



Metro Transit Public Safety Update

December 12, 2023

Overview

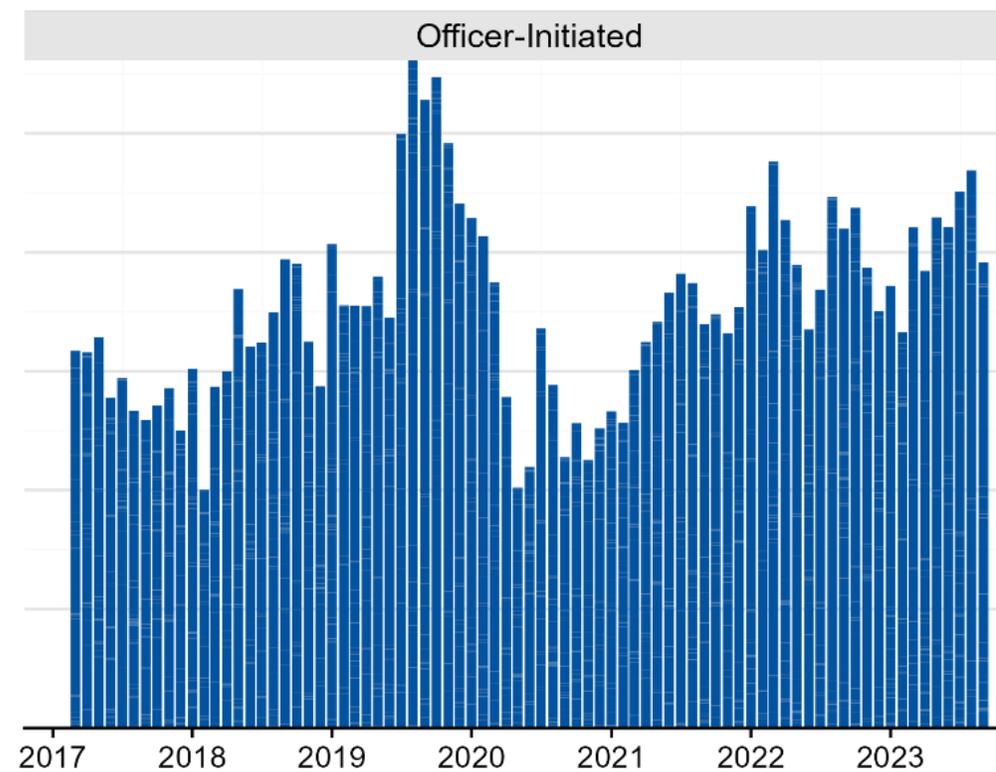
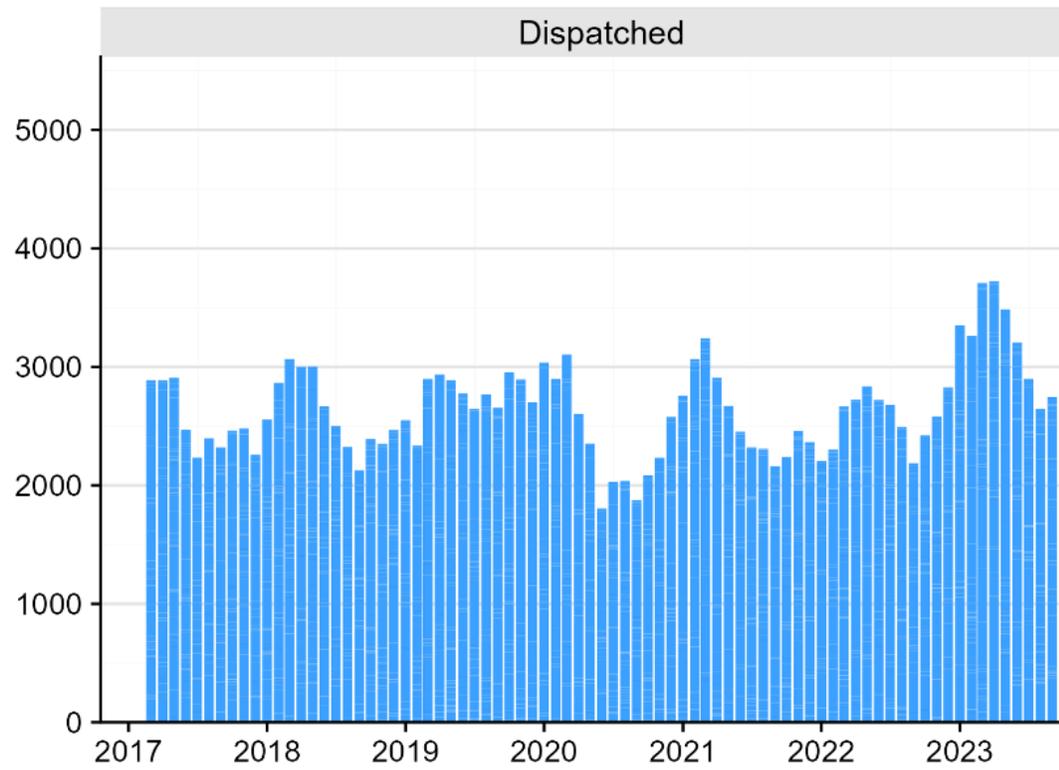
- 1. Current conditions:** Metro Transit Police Department calls for service and crime data
- 2. Status update:** Implementation of 2023 Transportation Omnibus provisions
 - Transit Service Intervention Project
 - Transit Rider Investment Program (TRIP)
 - Transit Rider Activity
 - Cleaning and Repair Standards

Metro Transit Police Department (MTPD)

- MTPD is committed to the personal safety, quality of life, and protection of property for everyone in our transit community.
- Officers respond to and investigate all crimes that are reported on buses, light rail, commuter trains, facilities, and rights-of-way throughout the eight-county region, and assist partner law enforcement agencies as needed.
- Currently, the department includes
 - 109 full-time police officers (out of 171 budgeted)
 - 12 Community Service Officers or CSOs (out of 70 budgeted)

