

Safety & Security ACTION PLAN

Quarter 4 2022 Update

Metropolitan Council Committee of the Whole

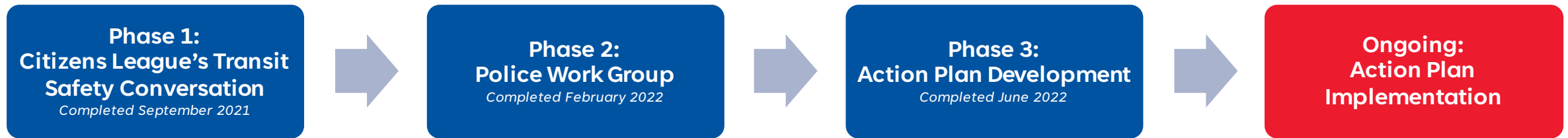
January 18, 2023



Agenda

1. Safety & Security Action Plan Background
2. Metro Transit Police Department Update by Interim Chief Grates
3. Additional Safety & Security Action Plan Q4 2022 Updates

Safety & Security Action Plan: Background and Context



- Safety & Security Action Plan emerged from the Metropolitan Council's Metro Transit Police Review
- Currently comprised of 40 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

MTPD Update and Discussion

Presenter: Interim Chief Rick Grates

“Relational policing is at the basis of
MTPD’s policing philosophy” –Interim Chief
Grates

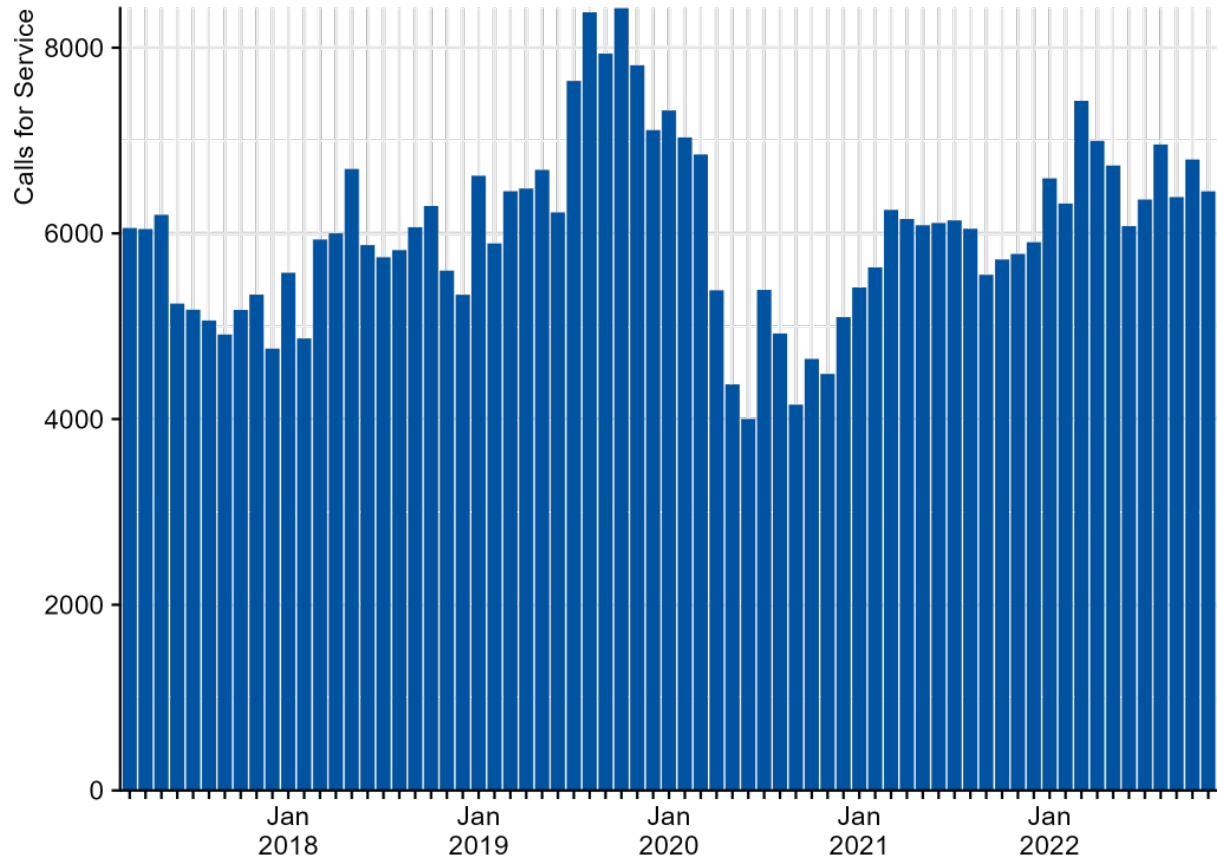


Calls for Service & Ridership

Calls for Service (CFS)	
December 27-January 2, 2023	1,552
December 20-26, 2022	1,363
Percent change	+0.13%
Ridership	
December 27-January 2, 2023	450,698
December 20-26, 2022	359,977
CFS per 10,000 rides	
December 27-January 2, 2023	34.44
December 20-26, 2022	37.86
Total Reportable Crime	
December 27-January 2, 2023	66
December 20-26, 2022	101
Crimes per 10,000 rides	
December 27-January 2, 2023	1.46
December 20-26, 2022	2.81

