

# Safety & Security

# ACTION PLAN

## Quarter 4 2023 Update

Metropolitan Council Committee of the Whole  
February 7, 2024



# Today's Agenda

## **Part 1: Introduction from General Manager Lesley Kandararas**

- *Safety & Security Action Plan Update*



## **Part 2: Metro Transit Police Department Update**

- Q1 to Q4 2023 Data
- CSO Pathways Program & Recruitment
- MTPD Social Media
- Chief's Vision Plan



## **Part 3: *Safety & Security Action Plan* Implementation**

- *Transit Safety & Rider Experience* Legislative Report
- *Your Role As A Rider* Campaign

# LAKE STREET / MIDTOWN STATION



## Part 1: Introduction from General Manager Lesley Kandaras

# Safety & Security Action Plan: Background

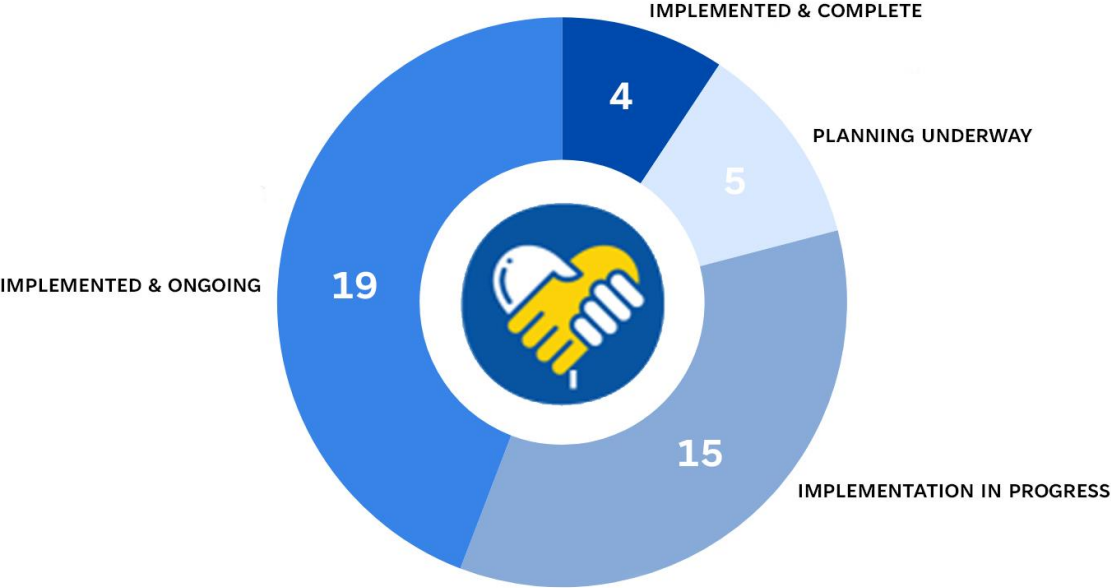


## 43 Action Items in 3 Areas of Work

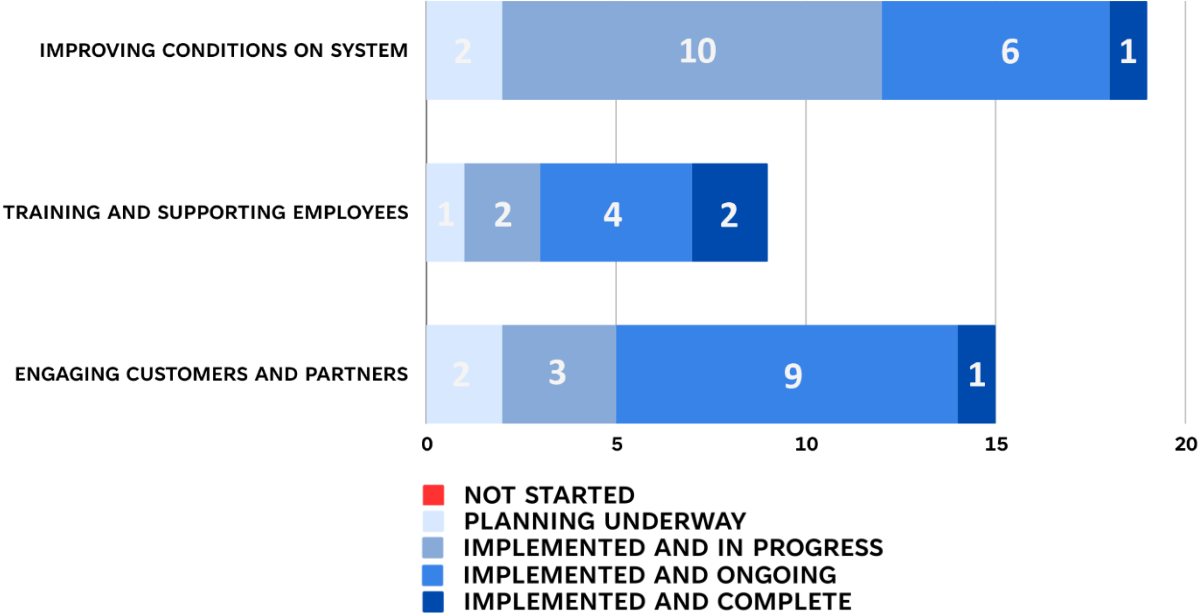
Improving Conditions on the System 🤝 Training & Supporting Employees 🤝 Engaging Customers & Partners

# Safety & Security Action Plan Update

Number of Action Items in Each Implementation Status Category



Action Item Status By Area of Work



# Safety & Security Action Plan Update

The *Safety & Security Action Plan* includes increasing official presence to improve the customer & employee experience.