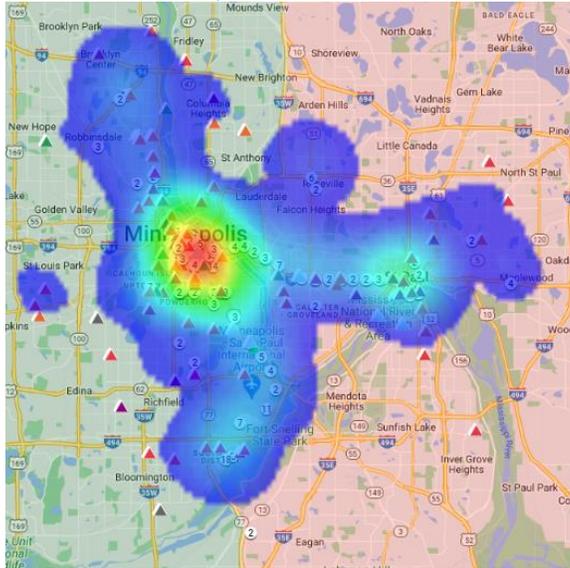


Calls for service



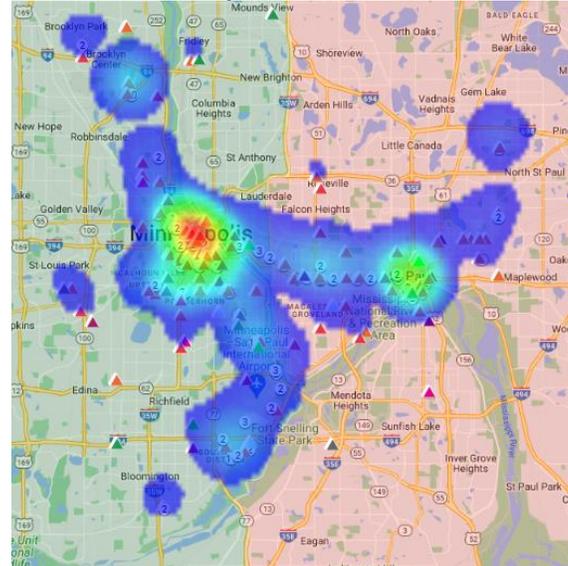
2023 Quarterly Calls for Service Location Mapping

Quarter 1

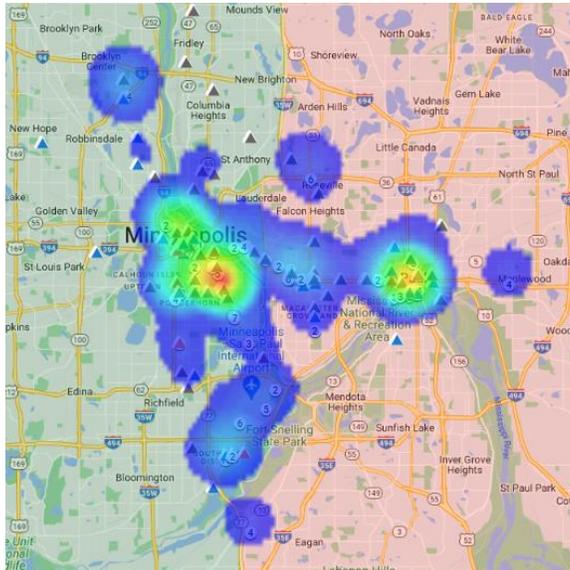
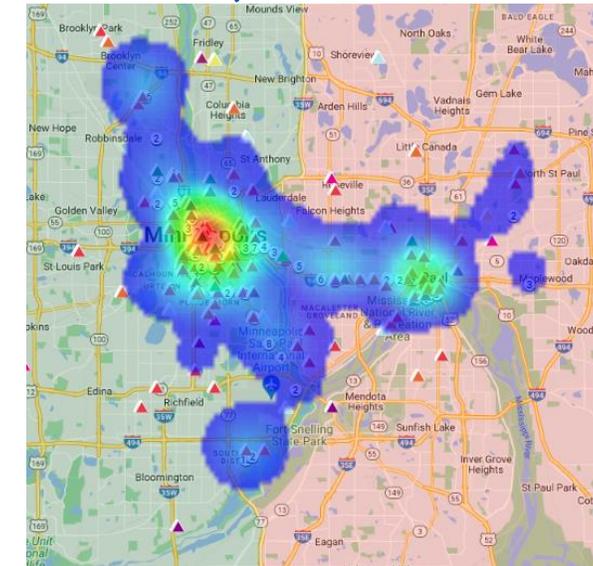


Dispatched

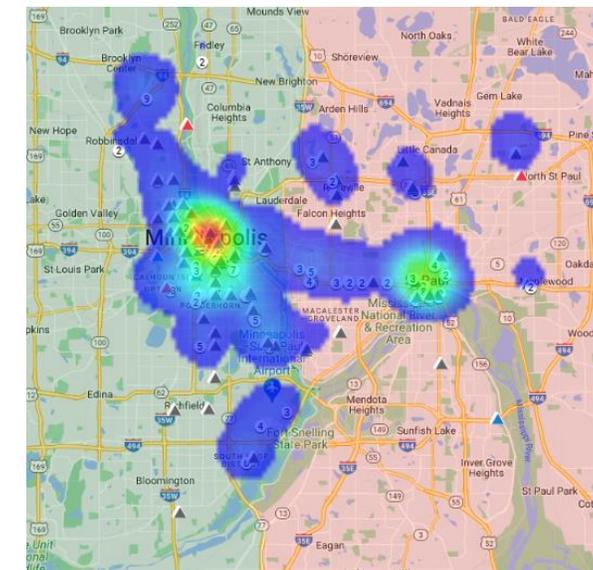
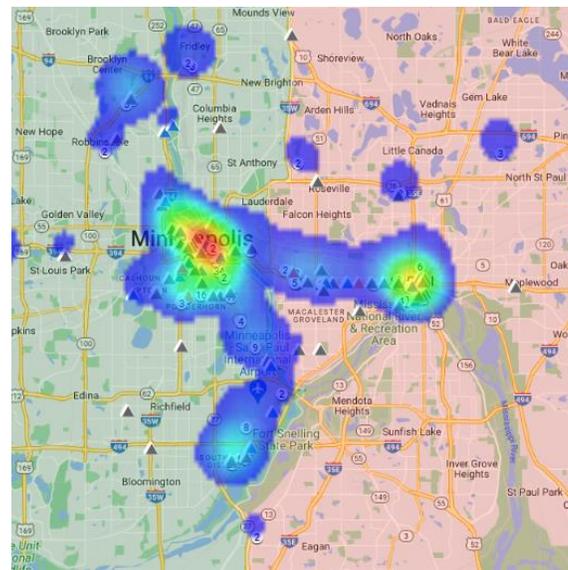
Quarter 2



