Quarter 3 2023 Update
Committee of the Whole
November 1, 2023
Today’s agenda

• Part 1: Metro Transit Police Department (MTPD) Update
• Part 2: Safety & Security Action Plan implementation update
Part 1: Metro Transit Police Department – Q3 Highlights

Chief Ernest Morales III
Patrol operations

• MTPD’s proactive policing approach
• Joint beats and initiatives
• Update to CompStat reporting
Calls for service

Dispatched

Officer-Initiated
2023 calls for service

- Q1 CFS: Officer Initiated 10319, Dispatched 11256
- Q2 CFS: Officer Initiated 10410, Dispatched 12348
- Q3 CFS: Officer Initiated 8289, Dispatched 13117
2023 Quarterly Calls for Service Location Mapping
2023 Quarterly Crime Location Mapping

Quarter 1

Quarter 2

Quarter 3
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 include: vandalism, drug equipment, narcotics, simple assault
Reported crime—FBI’s top seven

17 crime categories – most common at MTPD:
• Trespass
• Drug/Equip violations
• Vandalism

FBI’s top 7 categories:
• Homicide
• Sex offenses
• Robbery
• Assault
• Larceny/Theft
• Motor vehicle theft
• Burglary/B&E
Code of Conduct violations

- Intimidation (assault)
- Loitering
- Disorderly conduct
- Nonviolent family offenses
- Interference with vehicle operation
- Consume food/beverages
- Alcohol
- Tobacco
- Narcotics
Supplemental security

• Continued presence at Lake Street-Midtown, Franklin Avenue

• Recently added:
  – Brooklyn Center Transit Center
  – I-35W & Lake Street Station
  – Chicago-Lake Transit Center
  – Uptown Transit Station (roving patrols)

• Positive trend on CompStat Report

• Future expansion
  – Central Station Vertical Circulation Building
Supplemental security locations

Lake St Midtown Station
Supp Security 5/31/2023

Franklin St Station
Supp Security 5/31/2023

Action Item 1.3
Supplemental security locations

**I-35W & Lake St Station**
**Supp Security 8/7/2023**

**Brooklyn Center Transit Center**
**Supp Security 8/7/2023**

**Chicago Lake Transit Center**
**Supp Security 9/18/2023**

- Officer Initiated CFS
- Dispatched CFS
- Crimes
Cases assigned to investigators

- 2022: 2,076 cases
- 2023: 1,923 cases (thru Sept)

*Does not include cases cited by patrol requiring no additional follow-up*
Four full-time officers began the academy on 10/16/23
Recruitment

• Community Service Officer (CSO) Program
• Continuous recruitment, hiring
  – Four one-day hiring workshops in Q3
• New marketing introduced in Q3
• Planned academies for 2024
Work culture

• Celebrating staff accomplishments
  – MTPD Awards
• 30-year anniversary celebration
• Career enrichment
  – 2,312 training hours in Q3
  – Formal career development planning with HR
Great Workplace Project

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

• Community partnerships
  – Homeless Action Team
  – Transit Service Intervention Project

• Garage liaisons

• Joint Powers Agreement updates

• Developing long-term approaches and problem-solving measures into practice (department strategic plan)
Questions on Part 1 before moving to Part 2: Safety & Security Action Plan Implementation?
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 43 action items organized into three areas of work (one new item 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](http://www.metrotransit.org/public-safety)
- Data available: [www.metrotransit.org/performance](http://www.metrotransit.org/performance)
Safety & Security Action Plan Implementation

Number of action items in each implementation status category:
- Implemented and complete, 4
- Implementation in progress, 15
- Planning underway, 7
- Implemented and ongoing, 17

Action item implementation status by area of work:
- Improving conditions on the system:
  - Not started: 4
  - Planning underway: 8
  - Implementation in progress: 6
  - Implemented and complete: 1
- Training & supporting employees:
  - Not started: 1
  - Planning underway: 2
  - Implementation in progress: 4
  - Implemented and complete: 2
- Engaging customers & partners:
  - Not started: 2
  - Planning underway: 7
  - Implementation in progress: 5
  - Implemented and complete: 1
Today’s focus

• LRT Platform Study – Action item 1.19

• Code of Conduct – Action items 1.4 and 3.7
Light rail platform study

Studying potential investments at existing light rail platform facilities by identifying industry best practices for retrofitting transit stations to provide a safe and secure customer experience including lighting, technology, fare gate systems, and other elements.

- Inventory of existing safety and security measures at LRT platforms
- Review of projects and lessons learned from other transit agencies
- Review of Crime Prevention Through Environmental Design (CPTED) principles and other design best practices related to safety and security and their application at our stations
- Review of code and life safety requirements that may affect our ability to make improvements
- Study to be completed in Spring 2024
Fare gate evaluation

• Identified four representative platforms (Warehouse, Franklin, 46th Street, Snelling)
• Identify challenges and potential for fare gate system installations
• Review and discuss challenges of fare gate installations with other transit agencies (LA Metro, CTA)
• Develop order of magnitude cost estimate for potential installations
Metro Transit Light Rail Design

• Blue Line opened 2004
  – 3-car platform extensions completed 2010

• Green Line opened 2014

• Green Line Extension opening 2027

• At-grade alignment with 14” platforms and low-floor train cars
  – MSP Terminal 1 station below grade in fare free zone
  – Lake Street/Midtown above grade

