



Safety & Security ACTION PLAN

Quarter 2 2024 Update

Metropolitan Council Committee of the Whole | August 7, 2024





Introduction from General Manager Lesley Kandaras

Part 1: Metro Transit Police Department Update

- Quarter 2 Crime Data
- Staffing, Attrition, & Hiring Initiatives
- Law Enforcement Partnerships
- Community Outreach

Part 2: Safety & Security Action Plan Implementation Updates

- **Area of Work 1: Improving Conditions on the System Highlights**
 - Transit Rider Investment Program (TRIP) Update
- **Area of Work 2: Training & Supporting Employees Highlights**
 - Joint Labor Management Safety Committee (JLMSC) & Public Transportation Agency Safety Plans (PTASP)
 - Peer Support Program
 - De-escalation Training
- **Area of Work 3: Engaging Customers and Partners Highlights**
 - Take Pride in Your Ride
 - Community Partnerships
 - Proactive Communication

Safety & Security Action Plan: Marking 2 Years

SSAP ACTION ITEM 3.12



UNITY SERVICE OFFICERS &
RIDER INVESTMENT PROGRAM AGENTS



Safety & Security Action Plan: Background

SSAP ACTION ITEM 3.12



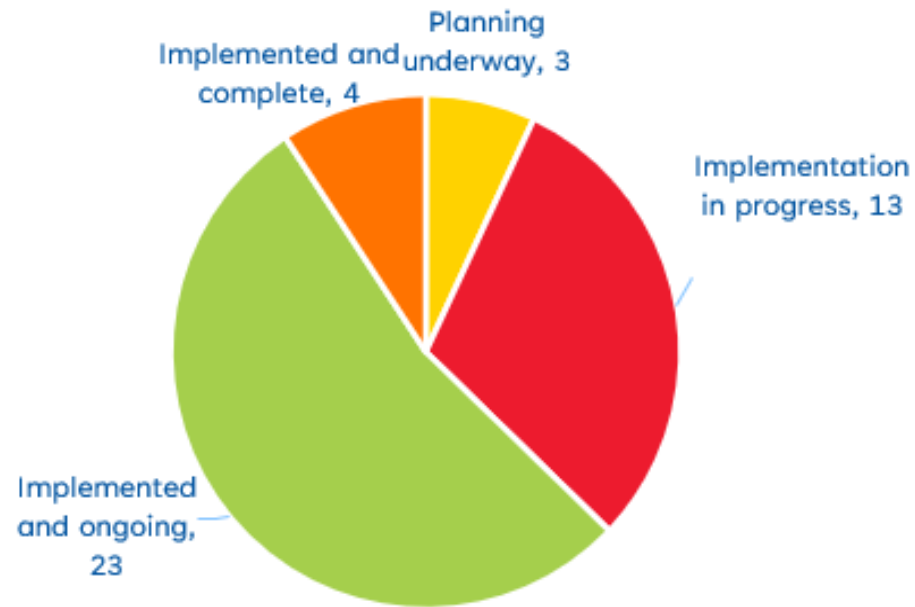
43 Action Items in 3 Areas of Work

Improving Conditions on the System 🤝 Training & Supporting Employees 🤝 Engaging Customers & Partners

