

Safety & Security ACTION PLAN

Quarter 2 2023 Update

Committee of the Whole

August 2, 2023



Today's agenda

- Part 1: MTPD Update, Chief Ernest Morales III
- Part 2: Safety & Security Action Plan implementation update, including implementing 2023 legislation





Part 1: Metro Transit Police Department – Q2 Highlights

Chief Ernest Morales III

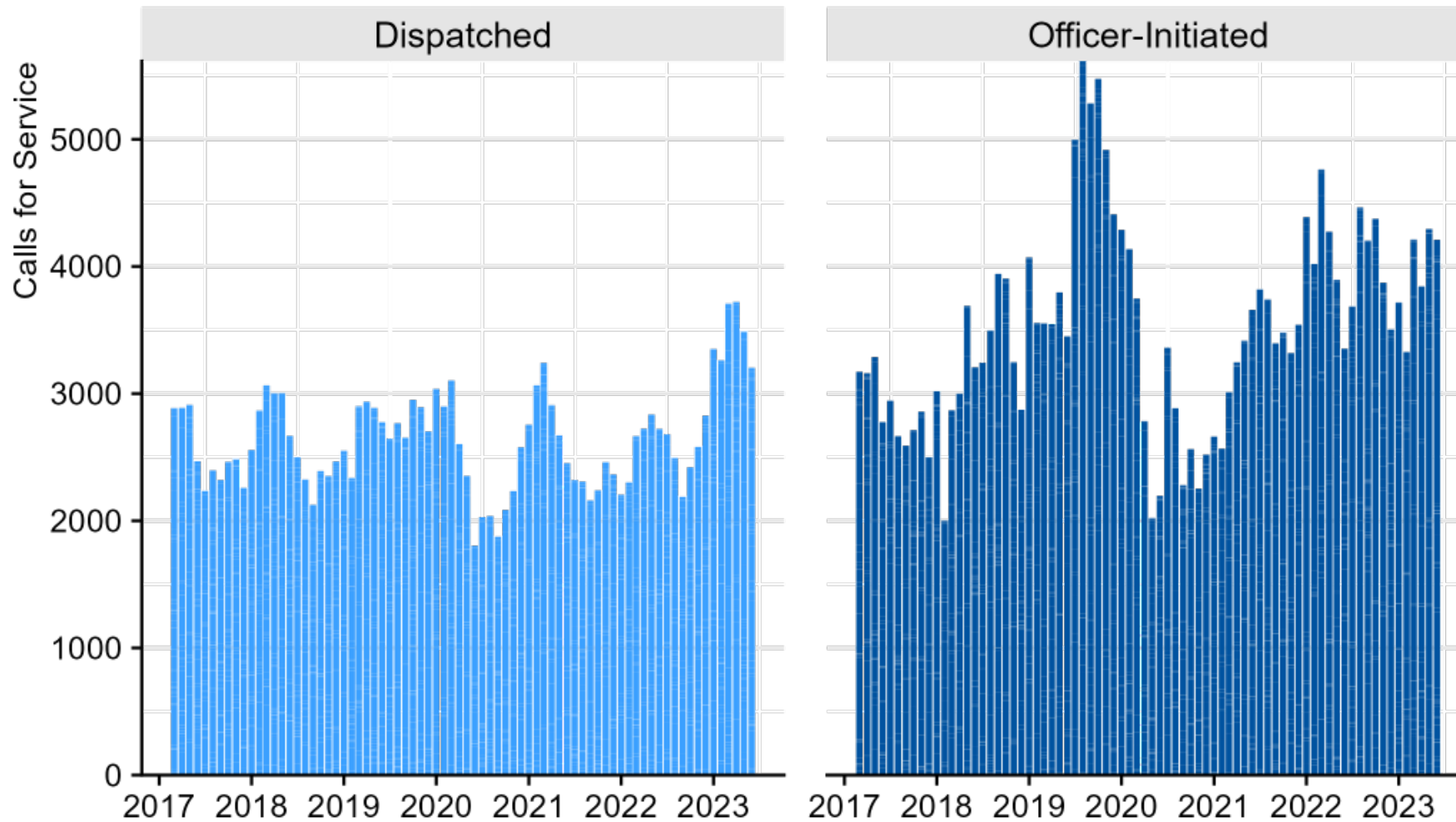


Patrol operations

- Proactive, onboard patrols
- Fare enforcement and education
- Joint beats/initiatives
- Update to CompStat reporting



