

# Safety & Security ACTION PLAN

## 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



LAKE STREET / MIDTOWN STATION



## Part 1: Metro Transit Police Department – Q3 Highlights

Chief Ernest Morales III

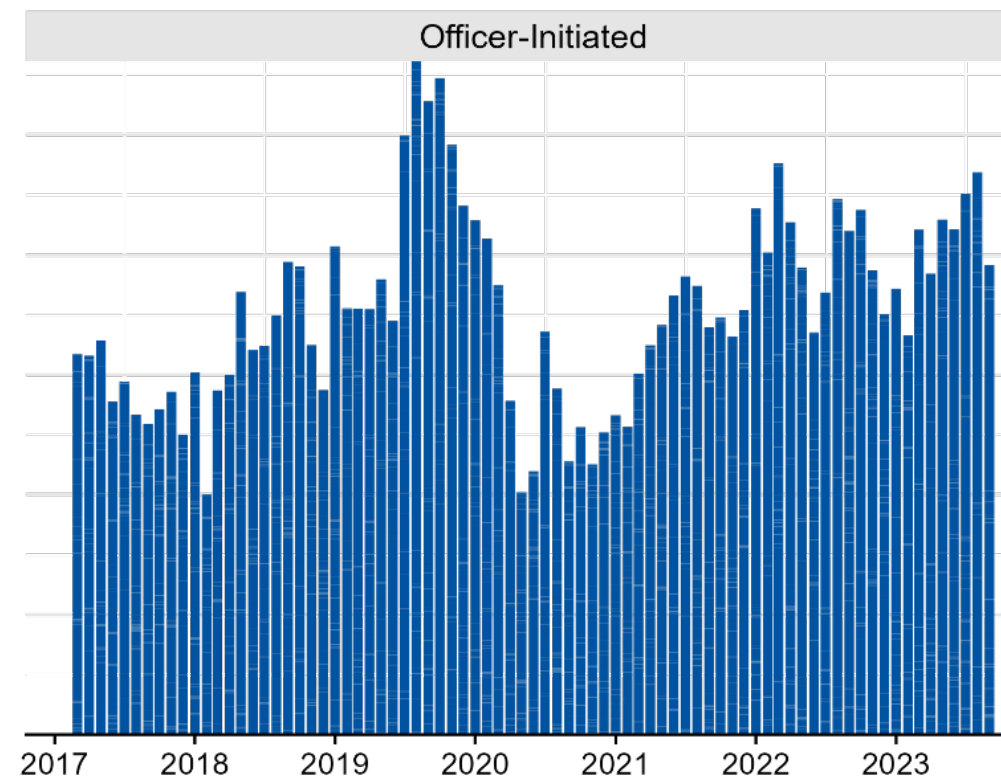
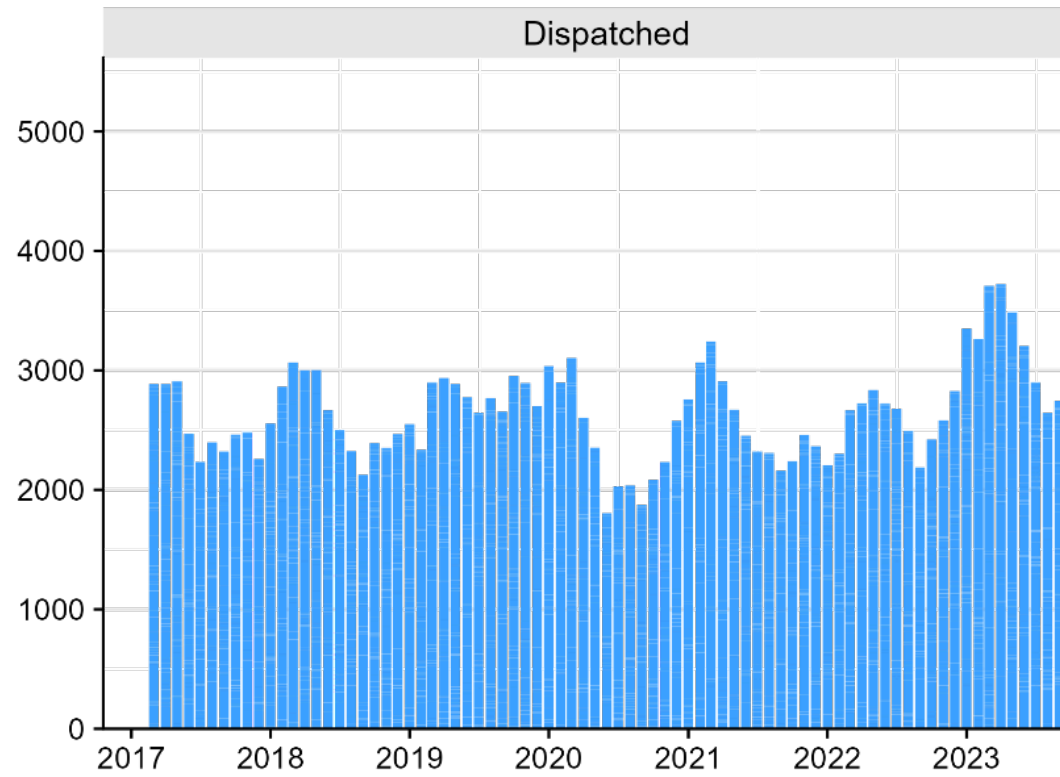


# Patrol operations

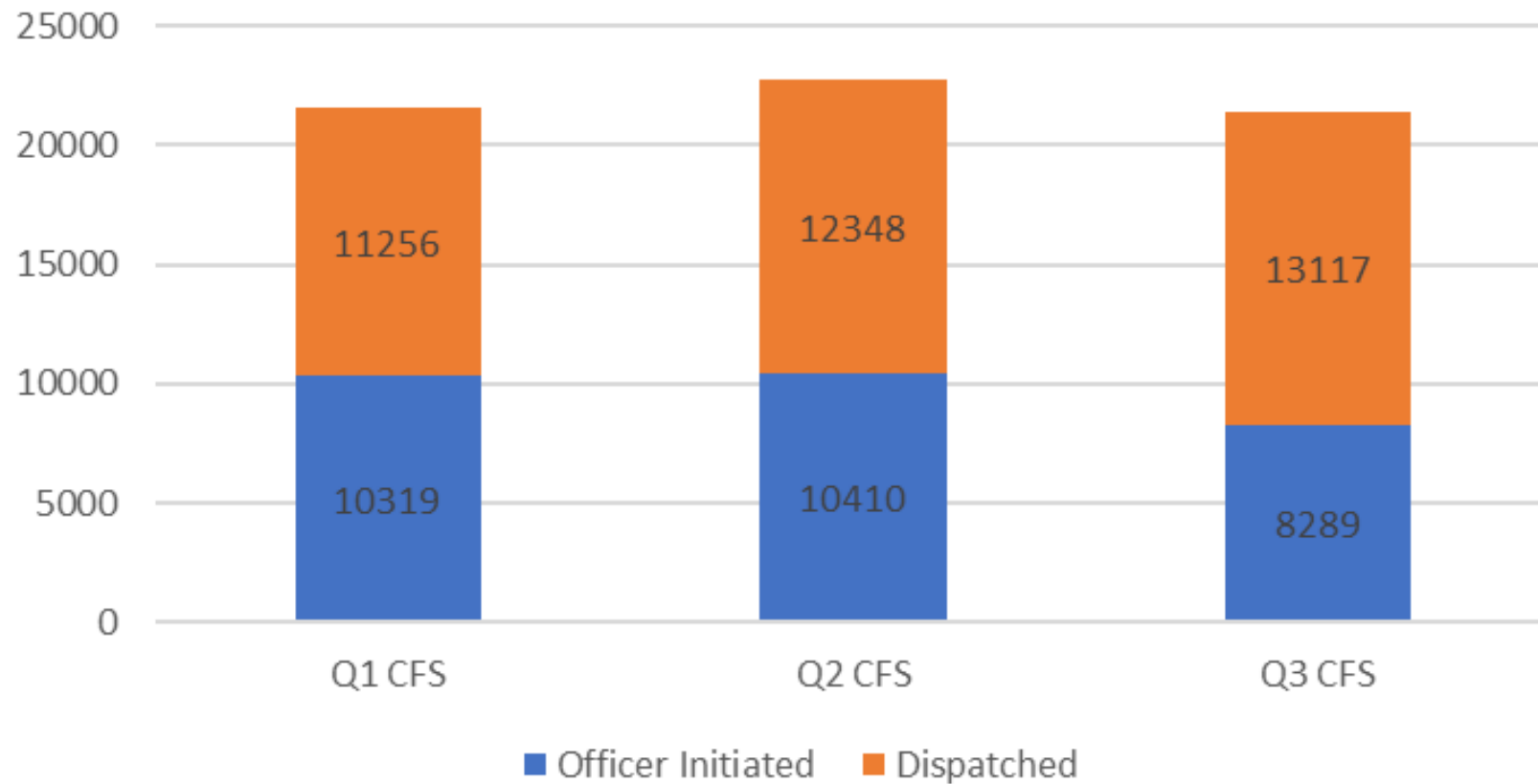
- MTPD's proactive policing approach
- Joint beats and initiatives
- Update to CompStat reporting