Safety & Security Action Plan Update

SSAP ACTION ITEM 3.12

of Action Items in Each Implementation Status Category



Action Item Status By Area of Work



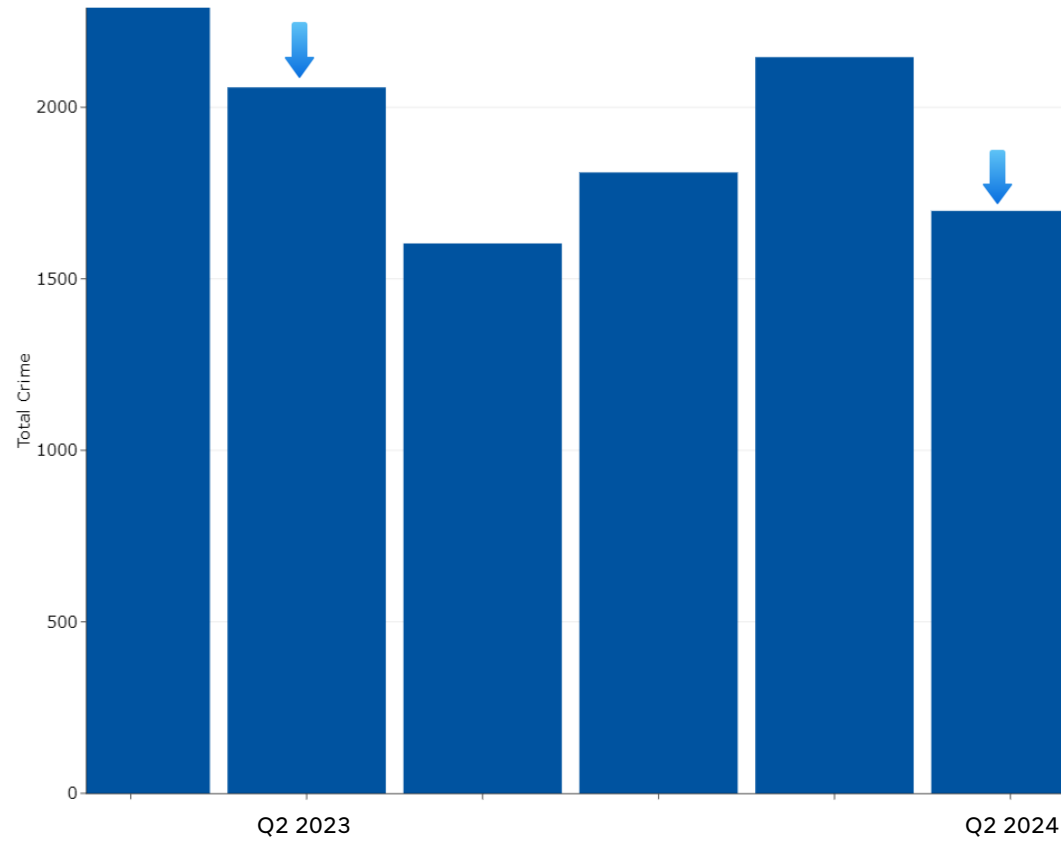


Part 1: Metro Transit Police Department

Ernest Morales III | Chief of Police

Quarter 2 Crime Data: Overall Reported Crime

SSAP ACTION ITEMS 3.11 & 3.12

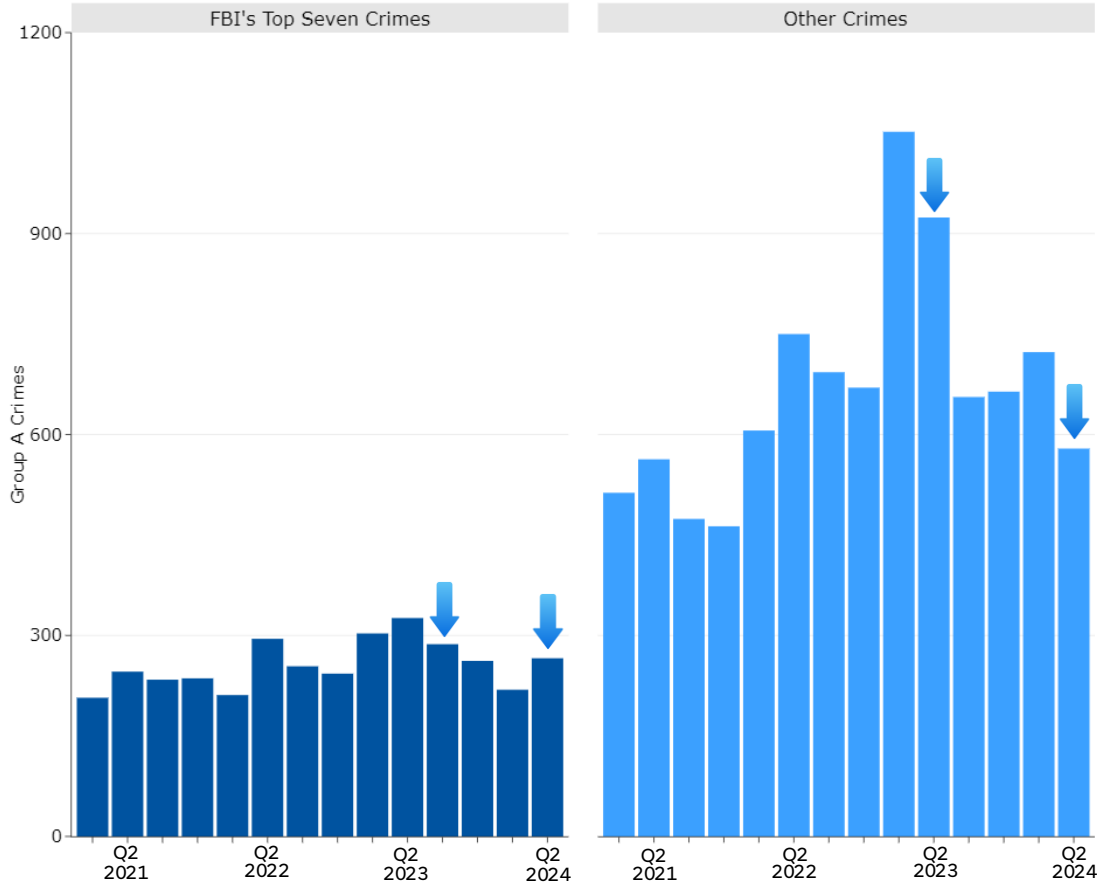


	Q2 2024	Q2 2023	% Change
Total Overall Reported Crime	1,698	2,058	-17.5%



Quarter 2 Crime Data: FBI Top 7 Crimes

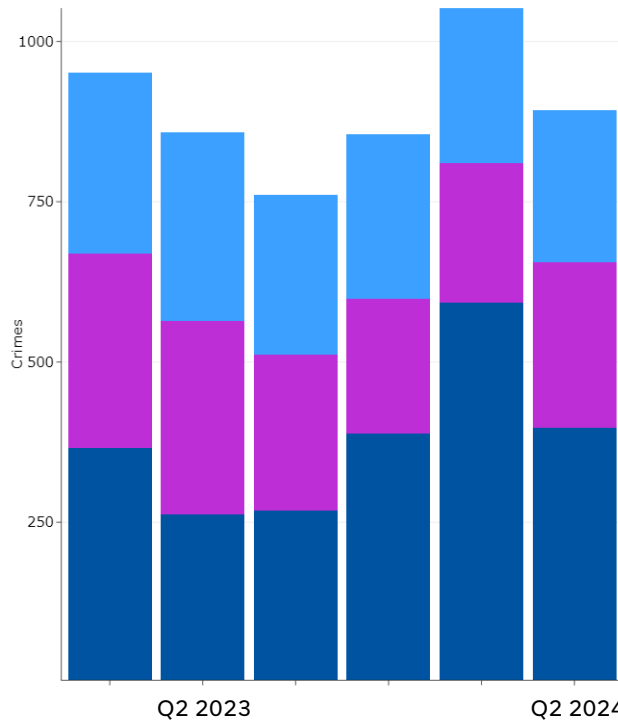
SSAP ACTION ITEMS 3.11 & 3.12



	Q2 2024	Q2 2023	% Change
Top 7 Crimes	266	326	-18.4%
All Other Crimes	579	924	-37.3%
FBI Top 7 Crimes			
Homicide	Sex Offenses	Robbery	Assault
Larceny or Theft From Person	Motor Vehicle Theft	Burglary or Breaking & Entering	

Quarter 2 Crime Data: Rules for Riding, Vandalism, & Alcohol/Tobacco/Narcotic Violations

SSAP ACTION ITEMS 3.11 & 3.12



■ Rules for Riding ■ Destruction/Damage/Vandalism of Property ■ Alcohol, Tobacco, Narcotic

	Q2 2024	Q2 2023	% Change
Rules for Riding	238	294	-19.1%
Vandalism	258	301	-14.3%
Alcohol, Tobacco, Narcotic	397	263	+37.7%

	Q2 2024	Q2 2023	Change (# of Violations)
Alcohol, Tobacco, Narcotic	397	263	+134
Smoking	248	25	+223
Drugs	123	182	-59
Alcohol	25	29	-4
Drug Paraphernalia	1	27	-26

YOUR ROLE AS A RIDER

REQUIRED:

- ✓ Pay your fare
- ✓ Wear shirts, bottoms, shoes
- ✓ One fare = one seat
- ✓ Drinks must be covered
- ✓ Animals must be in a carrier (exception: service animals)

NOT ALLOWED:

- Sexual or discriminatory harassment
- Phone calls or music played on speaker
- Soliciting/gambling/panhandling/loitering
- Flammable or other hazardous items
- Large items that block the aisle
- Riding bikes/skating/skateboarding
- Vulgar language
- Eating

ILLEGAL:

- Interfering with operator/movement of vehicle (includes holding doors)
- Disorderly conduct
- Smoking/vaping or illegal drug use
- Sexual assault
- Vandalizing or littering
- Threatening or spitting on others
- Drinking alcohol
- Pooping or peeing
- Walking on tracks/trespassing

Scan for more on our Code of Conduct.