Layers of presence include:

- MTPD Police Officers, including Homeless Action Team (HAT)
- MTPD Community Service Officers (CSOs)
- Supplemental Security Officers
- Transit Service Intervention Project (TSIP) Partners
- Forthcoming: Transit Rider Investment Program (TRIP) Personnel



*TSIP outreach partner from Roots Wellness Center & MTPD Ofc. Katherine Kompelien, Nov. 2023*





## Part 2: Metro Transit Police Department Update

Chief Ernest Morales III

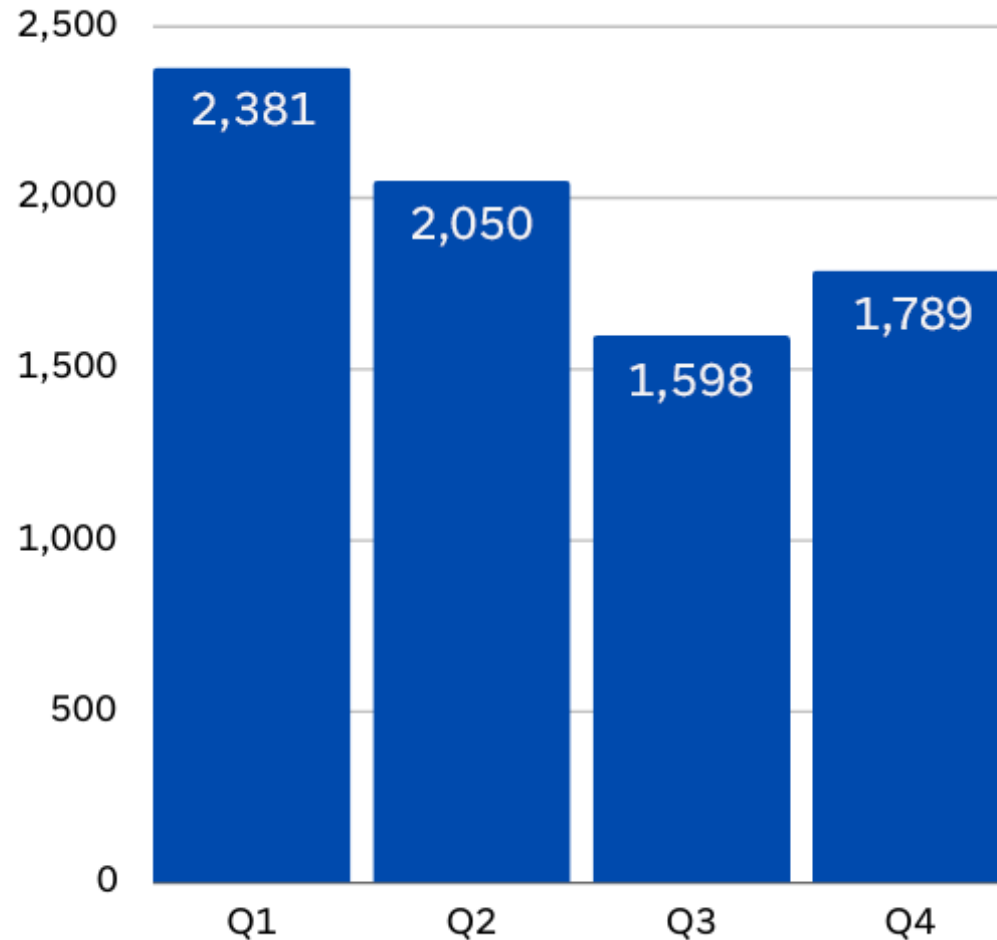
## Q1 to Q4 2023 Data: Key Takeaways

- ↓ Overall Crime Down 25%
- ↓ Top 7 Down 13%
- ↑ Officer-Initiated Calls Up 24%
- ↓ Customer LRT Complaints Down 44%





