

**Metro Transit Police Department
Safety & Security Update**





House Transportation Finance & Policy Committee
September 25, 2018

 **Metro Transit**
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Mission

Protecting our community through innovation and problem solving

Vision

A department that is reflective of and responsive to the community we serve




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2  METROPOLITAN COUNCIL

Broad geographic service area


- East and West commands
- Dispatch center (TCC)
- Minneapolis, Saint Paul footbeats
- Substations
 - Downtown Minneapolis
 - Downtown Saint Paul
 - Mall of America
- Patrol squads
- Bike rapid response team
- Special events


907 SQ. MILES



AREA SERVED

7+ COUNTIES **90 CITIES**

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Metro Transit Police Staffing


185 Sworn police officers


115/115 Full-time
60/100 Part-time
18/20 CSO
17/17 Admin support

Demographic

Women	38
Latino	11
Asian-American	21
African-American	32
Native American	2




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Metro Transit ridership compared to reports of crime incidents

2015 – July 31, 2018
More than 296.6 million rides given

Reported classification	Total	Incidents vs. 500,000 Rides
Part I	2,542	3
Part II	21,392	25.4
Total	23,934	28.4





5 METROPOLITAN






2018 Enforcement by the numbers

- Proactive times on board buses: 17,111
- Proactive times on board light rail and commuter rail vehicles: 28,287
- Fare checks:
 - Light rail and commuter vehicles: 1.2 million
 - A Line and Red Line BRT vehicles: 61,000
- Special events 109
- Responses by patrol squads: 36,071 calls

6 METROPOLITAN

Five E's of public safety and security

- Evidence** – Predictive policing
- Engagement** – Community and professional partnership
- Education** – Public information and crime prevention
- Engineering** – Crime prevention through environmental design
- Enforcement** – Uniform preventative patrol, plain clothes details, investigations, 911 rapid response

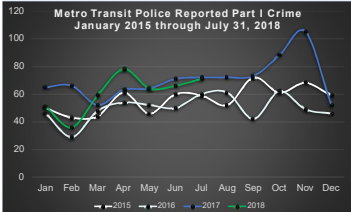



7 METROPOLITAN





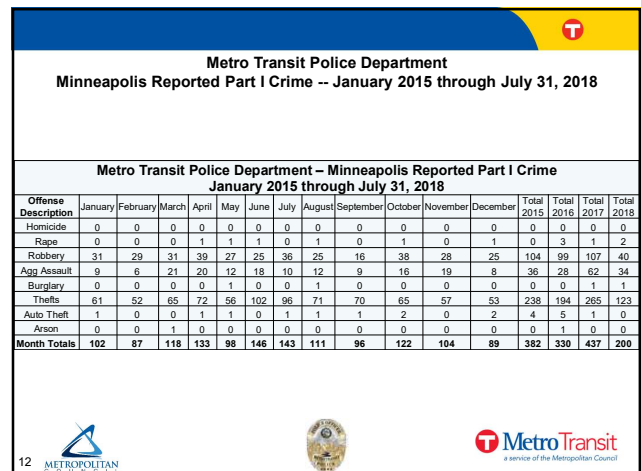
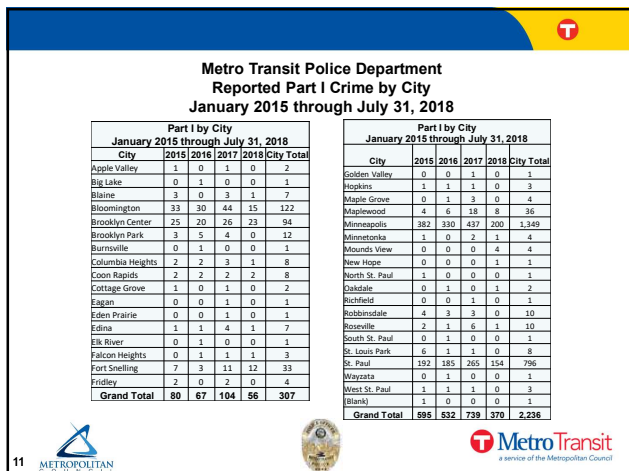
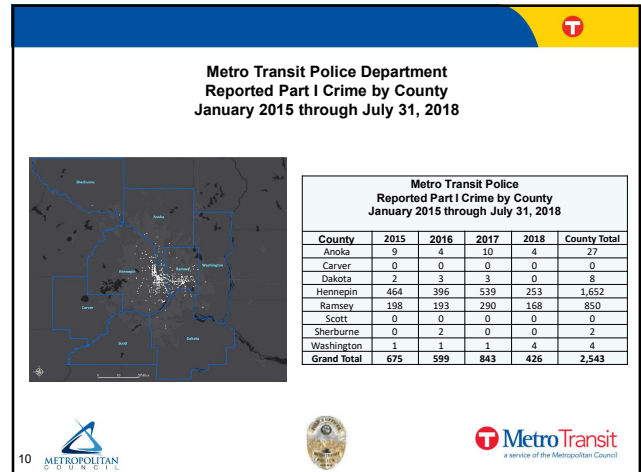
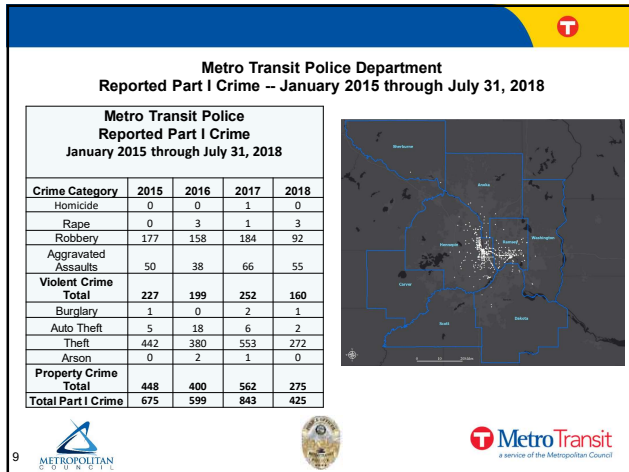