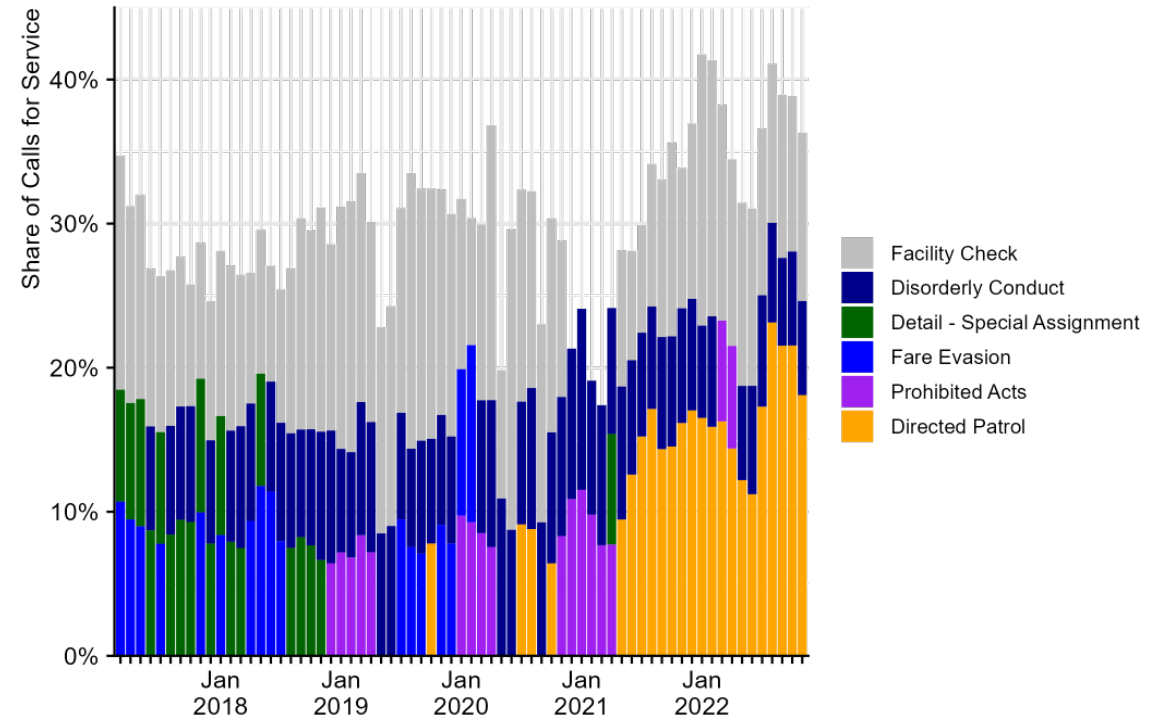
- Calls for Service:
 - +15% YTD 2022 compared to 2021
 - +25% YTD 2022 compared to 2020
- Crime Reports:
 - +54% YTD 2022 compared to 2021
 - +5% YTD 2022 compared to 2020
 - Notable increases in 2022 over 2021:
 - Narcotics (+182%)
 - Weapons (+145%)
 - Assault (+28%)
 - Liquor Law Violations (+92%)

