



Equity Advisory Committee – July 18, 2023



Lesley Kandaras

Interim General Manager



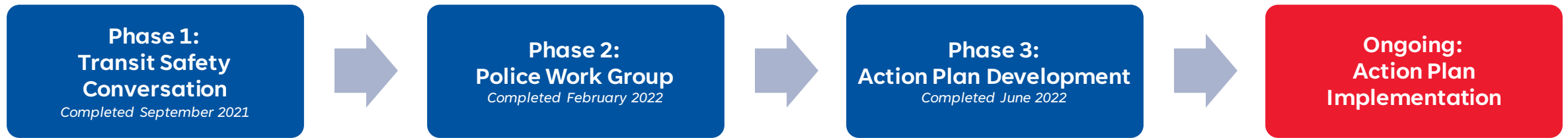
Overview: Recent Public Safety Efforts on Transit

Safety & Security ACTION PLAN



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
- Data available: 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



CUSTOMER CODE of CONDUCT

This is a public space. While on Metro Transit property, we expect customers to abide by this code for the safety and comfort of all.

- Do not distract the driver; stand behind the yellow line.
- No soliciting.
- Keep phone calls brief and quiet.
- Shirts and shoes are required.
- Keep feet, bags and service animals off seats. **One fare, one seat.**
- No laying across seats or on floor.

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THESE THINGS ARE ILLEGAL

They can lead to jail time, fines or both.
MN statute 640A.055

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- interfering with the driver or vehicle
- no electronics without headphones
- animals not in a carrier (service animals exempt)
- smoking/vaping
- spitting
- this vehicle is not a public restroom
- not paying correct fare
- urging or littering
- alcohol

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.

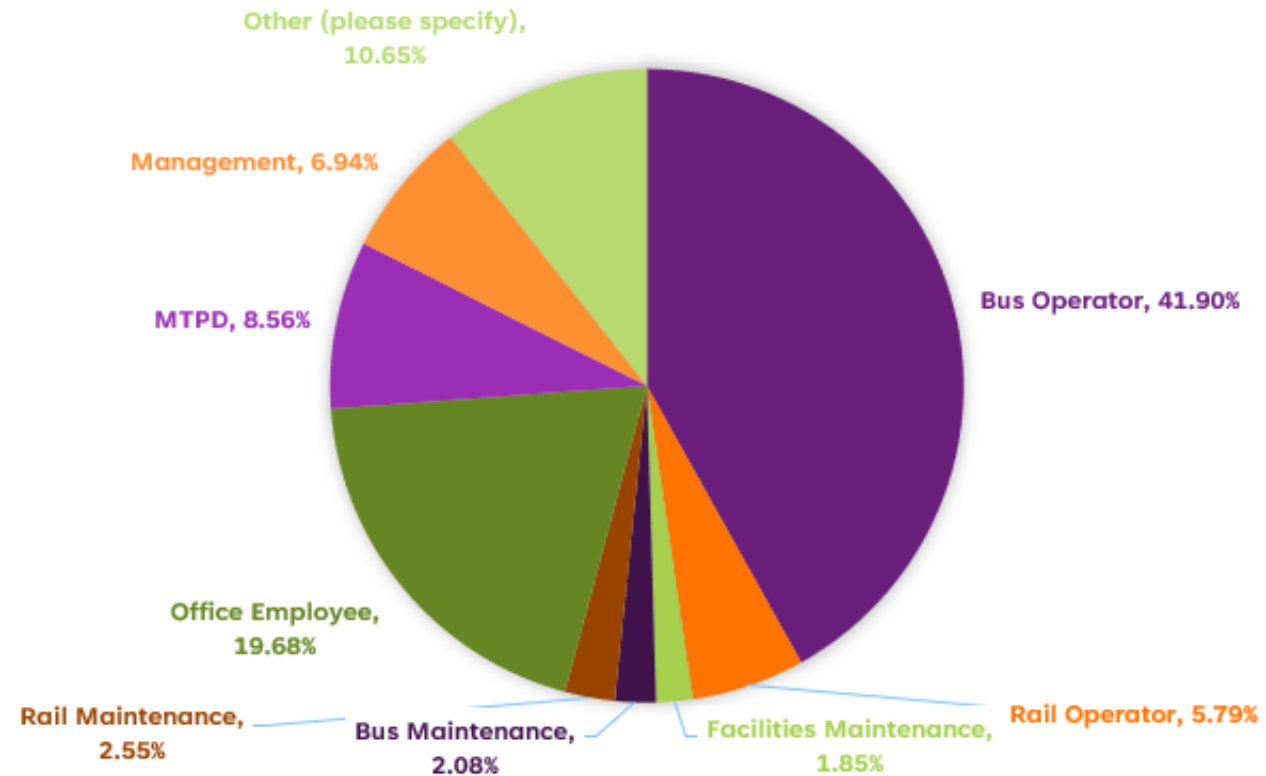
- Matrix Development
 - Existing Code of Conduct & external communication
 - Illegal vs Policy
 - State Statues
- Employee and customer feedback



