



Administrative Citations & Security Update

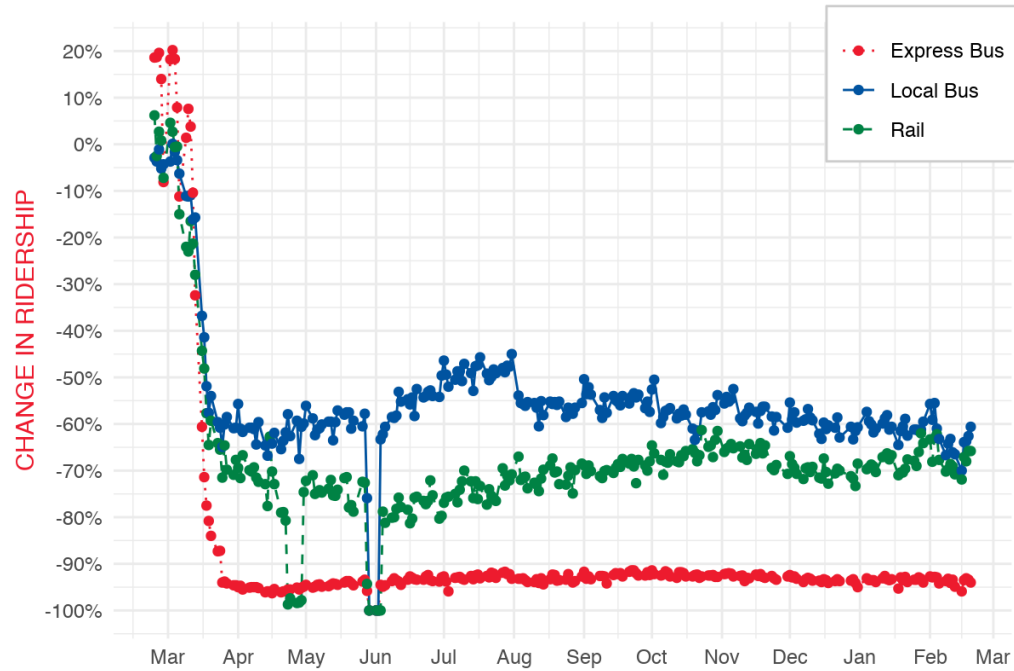
House Transportation Finance and Policy Committee

February 26, 2021

Wes Kooistra, Metro Transit General Manager

Percent Change in Weekday Ridership

(Compared to average weekday ridership 2/24–2/28)



*Preliminary estimates, subject to change

Transit safety is defined by our customers

- Clean and welcoming environment
- Consistent experience - knowing what to expect
- Crime free



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.



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

Transit issues are community issues

- Crime
- Unsheltered homelessness
- Untreated mental illness and chemical addiction
- Partnerships needed for systemic change

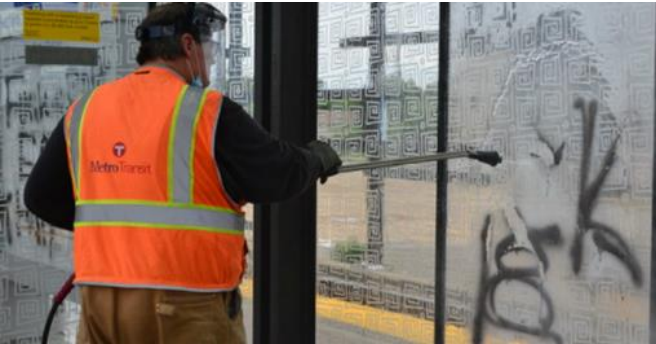


Strategies

- Keeping vehicles and facilities clean
- Partnering with human services providers and funders
- Increasing official presence
- Leveraging technology to increase monitoring and improve response
- Enforcing reasonable conduct standards consistently and equitably

Recent Safety & Security Updates

- Increased public facilities and vehicle cleaning
- Added resources to increase official presence
- Requiring officers to spend more time on transit vehicles, less time in squad cars
- Increased Text for Safety staff
- Adding barriers for bus operators
- Installing plastic seats on light rail vehicles
- Installed real-time cameras on light rail vehicles
- Implemented body-worn cameras for police officers
- Updated Code of Conduct signage
- Investing in MTPD Homeless Action Team
- Metropolitan Council's Safety Review currently underway



Administrative Citations Proposal

- Authorizes the Metropolitan Council to issue administrative citations for transit fare evasion
- Increases official presence on trains and buses
- More efficient and effective use of resources
- More effective fare evasion penalty