MTPD Calls for Service

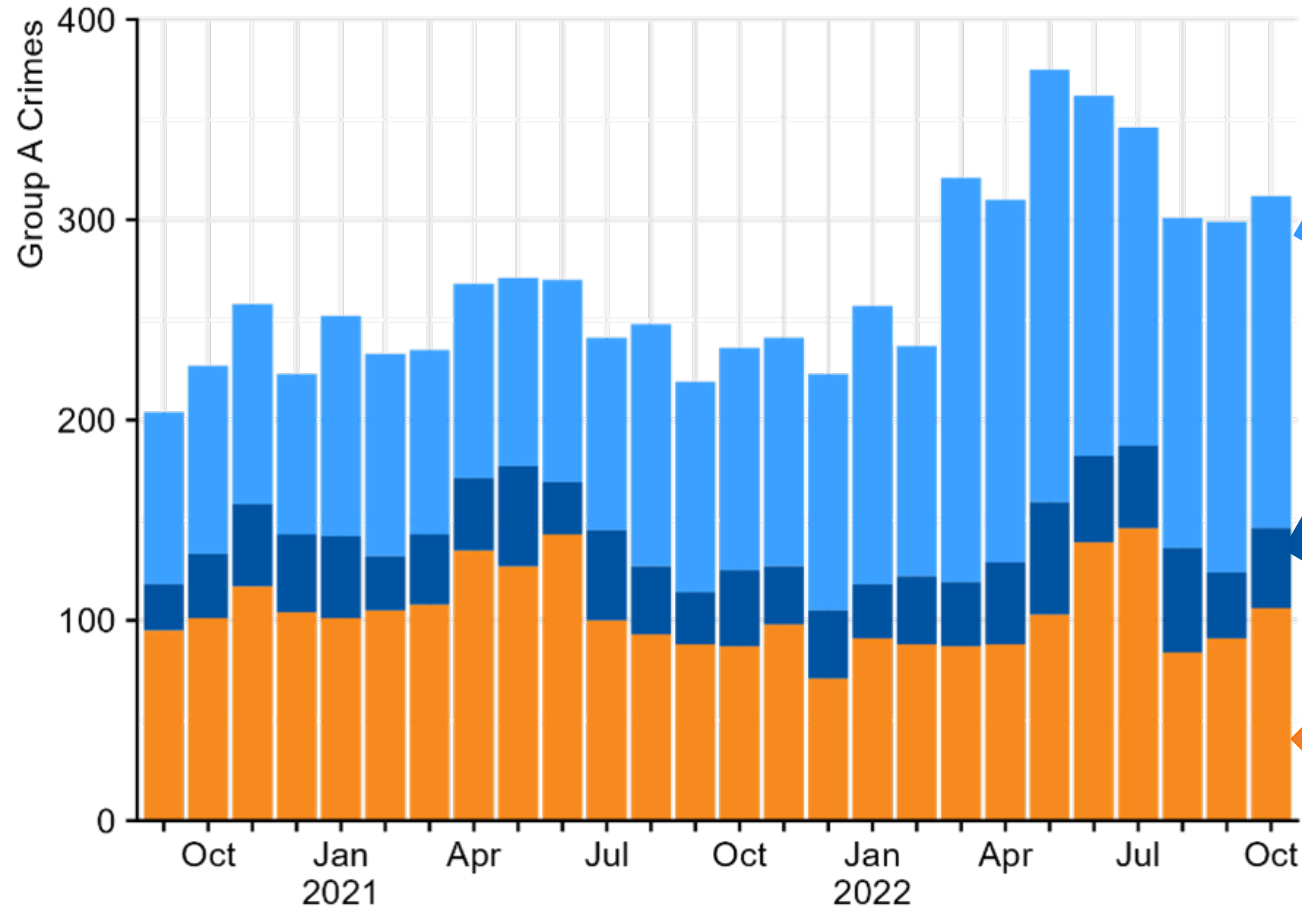


Top 3 CFS Problems by Month

Excluding Check Welfare, Mask Compliance, On Boards (in top 3 for 6 months or less)



