

INSIGHTS

Metro Transit's weekly employee newsletter

May 3, 2024

Progress on Safety & Security Action Plan continues, but we have much more to do

From General Manager
Lesley Kandaras



In the conversations I have with employees, riders, and partners, public safety on transit is the topic people raise most frequently.

This week, we shared the news that the number of reported crimes on transit fell 7.7% in the first quarter of 2024 compared to the first quarter of 2023. At the same time, our ridership increased 13% in quarter 1 of 2024 compared to quarter 1 of 2023. To place this in context, we provided an average of nearly 145,000 rides on weekdays in March 2024.

However, I know from conversations with staff, riders, and my own experiences riding, that we still have a lot more work to do to make every experience on transit a safe and welcoming one.

This is why we must continue advancing work to improve conditions, support employees, and engage partners – the three areas of work identified in our Safety & Security Action Plan.

The most notable advances we've made so far this year are outlined in our latest quarterly update on the Safety & Security Action Plan. They include:

- The introduction of Transit Rider Investment Program (TRIP) Agents who are riding light rail vehicles to help customers feel more comfortable and to inspect fares.
- An increased focus on cleaning and repair, including efforts to clean buses between trips at Brooklyn Center and Mall of America transit centers.
- The installation of more visible decals that help light rail customers know what vehicle they're on when reporting issues through Text for Safety and the expanded use of onboard monitors that remind riders cameras are in use.

Looking forward, we'll remain focused on expanding our official presence on transit through efforts to recruit and retain police officers, Community Service Officers, and TRIP Agents, and

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Congratulations to our newest train operators!

Congratulations and best wishes to our newest train operators, who celebrated the completion of their training last week alongside family members, co-workers, and leadership from the ATU Local 1005. Graduates include:

Dijonna Chambers-Brandon, Taj Davis, Tenzin Dhonyoe, Charles Engeldinger, Jr., Camryn Green, Diamond Jenkins, Mitchell Miller, Bill Peltzman, and Roberto Sicairos.

They join more than 100 other train operators dedicated to providing safe, reliable service on the METRO Green and Blue lines, which together are seeing more than 45,000 average weekday rides.

More operators means more service. With continued hiring success, we aim to begin running light rail trains every 12 minutes throughout the day beginning in August.

We're continuously accepting bus operator applications and will be seeking train operator applications as soon as August. No previous experience is required, and paid training is available to those who need to earn a CDL permit.

Celebrate service at these upcoming retirement parties

- **Gregory Lindwall**, operator, 23 years of service
Friday, May 3, 11 a.m., Blue Line O&M, third floor breakroom
- **Bob Peterson**, senior manager, Revenue Operations, 17 years of service
Friday, May 3, 11 a.m., OSC Washington Room
- **Steve Rippey**, business systems manager, 15 years of service
Friday, May 3, 11 a.m., North Loop Garage, 104

To celebrate an employee milestone, please email insights@metrotransit.org.

by working in partnership with law enforcement partners and service providers.

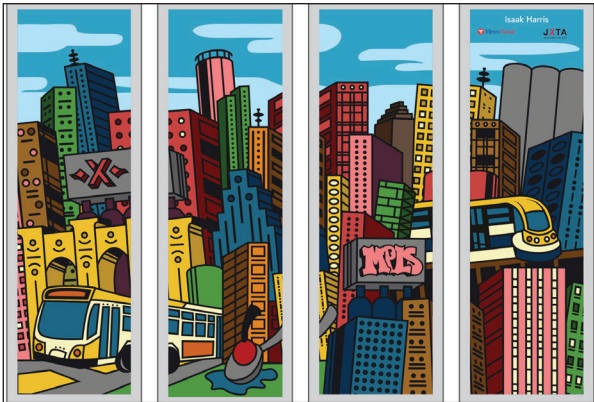
We are also taking a closer look at how we can better prepare staff through de-escalation training and better support them after critical incidents.

And we will continue our “Take Pride In Your Ride” campaign by putting out strong anti-harassment messages later this year.

I look forward to providing updates on these and other initiatives in our next quarterly update and as I visit facilities again this summer for the next round of Employee Town Halls.

Until then, please know that I appreciate the hard work underway to address our public safety challenges and welcome your ideas about what more we should be doing to consistently deliver the safe, clean, and reliable experience everyone on transit deserves.

D Line stations to get art featuring residents, motorcycles, bus interior, geometric designs



Art featuring faces of north Minneapolis residents, geometric designs, motorcycles and an illustrated bus interior will be installed as clings in mid-May on the glass of several METRO D Line BRT stations.

Funded by a Ladders of Opportunity grant from the U.S. Department of Transportation, the art is being created with the help of Juxtaposition Arts' students and the Walker Art Center, which worked with artist Cameron Patricia Downey of north Minneapolis. She photographed people in the neighborhoods around her four assigned stations to incorporate into her creations.

“The purpose is to celebrate north Minneapolis and our partnership with the Walker and Juxtaposition Arts,” Metro Transit Public Arts Administrator Mark Granlund said.

Plans call for the art clings to be installed at six stations on May 14 in time for D Line art celebrations starting at noon May 18 and continuing to mid-afternoon at Juxtaposition Arts and North

CUSTOMERS TELL US HOW WE'RE DOING

“They went above and beyond”

Nicollet operator Teron Hess recently received a commendation for their customer service.

I wanted to thank my driver for providing great service. They said they are an ambassador for Metro Transit. They went above and beyond to explain transit to someone who is not familiar with this service.

--David O

Regional Library in Minneapolis.

Three stations will have art with geometric designs from Juxtaposition students:

- #8948 at N. 44th Avenue and N. Girard Avenue
- #43275 at N. Emerson Avenue and W. Broadway
- #8919 at 7th Street and Bryant Avenue N.

Four will display Downey's art:

- #11161 at Plymouth Avenue North and Fremont Avenue S.
- #8935 at Emerson Avenue North and Lowry Avenue N.
- #11146 at Fremont Avenue North and Lowry Avenue N.
- #8945 at Fremont Avenue North and N. 42nd Ave.

Briefly: This week's news and notes

Buses replace trains for 10 days: Due to rail maintenance, buses will replace Blue Line trains between the Fort Snelling and Mall of America stations from May 3 through May 13. Airport shuttle service will continue to operate. Riders who would normally use the 30th Avenue Park & Ride are being encouraged to use the Fort Snelling Park & Ride. Visit metrotransit.org/news for more info.

Attend the upcoming Great Workplace Project celebration: join colleagues from across the Council at the upcoming Great Workplace Project event. The event will focus on Workplace Norm 6: Teambuilding. Stop by North Loop Garage, room 104 from 1 to 3 p.m. on Monday, May 13 for games and activities that center on teamwork. Contact christopher.darsov@metrotransit.org for more information.

Sharpen your roadeo skills: Operators are invited to join Safety Specialists out on the course during roadeo practice days to test the course, sharpen skills, and receiving coaching. You do not need to be registered for the competition to attend practice. For more information, contact annette.hammerlund@metrotransit.org

Attend a Coffee with Supes: Join Street Operations for Coffee with Supes. Get to know Street Supervisors, ask questions, and provide feedback. The next events will be held at: Heywood Garage on Wednesday, May 8 at 10:30 a.m., Blue Line on Tuesday, May 14 at 11 a.m. and Green Line on Wednesday, May 15 at 2 p.m. Contact heidi.wrenson@metrotransit.org for more information.



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