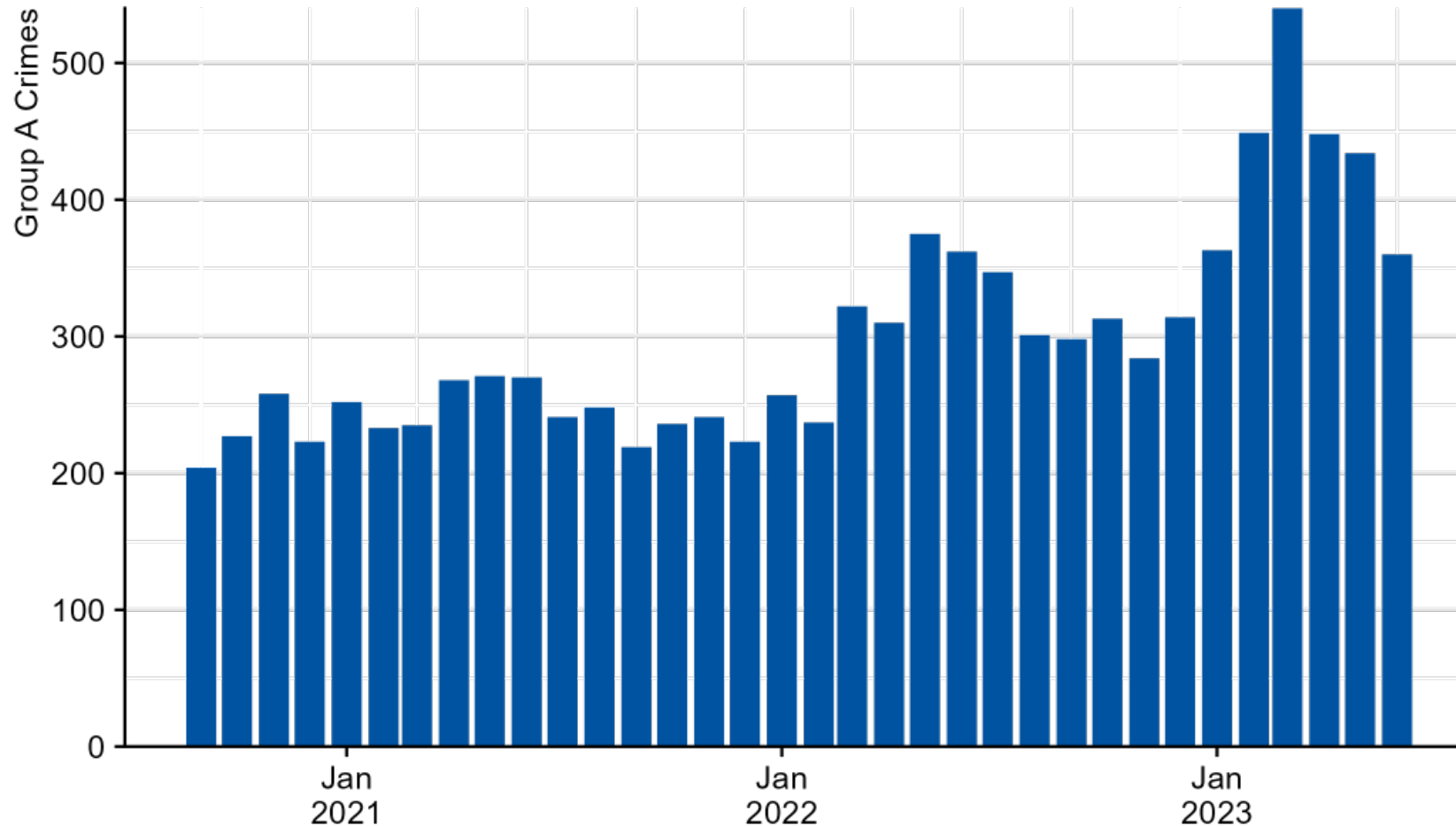
Calls for Service



2023	TOTAL	OFFICER INITIATED	% OFFICER INITIATED
Jan	7067	3717	53.00%
Feb	6588	3327	50.50%
Mar	7920	4212	53.18%
Apr	7564	3843	50.81%
May	7781	4295	55.20%
Jun	7413	4210	56.79%

Action Items 3.11/3.12

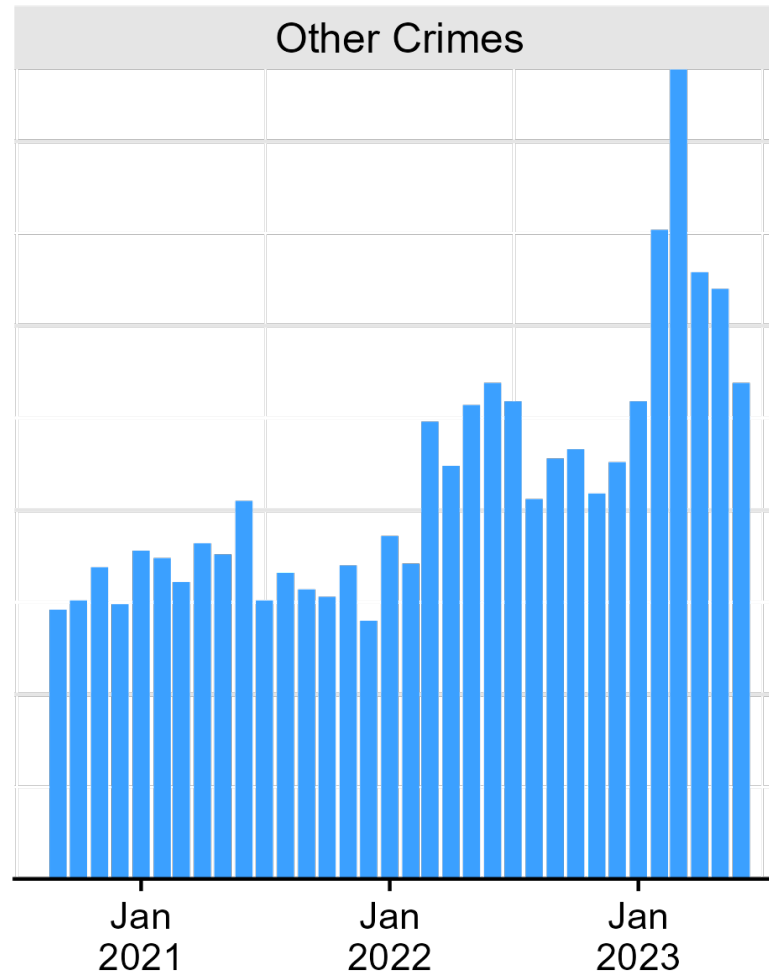
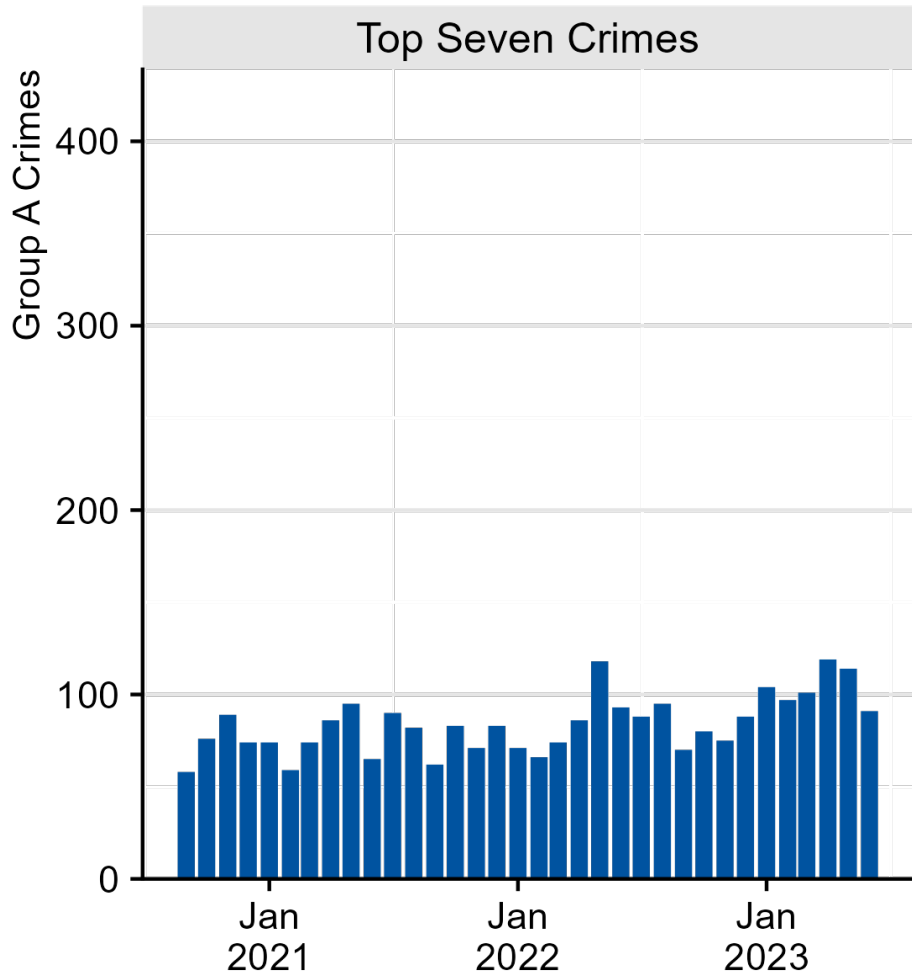
Group A Crimes by Month



