Lesley Kandaras
Interim General Manager.
Overview: Recent Public Safety Efforts on Transit

Photo Credit: Minnesota Historical Society
https://www.mnhs.org/capitol/learn/building
Safety & Security Action Plan: Background and Context

- Safety & Security Action Plan emerged from the Metropolitan Council’s Metro Transit Police Review
- Build on past work and investments
- Currently comprised of 40 action items organized into three areas of work
- Metropolitan Council endorsed the three areas of work and established a quarterly reporting requirement in June 2022.

- Plan and reports available: [www.metrotransit.org/public-safety](http://www.metrotransit.org/public-safety)
- Data available: [www.metrotransit.org/performance](http://www.metrotransit.org/performance)
Area of Work 1
Improving Conditions on the System

Area of Work 2
Training and Supporting Employees

Area of Work 3
Engaging and Supporting Customers
2023 legislation relating to public safety on transit

1. **Transit Service Intervention Project** – launched 6/1/23; (Chapter 68, Article 1, Section 14 and Article 4, Section 113)

2. **Transit Rider Activity** – code of conduct, paid fare zones, facilities monitoring (Chapter 68, Article 4, Section 92)

3. **Transit Rider Investment Program (TRIP)** – including administrative citations (Chapter 68, Article 4, Section 93)

4. **Transit Safety and Rider Experience Legislative Report** – first report due 2/15/24 (Chapter 68, Article 4, Section 94)

5. **Cleaning and Repair Standards and Reporting** – establish by 10/1/23 (Chapter 68, Article 4, Section 95)
Code of Conduct

Pam Steffen, Manager-Customer Relations & Experience
Improving Conditions on the System: Code of Conduct

- Part common sense, part state law
  - Valid fares
  - Don’t distract operator
  - No smoking!
  - Priority seating
  - Headphones
  - Litter
  - Language
Improving Conditions on the System: Code of Conduct

Review existing Code of Conduct and enforcement procedures, seek Metropolitan Council adoption of updated Code of Conduct, and broadly and regularly communicate adopted Code of Conduct to employees and riders.

• Matrix Development
  – Existing Code of Conduct & external communication
  – Illegal vs Policy
  – State Statues

• Employee and customer feedback
Improving Conditions on the System: Code of Conduct Employee Feedback

Survey Respondents

BREAKDOWN OF SURVEY RESPONDENTS

Bus Operator, 41.90%
Office Employee, 19.68%
Management, 6.04%
MTPD, 8.56%
Rail Maintenance, 2.55%
Facilities Maintenance, 1.85%
Bus Maintenance, 2.08%
Rail Operator, 5.79%
Other (please specify), 10.65%
Improving Conditions on the System: Code of Conduct Employee Feedback

Internal Rankings of the Importance of Illegal Customer Code of Conduct Policies

- Threats of Violence
- Firearms Discharge
- Sleeping or Operating
- Interfering with Driver or Vehicle
- Unruly/Disorderly Conduct
- Smoking/Vaping
- Emergency door pulls, holding
- Possession of Narcotics
- Alcohol Drinking
- Vandalizing MT Property
- Trespassing and Making on Track
- Loud Music
- Loud Cell Phone Calls
- Proximity
- Litering
- Animals
- Eating in open containers
Improving Conditions on the System: Code of Conduct Employee Feedback

Internal Rankings of the Importance of General Customer Code of Conduct Policies
Improving Conditions on the System: Code of Conduct Customer Feedback

Pick the 2 issues from the list below, that, if addressed, would most positively affect your sense of safety while riding or waiting for transit.
Based upon what you’ve heard today about our Code of Conduct survey results from Metro Transit employees and our customers...

Do you have any advice as it relates to equity and sensitivity to cultural norms when we communicate the refreshed Code of Conduct?