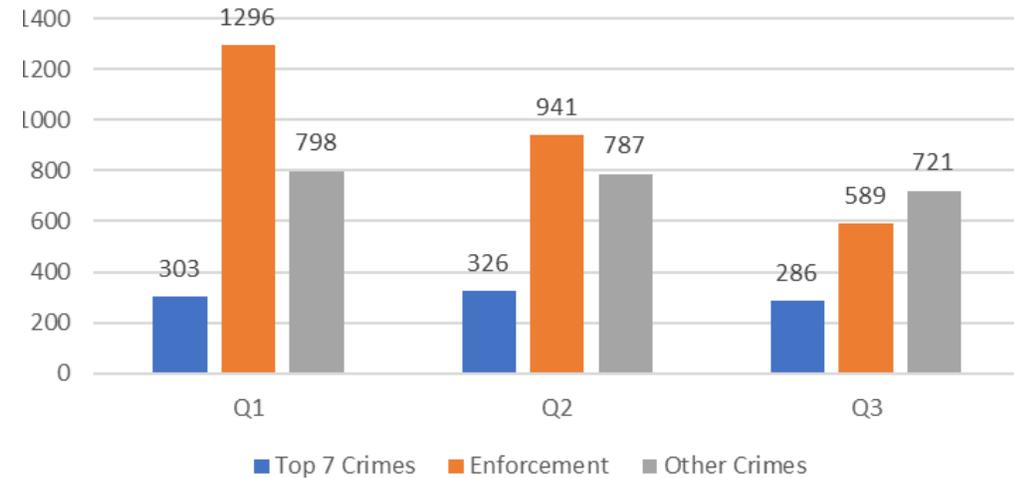
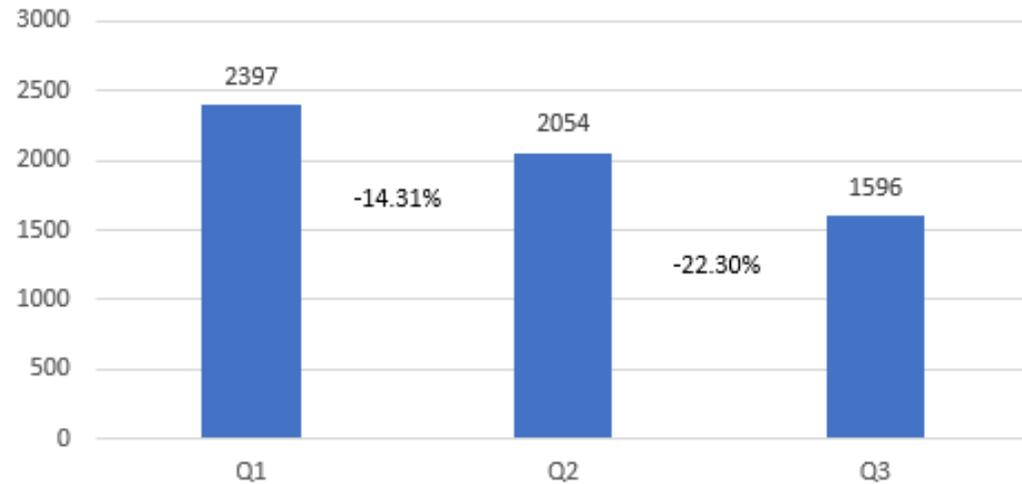
Quarter 3



Self-Initiated



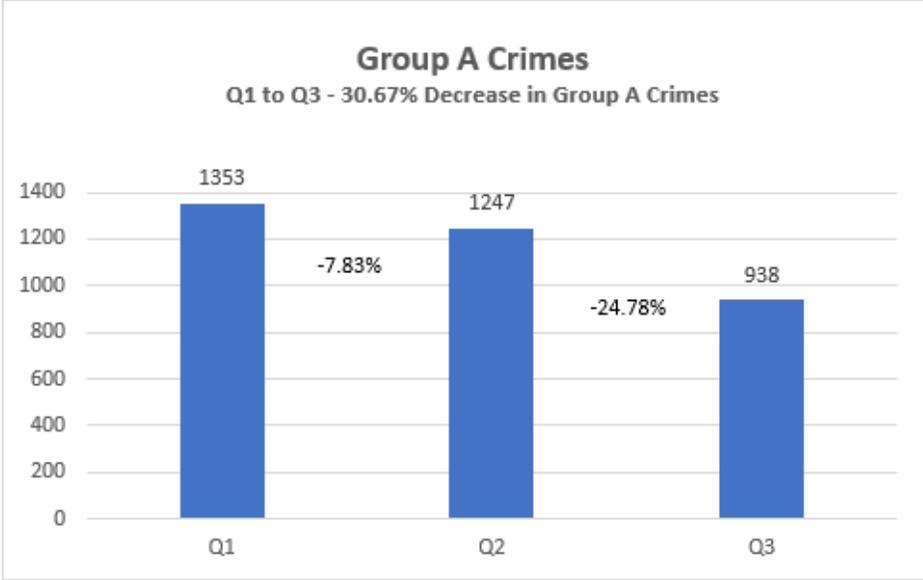
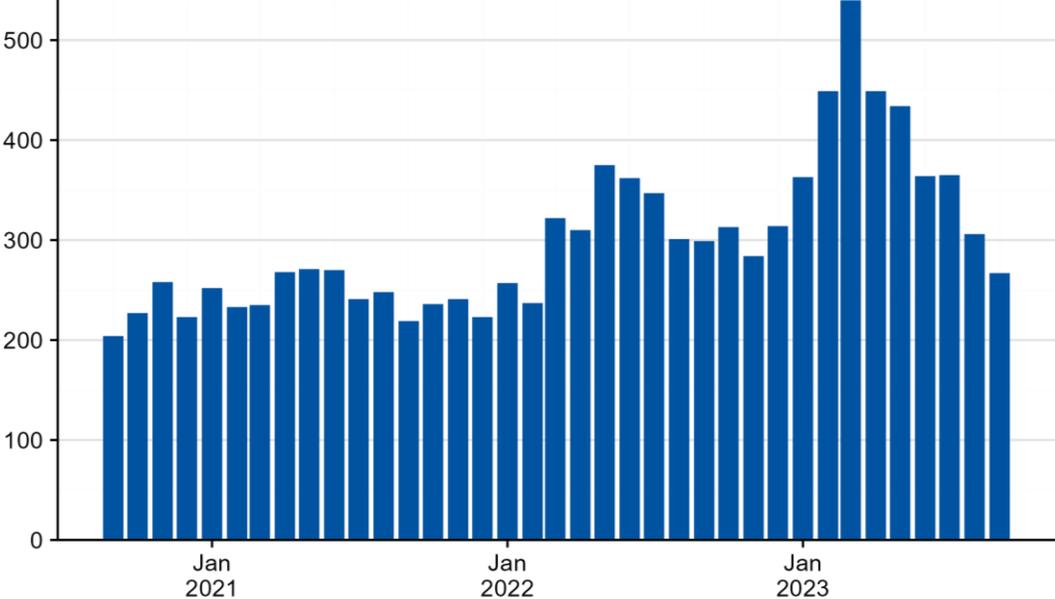
2023 reported crimes



33% decrease in reported crime from quarter 1 to quarter 3

- **The FBI's Nationwide "top seven crimes":** homicide, forcible sex offenses, robbery, assault, theft from person, motor vehicle theft, burglary
- **Enforcement:** arrests likely to be a result of proactive policing: drugs, fare evasion, false info/ID theft, loitering, disorderly conduct, liquor and trespassing
- **Other crimes:** non-person thefts, vandalism, weapons, DWIs, fleeing, obstructing, false info, smoking, predatory offender registration violations, riot, etc.