Violators can be removed from transit property. Actions may result in added penalties.

Rules for Riding

REQUIRED

Pay Your Fare • Wear Shirts, Bottoms, & Shoes • One Fare = One Seat • Drinks Must Be Covered • Animals Must Be In A Carrier (Exception: Service Animals)

NOT ALLOWED

Sexual or Discriminatory Harassment • Phone Calls or Music Played On Speaker • Soliciting, Gambling, Panhandling, Loitering • Flammable or Other Hazardous Items • Large Items That Block the Aisle • Riding Bikes, Skating, Skateboarding • Vulgar Language • Eating

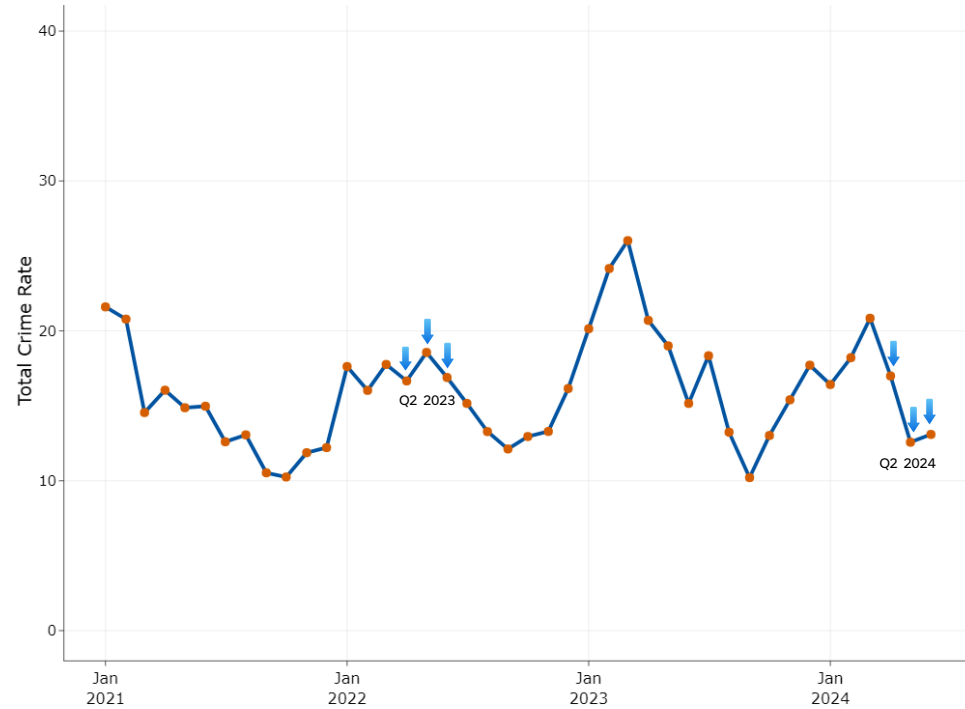
ILLEGAL

Interfering with Operator, Movement of Vehicle (Includes Holding Doors) • Disorderly Conduct • Smoking, Vaping, Illegal Drug Use • Sexual Assault • Vandalizing or Littering • Threatening or Spitting On Others • Drinking Alcohol • Urinating or Defecating • Walking On Tracks, Trespassing

Quarter 2 Crime Data: Crime Per 100,000 System Rides

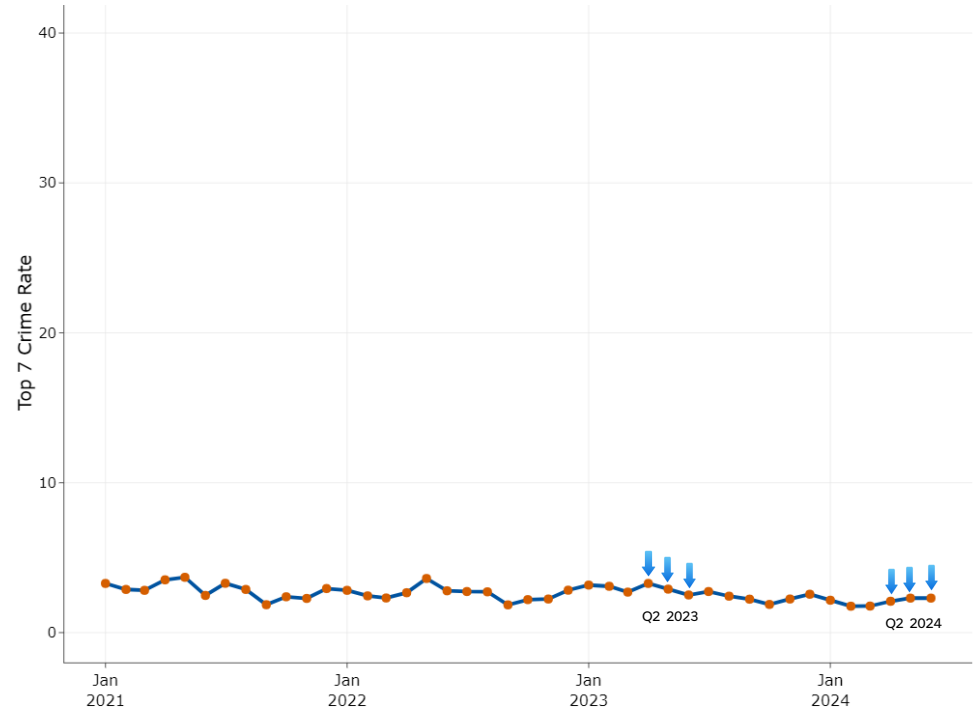
SSAP ACTION ITEMS 3.11 & 3.12

Total Crime Rate Per 100,000 System Rides



	Q2 2024	Q2 2023	% Change
Total Crime	1,698	2,058	-17.5%
Total Rides	11,922,911	11,264,670	+5.8%