Group A Crimes



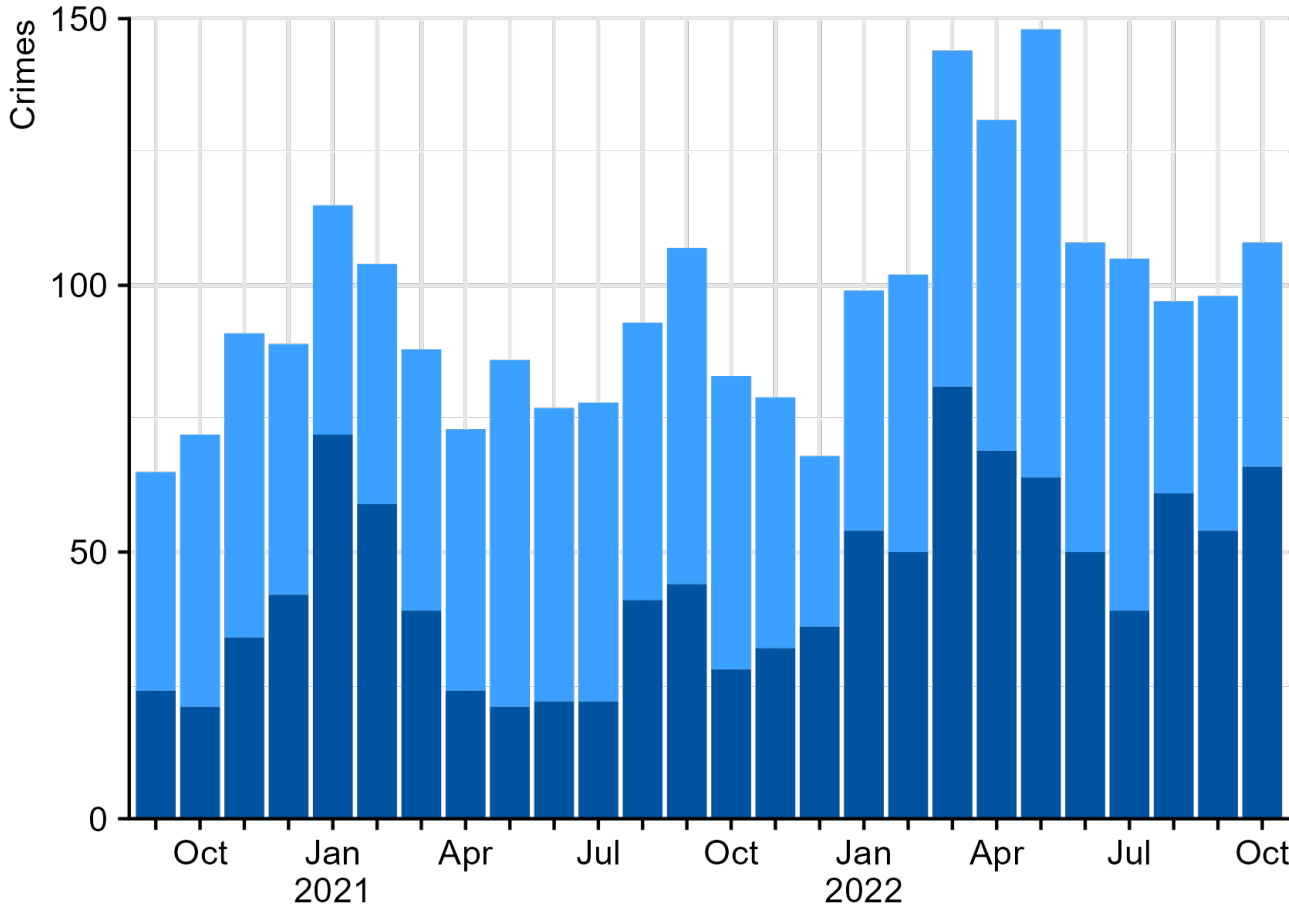
Sept 2020 – October 2022

All other Group A crimes

Simple Assault is the second most frequent crime. *This is defined as an assault where there is no weapon and no serious bodily injury.*

Vandalism and property damage are the most frequent crimes committed across the transit system.

Code of Conduct Violations



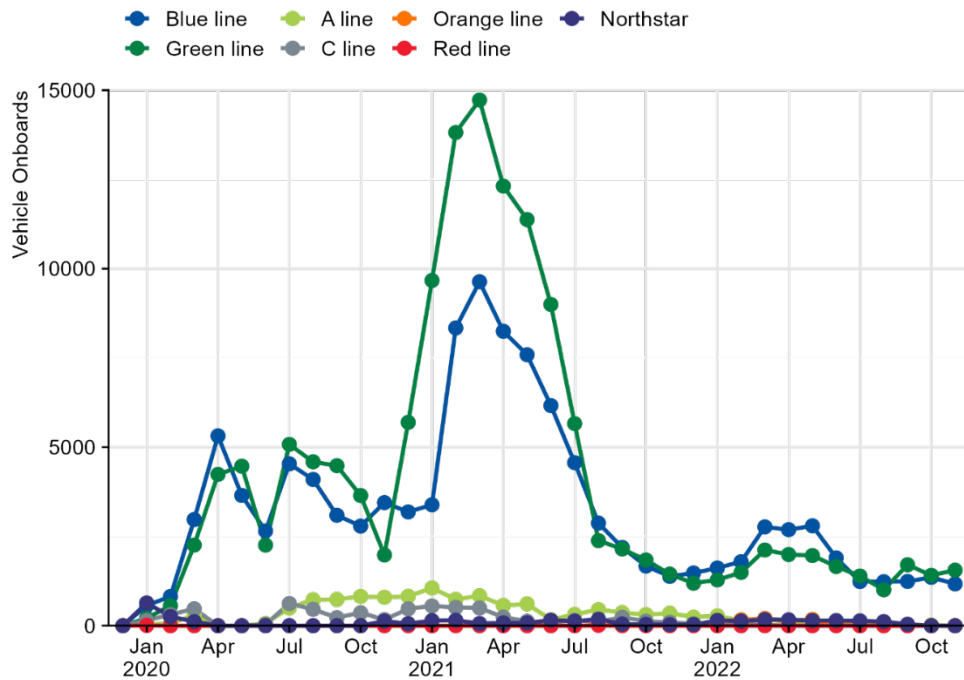
All other Code of Conduct violations (*intimidation, curfew/loitering, disorderly conduct, nonviolent family offenses, obstruct transit, consuming food/beverages*)