# Calls for service

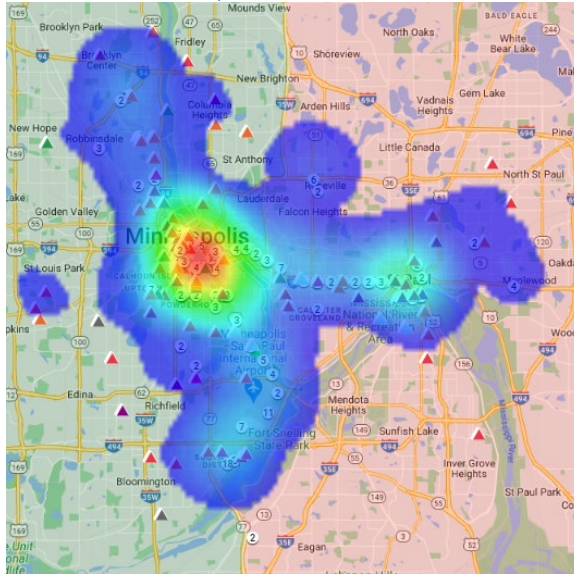


## 2023 calls for service

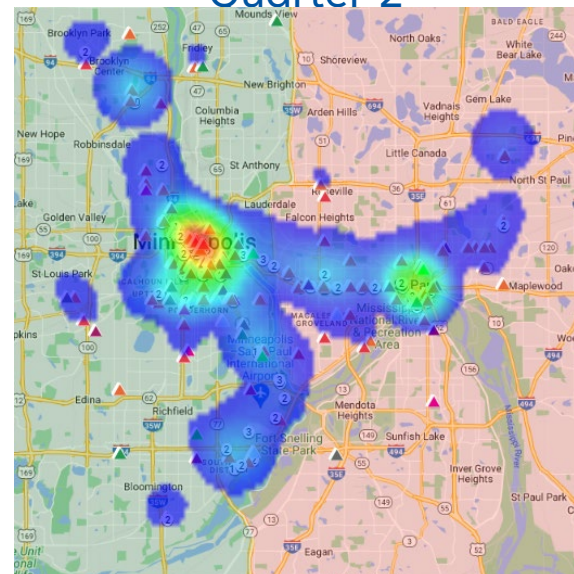


# 2023 Quarterly Calls for Service Location Mapping

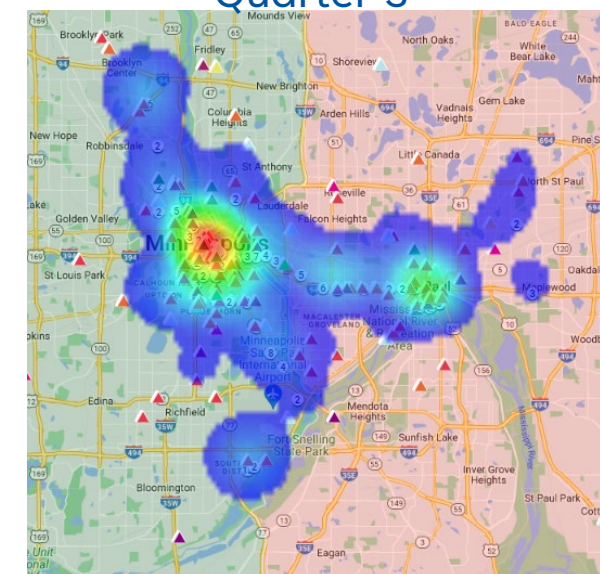
## Quarter 1



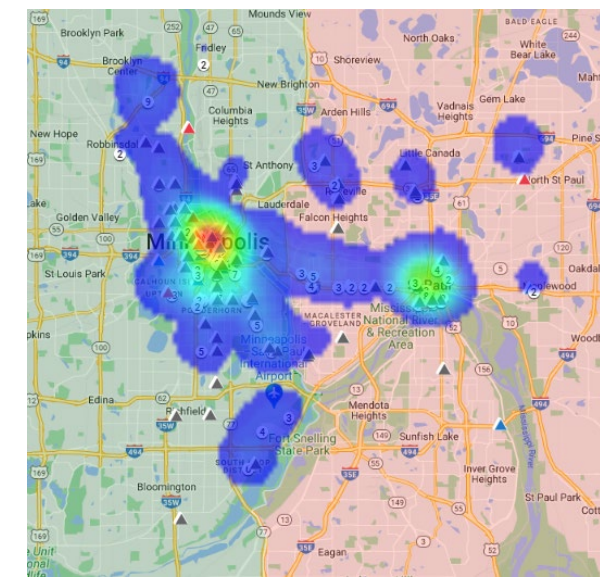
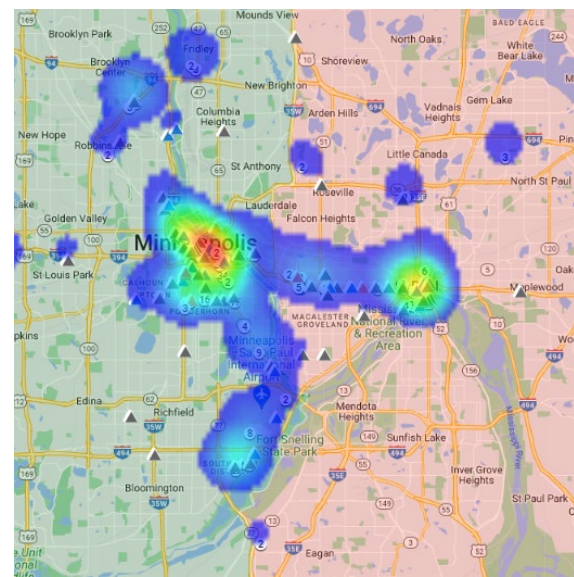
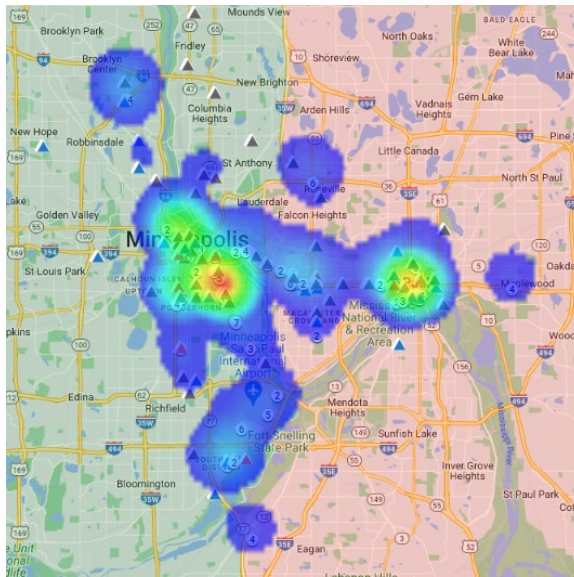
## Quarter 2