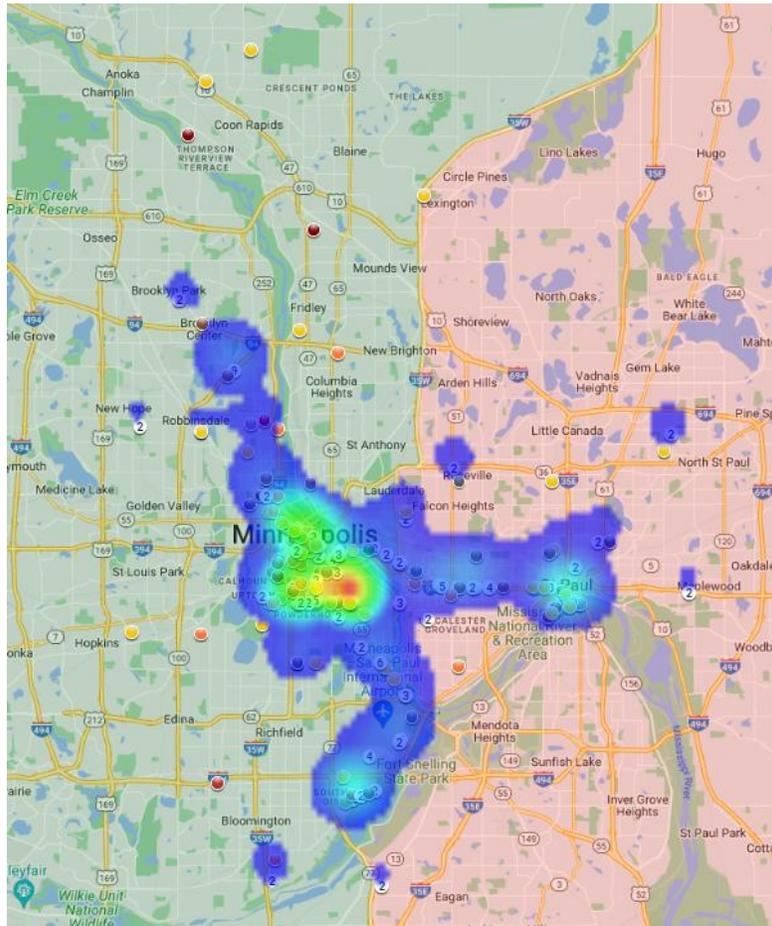
Group A reported crimes



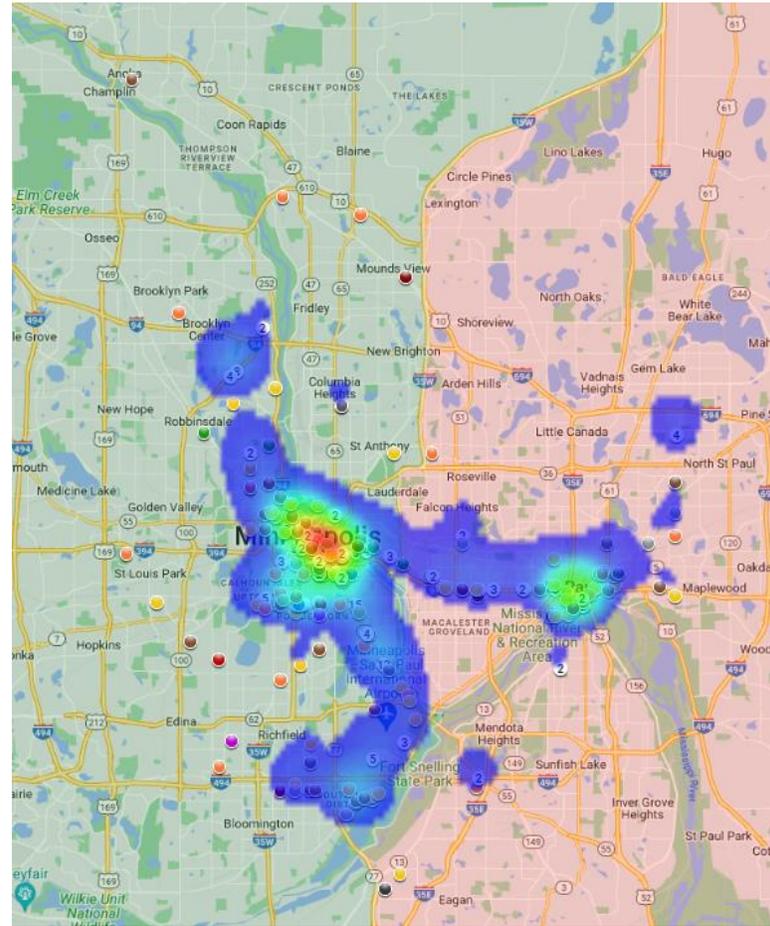
Most common Group A crimes on transit include: vandalism, drug equipment, narcotics, simple assault

2023 Quarterly Crime Location Mapping

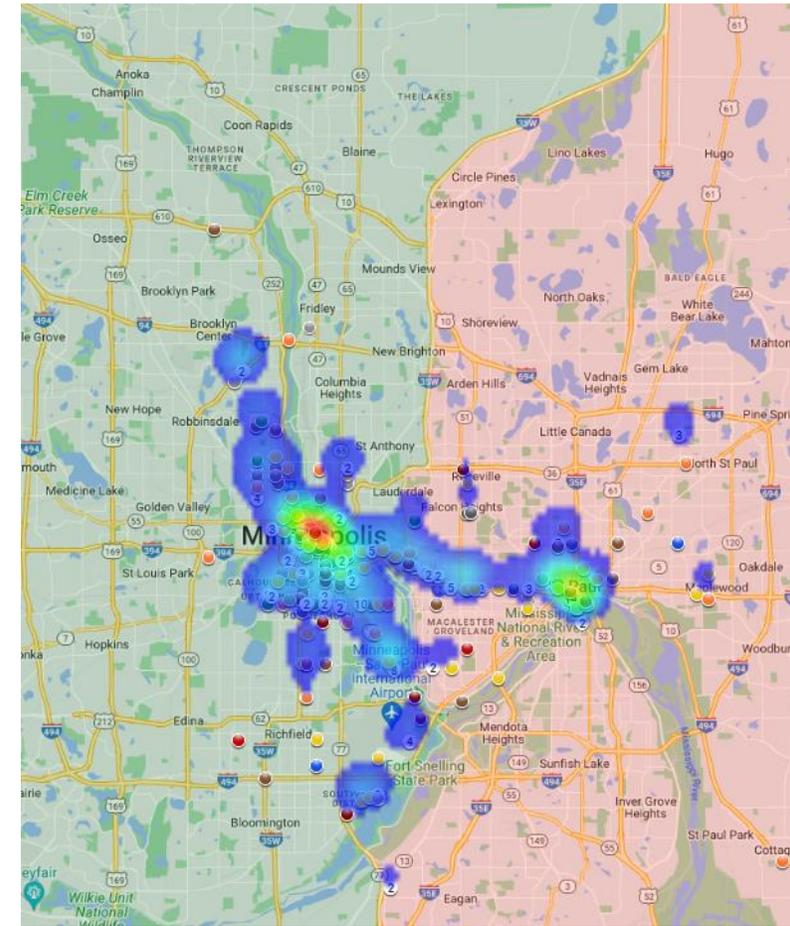
Quarter 1



Quarter 2



Quarter 3



Patrol operations

- MTPD's proactive policing approach
- Joint beats and initiatives
- Update to CompStat reporting