Code of Conduct violations: alcohol, tobacco, and narcotics

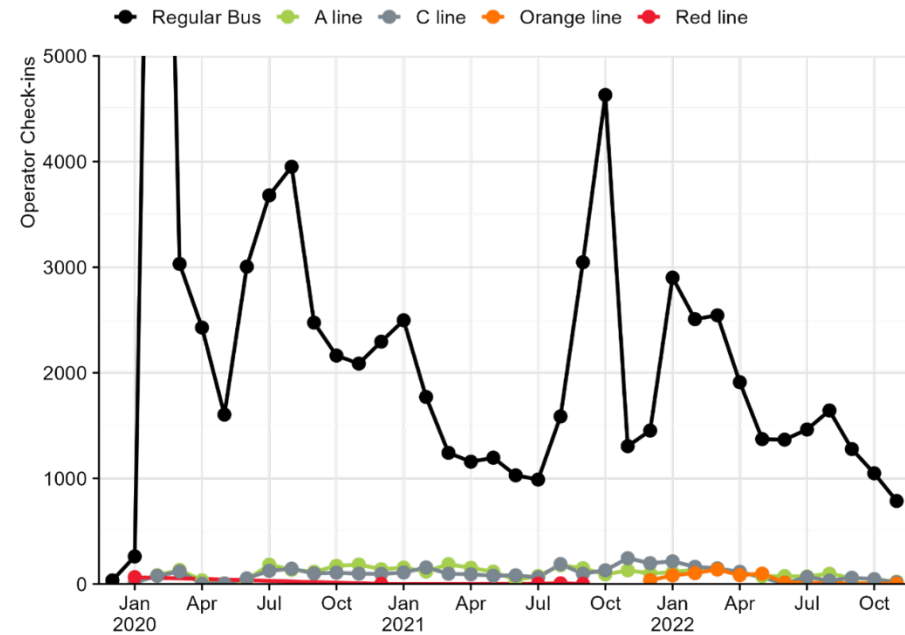
Sept 2020 – October 2022

Resource Deployment: Check-Ins and On-Boards

LRT/BRT/Northstar Onboards

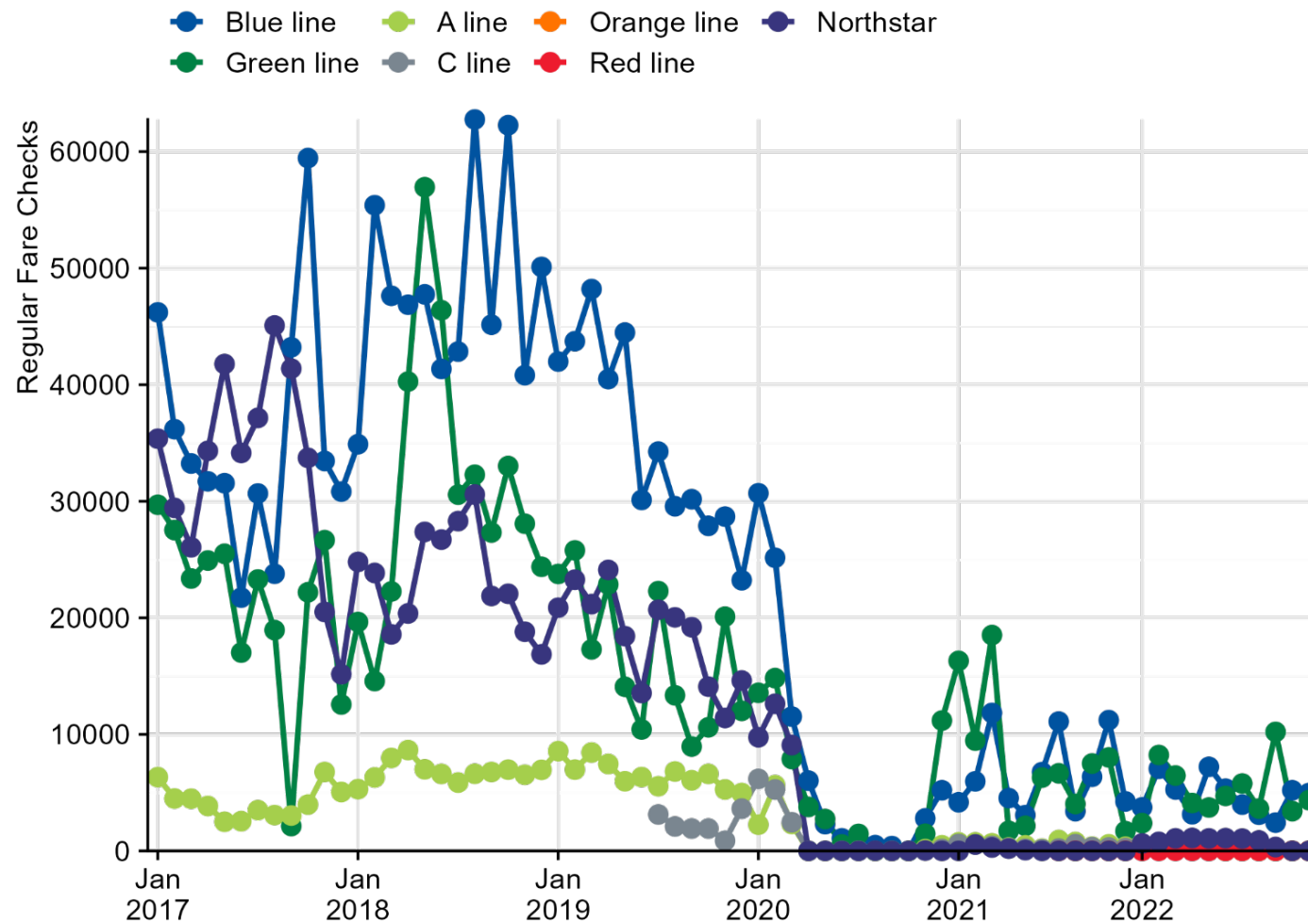


Bus Check-Ins



"On-Board" - An officer records riding a Bus Rapid Transit (BRT) vehicle or a train vehicle