Group A Crimes include
52 offenses / 24 categories

- Assault
- Theft/ID Theft (false info)
- Fraud (fare evasion)
- Drug/Equip violations
- Vandalism
- Weapons

Group A reported crime



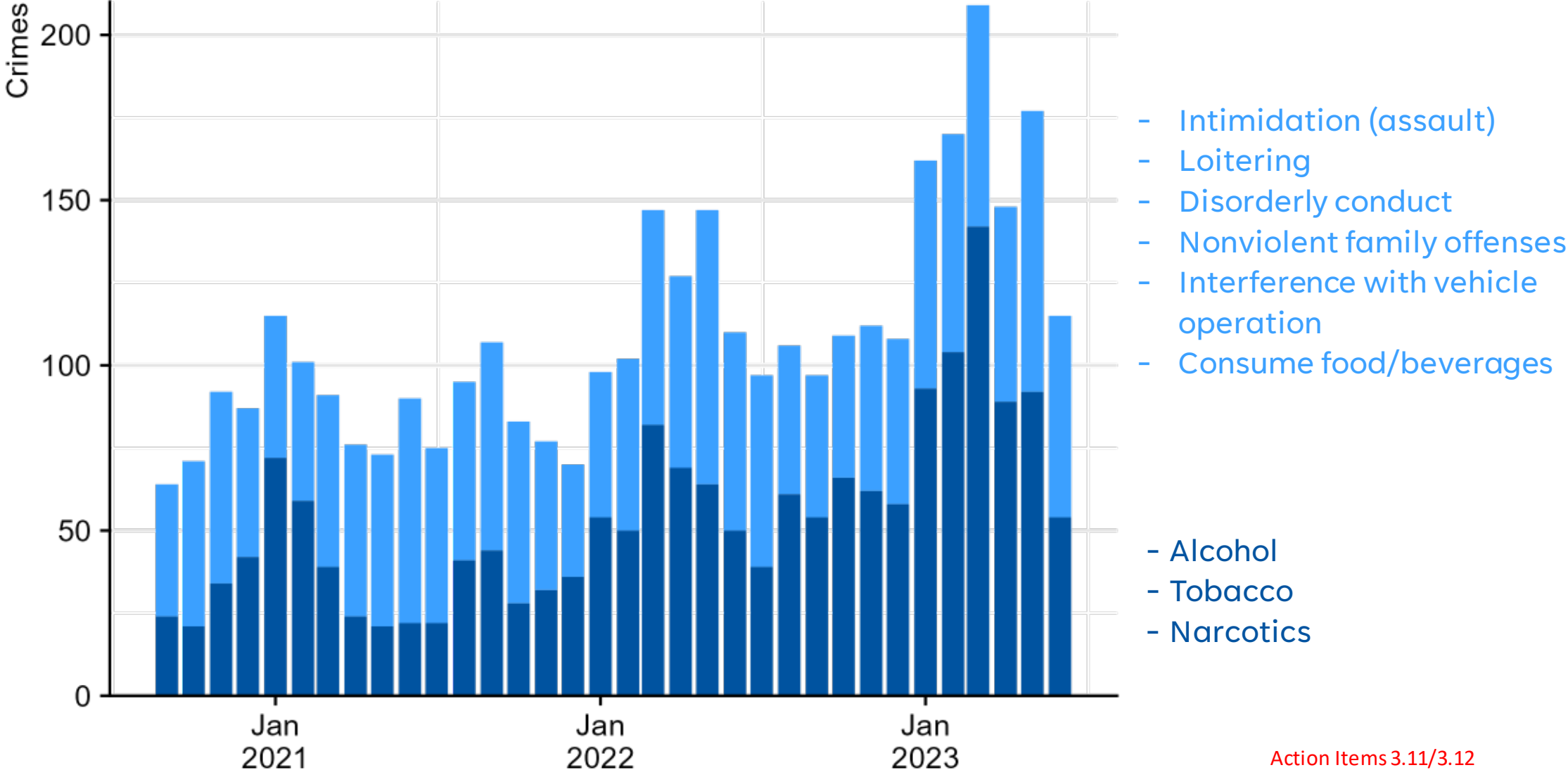
17 crime categories – most common at MTPD:

- Fraud (fare evasion)
- Drug/Equip violations
- Vandalism
- Weapons

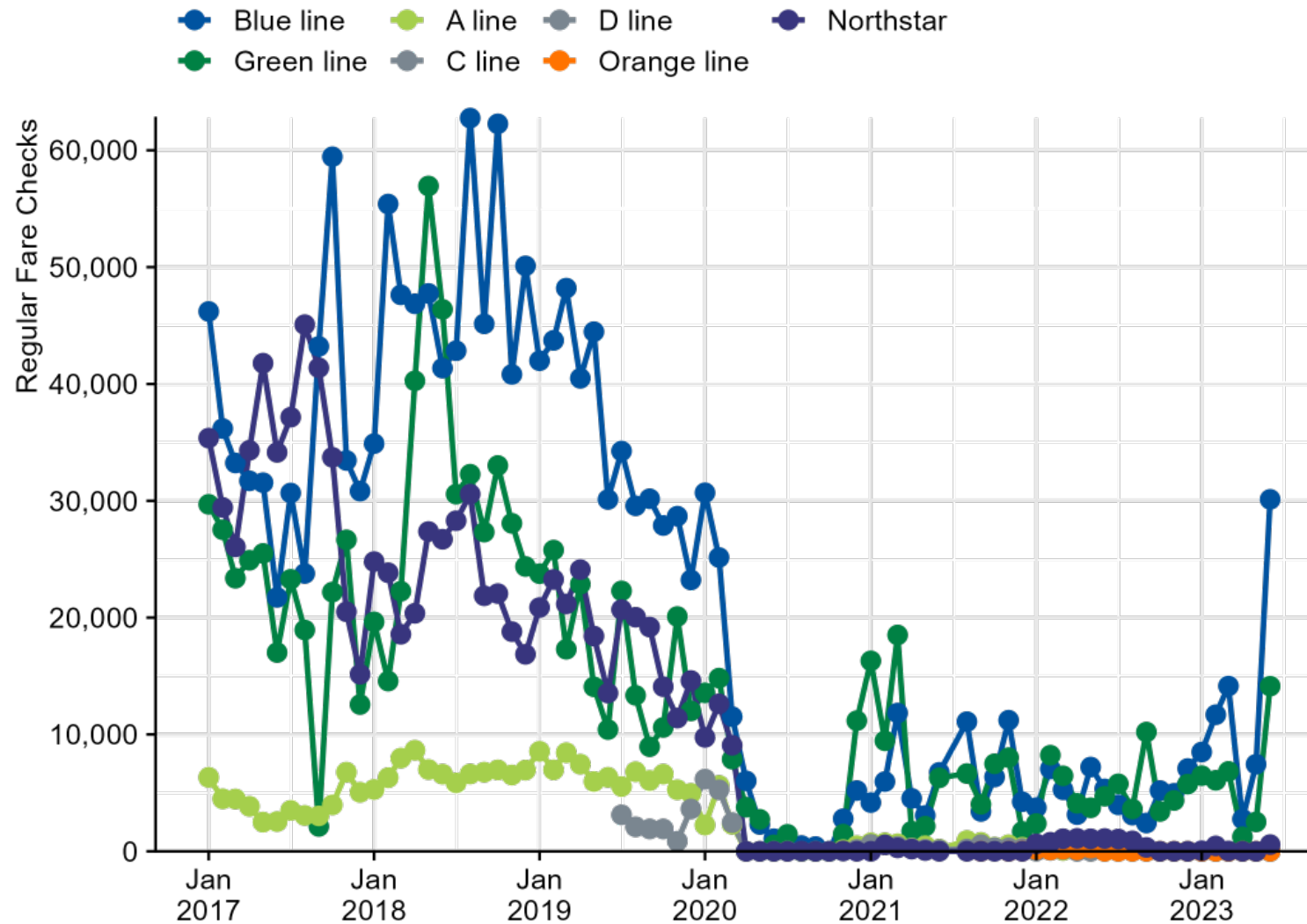
FBI's top 7 categories:

- Homicide
- Sex offenses
- Robbery
- Assault
- Larceny/Theft
- Motor vehicle theft
- Burglary/B&E