## Quarter 3



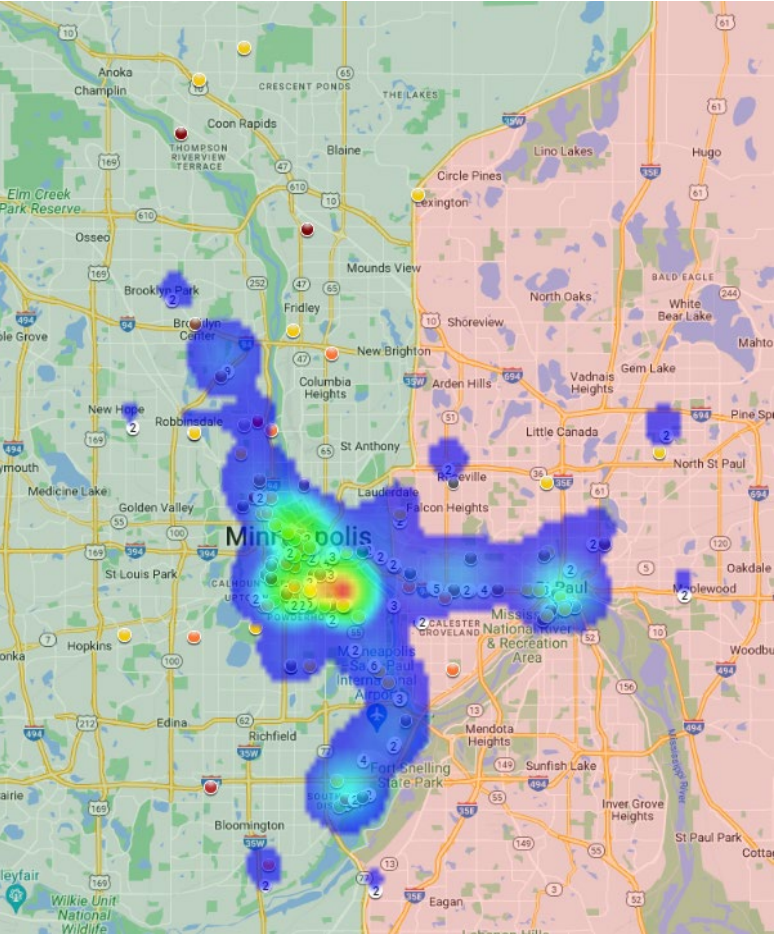
Dispatched



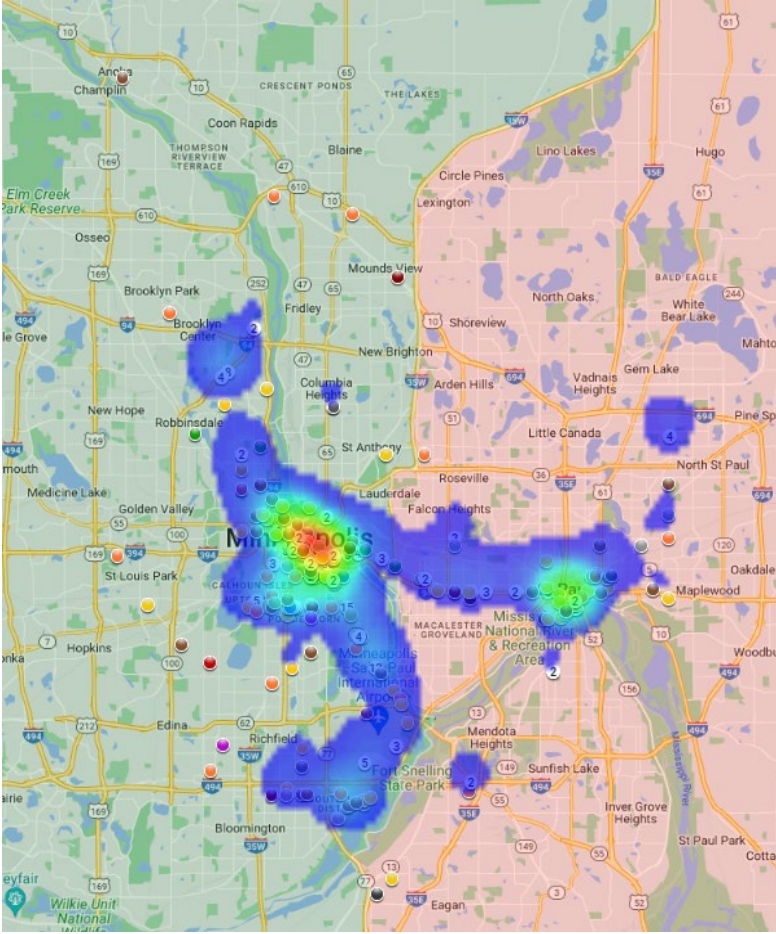
Self-Initiated

# 2023 Quarterly Crime Location Mapping

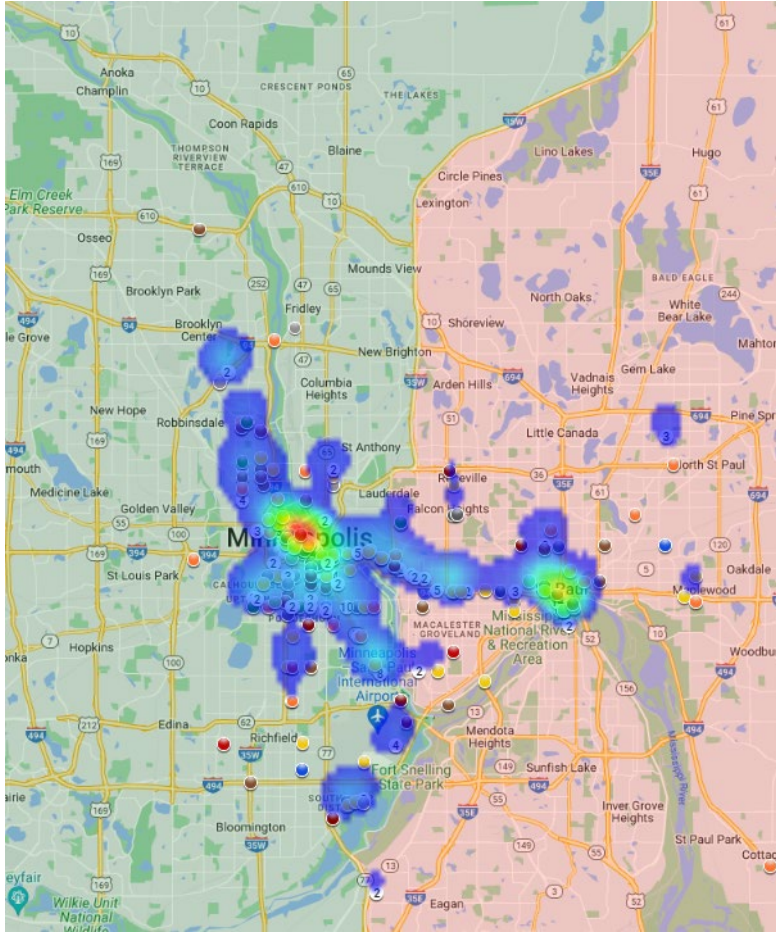
Quarter 1



Quarter 2

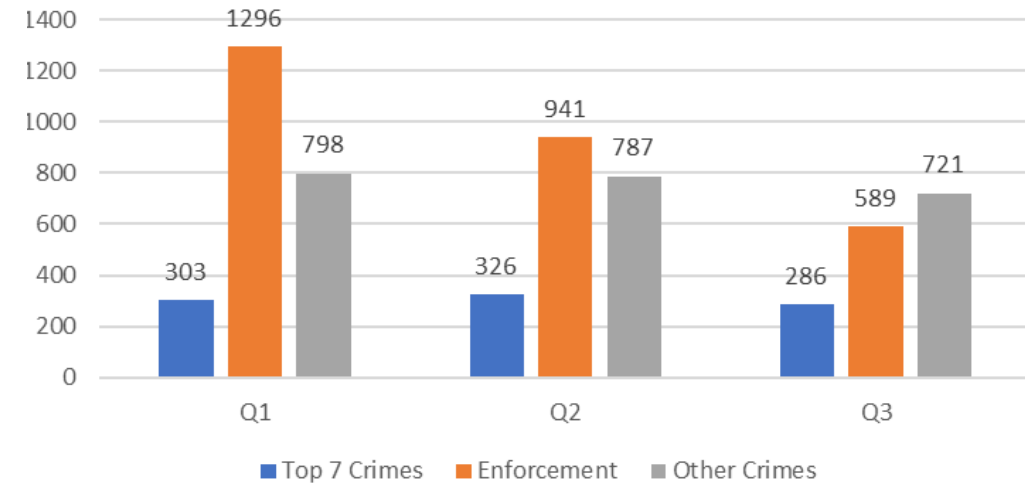
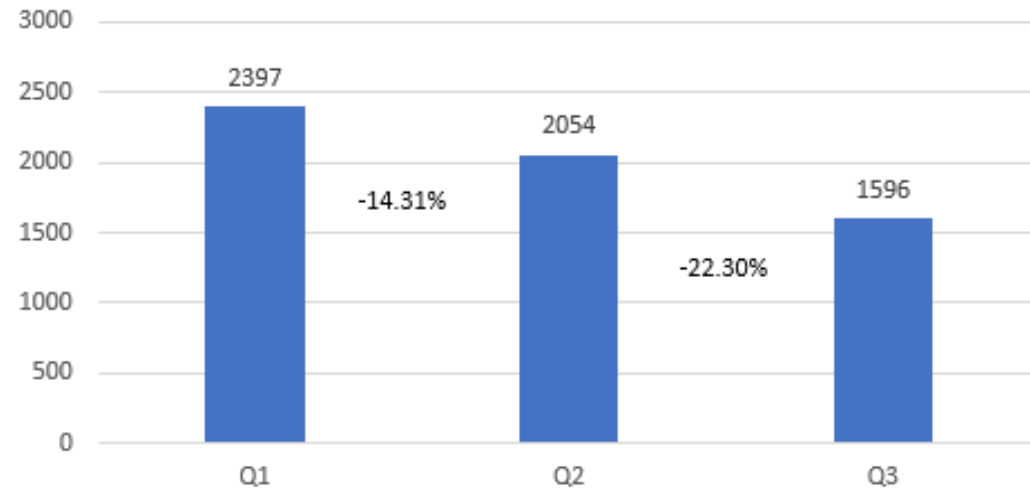