 LRT focus has necessitated a shift from regular route bus on-boards due to limited resources

Resource Deployment: Fare Inspections



MTPD Staffing

Recruiting & Retention:

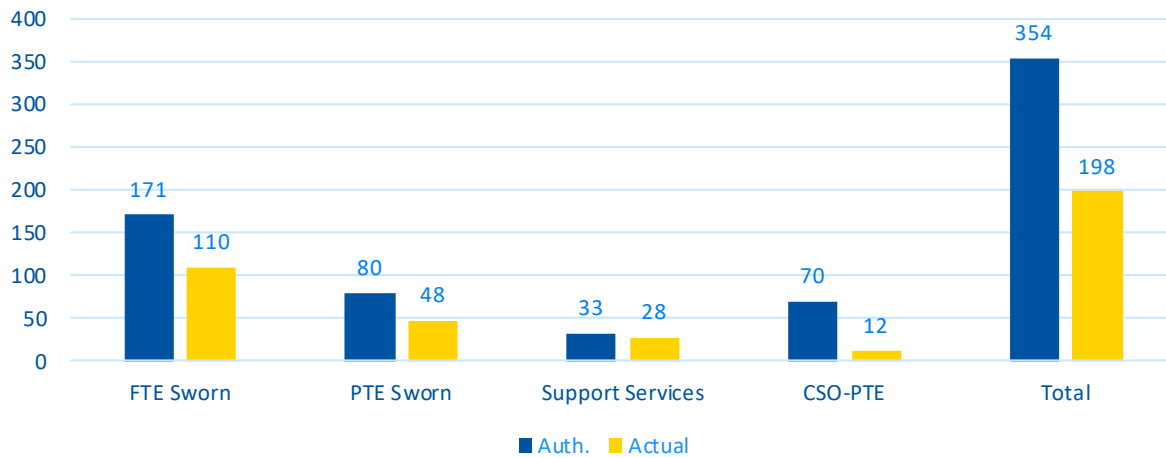
- Market increase for wages
- One day hiring interview process
- Lateral Officer recruitment
- CSO tuition reimbursement
- Recruitment position for 2023