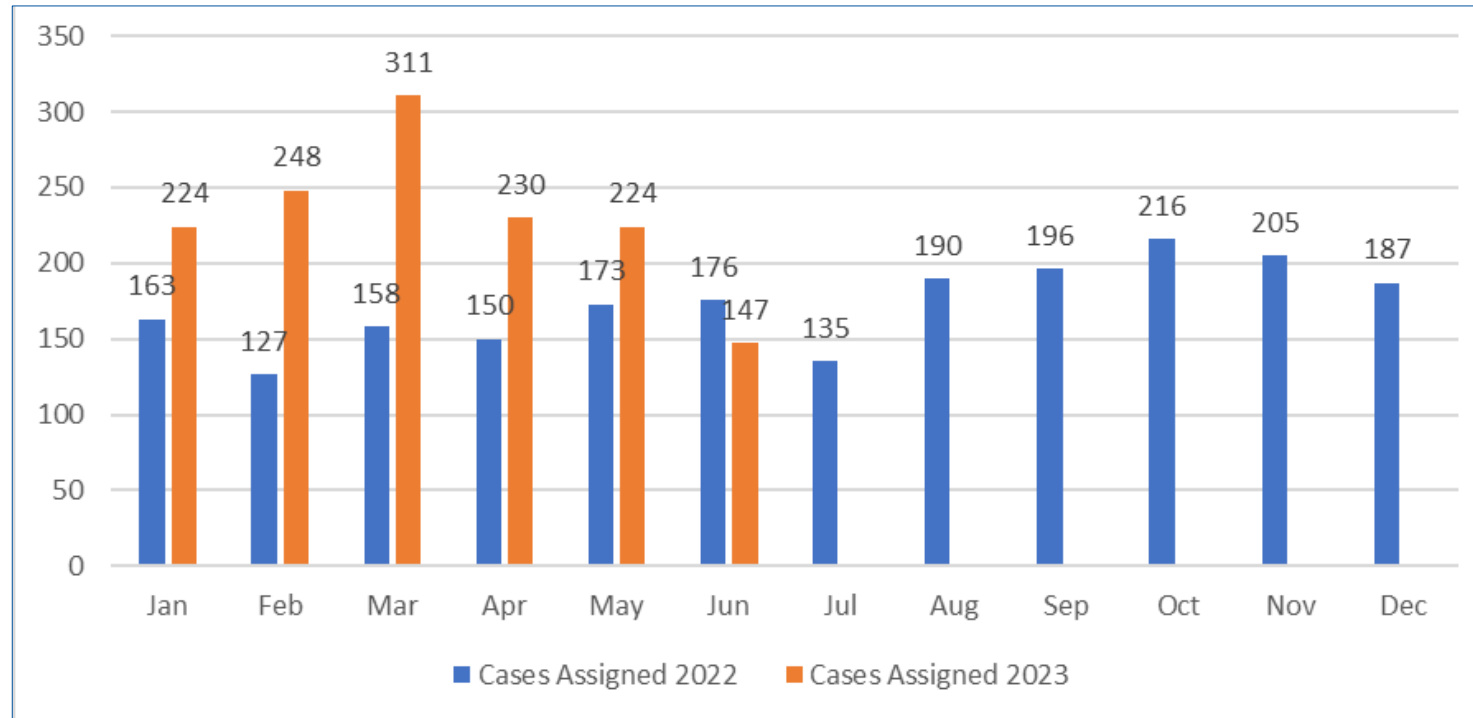
Code of Conduct Violations



Fare Inspections



Cases assigned to investigators



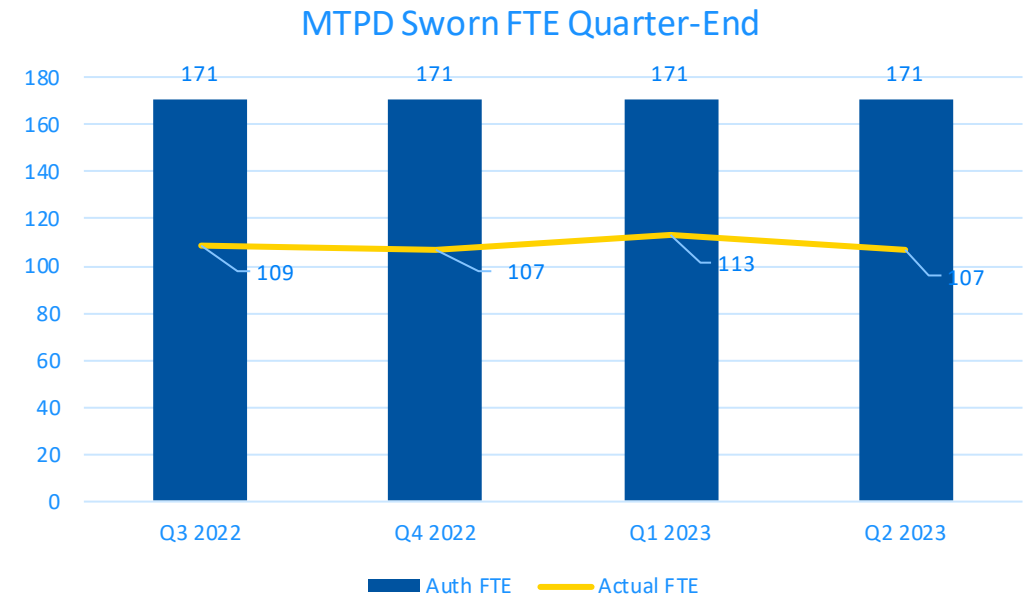
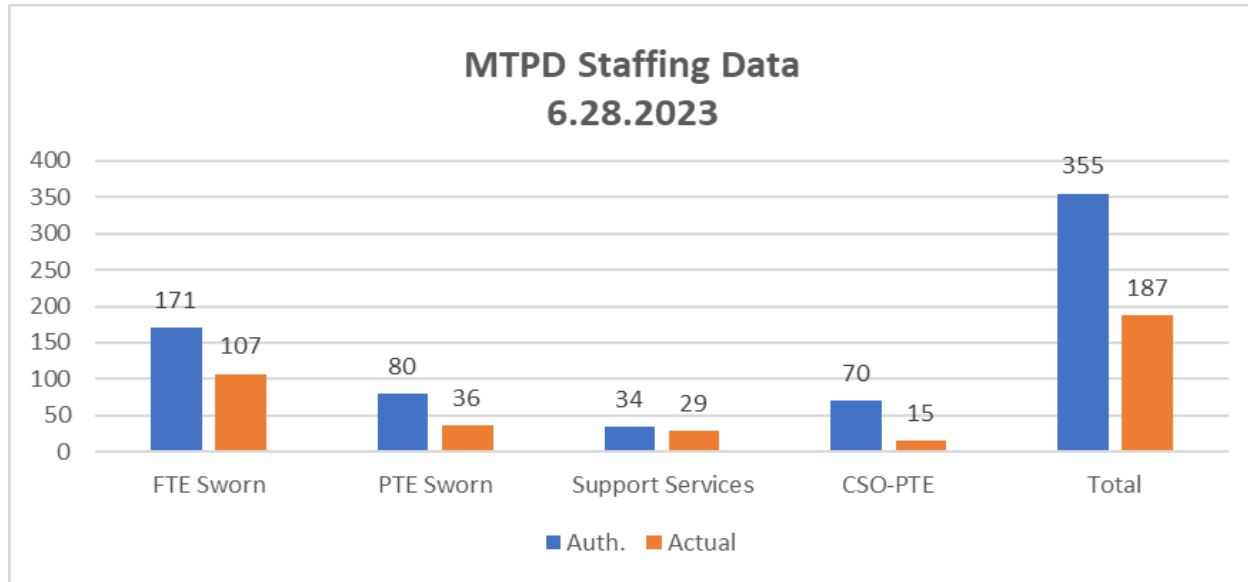
- 2022 – 2,076 cases
- 2023 – 1,384 cases
 - 46% YTD increase
 - 947 to 1384 cases

Does not include cases cited by patrol requiring no additional follow-up.