Quarter 3





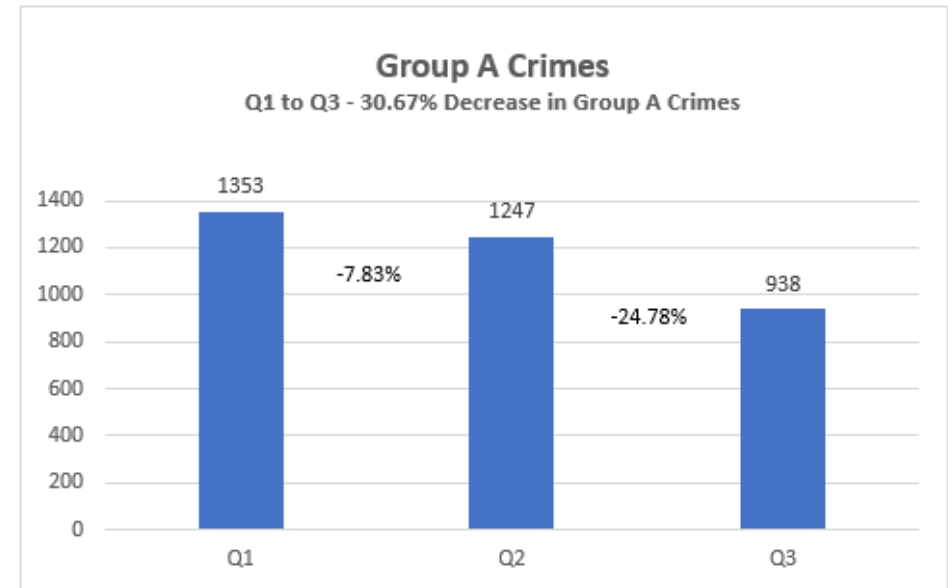
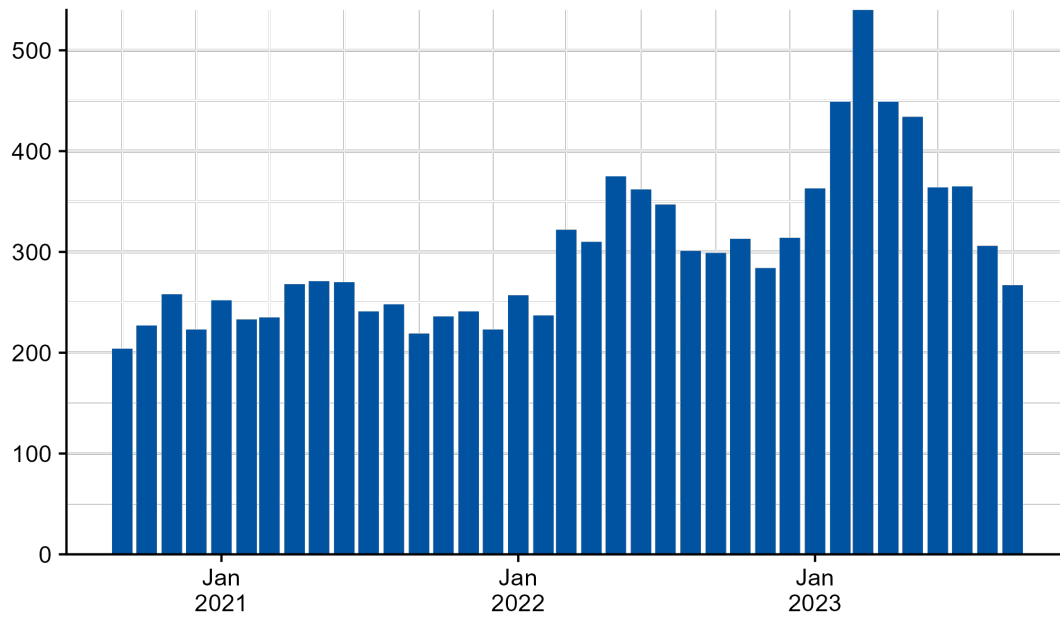
# 2023 reported crimes



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

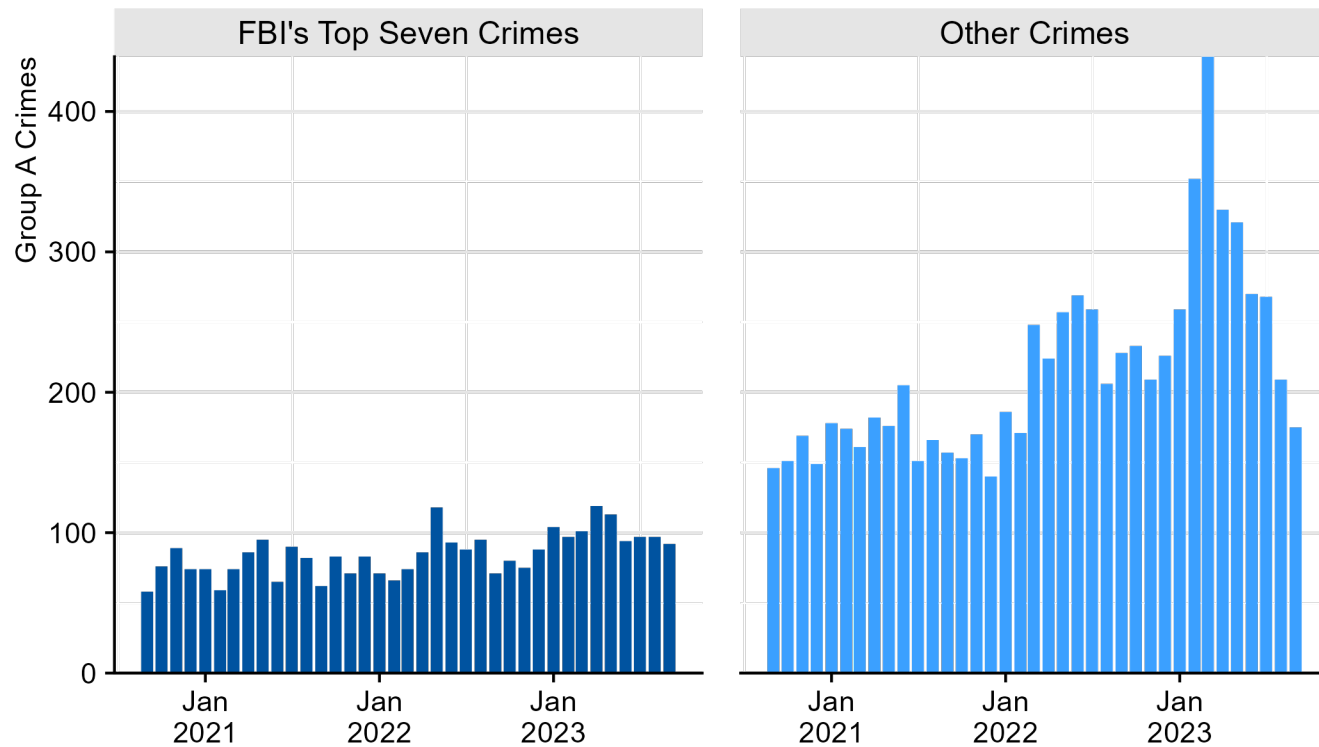
- **The FBI's Nationwide "top seven crimes":** homicide, forcible sex offenses, robbery, assault, theft from person, motor vehicle theft, burglary
- **Enforcement:** arrests likely to be a result of proactive policing: drugs, fare evasion, false info/ID theft, loitering, disorderly conduct, liquor and 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



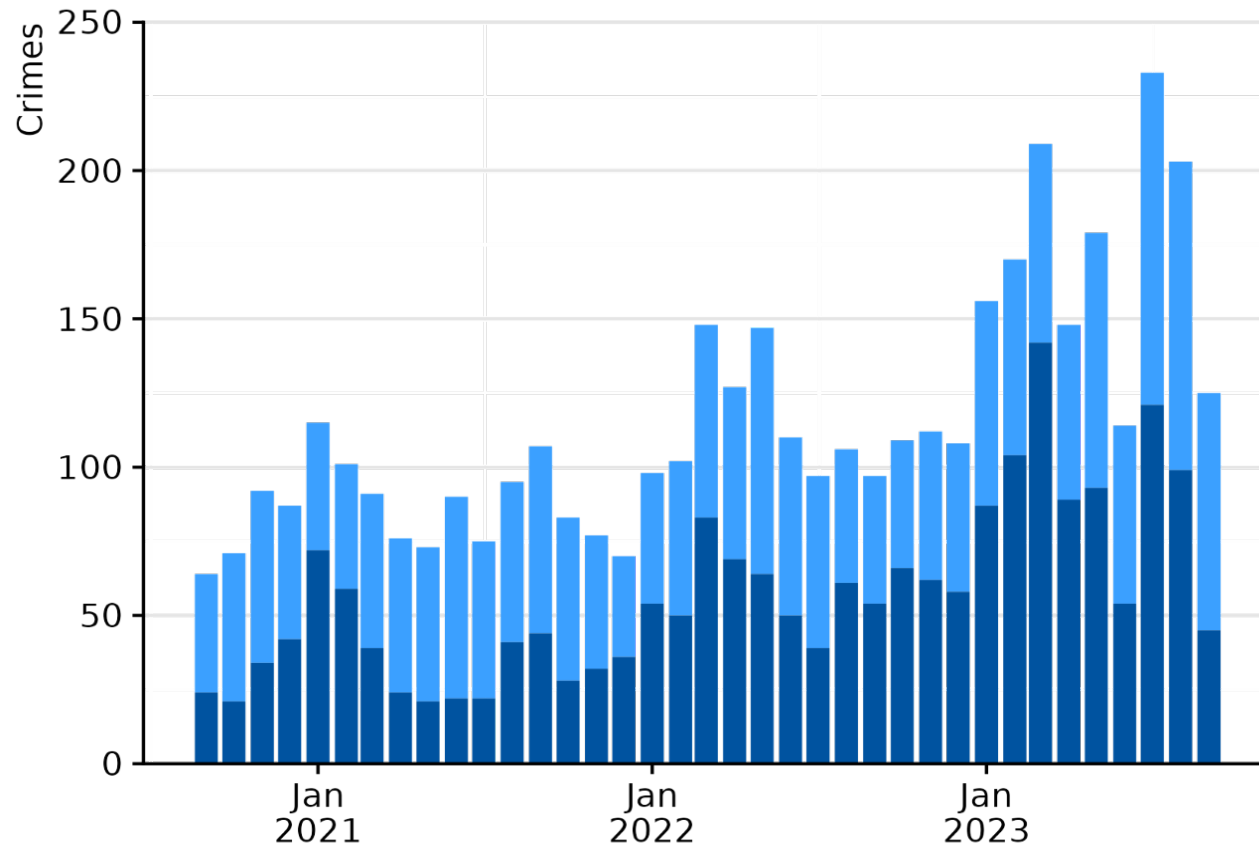
17 crime categories – most common at MTPD:

- 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



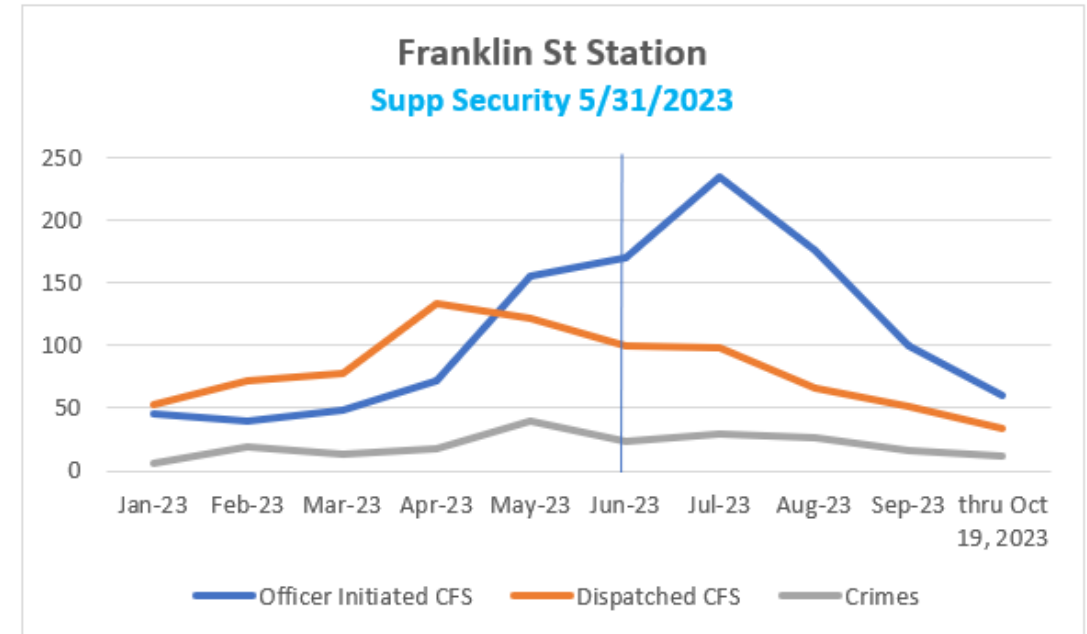
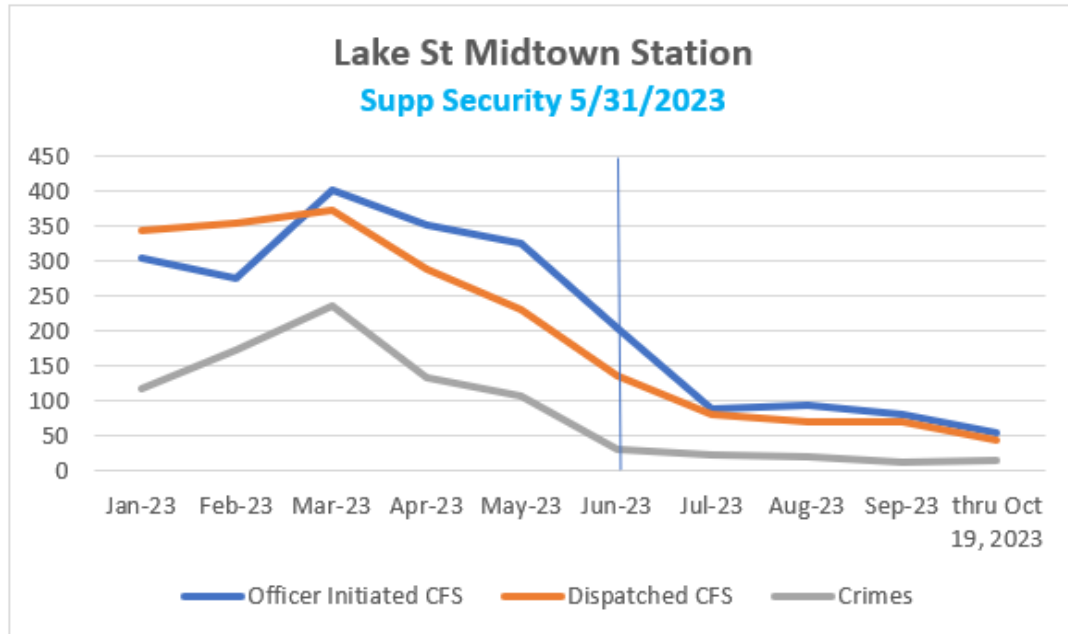
- Intimidation (assault)
- Loitering
- Disorderly conduct
- Nonviolent family offenses
- Interference with vehicle operation
- Consume food/beverages
  
- Alcohol
- Tobacco
- Narcotics

## Supplemental security

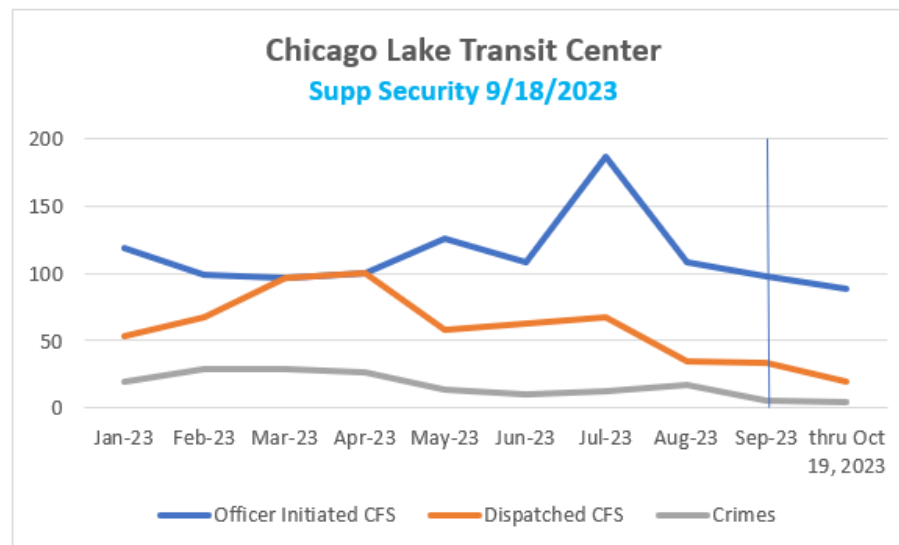
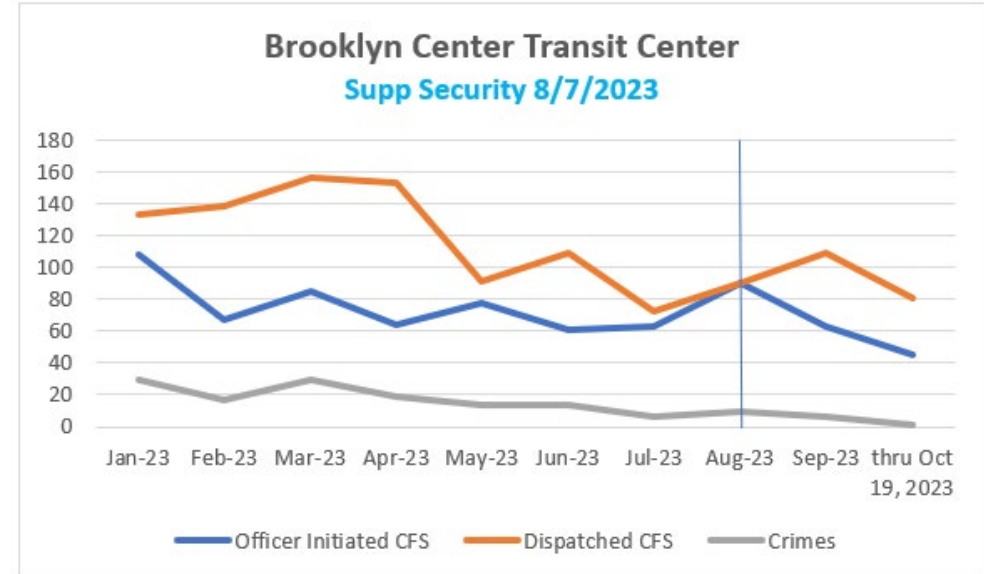
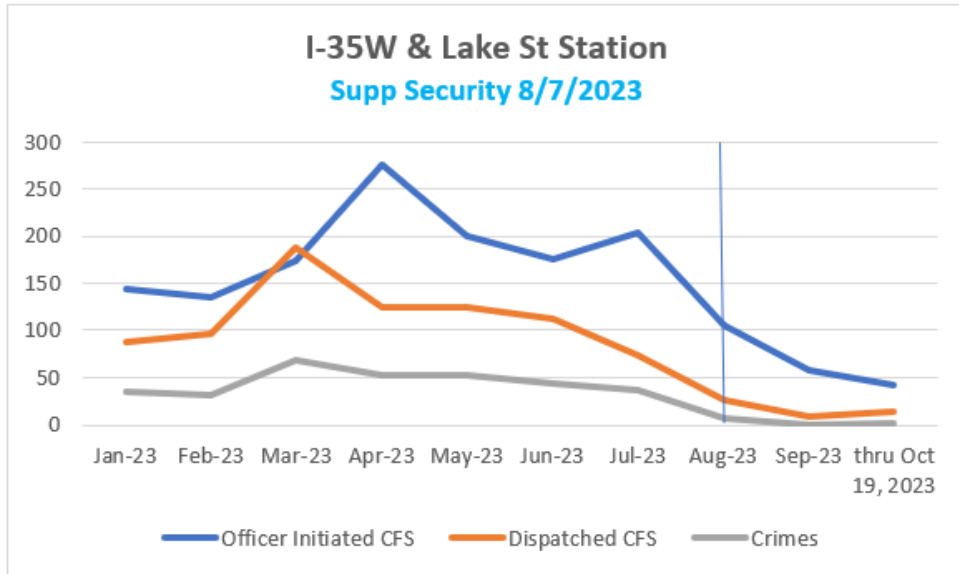
- Continued presence at Lake Street-Midtown, Franklin Avenue
- Recently added:
  - Brooklyn Center Transit Center
  - I-35W & Lake Street Station
  - Chicago-Lake Transit Center
  - Uptown Transit Station (roving patrols)
- Positive trend on CompStat Report
- Future expansion
  - Central Station Vertical Circulation Building



