

# Metro Transit Police Department Working with Unsheltered Communities

Metropolitan Council – Committee of the Whole  
November 7, 2018



# Community Oriented Policing and Homeless Response

## Initiatives by year

- 2013 – 2015: Operation Deep Freeze
- 2016 – 2017: Unsheltered Service
- 2018: Homeless Action Team

## Response Calls

- |             |             |
|-------------|-------------|
| 2015: 1,273 | 2017: 2,442 |
| 2016: 1,559 | 2018: 2,713 |



Average nightly head count of homeless individuals using Metro Transit for some form of shelter in winter of 2015 / 2016 = 193.  
 2017 = 250 / 451  
 July 18 Point In Time there were 246 / 523 individuals.



# Community Engagement

Arresting those needing help is not the answer

St. Stephen's Street Outreach

Catholic Charities

Union Gospel Mission

People Incorporated

Radias



# Challenges and opportunities

Ongoing Community Meetings held with St.Paul , Mpls, State of MN , Outside In

Revised Homeless Action Team plan submitted with Code of Conduct revised

Procurement work on Outreach Worker contracts in progress

Presentation to Railvolution



# Metro Transit Police Department Homeless Action Team steps in right direction

2,713 customer service complaints: +14%

HAT makes average of 108 Contacts per night

Identifying & servicing the most vulnerable:  
In four days, placed 103 individuals  
to Winter Safe Space

Responding to dangerous behavioral  
issues and persons in crisis

Review of Code of Conduct  
Standard Operating Procedures



# MTPD Homeless Action Team

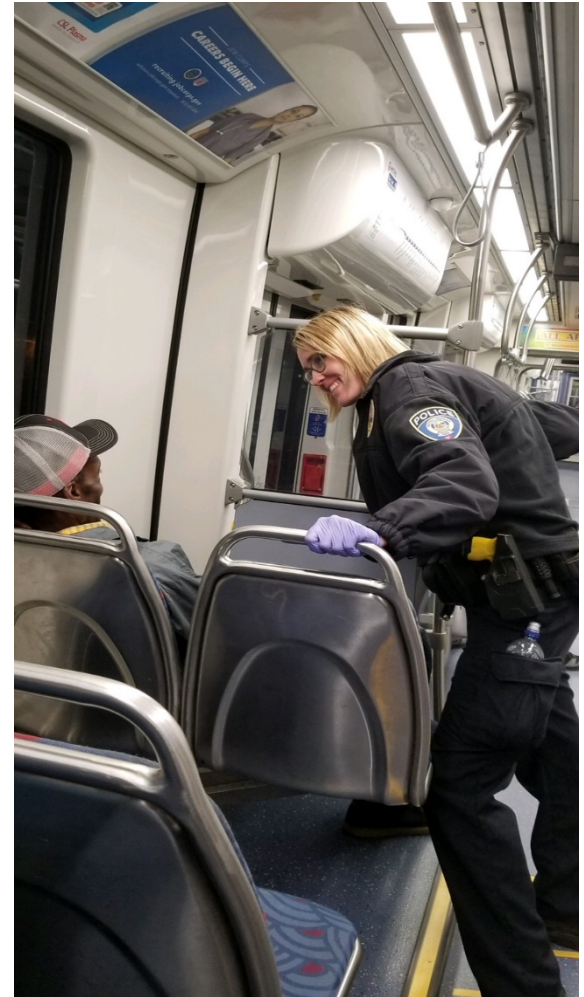
Homeless Action Team in the media:

<http://ow.ly/N1U730mvznV>

Next steps

Recruit case workers and street outreach workers

Create crime prevention and education plan for service providers and riders



# Marketing the Code of Conduct

**These things are ILLEGAL**

They can lead to jail time, fines or both.  
MN statute #609.855

Metro Transit  
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metrotransit.org  
612-373-3333

- interfering with the driver or vehicle
- no electronics without headphones
- animals not in a carrier (service animals exempt)
- not paying the correct fare
- eating or littering
- alcohol
- smoking\*  
\*E-cigarettes are prohibited
- spitting

**You Must Abide to Ride**

Riders who repeatedly violate transit laws can be banned from using the system.

Regional Transit  
Visit [www.sacrt.com](http://www.sacrt.com) for details

As we adjust the Code, our Marketing and Creative divisions will continue to help us spread the word about what is and what isn't acceptable:

- Signage on vehicles and properties
- Small information handouts for officers working to enforce Code

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.

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metrotransit.org/code-of-conduct  
612-373-3333

**CUSTOMER CODE of CONDUCT**

- Profanity/rowdy behavior is not permitted.
- Have proof of fare payment ready to show to the conductor and/or Transit Police when asked.
- No soliciting.
- Keep phone calls brief and quiet.
- No shirt, no shoes, no service.
- Keep feet, bags and service animals off seats.





# **John M. Harrington**

## **Chief of Police**

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