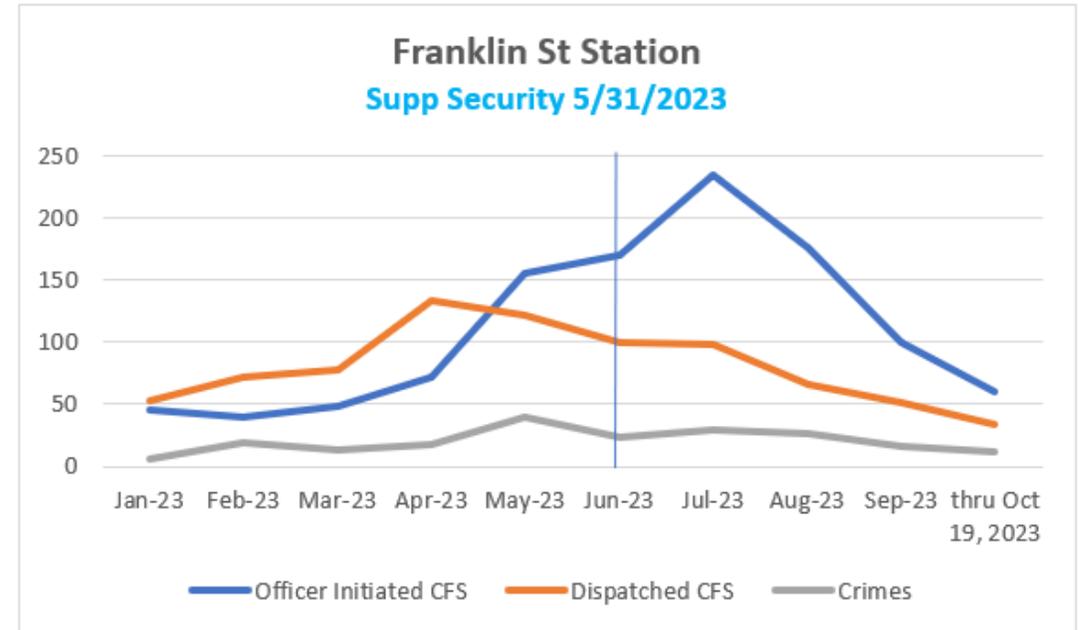
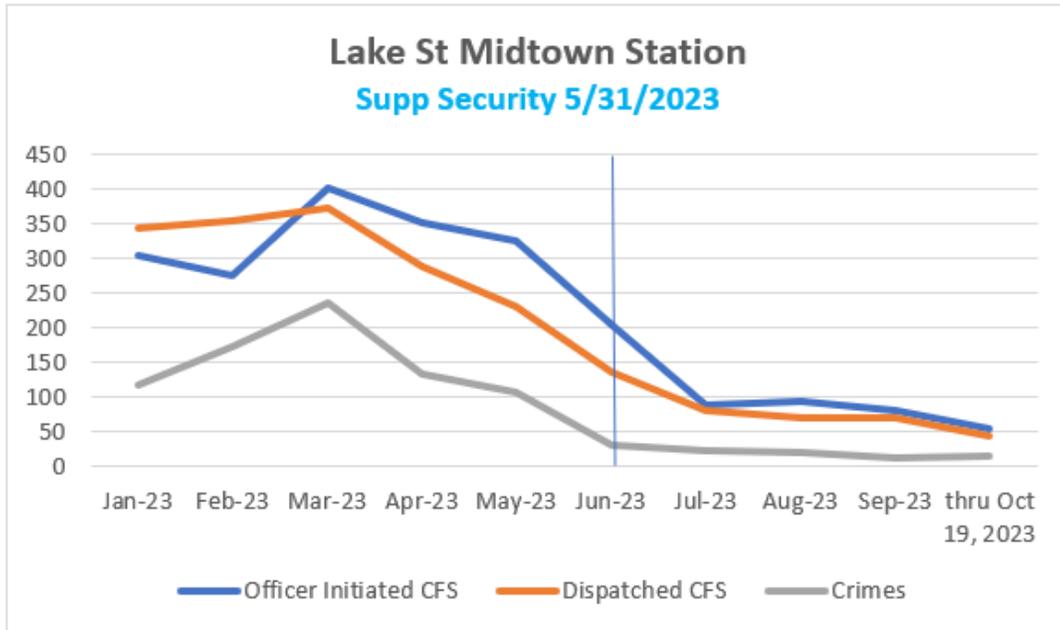


Supplemental security

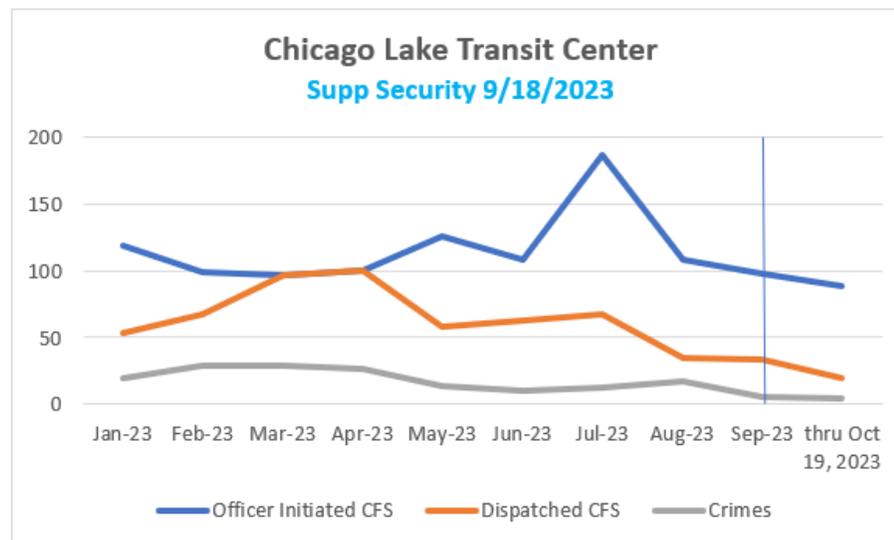
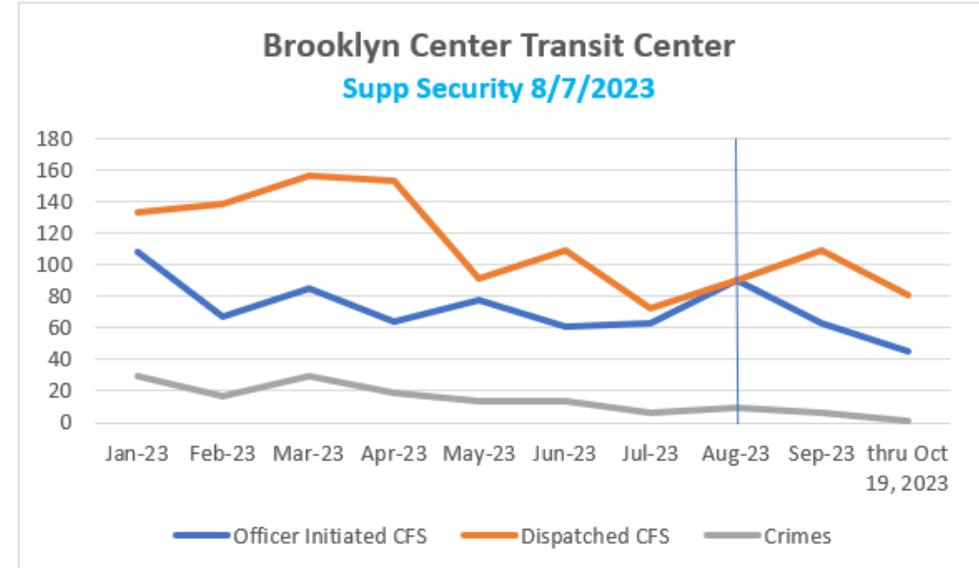
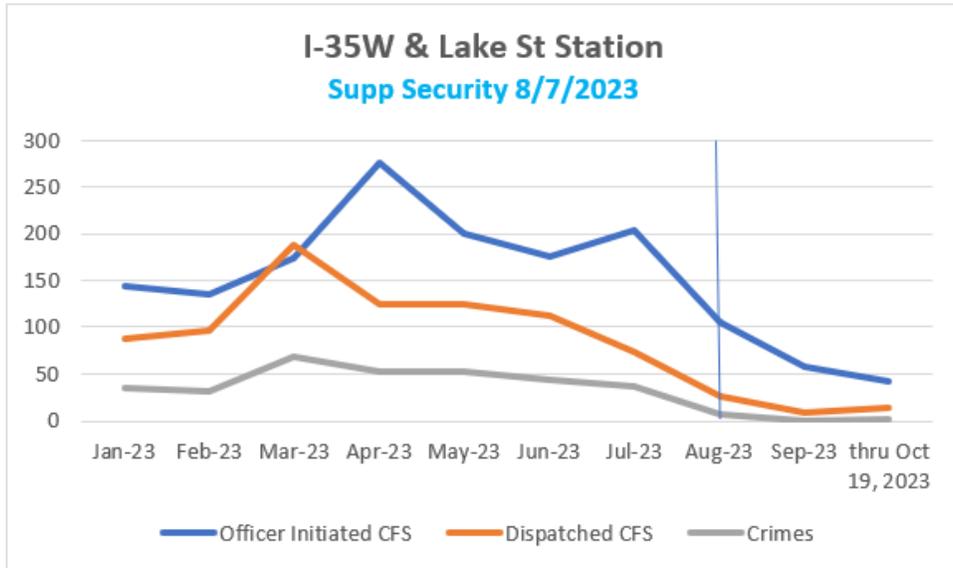
- Contracted supplemental security officers provide presence at
 - Lake Street-Midtown Blue Line LRT Station
 - Franklin Avenue Blue Line LRT Station
 - Brooklyn Center Transit Center
 - I-35W & Lake Street Station
 - Chicago-Lake Transit Center
 - Uptown Transit Station
- Planned expansion
 - Vertical Circulation Building at Central Station
Green Line LRT (St. Paul)
- Positive trend on CompStat Report



