



Resiliency Training – Business Item 2023-112

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Resiliency Training

Negative trends are creating difficult challenges for frontline employees

- In 2022 Metro Transit reported a 29% increase in crime from the previous year.
- Increase in personal security events on public transit contributes to a perception that public transit is no longer safe to ride.
- Recent nationwide survey revealed that 75% of transit workers are afraid of being assaulted on the job.
- Shortage of social services for individuals experiencing homelessness, mental illness, and substance abuse.
- Challenges may cause burnout due to stress.
- Challenges increase employee absenteeism and resignations and reduce service and production.
- Metro Transit needs to build employee resilience to combat these challenges.

Resiliency Training

Help frontline employees build skills and knowledge to overcome challenges

- Recognize transit workers are human service professionals who act as first responders to emergencies.
- To manage customer challenges, they need specialized training focused on chronic urban trauma, substance abuse, community violence, and conflict de-escalation.
- When transit workers are better prepared to manage these challenges, they become more resilient and are less likely to suffer assaults and are more likely to remain on the job with higher job satisfaction.
- Red Kite Project: A human capital development firm helping organizations increase resilient employees with higher productivity, less absenteeism and turnover rates, and decrease customer complaints, operator assaults, and rule violations.
- Work with transit authorities across America since 2010, providing training to more than 7,500 transit employees.
- Certified female-owned business enterprise. Certification from WBENC – Women’s Business Enterprise National Council

Resiliency Training

Training proposed

- New contract for four years.
- Include bus and rail operators, other front-line workers, and management.
- On-line refresher course.
- Received three proposals for evaluation.
- Panel evaluated according to proposer quality, qualifications, experience, price, and the ability to deliver and support Metro Transit's training requirements.
- Red Kite is the most advantageous to the Council and is recommend for award.

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute contract 22p186 with Red Kite Project, to provide training services in an amount of \$1,806,723.

Thank You!

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