Improving Conditions on the System: Code of Conduct Employee Feedback

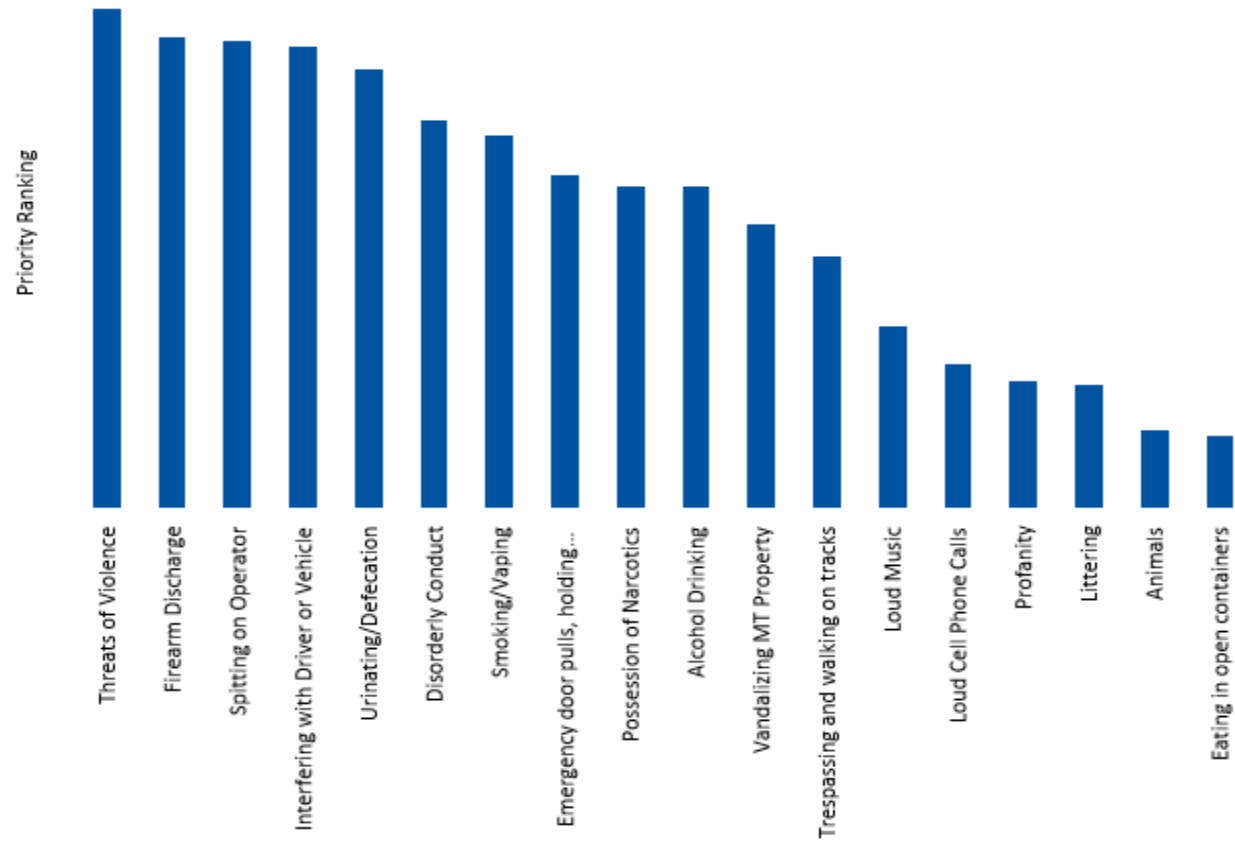
Survey Respondents