# Q1 to Q4 Data: Overall Crime Totals



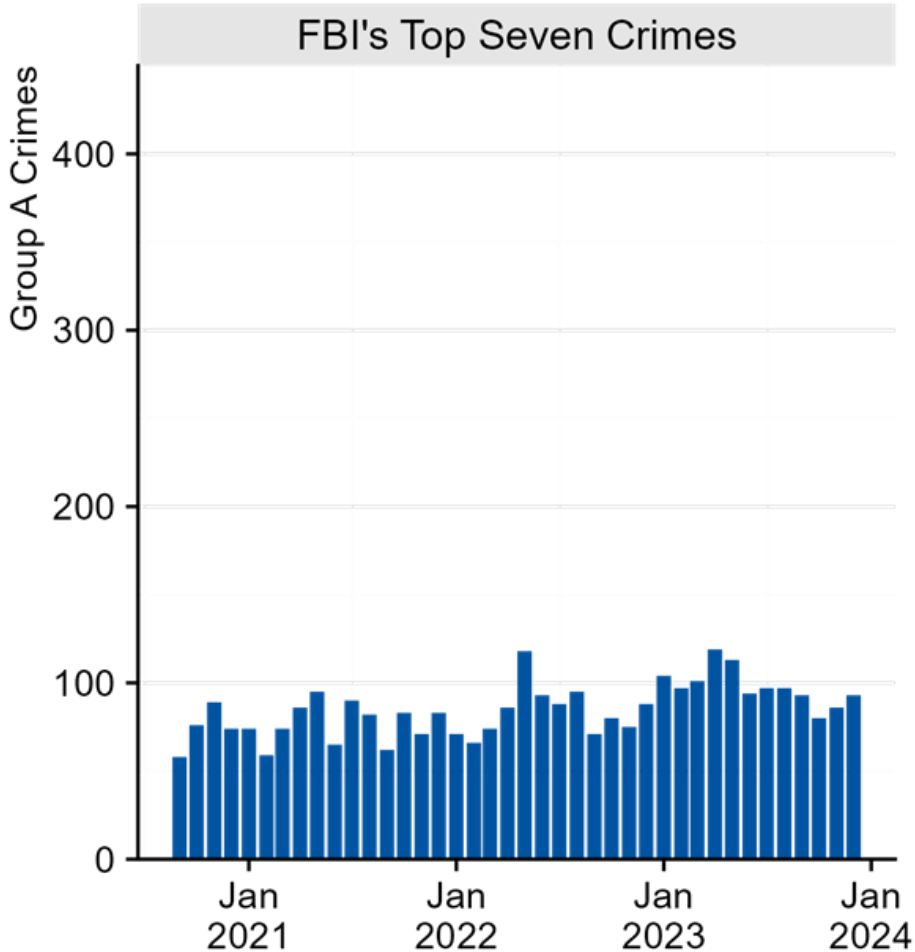
↓ Q1 to Q2: -14%

↓ Q2 to Q3: -22%

↑ Q3 to Q4: +12%

↓ Q1 to Q4: -25%

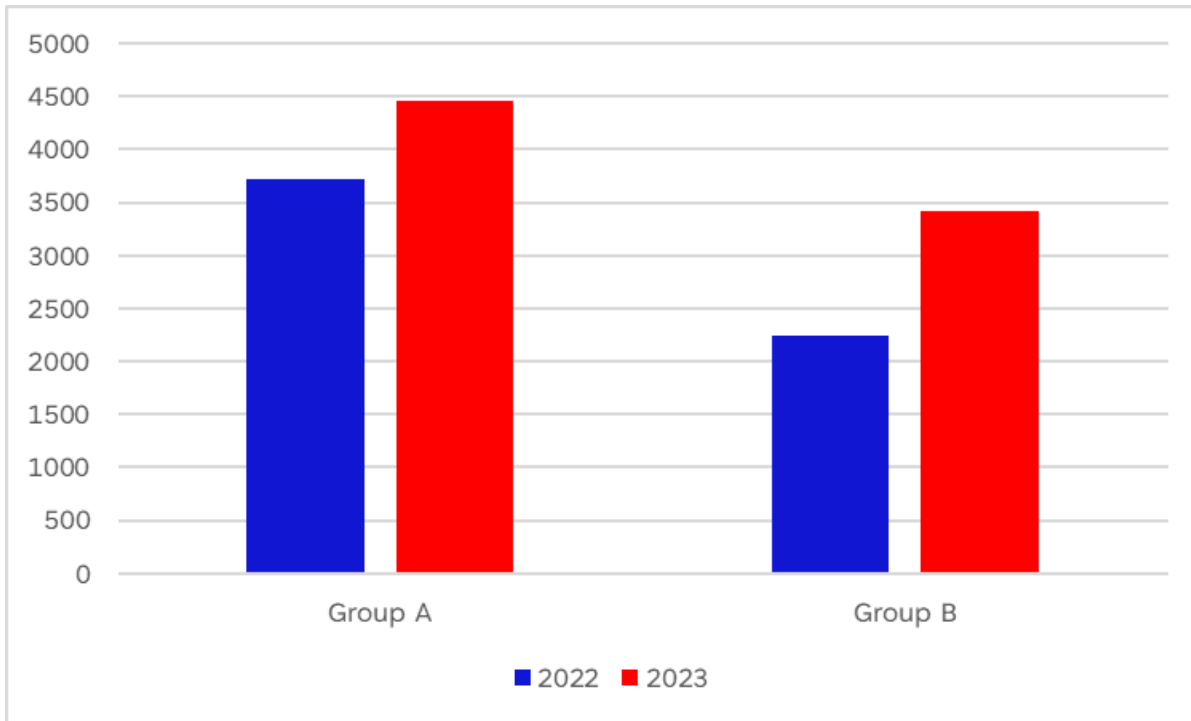
# Q1 to Q4 2023 Data: Top 7 Crimes



- ↑ Q1 to Q2: +8%
- ↓ Q2 to Q3: -11%
- ↓ Q3 to Q4: -10%
- ↓ Q1 to Q4: -13%

**FBI Top 7 Crimes**  
 Homicide • Sex Offenses • Robbery • Assault  
 Larceny or Theft From Person • Motor Vehicle  
 Theft • Burglary or Breaking & Entering