Supplemental security locations



Supplemental security locations



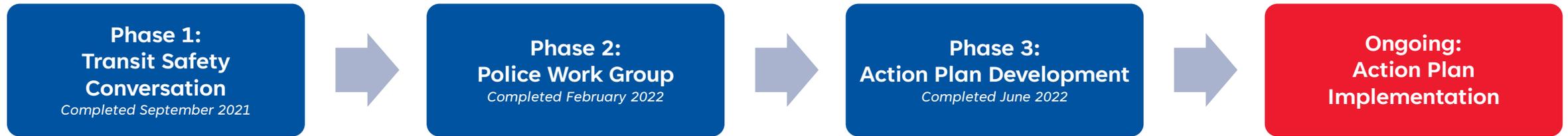
2023 legislation incorporated into Metro Transit's Safety & Security Action Plan

1. **Transit Service Intervention Project.** Launched 6/1/23 (Chapter 68, Article 1, Section 14 and Article 4, Section 113)
2. **Transit Rider Investment Program (TRIP).** Includes creation of TRIP personnel and administrative citations (Chapter 68, Article 4, Section 93)
3. **Cleaning and Repair Standards and Reporting.** Requires Metro Transit to establish cleaning and repair standards for facilities and vehicles. First report back sent to legislature by 10/1/23. (Chapter 68, Article 4, Section 95)
4. **Transit Rider Activity.** Codifies/elevates existing work, including code of conduct, paid fare zones, facilities monitoring (Chapter 68, Article 4, Section 92)
5. **Transit Safety and Rider Experience Legislative Report –** First report due 2/15/24 (Chapter 68, Article 4, Section 94)



Safety & Security
ACTION PLAN

Safety & Security Action Plan: Background and Context



- Safety & Security Action Plan emerged from the Metropolitan Council’s Metro Transit Police Review
- Builds on past work and investments
- Currently comprised of 43 action items organized into three areas of work
 1. Improving conditions on the system
 2. Training and supporting employees
 3. Engaging customers and partners
- Metropolitan Council endorsed the three areas of work and established a quarterly reporting requirement in June 2022
- Plan and reports available: www.metrotransit.org/public-safety
- Data available: www.metrotransit.org/performance

Developing layers of official presence

The Safety & Security Action Plan includes focus on increasing official presence to improve the customer and employee experience

MTPD police officers, including the Homeless Action Team (HAT)

MTPD Community Service Officers (CSOs)

Supplemental Security officers

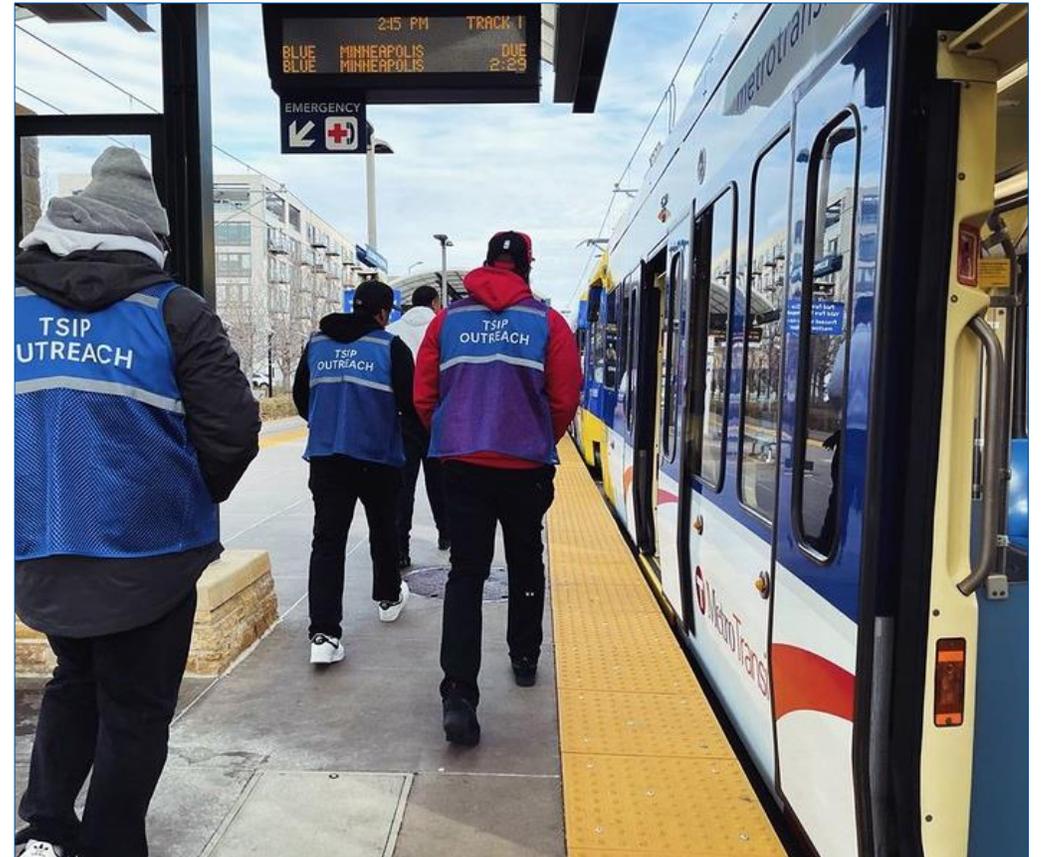
Transit Service Intervention Project partners