BREAKDOWN OF SURVEY RESPONDENTS



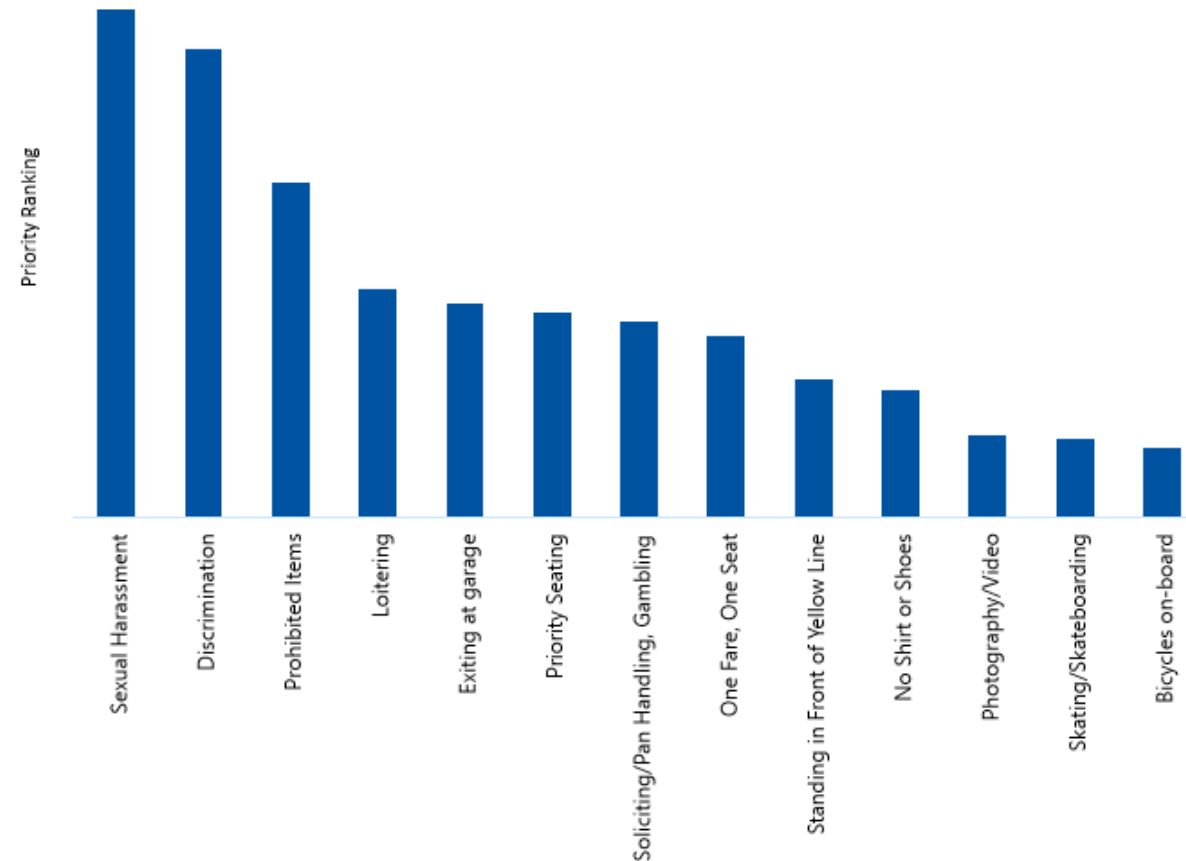
Improving Conditions on the System: Code of Conduct Employee Feedback