# Annual Crime Totals

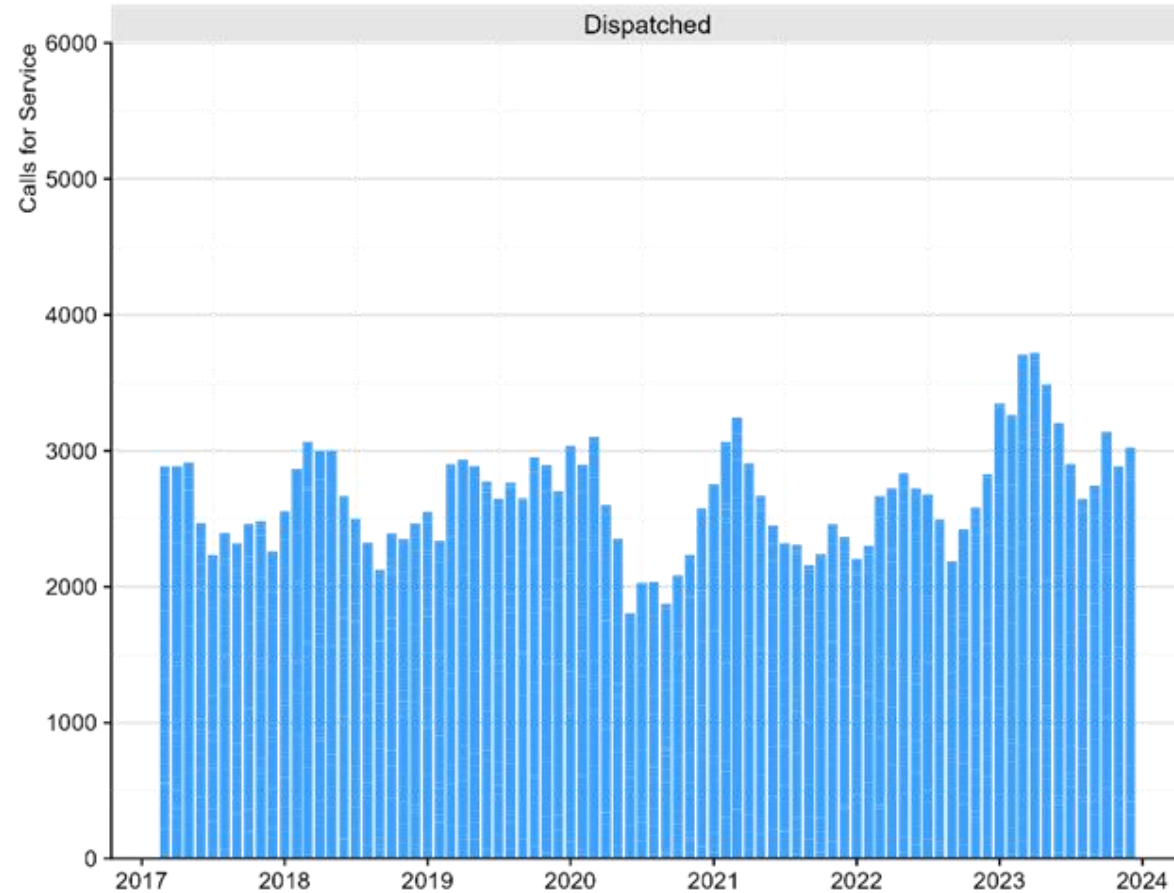


↑ Total Reported Crimes: **+32%**  
*from 2022 to 2023*

🛡️ Total Crimes Reported: **~7,800**  
*in 2023*

🛡️ Officer-Initiated Crimes: **+45%**  
*in 2023*

# Q1 to Q4 2023 Data: Dispatch Calls For Service



↑ Q1 to Q2: **+10%**

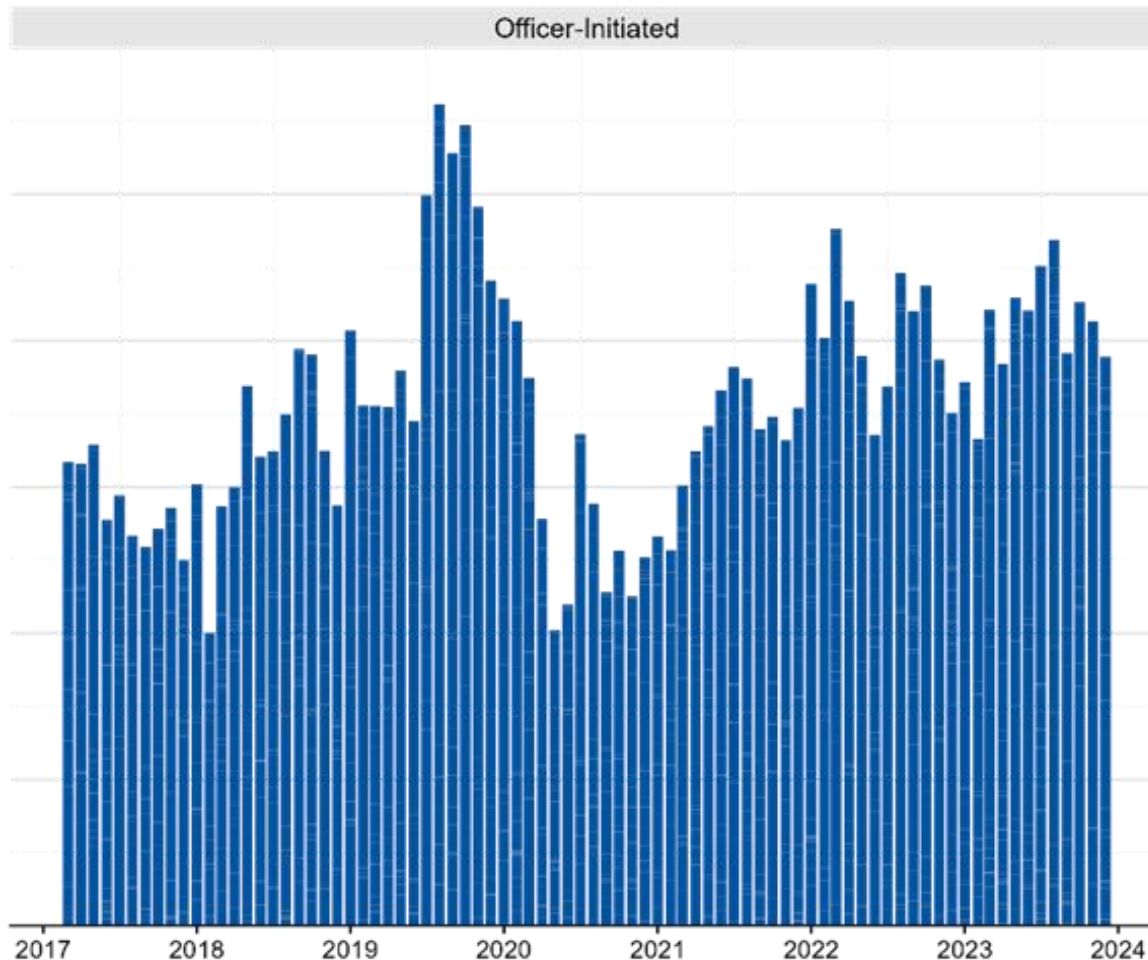
↑ Q2 to Q3: **+6%**

↓ Q3 to Q4: **-34%**

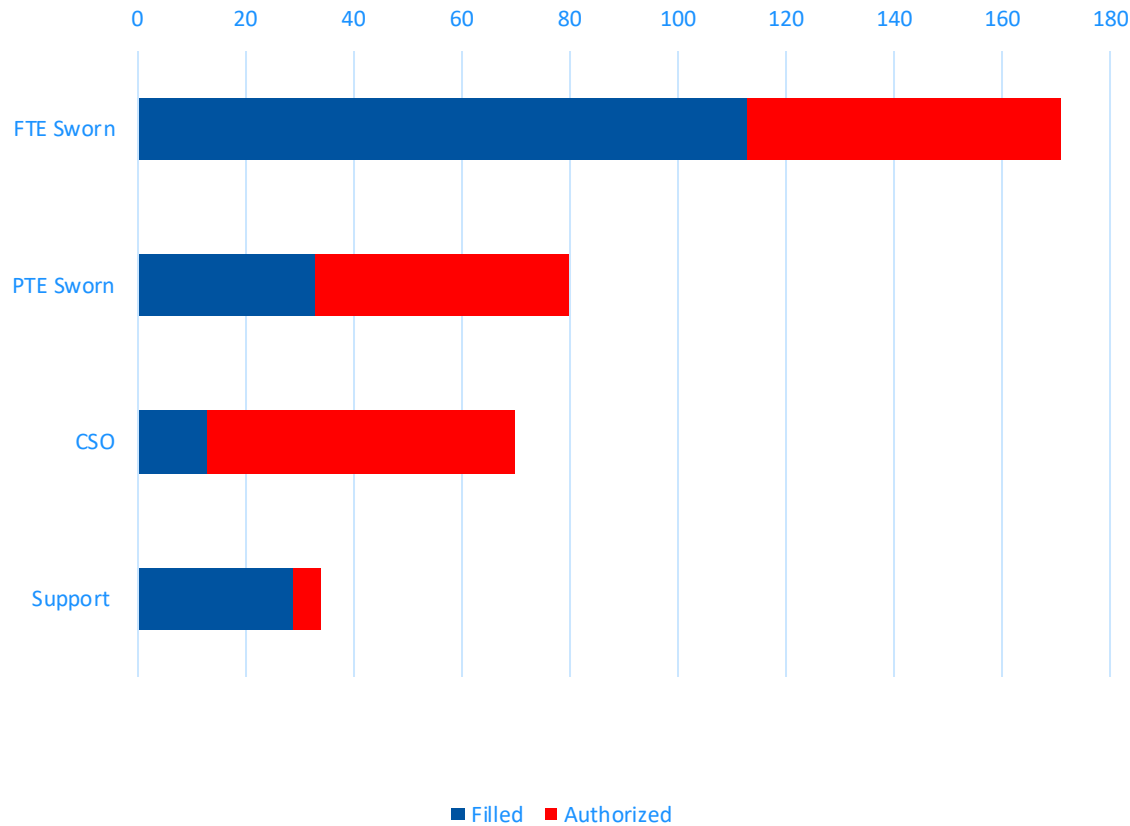
↓ Q1 to Q4: **-24%**

# Q1 to Q4 2023 Data: Officer-Initiated Calls For Service

- ↑ Q1 to Q2: **+1%**
- ↓ Q2 to Q3: **-20%**
- ↑ Q3 to Q4: **+53%**
- ↑ Q1 to Q4: **+23%**



# Q1 to Q4 2023 Data: Staffing



🛡️ Full-Time Officers: **113/171**