Case Charging Outcomes

2022	CASES REFERRED FOR PROSECUTION	UNDER ATTORNEY REVIEW	CASES DECLINED BY ATTORNEY	CASES PENDING IN COURT	CASES DISMISSED IN COURT	CASES WITH FULL CONVICTION	CASES WITH PARTIAL CONVICTION
TOTAL PERCENTAGE	2111	71 3.36%	4 0.19%	747 35.39%	806 38.18%	318 15.06%	165 7.82%

MTPD Staffing



Recruitment

- Upcoming academies
- Developing cadet program
- One-day hiring workshops continue
- Recruitment events
- Continuous recruitment and hiring of full-time officer, lateral officer and Community Service Officer



Work culture

- Celebrating staff accomplishments
 - Promotion ceremony
 - MTPD Awards
- 30-year anniversary celebration
- Career enrichment
 - 2,133 training hours in Q2
 - Formal career development planning



Great Workplace Project

- Employee engagement
- Mental health support
- Creating a shared vision
- Celebrating diversity (E & I)
- Prioritizing recruitment, training, mentorship



greatworkplace
T MetroTransit

Collaborative policing

- Community partnerships
- Garage liaisons
- Joint Powers Agreements
- Developing long-term approaches to outreach services



Supplemental security

- Serving Lake Street/Midtown, Franklin Avenue stations
- Direct Impact on CompStat Reporting
- Future expansion
 - I-35W & Lake Street
 - Chicago-Lake Transit Center
 - Uptown Transit Center
 - Brooklyn Center Transit Center
 - Central Station Vertical Circulation Building

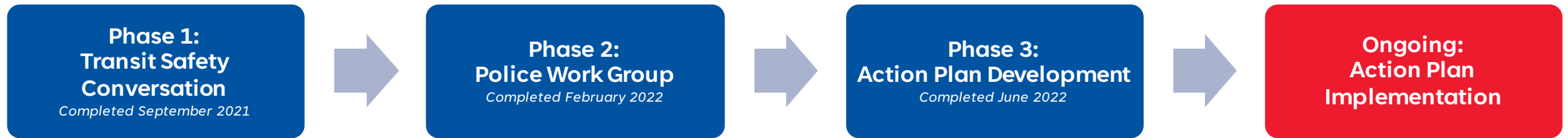


Questions on Part 1 before moving to Part 2: Safety & Security Action Plan Implementation?

Safety & Security ACTION PLAN

Part 2: Implementation Update

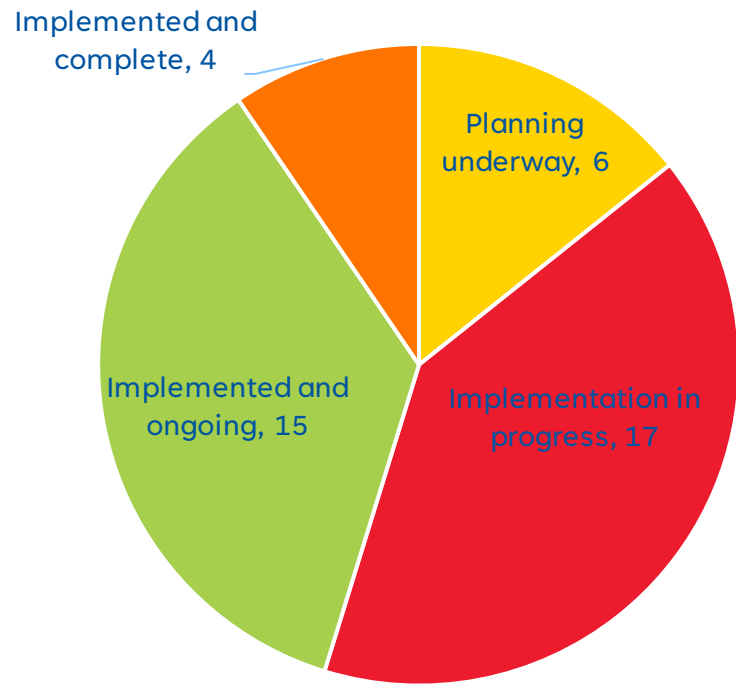
Safety & Security Action Plan: Background and Context



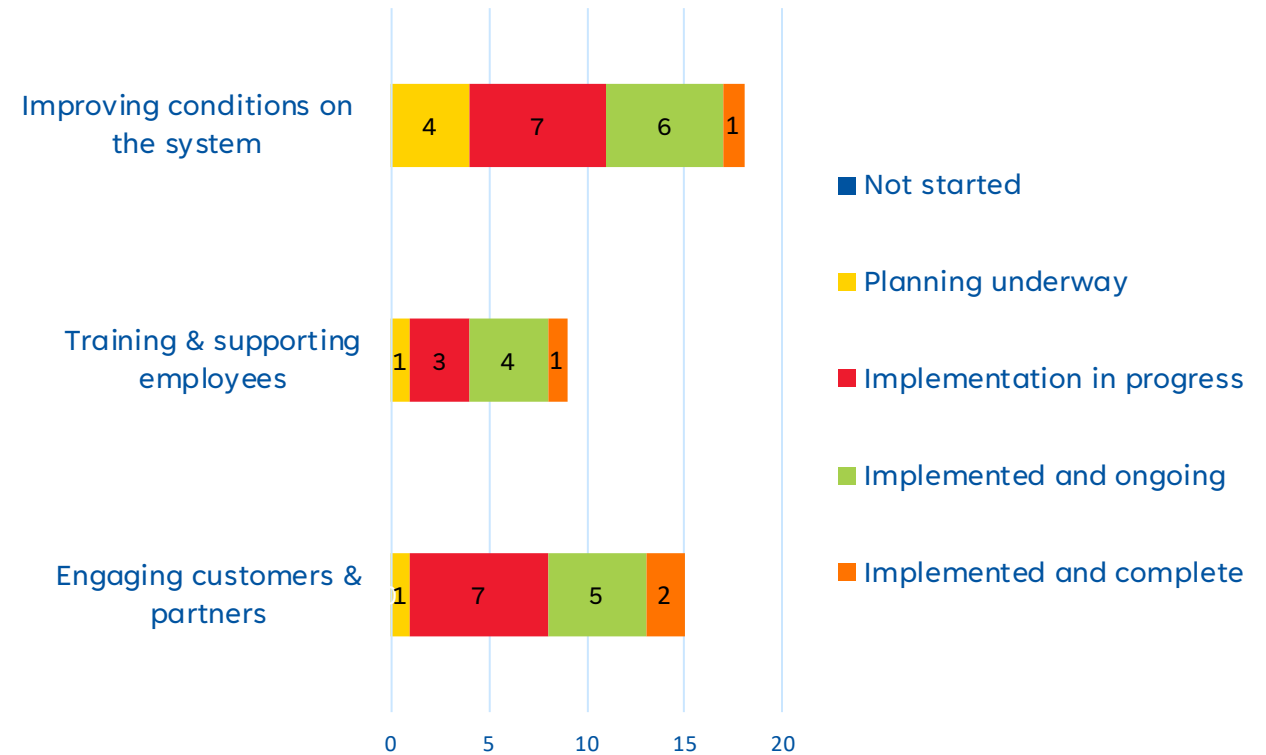
- Safety & Security Action Plan emerged from the Metropolitan Council’s Metro Transit Police Review
- Builds on past work and investments
- Currently comprised of 42 action items organized into three areas of work (2 new items this quarter)
 1. Improving conditions on the system
 2. Training and supporting 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