• Proof of Payment fare validation

• Station design for on-platform fare payment and validation

Fort Snelling Station, METRO Blue Line (then Hiawatha Line)
Not all rail transit is the same

- **Heavy Rail Transit**
  - New York City Subway, Chicago Transit Authority “L”, Washington DC Metro, Atlanta, LA Metro subway, MBTA Red/Blue/Orange
  - “Closed” systems w/fare gates
  - High Platforms
    - Most are ~40”–60” above rail
  - Grade separated, no direct track access except at platform
  - Staff presence in stations is common

- **Light Rail Transit**
  - Twin Cities, Seattle, Phoenix, Calgary, Portland, MBTA Green, Dallas, Houston
  - More likely to be Proof-of-Payment
  - Newer LRT often features low platform and low-floor train cars
  - Primarily at-grade alignment and stations, often center or side-running with auto traffic
New challenges to consider

• Traditional turnstiles can be challenging to navigate
• Police still needed to monitor fare evasion/turnstile jumping
• Mobility-impaired customer access
• Gates that allow for wider access are easier to breach
• Emergency egress still needed
• Station agents may be needed to assist with equipment use and issues
New challenges to consider - continued

• Need to provide for at-grade crossing in an urban setting

• Equipment functionality in an outdoor northern climate environment

• Platform snow removal

• Risk of trespassing onto guideway with low platforms
Metro Transit platforms

- ~14” from top of rail & guideway on embedded trackbed platforms
- 28 of 37 current stations
- Equivalent to about two standard staircase steps
- Provides element of safety if a user falls onto guideway
- Not difficult to step out of guideway for many able-bodied users
Metro Transit platforms

• Ballast and Direct fixation track beds also exist at platforms

• 9 of 37 current stations

• Add ~6.625” for ballast and direct-fixation (open) trackbed

• Not as easy to reach as embedded but achievable
14” platform compared to 40” platform

Bloomington Central Station, METRO Blue Line

Photo courtesy of Metro Transit and Bi-State Development
Background: Code of Conduct

• Part common sense, part state law
  – Fare Payment
  – Don’t distract operator
  – No smoking!
  – Priority seating
  – Headphones
  – Litter
  – Language
Stakeholder engagement: Employees

• November 2022–Present
  – Bus operator mentor workshops
  – Facility visits
  – MTPD
  – Transit Safety & Security Committee
  – 432 survey responses
Stakeholder engagement: Employee survey demographics

- Bus Operator, 41.90%
- Office Employee, 19.68%
- Rail Operator, 5.79%
- Facilities Maintenance, 1.85%
- Bus Maintenance, 2.08%
- Rail Maintenance, 2.55%
- MTPD, 8.56%
- Management, 6.94%
- Other (please specify), 10.65%
Stakeholder engagement: Customer survey responses

• 300+ employees engaged customers

• Equity Advisory Committee (July)

• June - August 2023
  – Connect 924
  – Customers 736
  – Metro Mobility 322
  – Social Media 91
  – Staff 28
Stakeholder engagement: Top ten survey responses

- Interfering with Operator
- Sexual Harassment
- Threat of Violence
- Urinating/Defecation
- Spitting on Operator
- Discrimination/Harassment
- Smoking/Vaping
- Holding/opening doors/blocking vehicles
- Disorderly Conduct
- Alcohol Drinking
Code of Conduct Adoption: Your Role as a Rider

• Respect each other by upholding our Code of Conduct while using our service
  – Not allowed on transit property (trains, buses, stations, shelters, stops)
    o Threatening others
    o Spitting on others
    o Smoking/vaping/possessing or using narcotics
    o Drinking alcohol
    o Harassment (sexual or discriminatory)
    o Pooping & peeing
    o Vandalism or littering
    o Interfering with or delaying vehicles, including holding doors
    o Walking on Tracks
    o Loud/amplified phone calls or music
    o Non-Fare Payment
    o Wear shirt and shoes
    o One fare = one seat
    o Non-Service Animals must be in a carrier
    o Vulgar language
    o Eating/drinking from uncovered containers
    o Soliciting/gambling/panhandling/loitering
    o Dangerous chemicals and large items that block the aisles
    o Riding bikes, skating, or skateboarding

Acts listed in bold are illegal. Those performing any acts listed are subject to removal from transit property.
Enforcement

Authorized transit representative may order a person to depart a transit vehicle for violation of the code of conduct, but only “if the person continues to act in violation of the code after being warned once to stop.”

• Transit police
  – Customer removal, potential trespass, citation and/or arrest

• CSOs, TRIP Agents, Supplemental Security
  – Verbal warning, contact TCC if unable to resolve & request police
  – TRIP personnel will issue administrative citations for non-fare payment

• Field supervisors, operators, authorized staff
  – Inform and/or contact TCC if unable to resolve & request police
Tentative Timelines/Implementation

• Transportation Committee, Nov. 27
• Metropolitan Council, Dec. 13
• Public Communication, Q1-2024
  – Customers
    • Signage
    • Website
    • Pocket schedules & customer tools
    • Digital
    • Audio
    • Partnerships
    • Outreach
  – Employees
    • Newsletters and presentations
    • Site specific in-reach
    • Staff meeting presentations
Questions and Discussion