🛡️ Part-Time Officers: **33/80**

🛡️ CSOs: **13/70**

🛡️ Support Services: **29/34**

# CSO Pathways Program

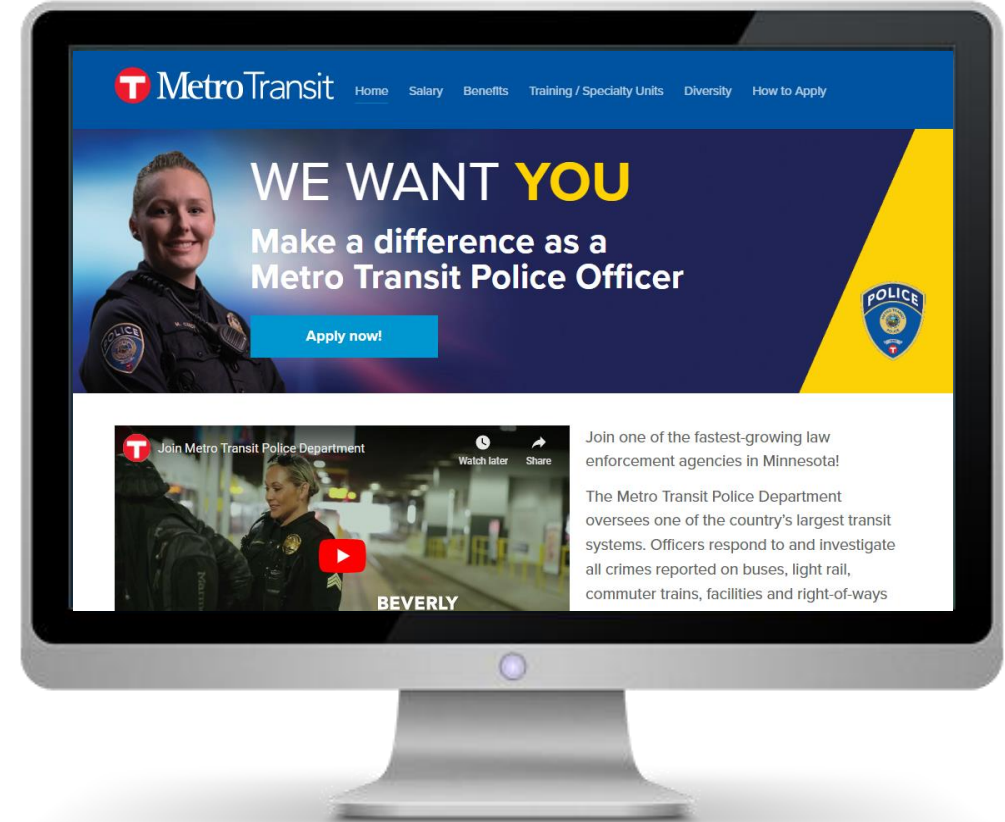
- No law enforcement experience or degree required
- Earn 12+ college credits at no cost
- New CSOs eligible for up to \$18,000 tuition reimbursement



19 candidates celebrate completing their preparatory work, January 25, 2024

# Recruitment Campaign

- Recruitment website  
[metrotransit.org/joinMTPD](https://metrotransit.org/joinMTPD)
- On trains, buses, transit centers, bus shelters, kiosks, & digital signage
- Targeted in & out of state videos