Metro Transit Police Department Reported Part I Crime -- January 2015 through July 31, 2018

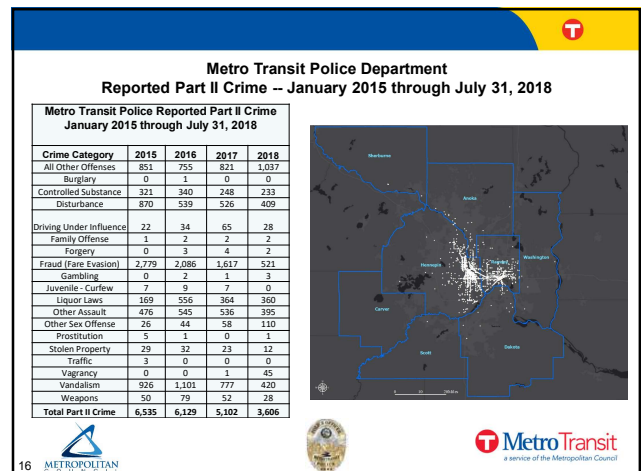
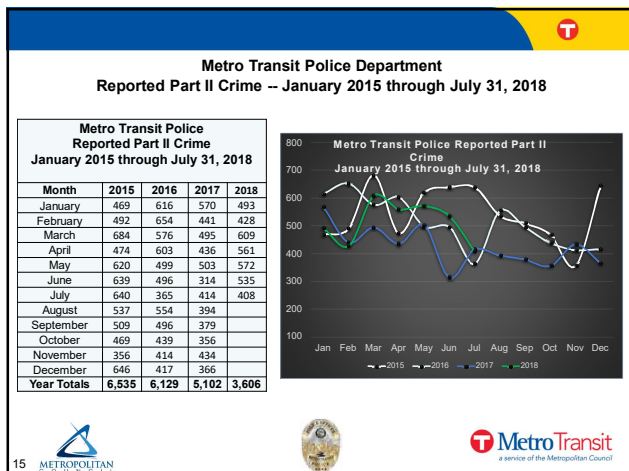
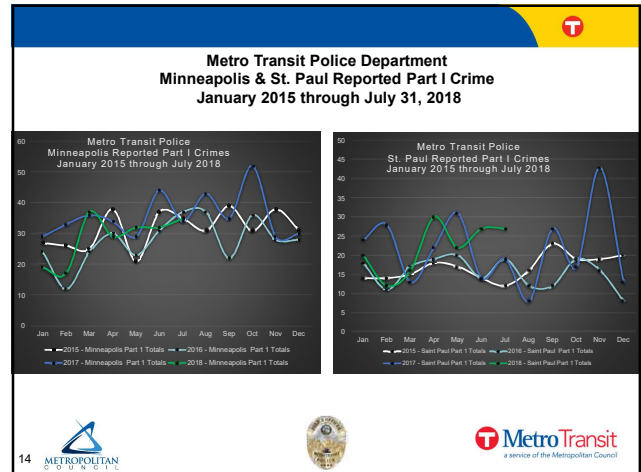
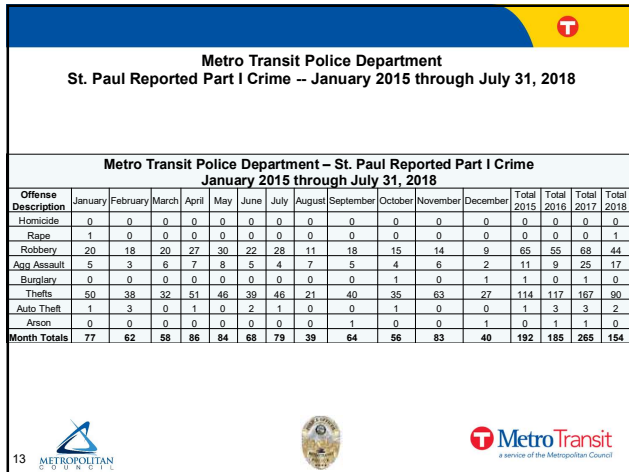
Month	2015	2016	2017	2018
January	50	46	65	51
February	43	29	66	36
March	44	48	52	59
April	61	54	63	78
May	46	52	64	64
June	60	50	71	66
July	59	60	72	71
August	52	61	72	
September	72	42	73	
October	61	62	88	
November	68	49	105	
December	59	46	52	
Year Totals	675	699	843	425