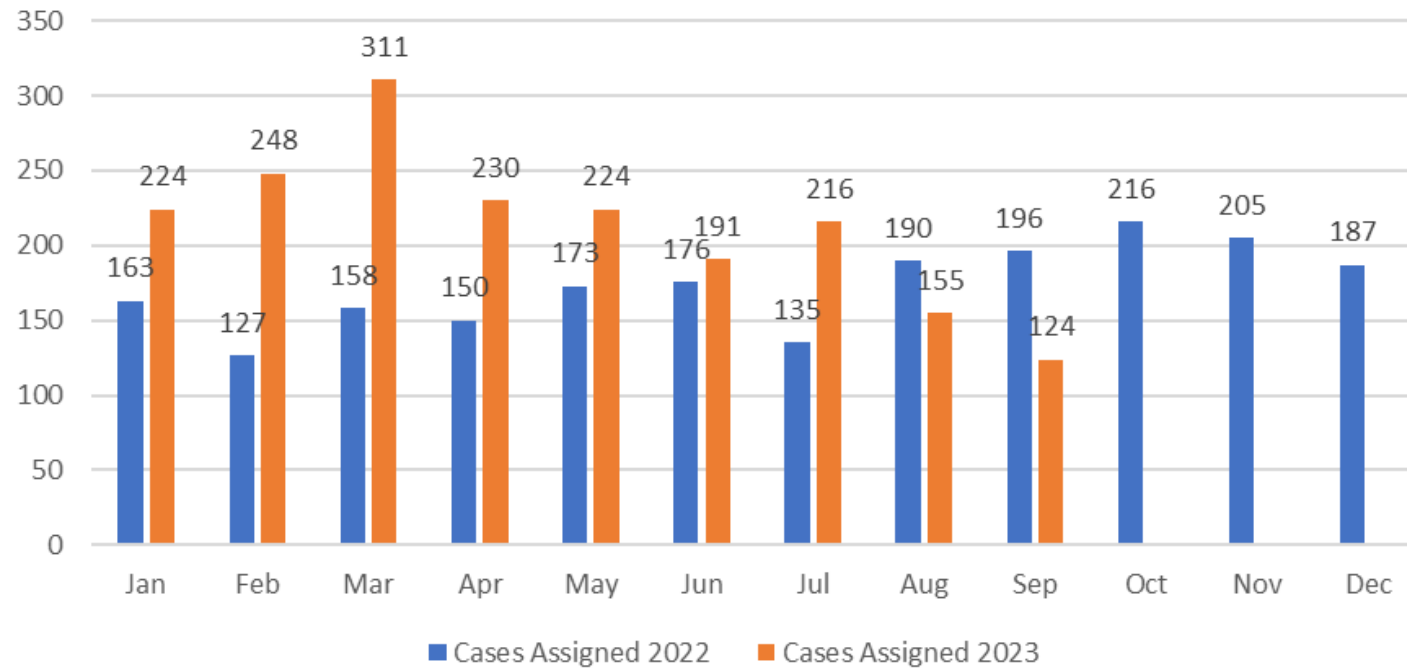
# Supplemental security locations



# Supplemental security locations



# Cases assigned to investigators



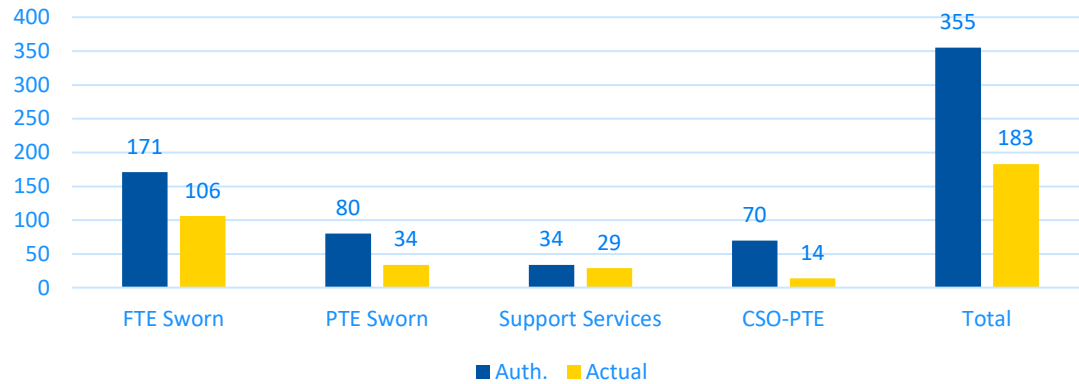
- 2022: 2,076 cases
- 2023: 1,923 cases (thru Sept)

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

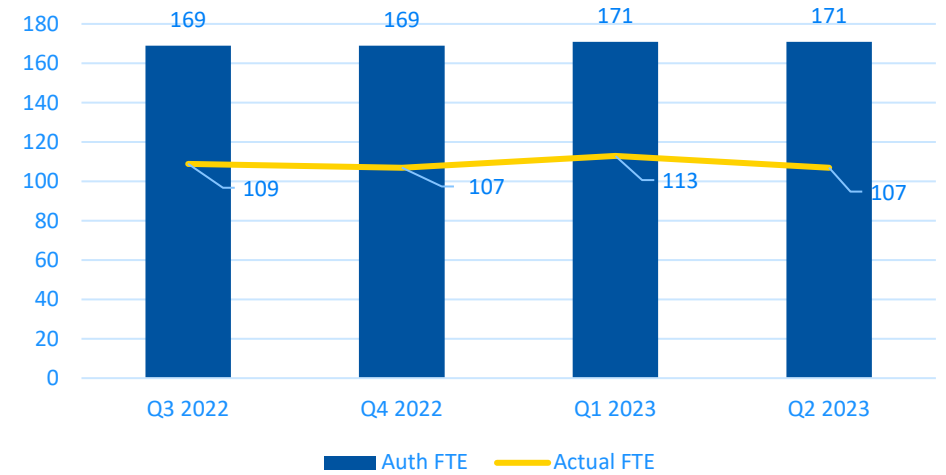


# Staffing

MTPD Staffing Data  
9.30.2023



MTPD Sworn FTE Quarter-End



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)

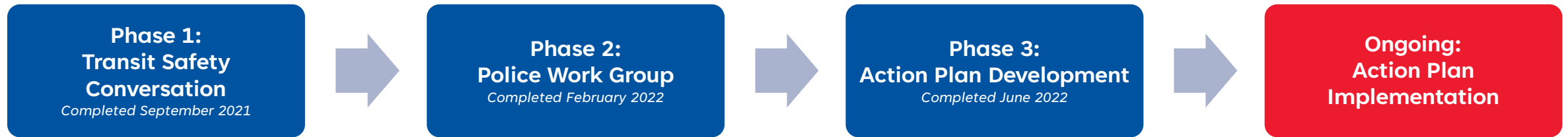


*Questions on Part 1 before moving to  
Part 2: Safety & Security Action Plan  
Implementation?*