# Recruitment Campaign



Full bus wrap

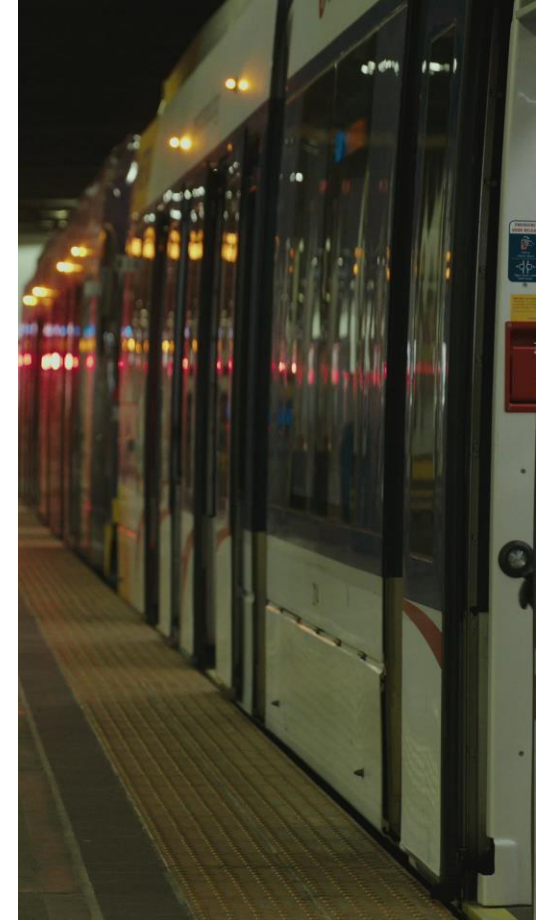


Bus & train interior cards



Shelter & kiosk posters

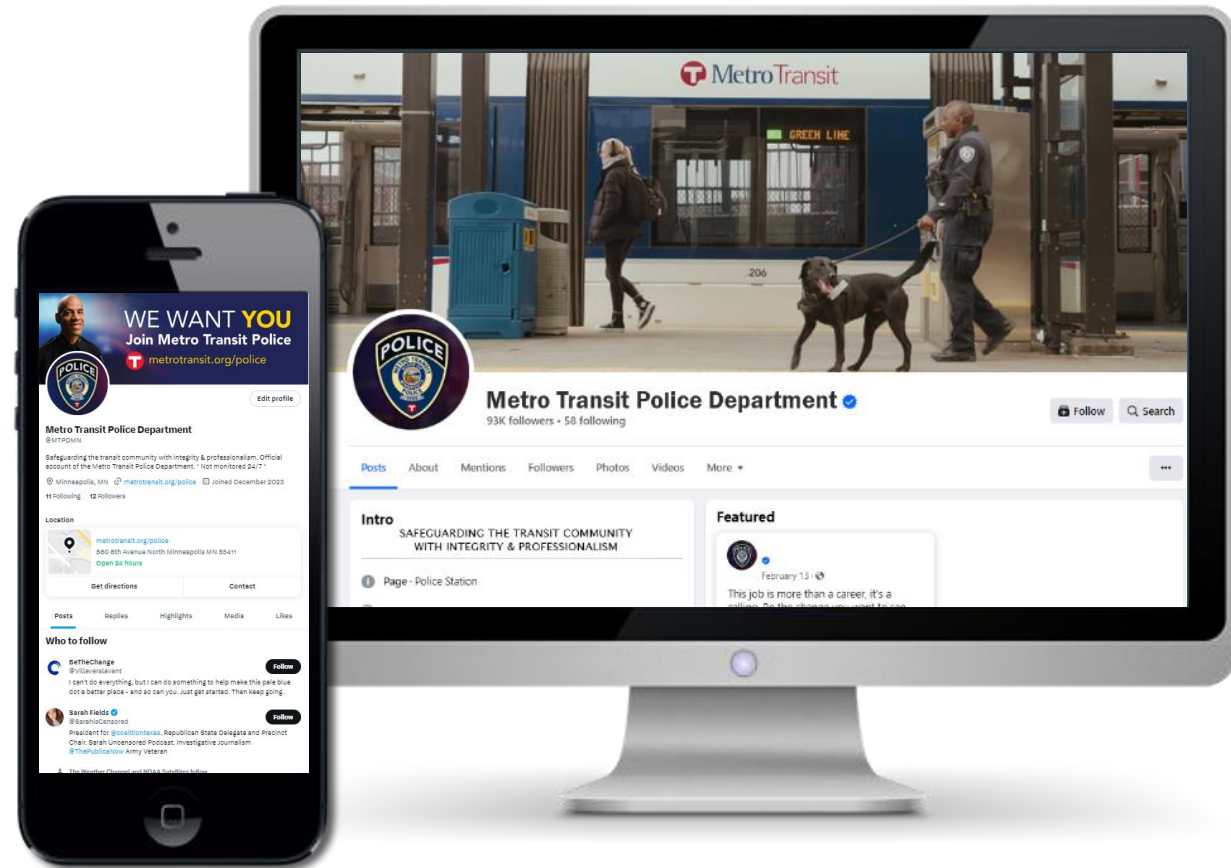
Social media videos





# MTPD Social Media

- Hired Public Information Officer, Principal Communications Specialist
- Launched Feb. 5
- **@MetroTransitPD** on Facebook & Instagram
- **@MTPDMN** on X/Twitter



# Chief's Vision Plan: *Mission First, People Always*

- **Committed to Our Staff**  
by building a strong culture & prioritizing the overall well-being of each & every member of the MTPD.
- **Committed to Training & Education**  
by giving everyone the opportunity to grow with the department.
- **Committed to Our Community**  
by investing in innovative solutions & building & strengthening partnerships to address larger societal issues – *together*.
- **Committed to Trust & Integrity**  
through open communication & operating with transparency.
- **Committed to Technology**  
by continuously looking to what's ahead, while using state of the art equipment & data *now* to guide our methods.



Chief Morales on the Listening Sessions Tour  
Jan. 3, 2024

# Chief's Vision Plan: *Mission First, People Always*

I am committed to leading the Metro Transit Police Department into its brightest chapter yet by building a culture that is well-respected throughout Minnesota & beyond.

That culture is one that encourages collaboration, promotes innovation, & proactively addresses emerging challenges with strategic solutions.

A culture where the professional & personal growth & well-being of each & every member of the MTPD is paramount to our overall success.

At the MTPD, we take pride in leading with integrity, empathy, & professionalism.