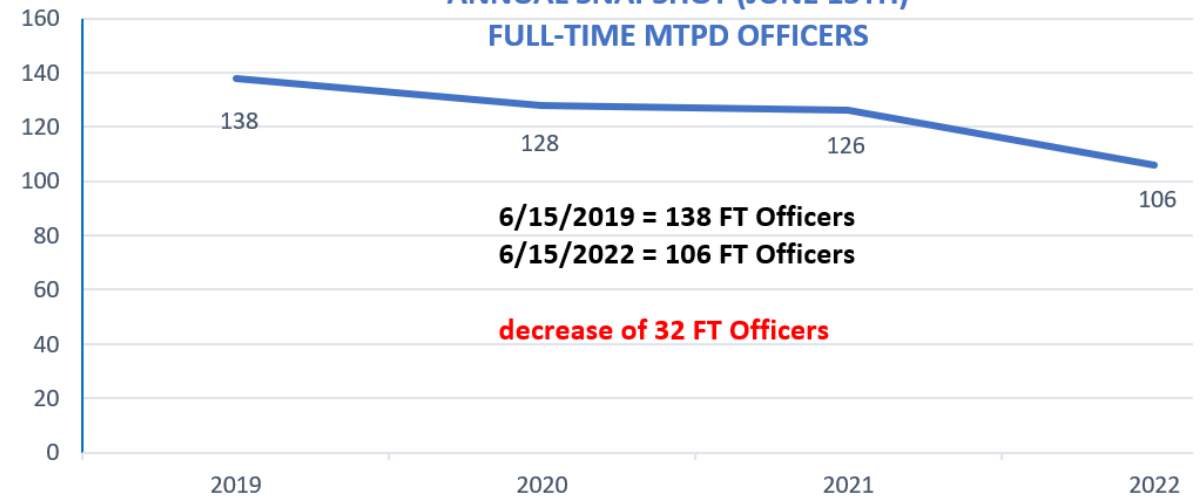
Note: Action Item 1.1

Comparison Staffing Data

**MTPD Staffing Data
12/28/22**



**ANNUAL SNAPSHOT (JUNE 15TH)
FULL-TIME MTPD OFFICERS**



MTPD Patrol Operations

- New Officer bid effective January 21st
- Additional supervisors promoted (4 Lieutenants and 6 Sergeants)
- Span of supervisor control-East/West Lieutenants
- Updated organization chart to include “Community Engagement Team” led by a Lieutenant and 2 Sergeants



Relational Policing

- Relational based policing (RBP) intends to build relationships founded in trust while working collaboratively with the community to address public safety concerns.
- RBP programs are underway in many cities across the country.
- RBP includes the use of non-law enforcement partnerships to increase the perception of safety on the system.



MTPD Relational Policing Examples

- MTPD garage liaisons
- MTPD's Community Engagement Unit
- Re-enhancing local agency partnerships (mutual aid agreements)
- Focus and partnership with internal stakeholders
- Supplemental security



Improving Conditions on the System Example

Supplemental Security Officers

- Pilot project remains underway at Franklin and Lake Street LRT Stations
- Longer term plan/RFP closed on January 6
- MTPD continues to partner with E&F and partners with the CX360 program for long-term solutions



Engaging with Customers and Partners Examples

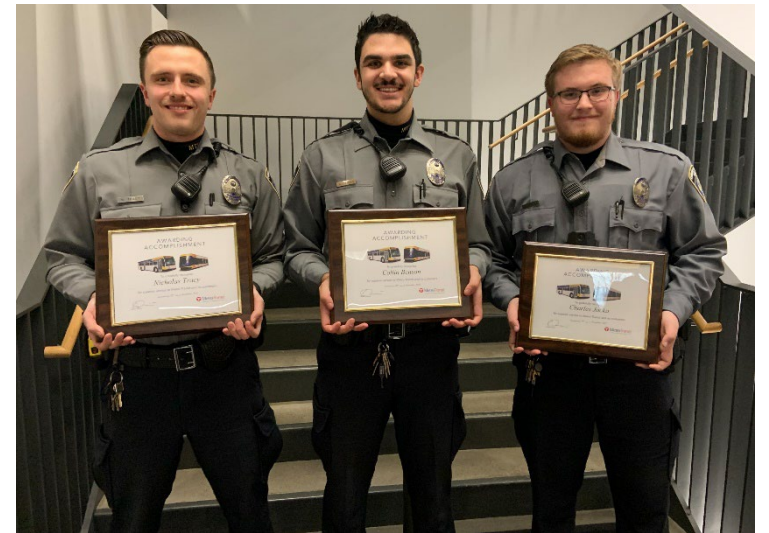
Community Contracts for 2023 and Beyond

- MTPD has a plan in place for 2023 for community outreach services
- MTPD is coordinating a final plan for HAT contracted services for 2023
- MTPD will be working with internal partners on a long-term approach for both Outreach and HAT Services for 2024 and beyond