Forthcoming: Transit Rider Investment Program personnel



Transit Service Intervention Project (TSIP)

- “...established to provide coordinated, high-visibility interventions on light rail transit lines that provide for enhanced social services outreach and engagement, code of conduct regulation, and law enforcement”
- 10 contracts approved for social services and outreach
- Continued Homeless Action Team leadership
- Additional law enforcement presence



Transit Service Intervention Project coordination

Coordination group meets bi-monthly

Council must seek participation from:

- MN Department of Human Services
- MN Department of Safety
- Minnesota State Patrol
- Metropolitan Council/MTPD
- Metropolitan Airports Commission
- City of Bloomington
- City of Minneapolis
- City of St. Paul
- Hennepin County
- Ramsey County
- Exclusive representative of transit vehicle operators (ATU)
- National Alliance on Mental Illness Minnesota



Transit Service Intervention Project partners



All Our Boys

Brothers Empowered

Mental Health MN

MN Community Care

Roots Wellness Center

The Family Partnership

The Link

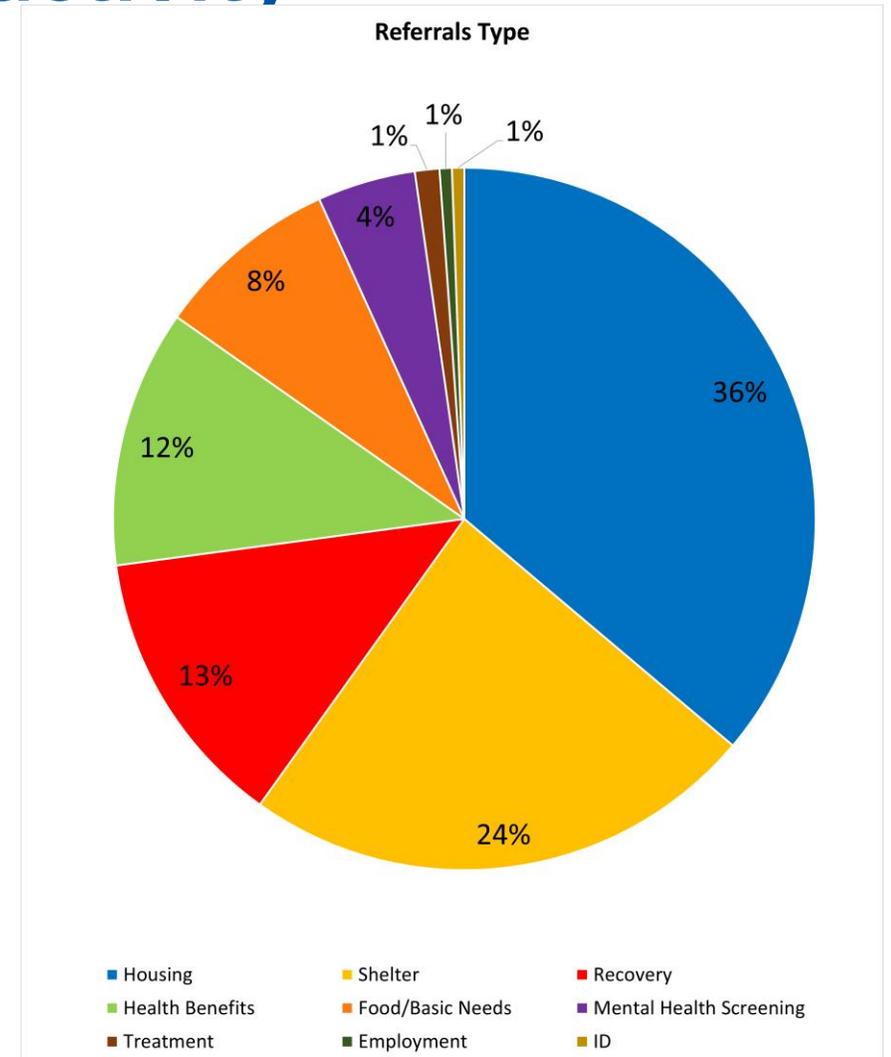
TOUCH Outreach

Truce Center

We Push for Peace

Transit Service Intervention Project activity

- Since launching in June 2023, more than 530 people have been contacted about intervention services while on the LRT
 - Resulted in 177 referrals
- Housing or shelter constitute more than half of the intervention services and referrals
- MTPD's HAT has conducted over 35 outreach events on the METRO Blue and Green lines since 6/1/23 launch



Transit Rider Investment Program (TRIP)

- Establishes
 - TRIP personnel
 - Administrative citations for fare non-compliance
- Program development builds on public and internal engagement
 - Initial administrative citations agency initiative introduced in 2019
 - TRIP-specific engagement began in June 2023



TRIP implementation overview

- **May – October 2023:** Conducted outreach, developed program based on legislative requirements
- **October 11, 2023:** Metropolitan Council adopted TRIP policy and resolution
- **December 4, 2023:** CSOs began inspecting fares and issuing administrative citations for fare non-compliance
- **December 11, 2023:** Metropolitan Council Transportation Committee expected to consider a business item to contract for TRIP personnel as one step towards staffing the program
- **Q1 2024:** Anticipated launch of TRIP personnel



Cleaning and Repair Standards

- **Adopted standards and submitted report by Oct 1, 2023**
 - Cleaning requirements for stations and vehicles
 - Strategy for discovering and removing vandalism, graffiti
 - Proposal for timely repair of damage
 - How we developed the standards and the stakeholders consulted
 - Financial resources needed to implement the standards
- **Post notice on website, at LRT/BRT stations by Feb 1, 2024**
 - How to reach us and give feedback on cleanliness and rider experience
- **Submit report every two years starting Oct 1, 2025**
 - Frequency, type, and location of cleaning and repairs; expenditures; workforce challenges; etc.