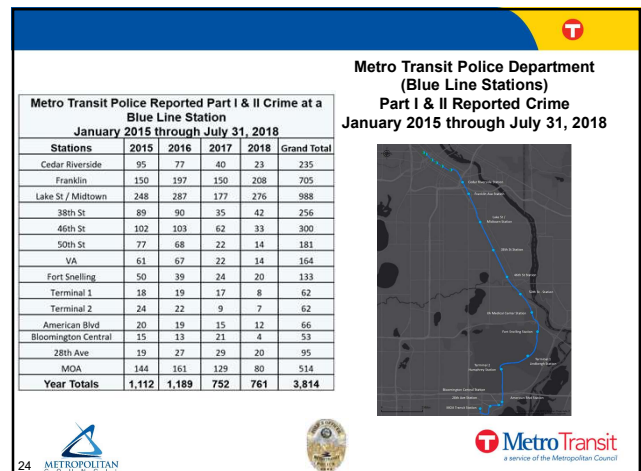
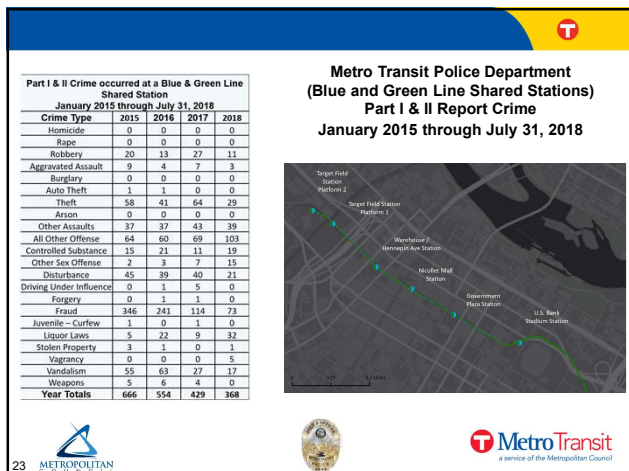
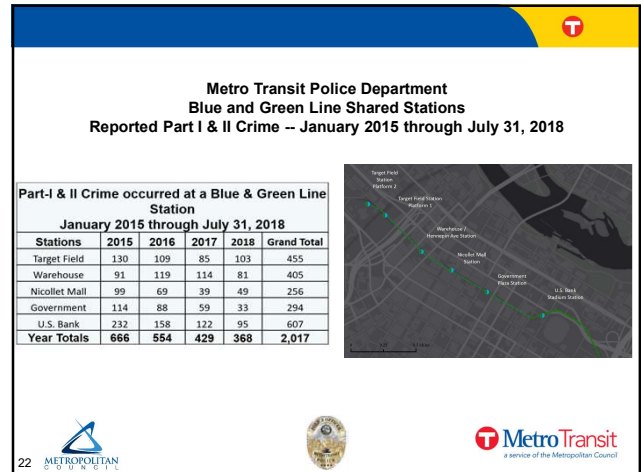
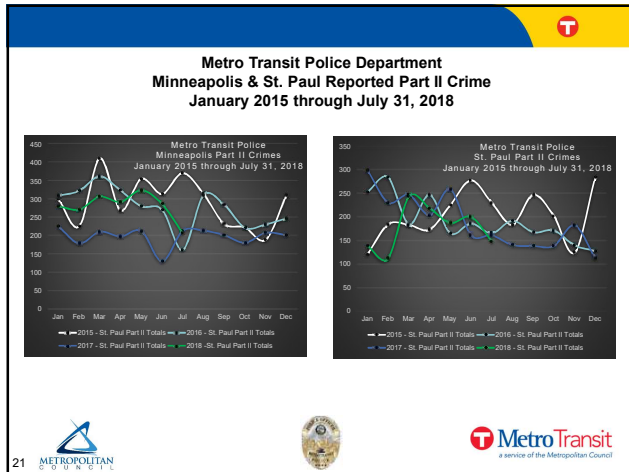
8 METROPOLITAN