# Safety & Security ACTION PLAN

## Part 2: Implementation Update

# Safety & Security Action Plan: Background and Context

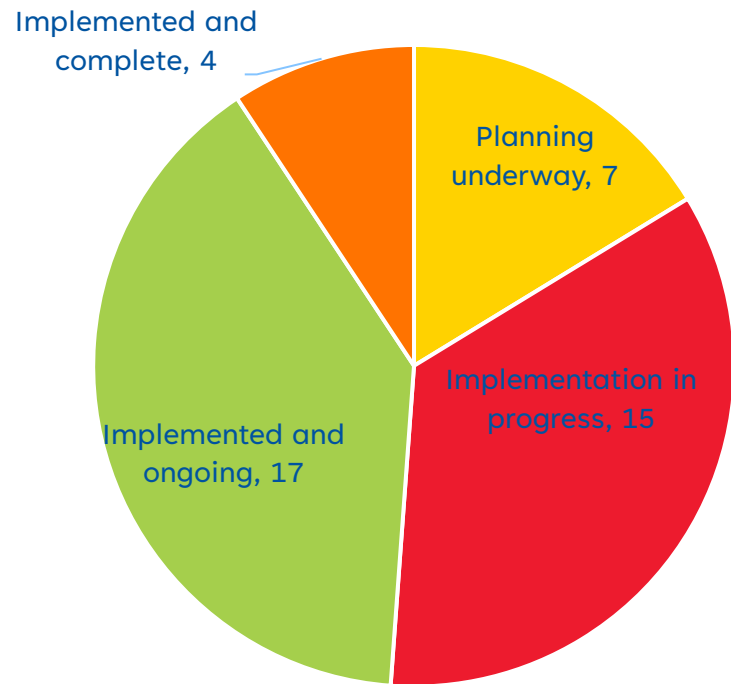


- Safety & Security Action Plan emerged from the Metropolitan Council’s Metro Transit Police Review
- Builds on past work and investments
- Currently comprised of 43 action items organized into three areas of work (one new item this quarter)
  1. Improving conditions on the system
  2. Training and supporting 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)

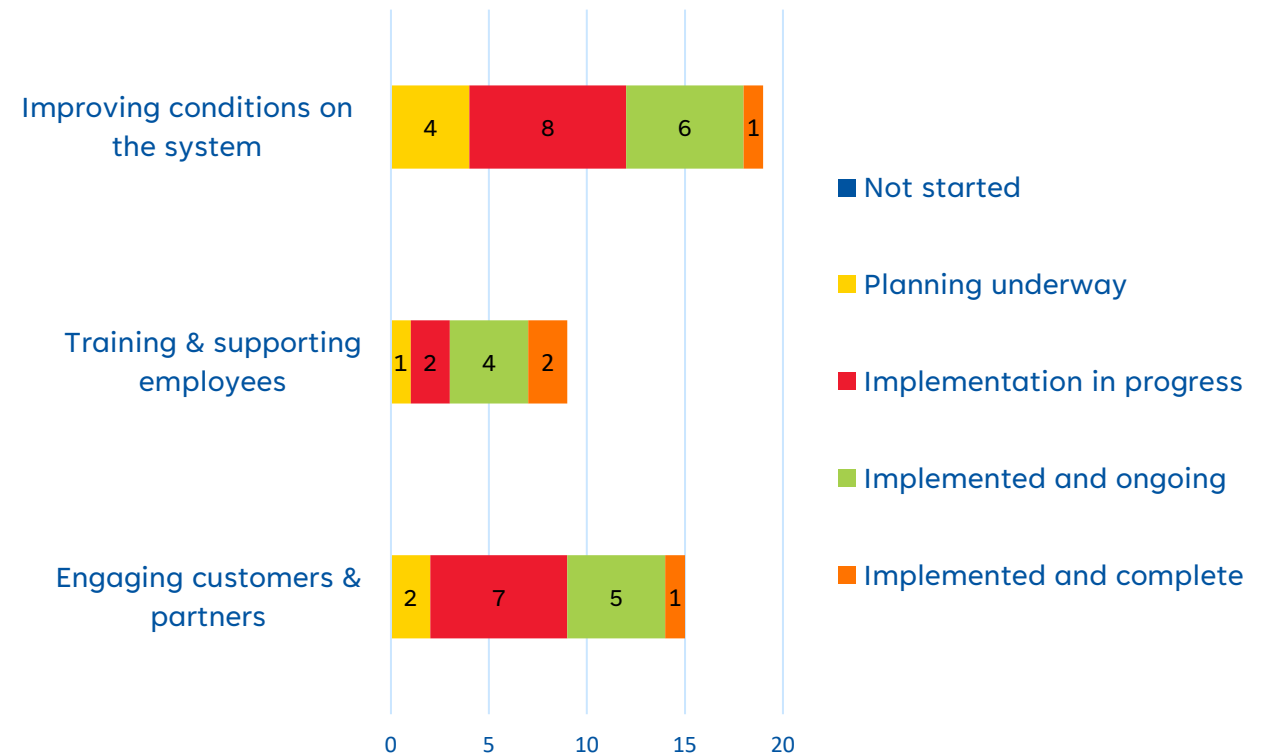


# Safety & Security Action Plan Implementation

Number of action items in each implementation status category



Action item implementation status by area of work



## 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

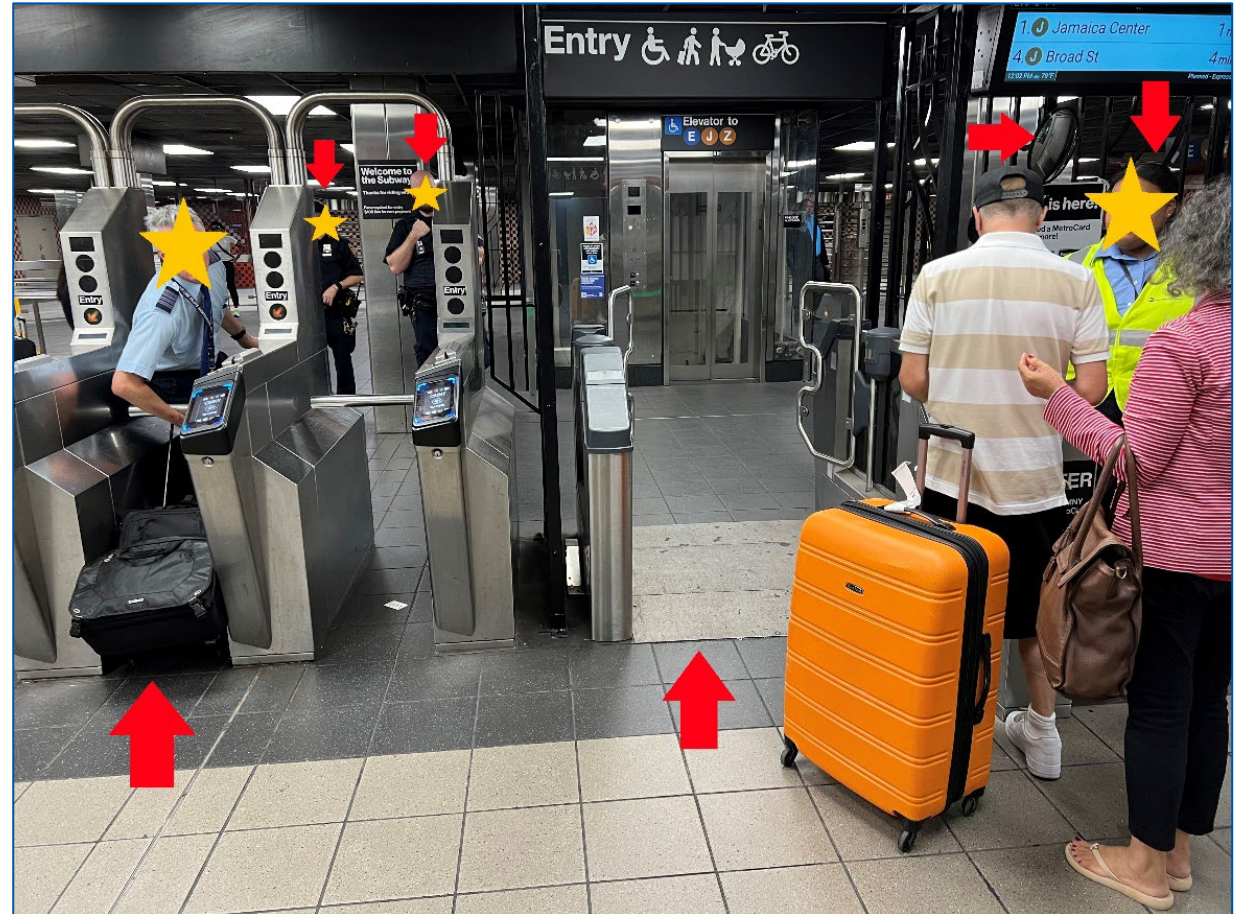
- Heavy Rail Transit
  - New York City Subway, Chicago Transit Authority “L”, Washington DC Metro, Atlanta, LA Metro subway, MBTA Red/Blue/Orange
  - “Closed” systems w/fare gates
  - High Platforms
    - Most are ~40”-60” above rail
  - Grade separated, no direct track access except at platform
  -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



Jamaica Station in Queens, New York City Transit

## 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



Jamaica Station in Queens, New York City Transit

## 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**



Central Station, METRO Green Line



## 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



Bloomington Central Station, METRO Blue Line

# 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



Fort Snelling Station, METRO Blue Line

# 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



**CUSTOMER CODE of CONDUCT**

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.