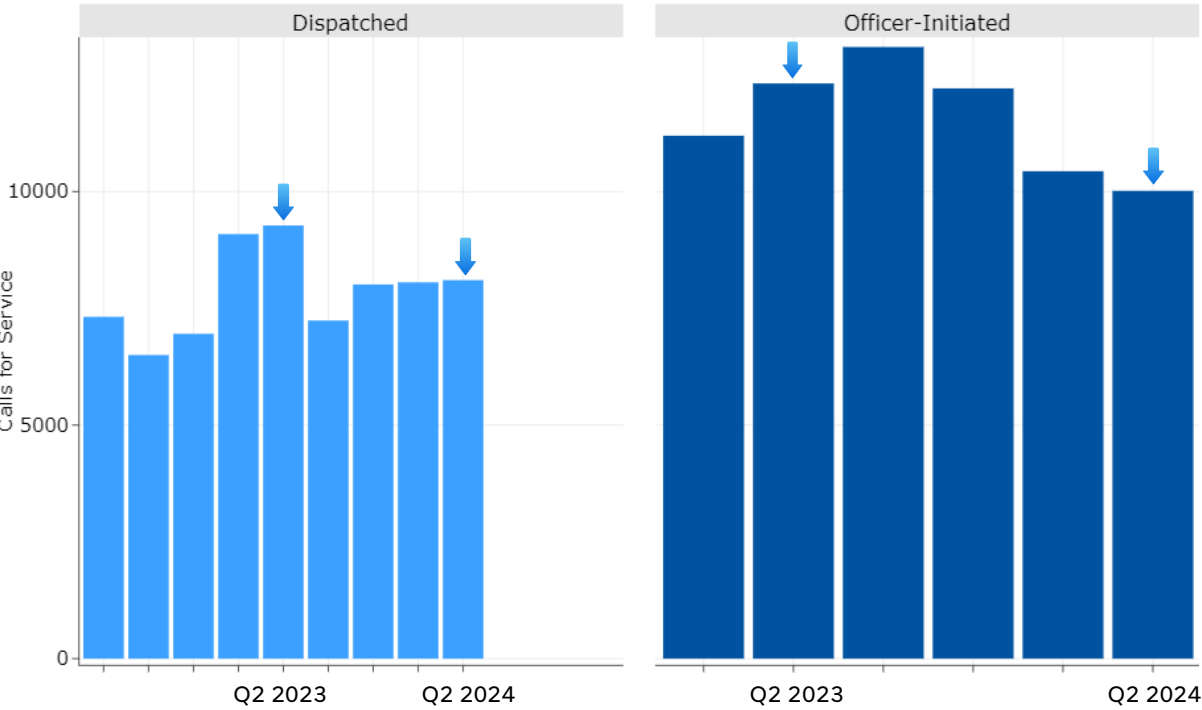
Top 7 Crime Rate Per 100,000 System Rides



	Q2 2024	Q2 2023	% Change
Top 7 Crime	266	326	-18.4%
Total Rides	11,922,911	11,264,670	+5.8%

Quarter 2 Crime Data: Calls for Service

SSAP ACTION ITEMS 3.11 & 3.12

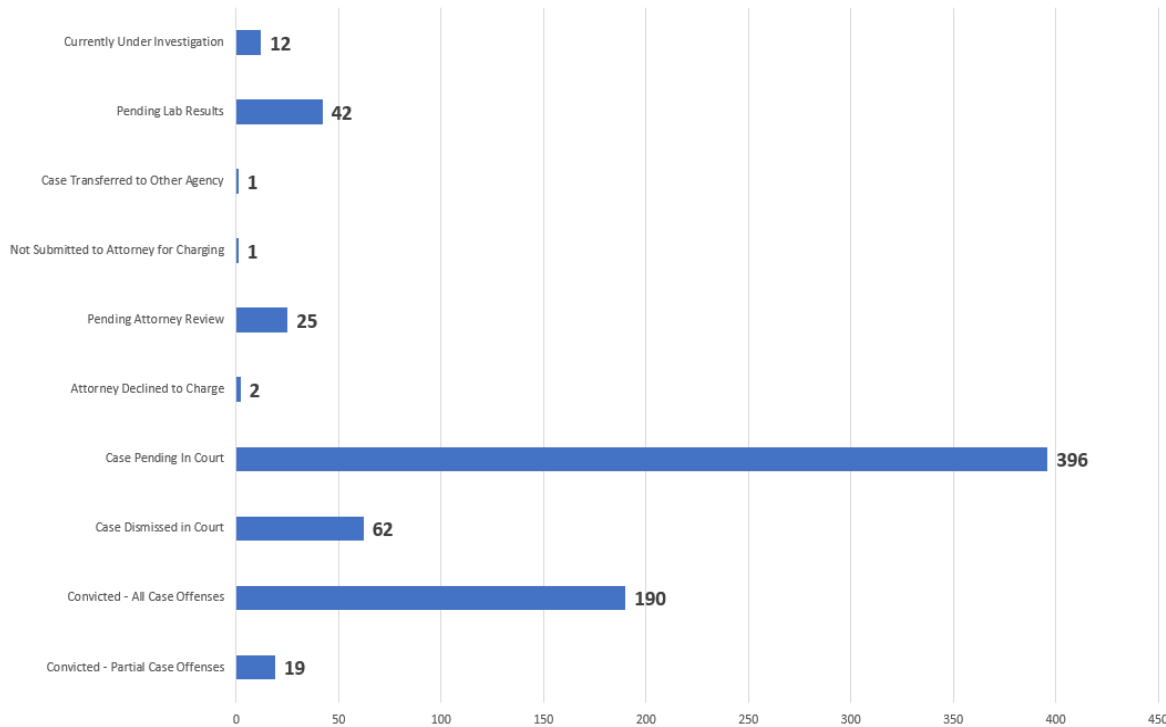


	Q2 2024	Q2 2023	% Change
Dispatched	8,103	9,274	-12.6%
Officer-Initiated	10,016	12,315	-18.7%