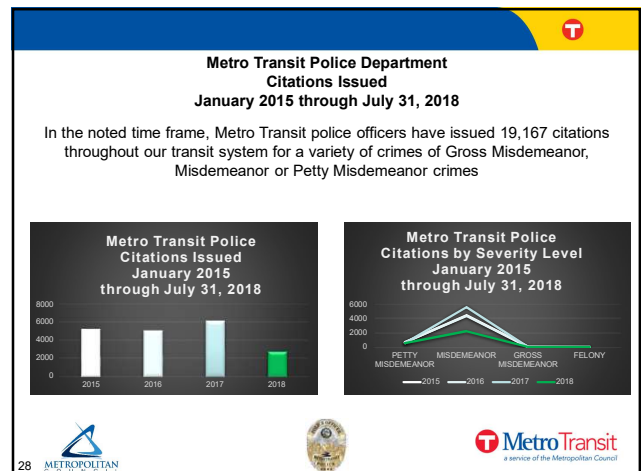
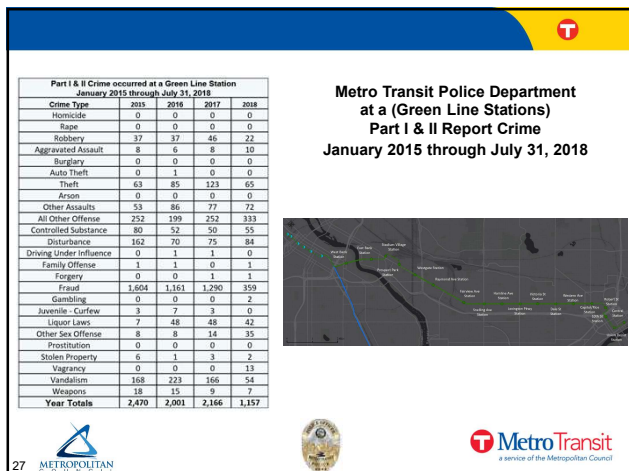
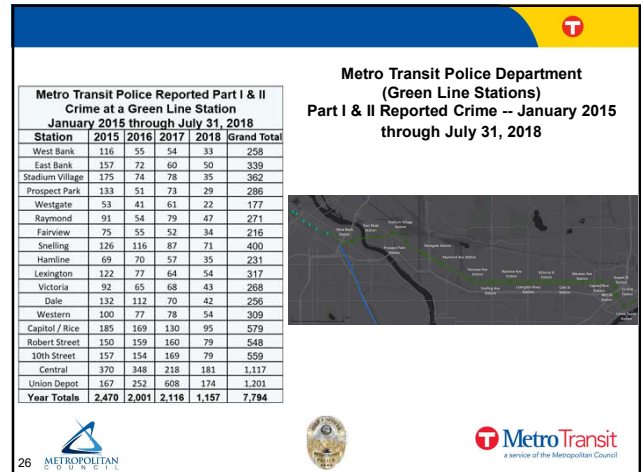
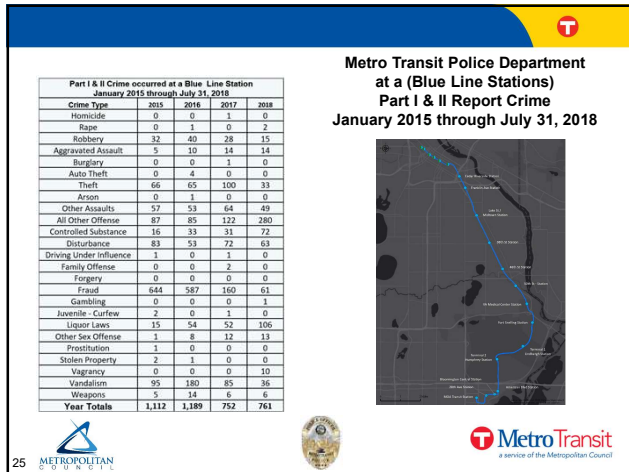



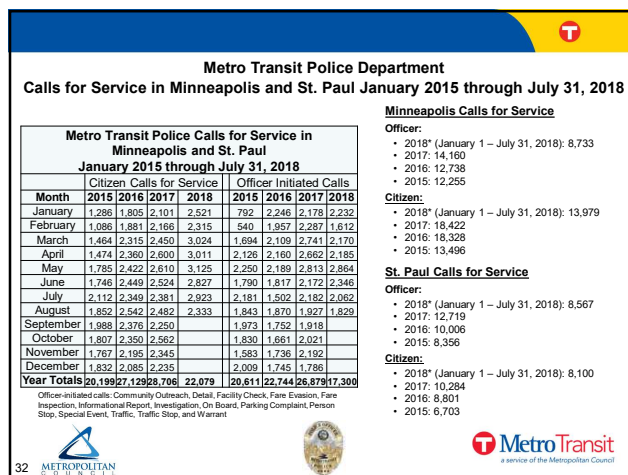
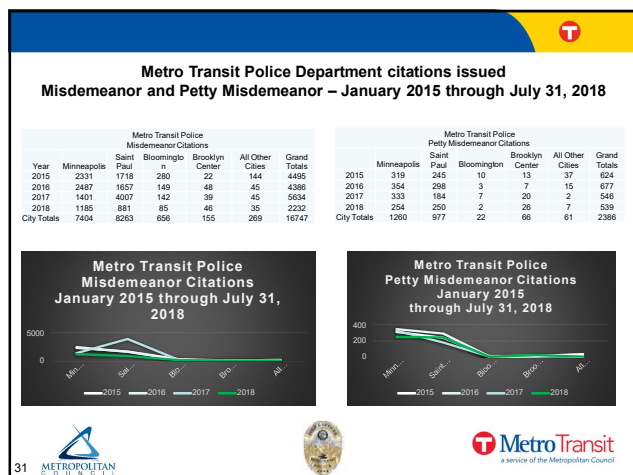
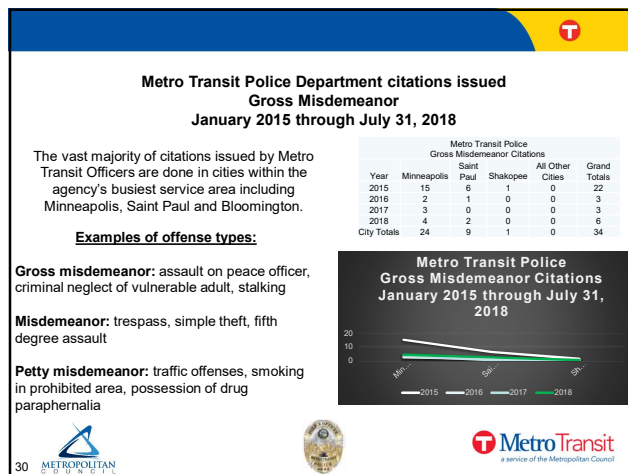
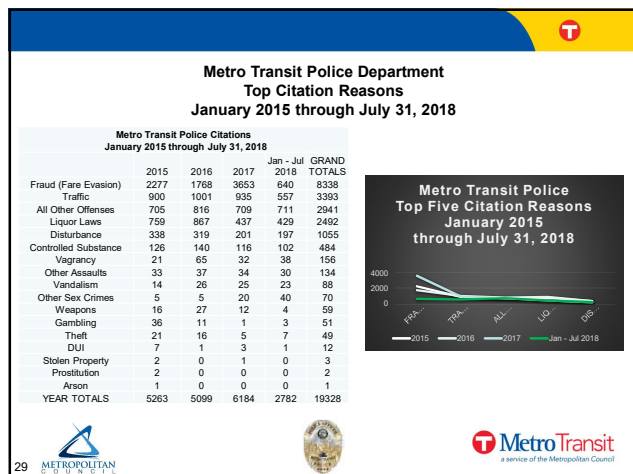