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



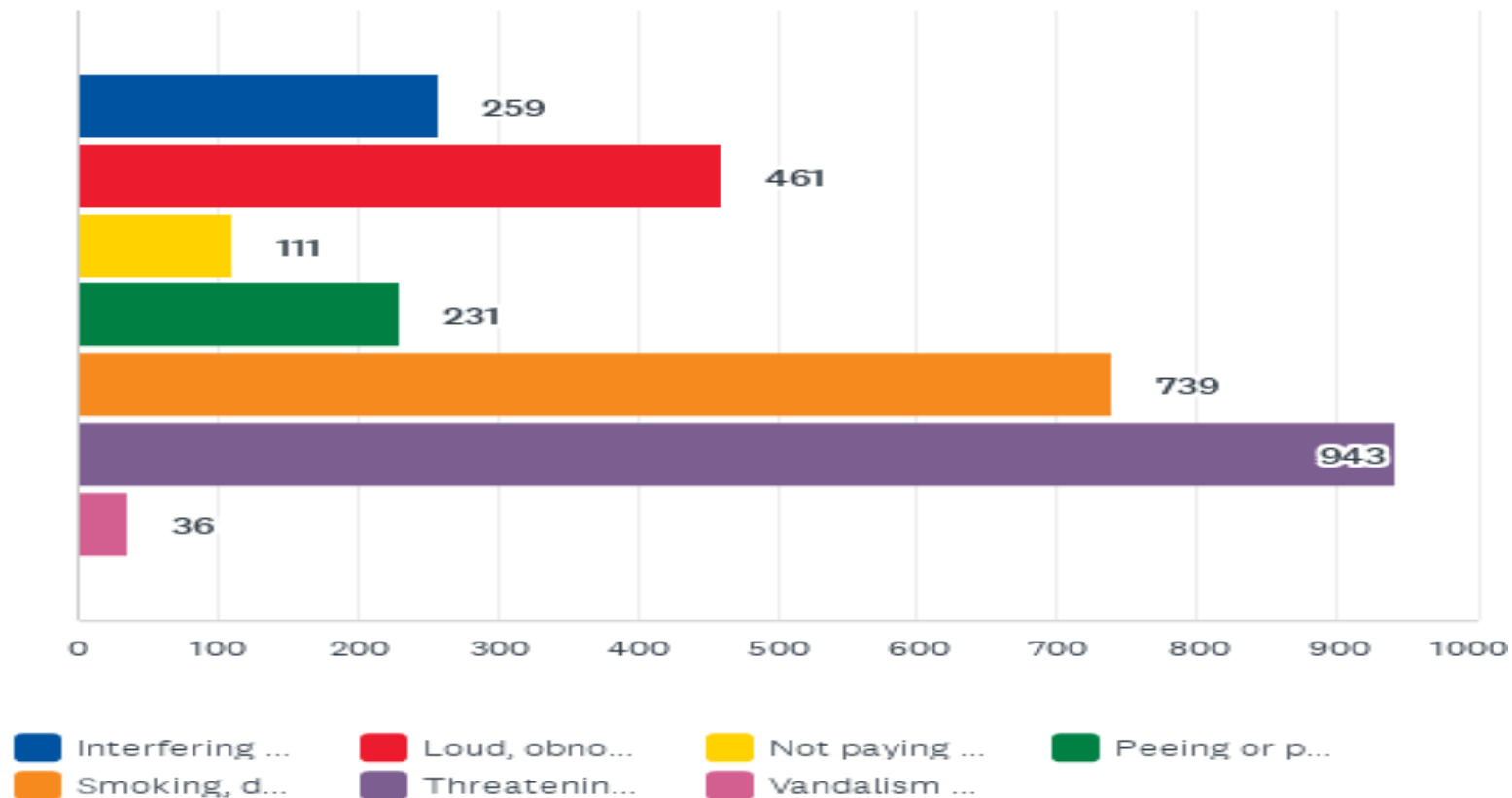
Improving Conditions on the System: Code of Conduct Employee Feedback

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?