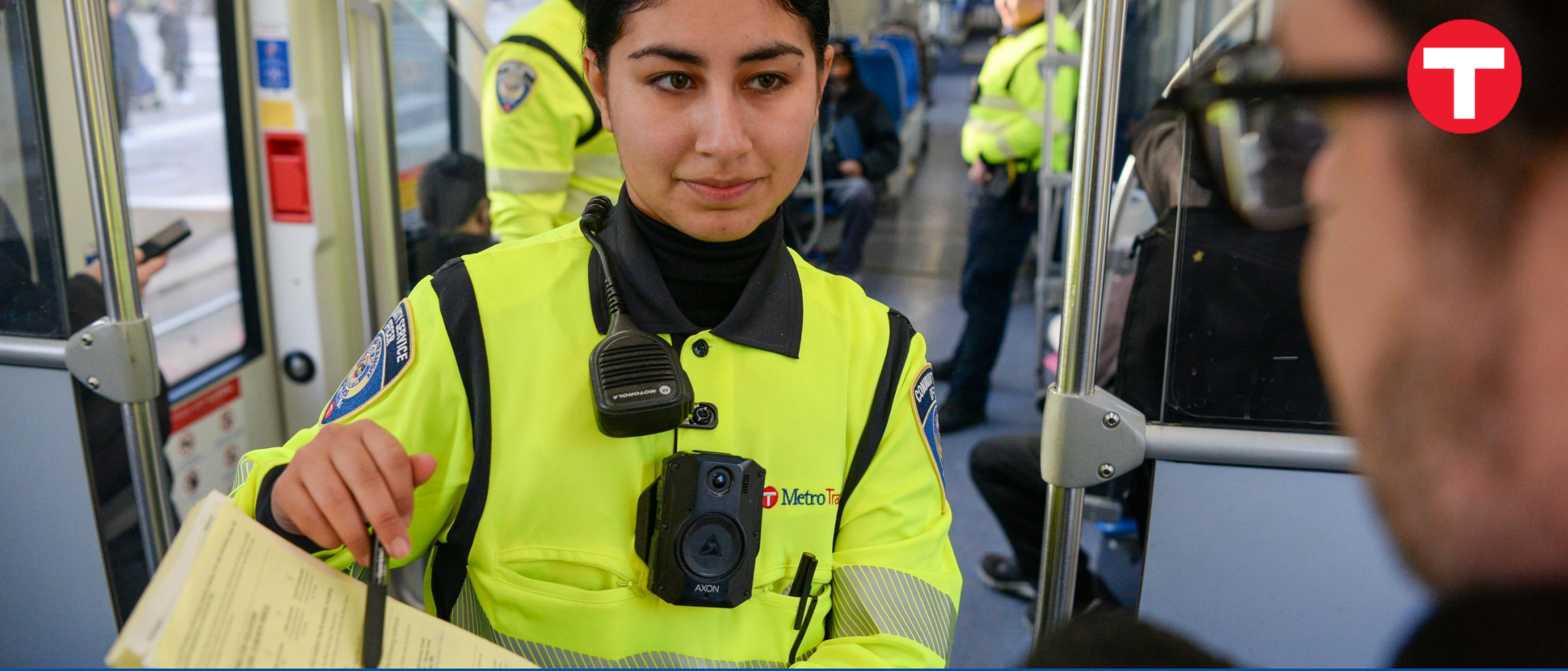
Chief Ernest Morales III



*Swearing-in of Ernest Morales III  
March 22, 2023*



**Any questions  
on Part 2 before moving to Part 3?**



## ***Part 3: Safety & Security Action Plan Implementation***

**John Levin**

*Director, Strategic Initiatives*

**Sophia Ginis**

*Director, Community Affairs*

# Today's Focus

- ***Transit Safety & Rider Experience***  
Legislative Report
- ***Your Role As A Rider***





# Transit Safety & Rider Experience Legislative Report

- [Minnesota Statute 473.4077](#)
- **February 15** of each year
- Required & Additional Content
- Holistic Overview of Efforts
- First Year Report: **Introduce Efforts**
- Future Reports: **Results Focused**



# Transit Safety & Rider Experience Legislative Report

## Required Elements

- ✓ Overview of Safety Issues & Actions
- ✓ Code of Conduct
- ✓ Transit Rider Investment Program (TRIP)
- ✓ Administrative Citations
- ✓ Number of Inspections & Citations
- ✓ MTPD & TRIP Staffing
- ✓ Program Impacts
- ✓ Crime Rates
- ✓ Recommendations

**FARE NON-COMPLIANCE CITATION**

Metro Transit	Date of Citation
Citation #	Time of Citation
ID provided: <input type="checkbox"/> DL <input type="checkbox"/> ID card <input type="checkbox"/> other	Location Description
	<input type="checkbox"/> Verbal <input type="checkbox"/> Refuse ID
If other ID, describe:	ID #
Name - First Middle Last	
Address - Street, Unit #	State Zip
City	
Date of Birth (mm/dd/yyyy)	Phone Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-Binary
Race: <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Hispanic <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Mixed <input type="checkbox"/> Unknown	
Citation Description	<input type="checkbox"/> Unable/refuse to produce proof of payment <input type="checkbox"/> Invalid proof of payment <input type="checkbox"/> Other
Route/Line	Vehicle No.
TRANSIT OFFICIAL Name - First, Last	Transit Official - ID #
Transit Official - Notes	
NOTES Operator Statement	
Office Use Only: <input type="checkbox"/> 1st offense <input type="checkbox"/> 2nd offense <input type="checkbox"/> 3rd offense <input type="checkbox"/> 4th/more offense <input type="checkbox"/> Police assistance requested <input type="checkbox"/> Video requested	

**VIOLATIONS PERIOD**

THIRD VIOLATION \$75 and prohibited from accessing transit service for 60 days

FOURTH/SUBSEQUENT \$100 and prohibited from accessing transit service for 120 days

Pay or eliminate your fine in these ways:

Metro Transit Service Center only

View the Transit School video and load \$10 in stored value to a Go-To Card or the Metro Transit app. (Fine is waived.)

View the Transit School video to reduce fine to \$25.

the following methods:

check or money order at one of our

Metro Transit Service Center  
E. 5th St. - Skyway Level  
St. Paul, MN  
8:30 - 11:30 a.m. & noon - 3:30 p.m.

of the citation and waiving

chedule a hearing to contest  
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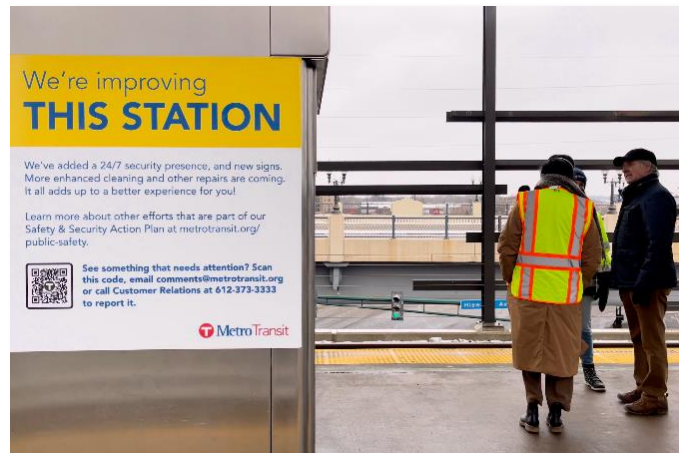
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redemption of law returns.