Transit Rider Activity: Code of Conduct

- Metropolitan Council expected to adopt the revised Code of Conduct on December 13, 2023
- Adoption will be followed by awareness and activation campaign to educate riders in Q1 2024
- Example tactics:
 - Signage, LRT/BRT, transit centers, shelters, and vehicles
 - Website, social media, newsletters
 - Pocket schedules & rider tools
 - Audio announcements
 - Direct outreach and employee inreach

YOUR ROLE AS A RIDER

Respect our Code of Conduct

✓ REQUIRED:

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

⊘ ILLEGAL:

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

⊘ NOT ALLOWED:

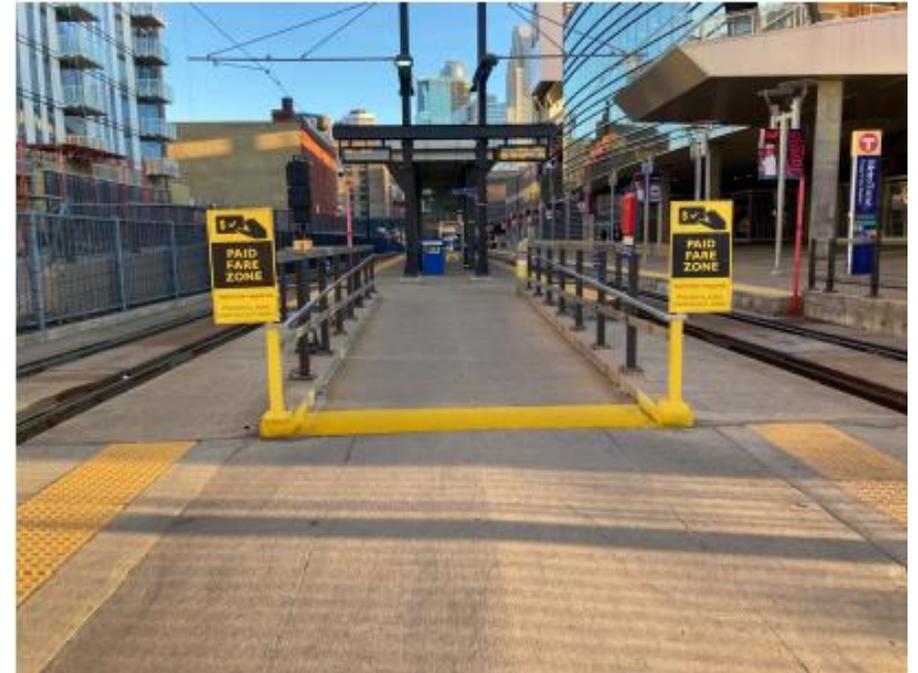
- Sexual or discriminatory harassment
- Large items that block the aisle
- Phone calls or music played on speaker
- Riding bikes/skating/skateboarding
- Soliciting/gambling/panhandling/loitering
- Vulgar language
- Flammable or other hazardous items
- Eating

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



Transit Rider Activity: Paid Fare Zones

- “...establish and clearly designate paid fare zone at each light rail station...”
- **Improvements to be implemented in Q1 2024:**
 - Set standard fare zone boundary at the edge of station entrances where railings or fencing begins.
 - New sign design concept uses distinctive color and pictogram for improved legibility.
 - Signs installed at all LRT stations 4-6 weeks after contract awarded.
 - Yellow boundary lines to be painted or added via vinyl cling in late spring (when ground temps allow).



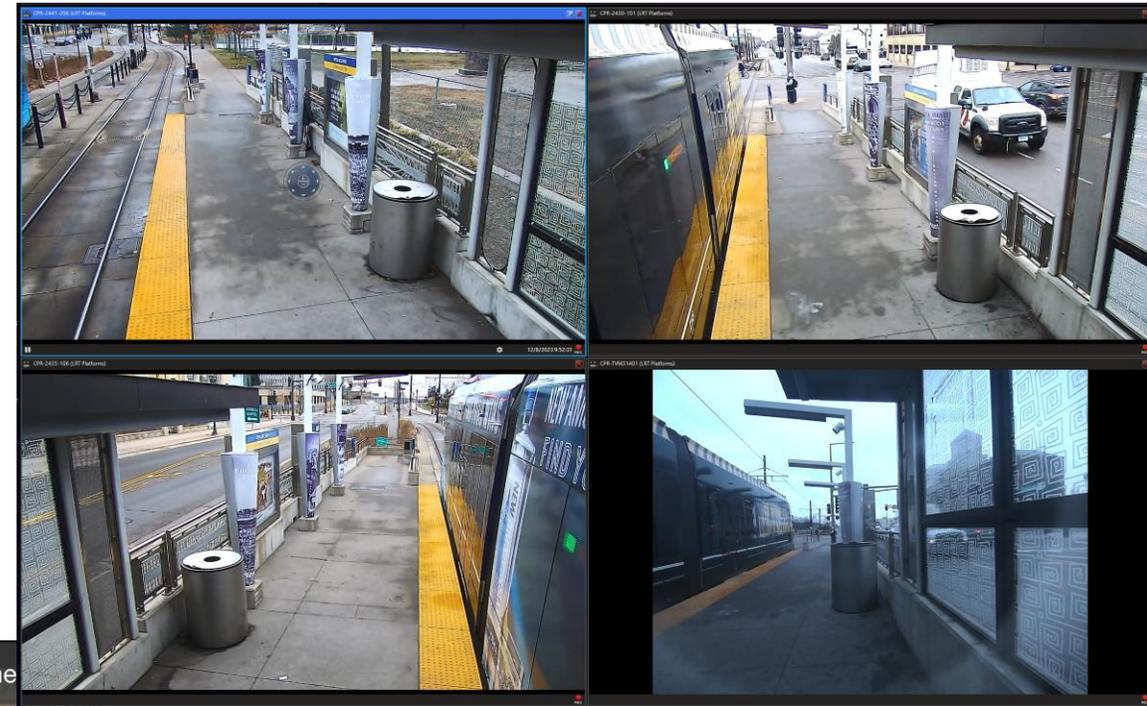
Example of proposed sign and paint/vinyl treatment at Target Field Station Platform 1.

Transit Rider Activity: Camera Monitoring

Real Time Information Center (RTIC) total camera access: 4,078 cameras, includes bus garages and office buildings

- 890 on Light Rail vehicles
- 689 on the light rail system
- 612 on the bus rapid transit system
- 443 in park and ride lots
- 197 north star cameras
- 254 at transit centers
- 40 camera trailer cameras

(Numbers will grow as the Transit system expands)



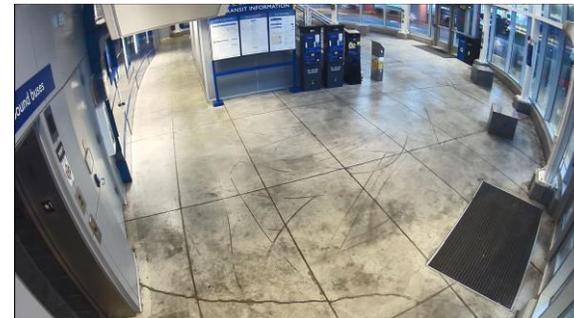
Example of Platform cameras
(Capitol-Rice St)



Example of onboard LRV live view camera (360' capable)

Real Time Information Center continued

RTIC total camera access: 4,078 cameras



Public feedback shaping implementation

- Engaged riders on the code of conduct, familiarity with how to report maintenance issues, and experience of safety
 - Received 2,000 responses
 - Direct engagement, over 300 employees talked directly to riders
 - Input was also gathered through: emails targeted at riders and community groups, social media and community event attendance
- Continuous efforts to survey rider perceptions of safety, hear directly from customers, and communicate progress
 - Monthly “Great Day in Transit”: high presence of Council employees on the system engaging with riders and addressing issues
 - Upcoming “listening sessions” on LRT in January 2024

Help us build
a better transit
system!

Share your ideas about
safety, cleanliness, and
behavior onboard and at
stops and stations.



Scan this code or visit
metrotransit.mn/621survey.
It's quick and it's important!



Thank You