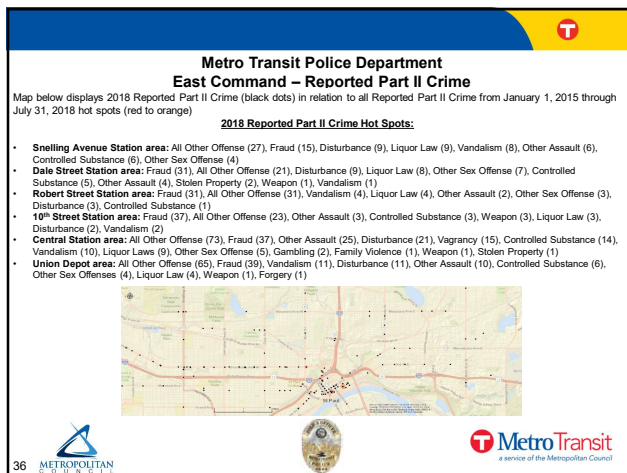
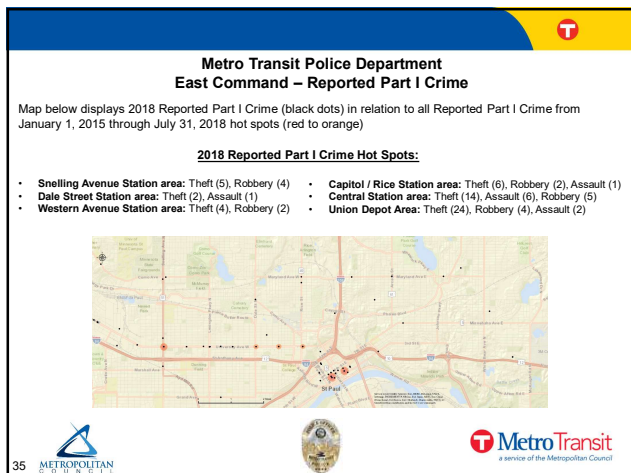
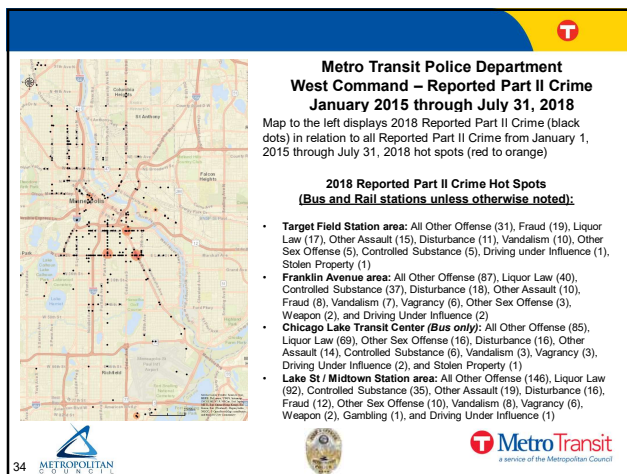
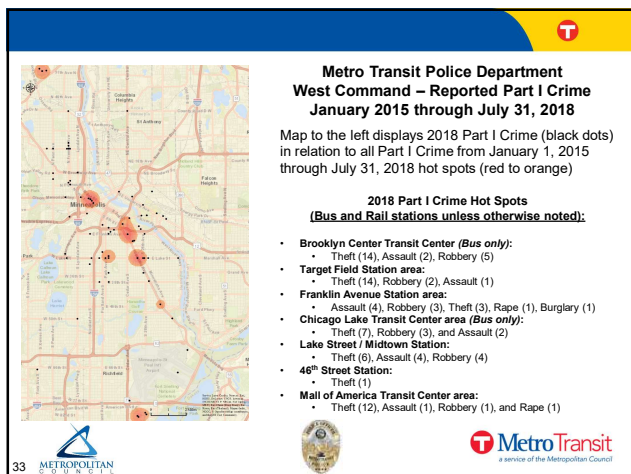















Metro Transit Police Department
Investigations Clearance and Closure Rates January 2015 through July 31, 2018

Metro Transit Police Investigation Clearance and Closure Rates for selected crimes January 2015 through July 31, 2018												
Operator	Clearance Rate				Closure Rate				Total Cases			
	2015	2016	2017	2018	2015	2016	2017	2018	2015	2016	2017	2018
Assaults (F)	100%	100%	100%	100%	100%	100%	100%	100%	3	4	1	3
Assault (GM)	55%	81%	53%	82%	55%	82%	56%	82%	18	22	16	11
Assault (Spf)	49%	51%	44%	33%	53%	60%	47%	39%	38	43	47	23
Assault (M)	48%	70%	30%	47%	56%	77%	39%	52%	32	26	31	21
DOC/Threats	45%	41%	29%	23%	63%	67%	45%	35%	112	145	122	85
Passenger	Clearance Rate				Closure Rate				Total Cases			
Robbery	48%	47%	29%		56%	54%	30%		89	110	134	60
Theft (F)	35%	40%	22%		40%	44%	23%		90	103	146	69
Theft (M)	22%	14%	7%		33%	24%	7%		114	52	71	43
Assault (F)	70%	56%	48%		71%	59%	56%		n/a	62	51	27




