



Metro Transit Safety & Customer Experience Updates

Presentation to Metropolitan Council
September 22, 2021

Overview

Provide baseline to help identify gaps

- Clean, well-maintained vehicles and facilities
- Service reliability
- Accurate transit information
- Official presence and Code of Conduct
- Employee safety and support



“Stronger, Better” 2021-2022 Strategic Plan



Stronger, Better

Strategic Plan, 2021-22



Five Goals

1. We will transition from the pandemic to a stronger, better transit system.
2. We provide service that is safe, welcoming, and comfortable.
3. We provide service that is reliable and easy to use.
4. We make our region more environmentally sustainable.
5. We are a great place to work and build a career.

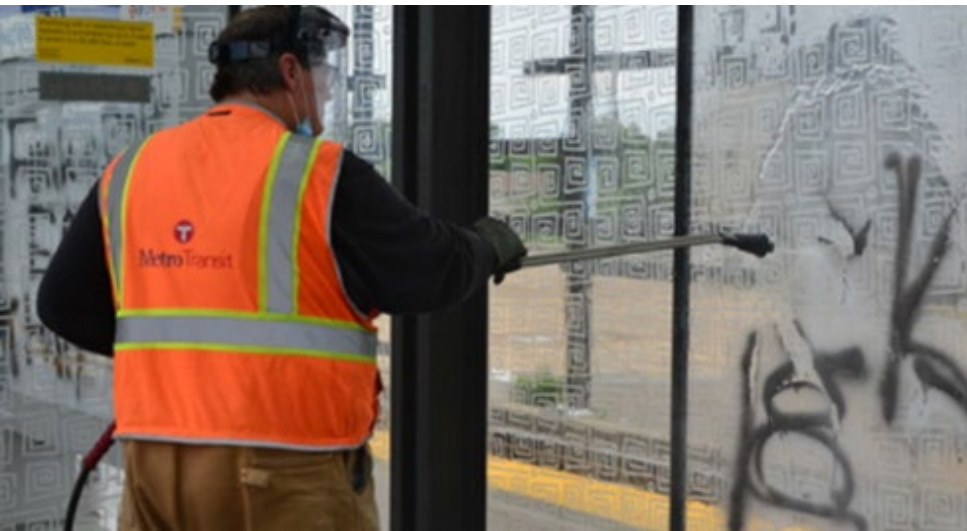
Four Core Elements

1. We meaningfully advance equity inside our organization and in the region.
2. We effectively communicate and engage with customers, stakeholders, and employees.
3. We evaluate our performance and foster innovation for continuous improvement.
4. We are responsible stewards of a transformative and financially sustainable transit system.



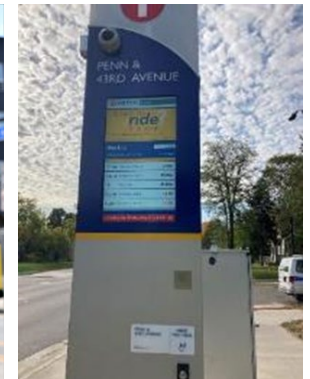
Cleaner Vehicles and Facilities

- Installed plastic seats on light rail vehicles
- Added staff to clean trains at the end of every run
- Daily bus and light rail vehicle cleaning to continue post-COVID
- Adding new positions in 2021-2022 to increase capacity for facilities cleaning



Designing Facilities for Safety

- Better Bus Stops, including lighting
- Security-related features on LRT and BRT
- Transit center upgrades
- Glass replacement



Service Reliability

- METRO transitway expansion
- Speed & Reliability projects
- Operator hiring



October driver hiring events!



Fast track your way to a new career! Come prepared to apply and interview all in one visit for full-time positions! You can also [apply online](#) in advance to further speed up the process. [Check this list](#) of what you'll need to apply.

Drivers start at more than \$21 per hour – even during training – and receive outstanding benefits, including paid training, health care, annual salary increases, a pension plan, an unlimited-ride bus pass and a **\$1,000 hiring bonus**.

Saturday, Oct. 9
9 a.m. to noon

Tuesday, Oct. 12
4 to 7 p.m.



Accurate Transit Information

Recent improvements include:

- Real-Time Prediction Engine (Launched summer 2020)
- TRANSIT-alerts (Launched summer 2020)
- Real-Time Sign Maintenance Team (Summer 2020)
- GTFS Schedule Data Improvements (Ongoing)
- Updated Schedule Pages (July 2021)
- Aira Pilot (June 2021)



Code of Conduct



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.



**THESE THINGS ARE
ILLEGAL**

They can lead to jail time, fines or both.
MN statute #609.855



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



eating or littering



alcohol

Recent Investments in Security & MTPD

Since 2019:

- Requiring officers to spend more time on transit vehicles, less time in squad cars
- Installed real-time cameras in all light rail vehicles
- Implemented body-worn cameras for officers
- Doubled Text-for-Safety staff
- Increased resources for Homeless Action Team
- Increased resources for officer presence



Feel unsafe, see something suspicious or inappropriate?

TEXT FOR SAFETY



Call 9-1-1 to report a crime,
text 612-900-0411 if you can't

Increasing Presence and Response

July 2021 Transit Security Initiative Announcement

- Expanded presence
 - Community Service Officers
 - Additional sworn officers
- Real Time Information Center



Employee Safety and Support

- Training, resources, support
- Operator barriers
- Transit Safety and Security Committee