- Do not distract the driver; stand behind the yellow line.
- No soliciting.
- Keep phone calls brief and quiet.
- Shirts and shoes are required.
- Keep feet, bags and service animals off seats. **One fare, one seat.**
- No laying across seats or on floor.

**Metro Transit**  
a member of the Metropolitan Council



**THESE THINGS ARE ILLEGAL**

They can lead to jail time, fines or both.  
MN statute #60A.855

**Metro Transit**  
www.metrotransit.org

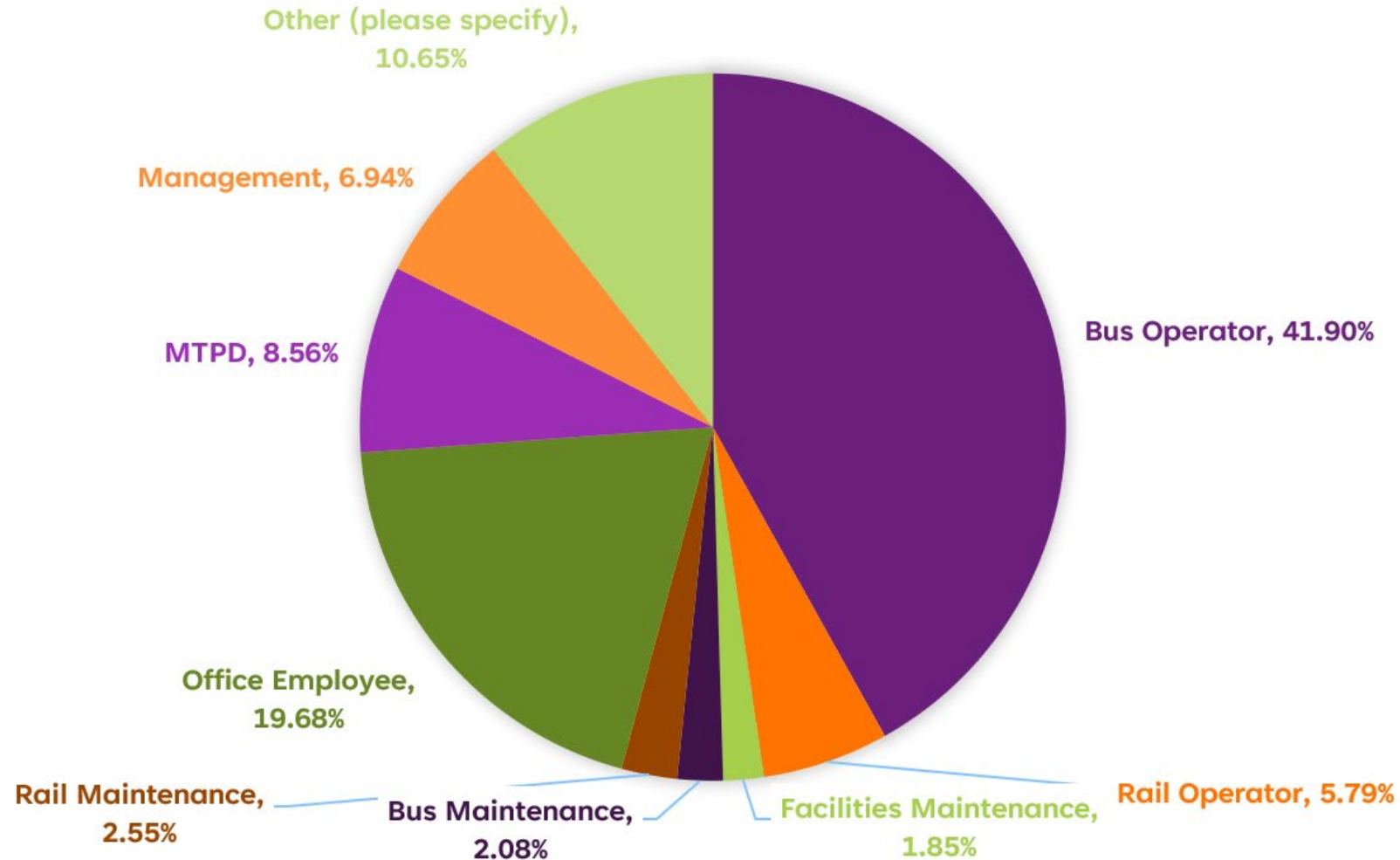
- interfering with the driver or vehicle
- no electronics without headphones
- animals not in a carrier (service animals exempt)
- smoking/vaping
- spitting
- this vehicle is not a public restroom
- not paying correct fare
- eating or littering
- alcohol

# 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

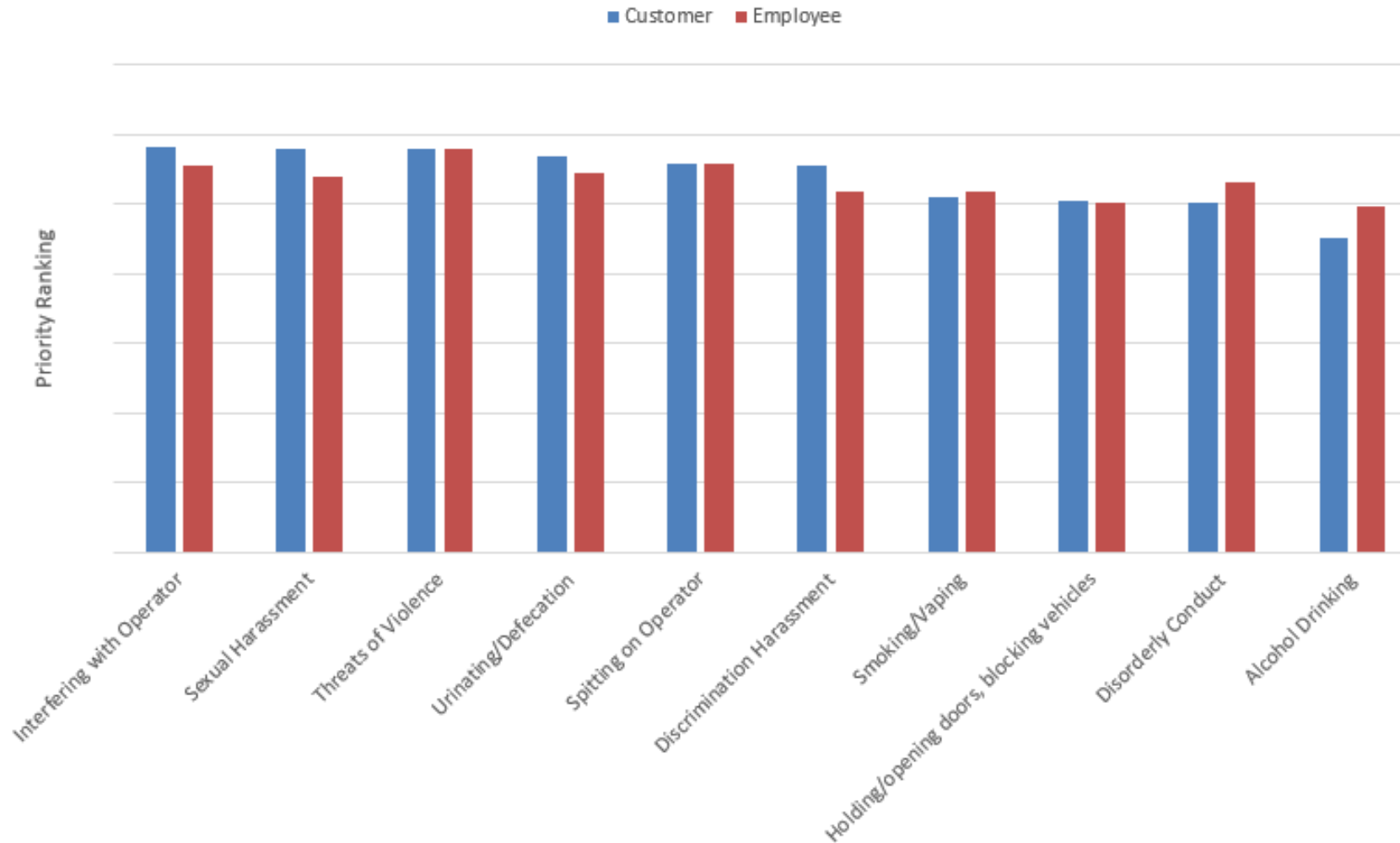


## Stakeholder engagement: Customer survey responses

- 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





## 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)
    - **Threatening others**
    - **Spitting on others**
    - **Smoking/vaping/possessing or using narcotics**
    - **Drinking alcohol**
    - **Harassment (sexual or discriminatory)**
    - **Pooping & peeing**
    - **Vandalism or littering**
    - **Interfering with or delaying vehicles, including holding doors**
    - **Walking on Tracks**
    - **Loud/amplified phone calls or music**
    - **Non-Fare Payment**
    - Wear shirt and shoes
    - One fare = one seat
    - Non-Service Animals must **be** in a carrier
    - Vulgar language
    - Eating/drinking from uncovered containers
    - Soliciting/gambling/panhandling/loitering
    - Dangerous chemicals and large items that block the aisles
    - 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