8%
- Multi-racial: 4%
- Unknown: 16%

Age
- 20-29: 20%
- 30-39: 28%
- 40-49: 12%
- 50-65: 12%
- 66 and over: 12%
- Unknown: 16%

Where do you Stay?
- Minneapolis: 56%
- Dakota County: 24%
- St. Paul: 8%
- Suburban Ramsey County: 8%
- Anoka County: 4%
- Scott County: 4%
- Suburban Hennepin County: 4%
- Carver County: 4%
- Unknown: 16%
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 harassment, 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)
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

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
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.
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.”
“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?