Clearance Rate = # arrests / (# reported - # unfounded)
Closure Rate = (# arrests + # unfounded) / # reported
Cases = Total number of cases investigated
Passenger Rates were not separated out by categories in 2015




Through June of 2018, the Metro Transit Police Department has investigated 518 cases of various crimes of various levels. 341 crimes have been cleared, with 331 of those cleared by arrest.

Directed patrols affect specific hot spots

Facility	Change in calls 2017 - 2018
Brooklyn Center Transit Center	-27%
Downtown Improvement District	-44%
Lake Street	-29%
Central Station Vertical Circulator Building	-45%

Focus area: Brooklyn Center Transit Center

- Planned facility improvements
 - C Line
 - Lighting
- Enhanced police presence
- Coordinating with City of Brooklyn Center, Brooklyn Center police



Focus area: Hennepin Avenue

- Developed multi-department approach (CX360)
 - Transit Police
 - Operations
 - Facilities
 - Customer Relations
 - Partners
- Since Nov. 2017
 - 25% decrease in calls for service
 - 30% decrease in Customer Relations complaints



Focus area: Lake Street/Midtown Station

- Internal coordination
- Police assigned to area every evening
- Recent and future facility improvements
- Government and community partnerships




41 METROPOLITAN COUNCIL






Focus area: Central Station

- New daytime beat
 - St. Paul skyway ordinance requires patrol when open
- Facility improvements, extensive cleaning
- Placemaking initiative



42 METROPOLITAN COUNCIL

Security camera network

- 200+ cameras throughout system
- Live monitoring available at all LRT platforms
 - Sub-stations, squad cars
 - Customer Relations, Facilities supervisors
 - Peer agencies
- Transitioning fleet to HD cameras



43 METROPOLITAN COUNCIL




Improving the customer experience

- Text For Safety
 - Feel unsafe, see something suspicious or inappropriate? TEXT FOR SAFETY 612-900-0411 For all Emergencies CALL 9-1-1
- New, improved shelters
 - Rapid bus stations with cameras, emergency phones and light
 - 500 boarding locations with light, 58 added through Better Bus Stops
- Regular fleet, facility cleaning




44 METROPOLITAN COUNCIL






Failure to Pay Fare:
Metro Transit top reason for citation

On an annual basis, Metro Transit police officers check more than 2 million fares. The following charts represent the number of warnings or citations given to those who have been found to not have paid a fare.

A Line BRT
(Opened in June 2016)

Year	Citations	Warnings
2016	32	661
2017	32	1,716
2018 (YTD)	8	1,674
Total	72	4,051

45 METROPOLITAN

Metro Transit Police Department
Blue Line/Green Line/ Northstar Fare Evasion (Citations/Warnings)
January 2015 through July 31, 2018

Blue Line Fare Evasion Citations/Warnings January 2015 through July 31, 2018					Green Line Fare Evasion Citations/Warnings January 2015 through July 31, 2018					Northstar Fare Evasion Citations/Warnings January 2015 through July 31, 2018									
Citations					Warnings					Citations					Warnings				
Month	2015	2016	2017	2018	Month	2015	2016	2017	2018	Month	2015	2016	2017	2018					
January	53	87	51	66	309	356	411	427	January	86	136	206	71	420	462	730	517		
February	38	58	13	77	340	378	251	381	February	64	139	151	37	285	286	601	286		
March	39	52	31	43	432	302	243	479	March	53	116	124	87	338	342	620	640		
April	37	42	17	42	543	414	307	587	April	139	139	146	97	567	572	713	906		
May	39	44	17	34	626	345	522	711	May	138	101	186	110	747	582	690	1,210		
June	64	45	7	39	1,009	472	330	618	June	129	76	100	111	1,087	414	500	915		
July	47	20	6	10	1,056	470	590	425	July	192	96	89	52	896	394	627	630		
August	20	36	6	6	654	380	500		August	144	89	60		860	445	468			
September	36	46	8	8	664	490	647		September	122	76	73		1,060	473	726			
October	23	44	12	12	640	253	513		October	96	92	75		653	369	655			
November	40	46	25		302	269	354		November	53	82	109		659	337	542			
December	53	42	10		389	472	320		December	177	97	50		759	405	345			
Grand Total	592	671	289	318	7,154	4,602	4,928	3,724	Grand Total	1,374	1,427	1,371	669	8,446	4,621	7,226	5,100		

46 METROPOLITAN


Assist Other Agency

Like all law enforcement agencies in Minnesota, the Metro Transit Police Department responds to requests from other agencies.

This information represents how often.

Month	2015	2016	2017	2018
January	109	237	159	155
February	85	196	174	130
March	162	277	203	172
April	152	266	211	168
May	216	328	233	237
June	234	314	230	219
July	308	286	269	193
August	223	296	265	
September	199	207	243	
October	208	255	211	
November	192	180	196	
December	210	160	151	
Total	2,298	3,002	2,545	1,274

Metro Transit Police Assist Other Agencies January 2015 through July 31, 2018





47 METROPOLITAN

Maintaining Metro Transit's Properties

Maintaining clean properties takes a team of professionals. Much of the costs associated with this are taken into consideration in our general operating budgets.