# Transit Safety & Rider Experience Legislative Report

## Additional Elements

- + *Safety & Security Action Plan*
- + Customer Engagement Summary
- + Supplemental Security Program
- + *Transit Service Intervention Project (TSIP)*
- + Cleaning & Repair Standards
- + Light Rail Paid Fare Zones
- + Light Rail Platform Study



# Take Pride in Your Ride Campaign: Your Role As A Rider

- **New Signage**
  - 164 Bus Rapid Transit platforms
  - 60 Light Rail platforms
  - 23 Transit Centers
- **Includes *Code of Conduct* Expectations & Behaviors That Violate State Law**
- **Aims to Make Reporting Issues Easier**



## Take Pride in Your Ride Campaign: Your Role As A Rider

- Signage designed to stand out
- Clearly communicates violations can result in being asked to leave transit property

### YOUR ROLE AS A RIDER

**✓ REQUIRED:**

-  Pay your fare
-  Wear shirts, bottoms, shoes
-  One fare = one seat
-  Drinks must be covered
-  Animals must be in a carrier (exception: service animals)

**🚫 NOT ALLOWED:**

- Sexual or discriminatory harassment
- Phone calls or music played on speaker
- Soliciting/gambling/panhandling/loitering
- Flammable or other hazardous items
- Large items that block the aisle
- Riding bikes/skating/skateboarding
- Vulgar language
- Eating

**🚫 ILLEGAL:**

- Interfering with operator/movement of vehicle (includes holding doors)
- Disorderly conduct
- Smoking/vaping or illegal drug use
- Sexual assault
- Vandalizing or littering
- Threatening or spitting on others
- Drinking alcohol
- Pooping or peeing
- Walking on tracks/trespassing



Scan for more on our Code of Conduct.

Violators can be removed from transit property. Actions may result in added penalties.



# Your Role As A Rider: Enforcement

- **MTPD Officers**
  - Rider removal, potential trespass, citation, &/or arrest
- **CSOs, TRIP Agents, Supplemental Security**
  - Verbal warning, request police if unable to resolve
  - TRIP Agents will issue administrative citations for non-fare payment
- **Field Supervisors, Operators, Authorized Staff**
  - Contact TCC if unable to resolve, request police



# Take Pride in Your Ride Campaign: Report Problems

- Signage & website
- Clear options on how to contact us

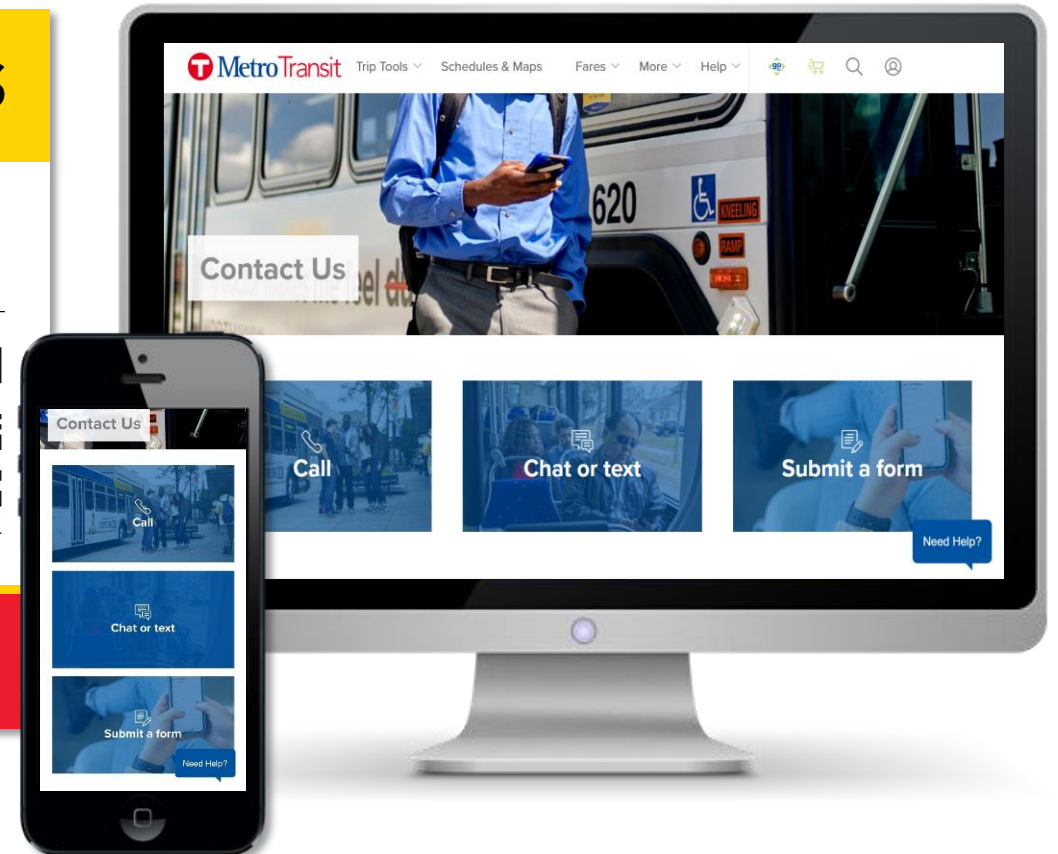
## REPORT PROBLEMS

**See suspicious or threatening behavior?** Text 612-900-0411

**See something dirty or broken?**  
Scan this code or call  
Customer Relations at  
612-373-3333



**CALL 911 TO  
REPORT EMERGENCIES**



# Take Pride in Your Ride Campaign



Rendered example



Rendered example





# Questions & Discussion