Training and Supporting Employees Examples

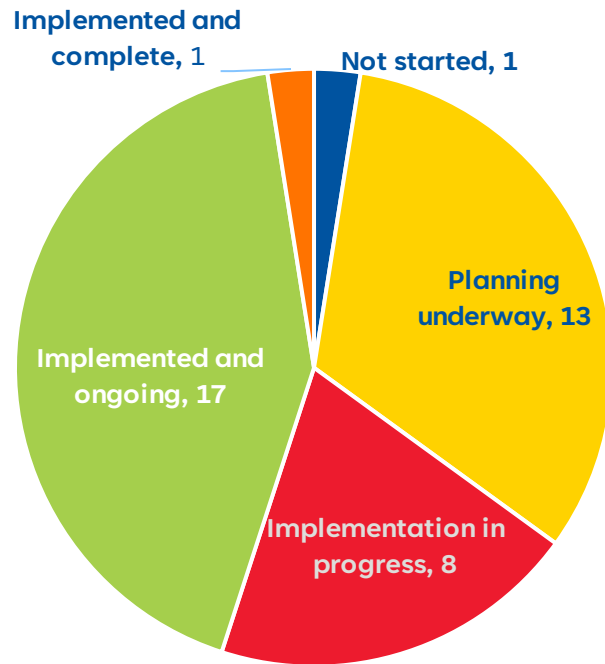
- Great Workplace Project (GWP) 5 recommendations
 - Improve Employee engagement, increase mental health support, establish plans that create a shared vision, prevent and address racial discrimination, prioritize recruitment, training and mentorship
- Front line supervisor training
- Planning stages for formal mentorship program
- Career enrichment opportunities



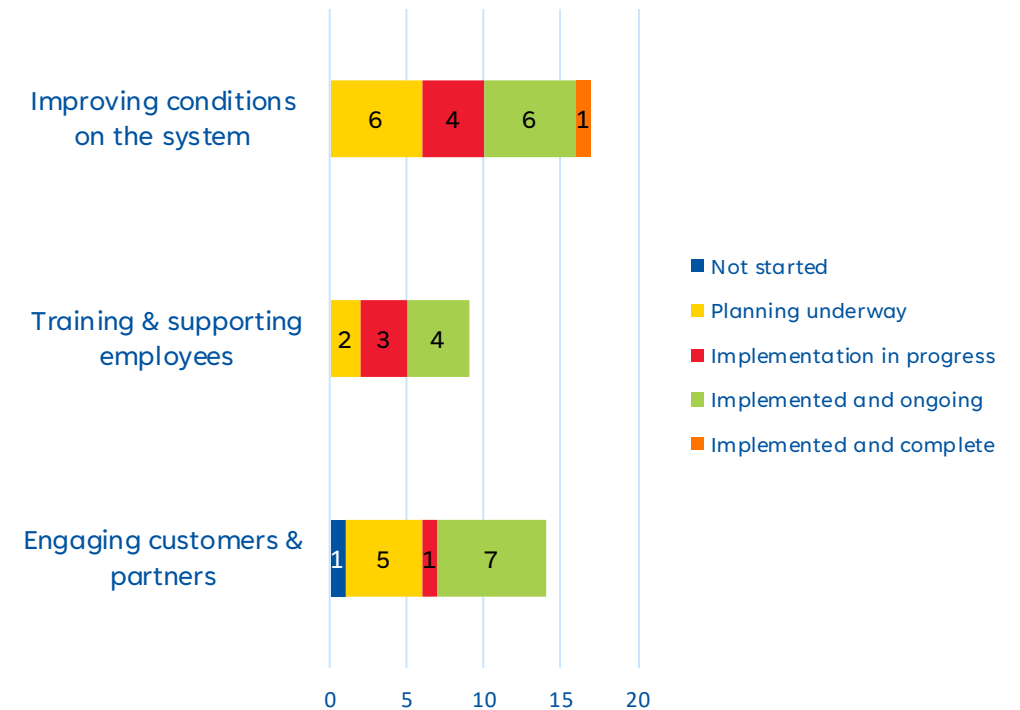
Questions and Discussion

Safety & Security Action Plan Implementation Status

Number of action items in each implementation status category



Action item implementation status by area of work



Improving Conditions on the System Example

Expanding Presence with Non-Law Enforcement Personnel

Creating new non-law enforcement position to increase safety and security of transit system for employees and riders by:

- Expanding customer support through on-street engagement
- Acting as another set of eyes/ears and official presence by working in collaboration with police, contracted security, and the real-time safety monitoring system
- Supporting fare compliance of passengers on light rail and bus

Improving Conditions on the System Example

Champion Facilities Committee

- Requests to remove, modify or move a customer amenity.
- The committee is comprised of cross divisional stakeholders from engineering & facilities, bus & rail operations, transit police, customer relations, service development, transit information and marketing.
- Gather, document and recommend temporary or permanent changes related to customer amenities.
- Examples: Brooklyn Center Transit Center and Chicago Lake Transit

Next Steps

- Apply today's feedback to continue improving our approach to implementing the Safety & Security Action Plan and reporting on implementation
- Add new action items and revise existing action items based on what we are learning from the first several months of action plan implementation
- Post Quarter 4 2022 report to www.metrotransit.org/public-safety
- Return in April for Q1 2023 report

Questions and Discussion

Thank You!