This chart reflects estimates of unexpected costs for Metro Transit facilities.

	Hours	Cost
Vandalism	896.6	\$70,831
Graffiti	59.7	\$4,718
Biohazard	236.8	\$18,705
Glass	1,723.6	\$136,167
Total	2,916.7	\$230,421




48 METROPOLITAN

Maintaining fleet

At times, a vehicle is taken out of service to be cleaned because of a biohazard. It is estimated that each of these instances cost up to \$22 above normal operating expenses.

The chart below tracks instances for train cars and buses.

Year	Incidents	Estimated costs
2015	476	\$4,632
2016	1,418	\$20,396
2017	1,437	\$22,555
2018 (YTD)	1,036	\$22,278

49

Homeless outreach

Relationships with service providers, community




- Link to available resources
- St. Stephen's outreach

Addiction, mental health training for Metro Transit police officers

Community response needed to address need for shelter capacity, housing

Development of Homeless Action Team

Development of Prohibited Acts to accompany current Code of Conduct

50

Thank You



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51

Joint House Transportation Finance and Policy Committee Hearing

Jim Alexander
 Project Director
 September 25, 2018



52

Today's Topics

- Project Overview and Update
- Freight Rail Background and Previous Actions
- Agreements with Twin Cities & Western Railroad
 - Settlement
 - Construction
 - Co-location
- Next Steps

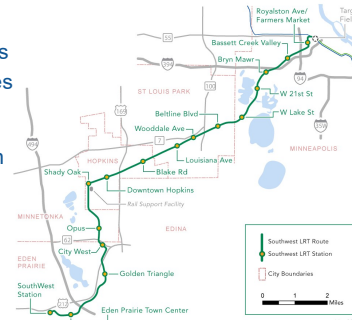


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METRO Green Line Extension

- Opening in 2023
- 14.5 miles, 16 stations
- Connects communities of Minneapolis, St. Louis Park, Hopkins, Minnetonka and Eden Prairie
- 64,300 jobs within ½ mile of the 16 new stations
- \$1B of development planned or underway along Southwest LRT



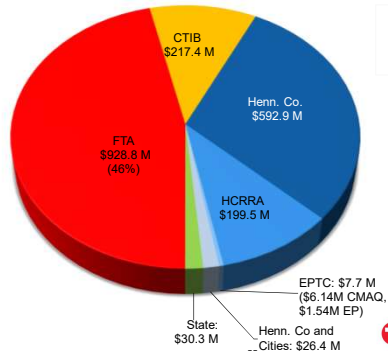
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Funding Sources

\$2.003 Billion Budget

**\$1.074 Billion
Local Funds
Committed**



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55

Project Schedule

	2011-2015	2016	2017	2018	2019	2020	2021	2022	2023
Project Development									
Engineering		ROD		AROD					
Construction				LONP	FFGA				
Integration Testing									
Revenue Operations									

ROD: Record of Decision issued by FTA at conclusion of federal environmental review process

AROD: Amended the ROD after additional environmental review conducted on changes to the project

LONP: Letter of No Prejudice issued by FTA to allow construction to proceed before full funding grant received (**FFGA**) in 2019.

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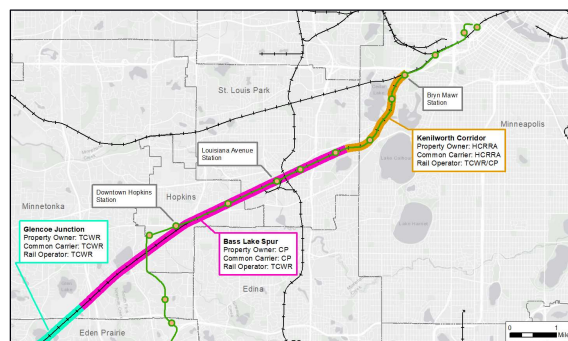
Background

- Twin Cities & Western Railroad (TCWR) operates freight service through Bass Lake Spur and Kenilworth Corridor
- Council to acquire Bass Lake Spur and Kenilworth Corridor for construction and operation of SWLRT
- Some siding track in St. Louis Park and Hopkins will be removed to accommodate LRT
- TCWR will need to vacate siding track accordance with the construction schedule



57

Current Freight Rail Owners, Carriers & Operators



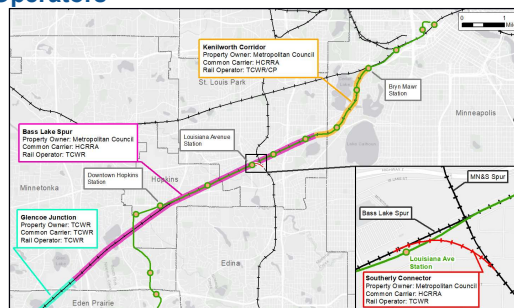
Recent Actions

- April 4: Council filed petition with Surface Transportation Board with proposed changes to ownership and common carrier
- April 24: TCWR opposed the petition
- June-July: STB led mediation between Council and TCWR
- July 23: Council reached agreement with TCWR
- Aug. 23: Surface Transportation Board ruled favorably on agreements related to Bass Lake Spur and Kenilworth Corridor