Safety & Security Action Plan Implementation

Number of action items in each implementation status category



Action item implementation status by area of work



2023 legislation relating to public safety on transit

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



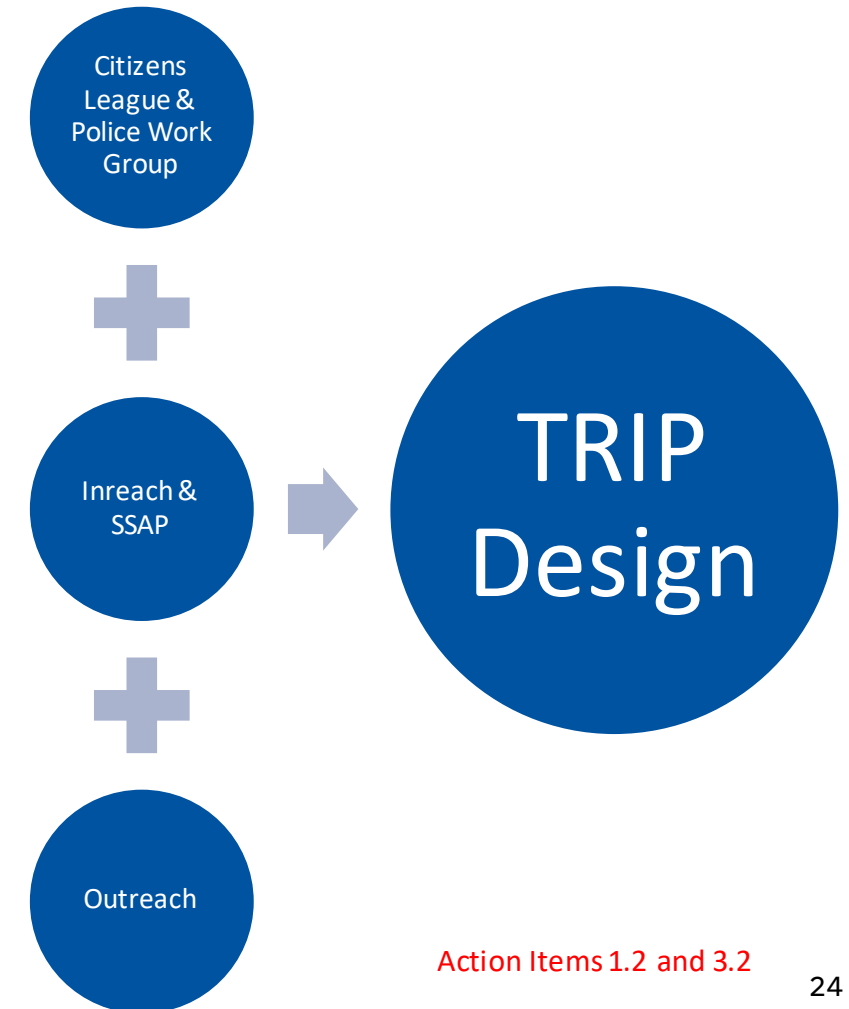
Transit Safety Intervention Project (TSIP)

- Two phases
 - Social service outreach
 - Adding in enhanced presence
- Declarations of interest from community-based organizations
 - Reviewing proposals
- Continued HAT leadership



Transit Rider Investment Program (TRIP)

- **Two parts: TRIP agents & administrative citations**
 - Both will be presented to Council for approval
- **Continuing stakeholder engagement on program design**
- **Personnel:**
 - Negotiations with ATU began in January 2023 and are continuing
 - Hiring up to 22 FTEs (Cohort 1); future growth to follow
 - Robust training taps into subject matter experts from across Metro Transit
 - Strategic deployment
- **Metrics** to include fare inspections & citations, social service referrals, customers assisted, operator contacts



Transit Rider Investment Program (TRIP)

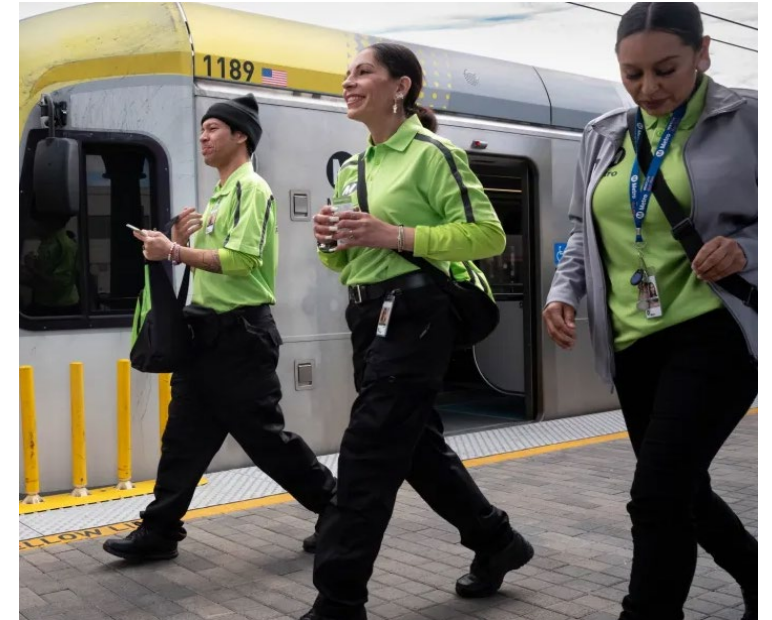
TRIP Agents will be the face of fare inspection and street-level customer assistance, so their uniform is an important component of the program.