Quarter 2 Crime Data: Total Arrests

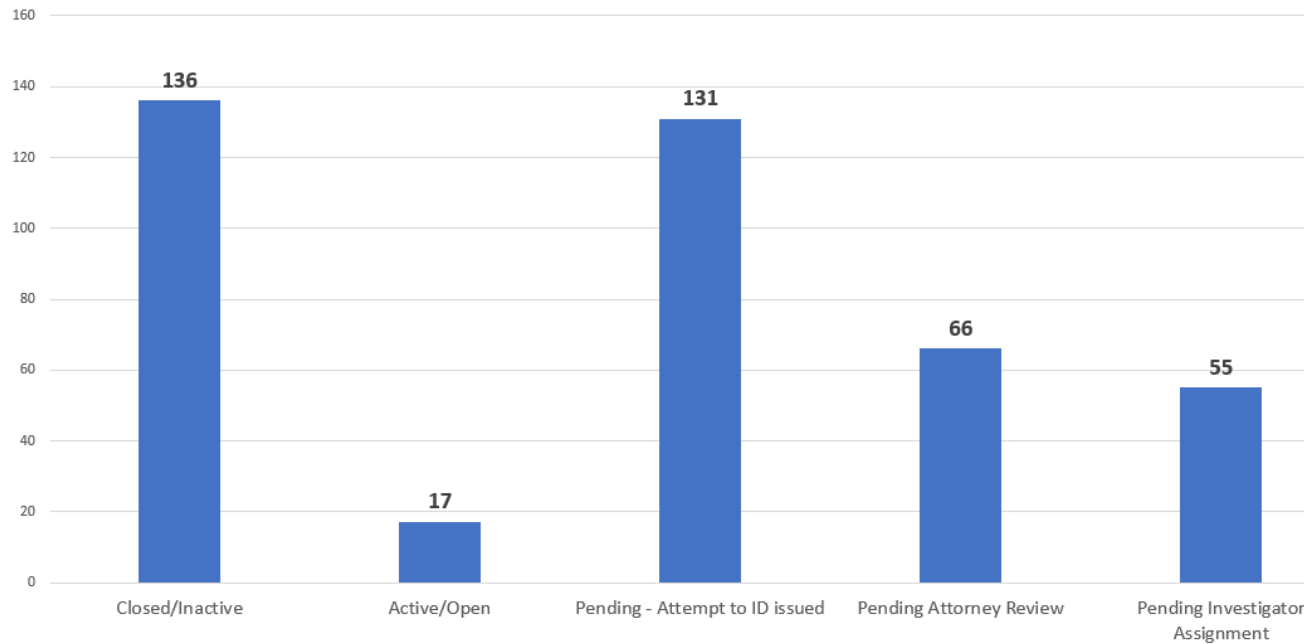
SSAP ACTION ITEMS 3.11 & 3.12



Status	Count	% of Arrests
Currently Under Investigation	12	1.6%
Pending Lab Results	42	5.6%
Case Transferred to Other Agency	1	0.1%
Under Attorney Review	25	3.3%
Charges Declined	2	0.3%
Cases Pending in Court	396	52.8%
Cases Dismissed in Court	62	8.3%
Cases with Full Conviction	190	25.3%
Cases with Partial Conviction	19	2.5%
Total	750	100%

Quarter 2 Crime Data: Case Investigations

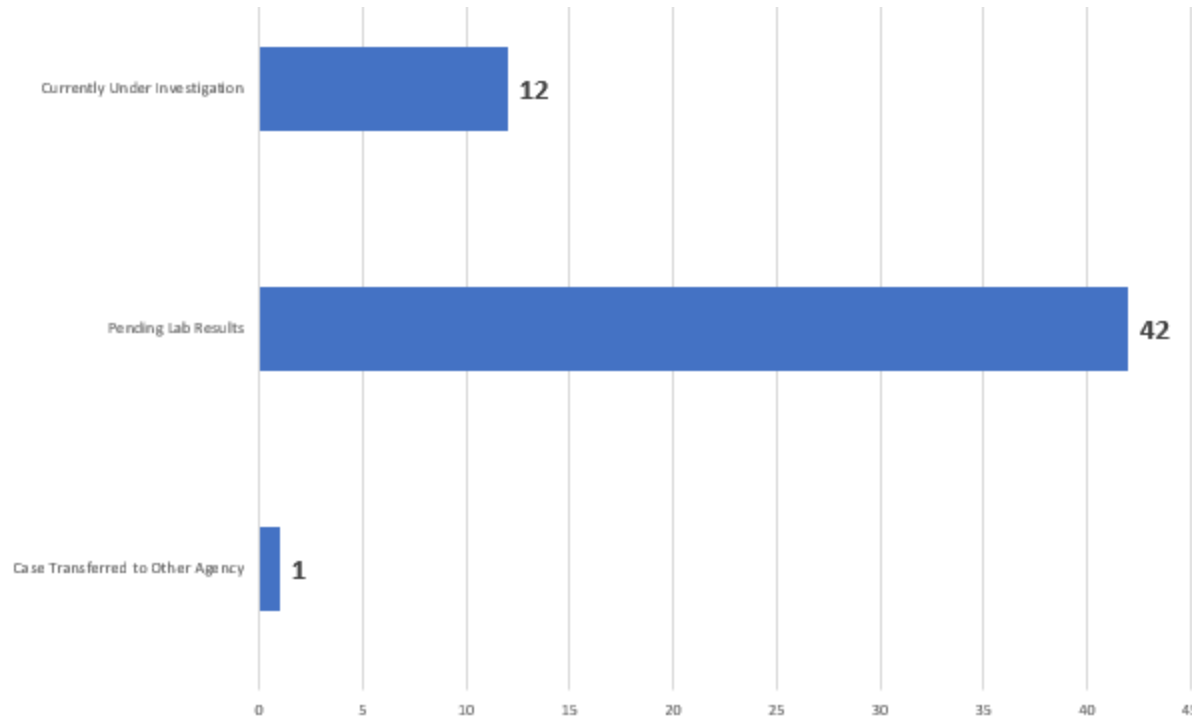
SSAP ACTION ITEMS 3.11 & 3.12



Status	Q2 2024	Q2 2023	% Change
Cases Assigned to Investigations	350	576	-39.2%
Cases Closed/Inactive	136	262	-48.1%
Cases Active/Open	17	212	-91.9%
Cases Pending: Attempt to ID Issued	131	94	+28.2%
Cases Pending: Attorney Review	66	80	-17.5%
Cases Pending: Assignment	55	--	--

Quarter 2 Crime Data: Pending Cases

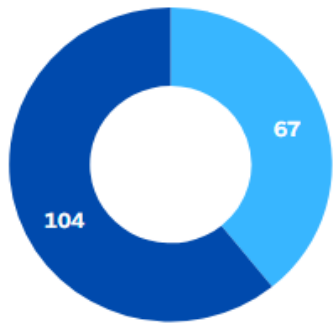
SSAP ACTION ITEMS 3.11 & 3.12



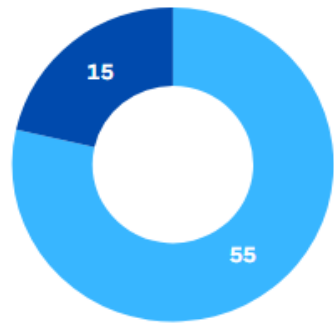
Status	# of Cases
Currently Under Investigation	12
Pending Lab Results	42
Case Transferred to Other Agency	1
Total	55

Metro Transit Police Department Update: Staffing & Attrition

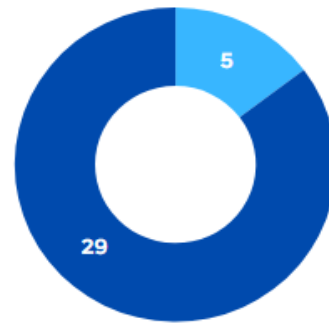
SSAP ACTION ITEM 1.1



Full-Time Officers



Community Service Officers



Support Services

Staffing (as of June 30, 2024)	Actual Staff / Authorized Staff
Full-Time Officers	104/171
Community Service Officers	15/70
Support Services	29/34