59

Future Freight Rail Owners, Common Carrier & Operators



60

Settlement Agreement

- \$18.5M to TCWR for removal of siding track, technical expertise and activities related to construction
- Council has paid TCWR \$2.5M to date
- Remaining payments tied to project milestones
- Total amount within \$2.003B Project budget
- TCWR waives all claims against the Council

61



Construction Agreement

- Governs Council and TCWR roles and responsibilities during construction
- Provides for Construction Coordination Committee
- Allows TCWR to review and comment on contractor submittals
- Defines agreed-to dates when TCWR will temporarily suspend freight rail operations
- Allows TCWR to inspect construction work on freight rail facilities

62



Co-Location Agreement

- Agreement goes into effect when SWLRT goes into revenue service
- Defines roles and responsibilities for ongoing maintenance consistent with existing Trackage Rights Agreements
 - Acting on HCRRA's behalf, Council will assume maintenance and liability responsibilities as owner of the corridors
 - TCWR continues to pay trackage right fees which will be used to cover maintenance costs
- Establishes Coordination Committee including Council, HCRRA, TCWR

63



Co-Location Agreement: Insurance

- Council's insurance provides coverage for claims arising from LRT-related incidents up to \$295M
 - Consistent with state law passed during 2017 special session
- TCWR maintains railroad liability insurance for claims arising from freight rail only incidents

64



Minimizes Long Term Costs

- SWLRT project includes improvements to existing infrastructure
 - Minimizes future maintenance costs
- Council uses revenue from trackage fees to cover routine maintenance and repair obligations in the corridor



65

Next Steps

- FTA to approve Letter of No Prejudice request
- Council closes on freight rail property
- Council to award civil construction contract and begin construction



66

More Information

Online:

www.SWLRT.org

Email:

SWLRT@metrotransit.org

Twitter:

www.twitter.com/southwestlrt



Metro Transit Bus Operator Staffing

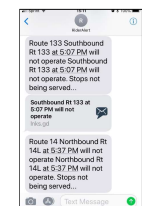
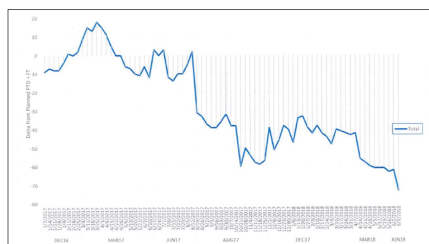


Metro Transit General Manager Brian Lamb
Senate Transportation Finance Committee
September 25, 2018



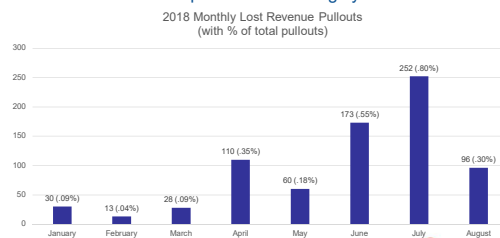
Bus operator workforce

- Record low unemployment rate of ~ 2.6%
- National & Statewide professional driver shortage
- Retirement of senior operators plus internal opportunities
- ~90 operators below planned; unfilled work completed by instructors, mechanics and standbys or not operated



2018 Lost Service Summary

- 253,511 Actual pullouts
 - Average of 31,689 pullouts per month
- 762 Lost pullouts
 - 99.7% success rate is not acceptable
 - Lost service was unpredictable and highly variable



- Trip suspensions effective July 31

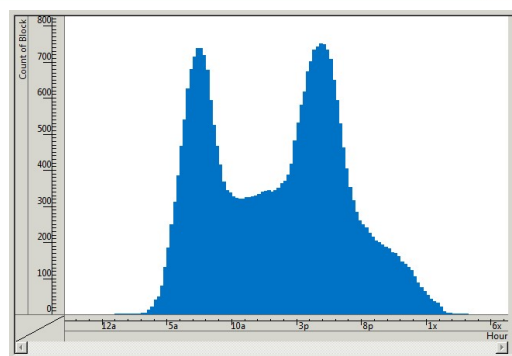


Bus operator hiring

- New recruitment & retention initiatives in place
 - Operator Outreach Pilot
 - Applicant Readiness Pilot
 - Operator Mentorship Pilot
 - Expanded Marketing Footprint
- Other efforts
 - Promoting positive aspects of role
 - \$19.94/hr to start plus 5% increase each year plus contract raises, Paid time off, Medical/Dental insurance, State pension and Deferred Compensation program, Career development opportunities, Job Security, Paid training, Stronger-than-ever focus on employee safety
 - Retention efforts including safety initiatives and resiliency training
 - Additional interview, testing, application assistance opportunities
 - Streamlined Testing and Application Process
 - Employee Referral Incentive Program
 - Partnership with ATU

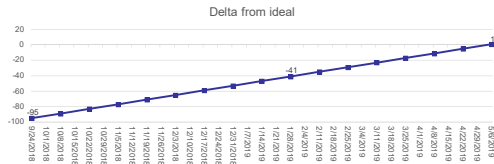


Service Demand = Peak based



Forecasting for 2018-2019

- Internal goal: Hire 16 new operators for each bi-weekly class
 - Factor expected attrition
 - Return to a more manageable level by January 28, 2019
 - Return to full staffing compliment by May 6, 2019



- Continue to focus on hiring and retention efforts, plus new initiatives
- Regular reporting to Council



Questions?