Seattle's Sound Transit



DC Metro

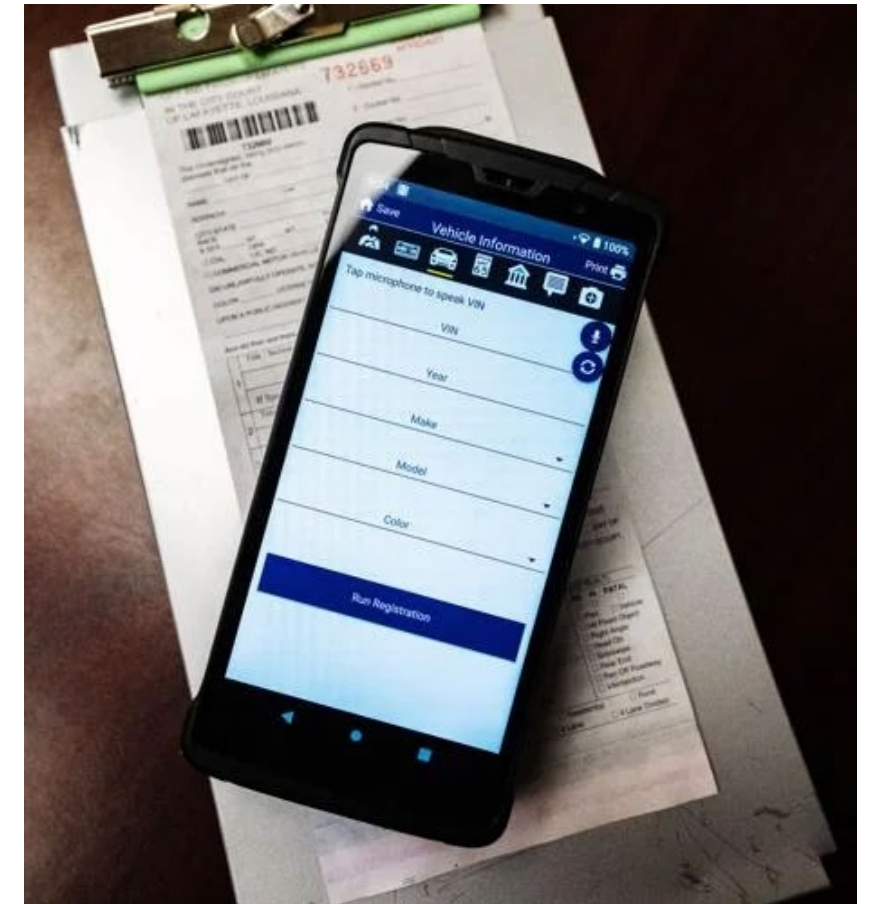


LA Metro

TRIP: Administrative Citations

- **Fine schedule**
 - Draft that is in accordance with law in development
 - Tiered from \$35 to \$100
- **Payment process**
 - Online or in-person
- **Citation resolution**
 - Pay in full
 - Alternative resolutions available
 - Draft contested citation process in development

Agents will be issuing handwritten tickets while technology solutions are developed.



example only

Cleaning and Repair Standards and Reporting

- **Adopt Standards and Submit 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 we solicit public 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

- Complete stakeholder engagement process, including reviewing requirements and the rider experience
- Part operational policy, part state law
 - Fare payment
 - Interfering with driver
 - Smoking or drug use
 - Loud or obnoxious behavior
 - Harassment or threatening acts
- Being developed with employee and customer feedback
 - Beginning to move from engagement to implementation



Public feedback and engagement

- Received 2017 responses (as of July 21)
 - Over 300 employees engaged customers during two Great Days in Transit
 - Over 700 responses received from direct engagement
 - Emails targeted at riders and community groups
 - Social media
 - Community event attendance
- Analysis underway
 - Asked about gender, race, income, and transit use to understand different perceptions and needs among stakeholders

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!

Transit Safety and Rider Experience Legislative Report

- Must include
 - Overview of transit public safety issues and actions taken to improve public safety
 - Updates on TRIP implementation and impact
 - Data on crime, warnings/citations issued, and personnel numbers
 - Recommendations to change the administration citation program and improve safety on public transit
- Due to the legislature by February 15 every year

Anticipated timeline – subject to change

	Q3 2023 (July-Sept)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-March)	Q2 2024 (April-June)
TSIP	Launched Phase I and II in June Formation of working group for project coordination Establish monthly reports to legislature	Coordination of project's community partners and law enforcement agencies	Coordination of project's community partners and law enforcement agencies	Coordination of project's community partners and law enforcement agencies Project ends June 2024
TRIP	Continue labor negotiations	Present to Council Recruit/hire/train Cohort 1	Staff deployed on the street	Recruit/hire Cohort 2
Code of Conduct	Complete stakeholder engagement process, including reviewing requirements and the rider experience	Present to Council	Begin implementation, customer communication and new signage at our facilities	Ongoing, regular communication and enforcement
Cleaning & Repair Standards	Transportation Committee September 11, 2023	Adopt standards and submit report to the legislature by October 1, 2023	Post Public Feedback Procedure on website and at LRT and BRT stations by February 1, 2024	
Report	Report development	Report development	Plan to preview draft report at Q4 2023 update to Council; due to legislature in February 2024	

Communication

- June 1 TSIP kick-off
- Ongoing social media, earned media
- Community events
 - National Night Out
 - Aug. 15 Lake/Midtown Station
- Internal: Coffee With Cops, Employee Town Halls
- metrotransit.org/public-safety



Questions and Discussion