Attrition Over Next 5 Years	# of Officers
Eligible in 2024	3
Eligible in 2025	4
Eligible in 2026	8
Eligible in 2027	5
Eligible in 2028	5
Total	25

Metro Transit Police Department Update: Hiring Initiatives

SSAP ACTION ITEMS 1.1 & 2.6



- **CSO Pathways 2025**
 - Registration Opens Aug. 19
 - Promotional Materials in Hmong, Somali, & Spanish
 - Successful Applicants Hired as Community Service Officers in April 2025
- **Hiring Bonuses**
 - **\$4,000** for Full-Time Officers
 - **\$8,000** for Lateral Officers
 - **\$18,000** Tuition Reimbursement for Community Service Officers

Metro Transit Police Department Update: Law Enforcement Partnerships

SSAP ACTION ITEM 3.13



Maplewood Police	Woodbury Police	Oakdale Police
St. Paul Police	Washington County Sheriff	



Eden Prairie Police	Minnetonka Police	Hopkins Police
St. Louis Park Police	Minneapolis Police	

- **Operation Safe Summer**

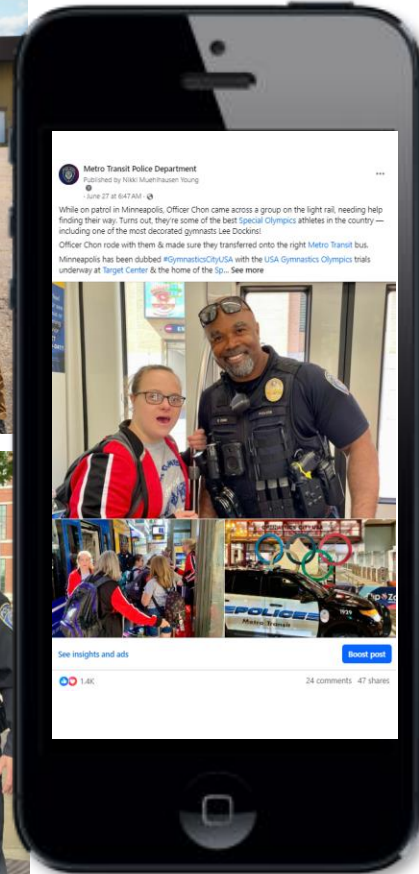
- Local, State & Federal Initiative
- Focused on Violent Individuals
- Dozens of Arrests, Recovered Guns & Narcotics

- **Gold Line & Green Line Extension Partnership Meetings**

- Building Partnerships with Local Agencies
- Joint Powers Agreements (JPA)
- Provide Training, Crime Data, & Real Time Information Center Tours

Metro Transit Police Department Update: Community Outreach

SSAP ACTION ITEMS 3.4, 3.5, & 3.8



- **Homeless Action Team (HAT)**
 - 378 Calls for Service
 - Supported Transit Service Intervention Project (TSIP)
 - 11 Outreach Events
 - 76 People Connected to Housing & Benefits Resources

- **Community Outreach Events**
 - Attended 40 Events
 - Nearly 4,600 Community Members Reached

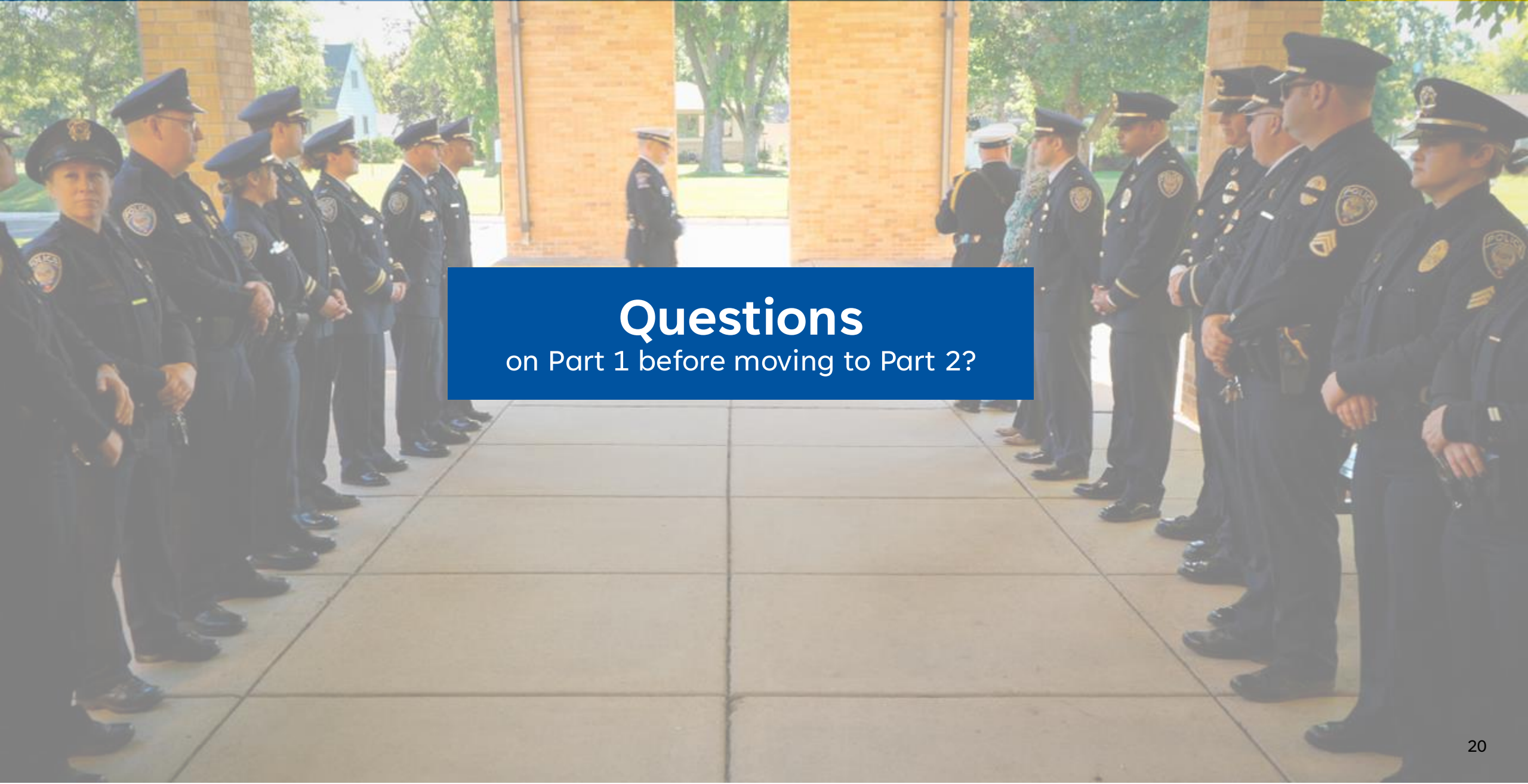
- **Community-Oriented Media**
 - KMOJ, Native Roots Radio, & La Raza

- **Weekly Updates on Social Media**
 - Facebook & Instagram: @MetroTransitPD
 - X: @MTPDMN

Metro Transit Police Department Update: Importance of Community Outreach

SSAP ACTION ITEM 3.8





Questions
on Part 1 before moving to Part 2?



Part 2: Safety & Security Action Plan Update



Leah Palmer | Manager, Transit Rider Investment Program

Ron Forrest | Deputy Chief Operating Officer

Dan Stoffer | Manager, Instruction

Christine Kuennen | Director, Bus Transportation

Transit Rider Investment Program (TRIP)

SSAP ACTION ITEMS 1.2 & 3.2



Transit Rider Investment Program (TRIP) Agents

- February 2024: **Launched with Contracted Agents**
- Staffing: **28 TRIP Agents** *(as of July 31, 2024)*
 - Hours: 6 a.m. - 10 p.m.
 - At Peak: 12 TRIP Agents
- May 2024: **Agreement with ATU Local 1005 to Hire as Metro Transit Employees**
 - Training Begins in September

Training & Supporting Employees: Joint Labor Management Safety Committee (JLMSC)



- Required Under Infrastructure Investment & Jobs Act (IIJA) or Bipartisan Infrastructure Law (BIL)
- Formal Process to Discuss Issues Affecting Transit Workers & System

Joint Labor Management Safety Committee (JLMSC)		
20 Members	Committee Chairperson	Meets Bi-Weekly
10 Represent Labor 10 Represent Management	Shared Between Labor & Management Representative	Approved Agenda Items & Meetings Documented

Training & Supporting Employees: Public Transportation Agency Safety Plans

- **New Statutory Changes Under Public Transportation Agency Safety Plan Final Rule**
- **7 New Safety Performance Measures**
 1. Collision Rate
 2. Pedestrian Collision Rate
 3. Vehicular Collision Rate
 4. Transit Worker Fatality Rate
 5. Transit Worker Injury Rate
 6. Assaults on Transit Workers
 7. Rate of Assaults

Safety Performance Measure	Description
1. Measure 1a – Major Events	This includes all safety and security major events as defined by the NTD.
2. Measure 1b – Major Event Rate	This includes all safety and security major events as defined by the NTD, divided by VSM.
3. Measure 1.1 – Collision Rate (new)	This includes all collisions reported to the NTD, divided by VSM.
4. Measure 1.1.1 – Pedestrian Collision Rate (new)	This includes all collisions "with a person," as defined by the NTD, divided by VSM.
5. Measure 1.1.2 – Vehicular Collision Rate (new)	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VSM.
6. Measure 2a – Fatalities	This includes all fatalities as defined by the NTD.
7. Measure 2b – Fatality Rate	This includes all fatalities as defined by the NTD, divided by VSM.
8. Measure 2.1 – Transit Worker Fatality Rate (new)	This includes all transit worker fatalities as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VSM.
9. Measure 3a – Injuries	This includes all injuries as defined by the NTD.
10. Measure 3b – Injury Rate	This includes all injuries as defined by the NTD, divided by VSM.
11. Measure 3.1 – Transit Worker Injury Rate (new)	This includes all transit worker injuries as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VSM.
12. Measure 4a – Assaults on Transit Workers (new)	This includes all assaults on transit workers as defined by the NTD.
13. Measure 4b – Rate of Assaults on Transit Workers (new)	This includes all assaults on transit workers as defined by the NTD, divided by VSM.
14. Measure 5 – System Reliability	This includes Major Mechanical System Failures as defined by the NTD.

Public Transportation Agency Safety Plans (PTASP)

Requires Development Of:

Agency Safety Plan

Safety Risk Reduction Programs

Safety Performance Targets

De-escalation Training

Addressing Infectious Diseases

Training & Supporting Employees: Light Rail & Bus Safety Plans



- **Light Rail Transportation Agency Safety Plan**
- **Bus Transportation Agency Safety Plan**
 - Reevaluating Bus Operator Compartment Designs
 - Improve Safety & Operational Efficiency
 - Eliminate of Decrease Passenger Accessibility

Training & Supporting Employees: De-escalation Training

SSAP ACTION ITEMS 2.1 & 2.3



- **Effort to Reduce Transit Worker Assaults**
- **New In-House Training: Classroom & Scenario-Based**
 - New Operators to Receive Training in September
 - Other Operators & Frontline Workers to Receive Training Beginning January
- **Red Kite Training**
 - Focused on Crisis Intervention, Resiliency, & Conflict De-escalation
 - Over 1,000 Bus & Rail Operators Trained Since 2016
 - Program Updated for TRIP Agents in August
 - Frontline Workers & Supervisors in January

Training & Supporting Employees: Peer Support Program

SSAP ACTION ITEMS 2.1 & 2.3



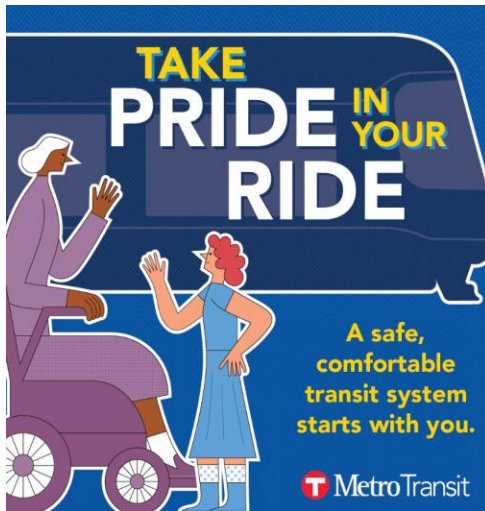
Peer Support Program

Resource for Frontline Employees & Supervisors
Following Significant or Traumatic Events

- **2 Positions Approved in 2024 Q2 Budget Amendment**
 - Peer Support Program Manager
 - Peer Support Program Coordinator
- **Recruitment Plan & Hiring Timeline**
- **Vision for Future**
 - Non-Clinical, Immediate Response
 - Full Support & Resources for Employees Beyond Event

Community Outreach: Take Pride in Your Ride

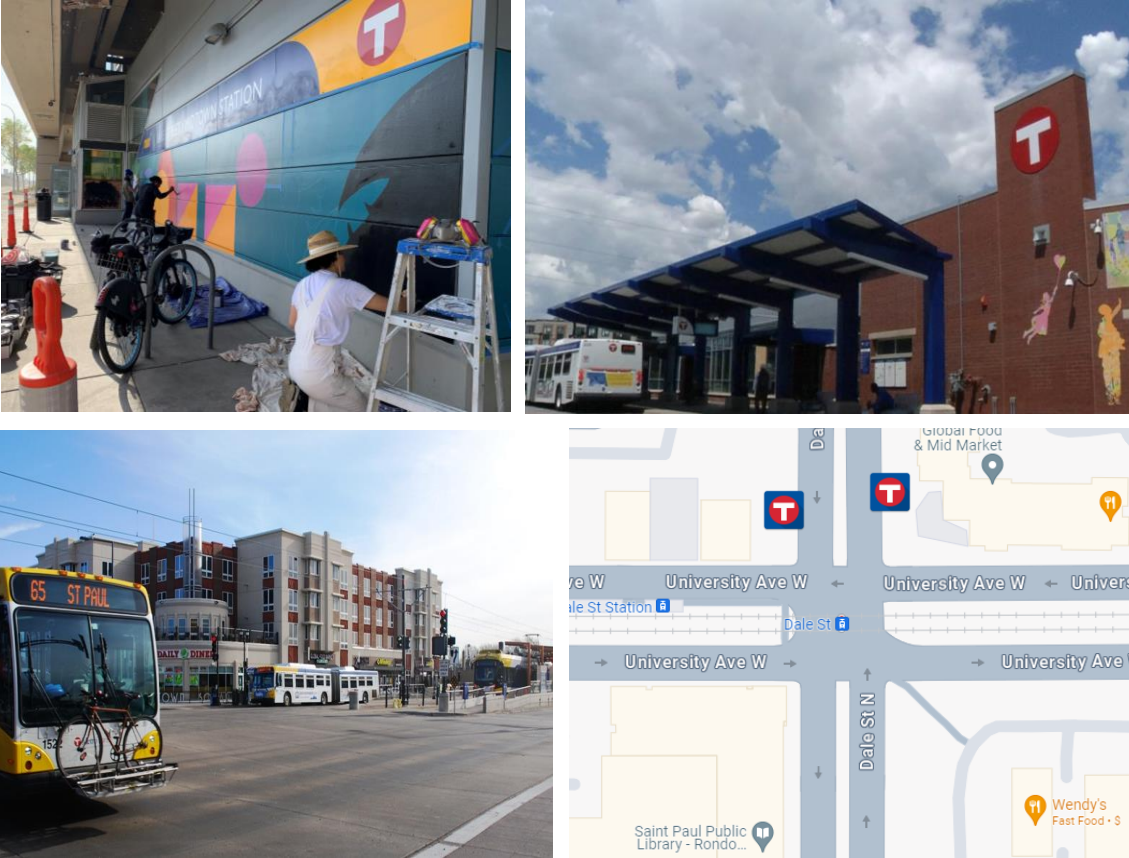
SSAP ACTION ITEMS 1.4 & 3.7



- **Take Pride in Your Ride**
 - Started with Love Your Lungs, a reminder to not smoke in shared public spaces
 - Featured messages about littering & being respectful of other riders
- **Next Issue: Door Holding Campaign**
 - Begins in September

Community Outreach: Community Partnerships

SSAP ACTION ITEM 3.13



- **Committed to Ongoing Sustained Efforts in Community Partnership**
- **Working in Partnership with Local Communities to Address Safety Challenges**
 - Lake Street in Minneapolis
 - Brooklyn Center Transit Center
 - National Night Out
- **Proactively Addressing Facilities Challenges**
 - Shelter Modification at University Avenue & Dale Avenue in St. Paul

Community Outreach: Proactive Communication


SSAP ACTION ITEM 3.8



LISTENING SESSIONS TOUR

Meet and chat with Metro Transit
General Manager Lesley Kandaras,
Chief Operating Officer Brian Funk,
and MTPD Chief Ernest Morales III

AUGUST 16-26, 2024

Hiring success leading to expanded transit service
Blue Line, Green Line trains will soon run every 12 minutes much of the day

Light rail trains will run more frequently, and service will be improved on several bus routes, as Metro Transit's ridership and workforce continue to grow. Among the service changes taking effect on **Saturday, Aug. 17**:

- On the METRO Blue Line and METRO Green Line, trains will run every 12 minutes between 11 a.m. and 6 p.m. every day. Currently, trains run every 15 minutes.
- On weekdays, METRO Orange Line buses will run every 10 minutes between 7:30 a.m. and 6 a.m. northbound and between 4 p.m. and 4:30 p.m. southbound, up from the 15-minute service currently provided during these times. On Sundays, trips will run every 15 minutes.
- Weekday midday trips on Route 80, operating along White Bear Avenue between the Surray and Maplewood Mall transit centers, will run every 30 minutes rather than hourly.

As part of the Better Bus Routes program, several changes will also be made to improve the speed and reliability of Route 4. Buses will serve fewer stops and benefit from bus lanes and traffic signal technology that helps buses get through intersections.

"Our riders consistently tell us they want more options and that they want our service to be faster and more reliable," General Manager **Lesley Kandaras** said. "The changes we're making in August directly respond to this feedback and are another step forward towards better serving our riders and making transit more appealing to those who aren't regularly riding with us today."

More service improvements are on the horizon. Three new bus rapid transit lines will open in 2025. Pending Metropolitan Council approval, Metro Transit this fall will begin accepting feedback on a draft service improvement plan, Network Now, outlining changes that could be made through 2027.

State Fair Express Bus Service will also be expanded this year, with Metro Transit bringing fairgoers to and from six Park & Rides across the metro. Fairgoers are also encouraged to use the METRO A Line and routes 3 and 61 to access the fairgrounds. For more information, visit metrotransit.org/state-fair.

Hiring success enabling service improvements

Service is expanding as Metro Transit continues to have success recruiting frontline transit workers. More than 200 bus and train operators have been hired so far this year, on pace to reach last year's hiring record.

Applications are being continuously accepted for many frontline transit work positions, including operators, bus, rail, and facilities technicians, police officers, and Community Service Officers.

To support ongoing recruitment and retention efforts, wages for all ATU-represented positions will increase 4.5% beginning August 1. After that date, starting wages for operators will be nearly \$29 an hour while starting wages for technicians will start at more than \$39 an hour.

- **Second Listening Sessions Tour**
 - Aug. 16 – 26 at Blue & Green Line Stations
 - Evenings & Weekends
- **Monthly Media Briefing**
 - Newsworthy Topics:
 - Ridership
 - Service Changes
 - Ongoing Efforts to Improve Public Safety



Questions & Discussion



Safety & Security ACTION PLAN

Thank You

Quarter 2 2024 Update | Metropolitan Council Committee of the Whole | August 7, 2024

