Safety & Security

ACTION PLAN

Quarter 1 2024 Update
Metropolitan Council Committee of the Whole | May 1, 2024
Today’s Agenda

Part 1: Introduction from General Manager Lesley Kandaras
  • Safety & Security Action Plan Update
  • Growing Layers of Official Presence

Part 2: Metro Transit Police Department Update
  • Quarter 1 Crime Data
  • MTPD Staffing & Hiring
  • MTPD Partnerships
  • MTPD Community Outreach

Part 3: Operations & Maintenance Update
  • Transit Rider Investment Program Update
  • Cleaning Standards
  • New Onboard Security Features
PART 1

Introduction

Lesley Kandaras
General Manager
Safety & Security Action Plan: Background

SSAP ACTION ITEM 3.12

43 Action Items in 3 Areas of Work

1. TRANSIT SAFETY CONVERSATION
   - Completed September 2021

2. POLICE WORK GROUP
   - Completed February 2022

3. ACTION PLAN DEVELOPMENT
   - Completed June 2022

4. ACTION PLAN IMPLEMENTATION
   - Ongoing

Improving Conditions on the System • Training & Supporting Employees • Engaging Customers & Partners
Safety & Security Action Plan: Implementation
SSAP ACTION ITEM 3.12

Number of Action Items in Each Implementation Status Category

- 4: Implemented and Complete
- 3: Planning Underway
- 19: Implemented and Ongoing
- 17: Implementation in Progress

Action Item Status By Area of Work

- Improving Conditions on System: 11
- Training and Supporting Employees: 4
- Engaging Customers and Partners: 9

Legend:
- RED: NOT STARTED
- NAVY: PLANNING UNDERWAY
- LIGHT BLUE: IMPLEMENTED AND IN PROGRESS
- BLUE: IMPLEMENTED AND ONGOING
- NAVY: IMPLEMENTED AND COMPLETE
Safety & Security Action Plan: Official Presence

SSAP ACTION ITEMS 1.2, 1.3, 3.3, 3.12, 3.15

Growing Layers of Official Presence

Metro Transit Police Officers
Community Service Officers
Transit Rider Investment Program (TRIP) Agents
Supplemental Security
Transit Service Intervention Project (TSIP) Partners
Questions
on Part 1 before moving to Part 2?
Quarter 1 Crime Data: Overall Reported Crime

SSAP ACTION ITEMS 3.11 & 3.12

- Overall Reported Crime Down -7.7%
  comparing Q1 2024 vs. Q1 2023

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total Crimes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2024</td>
<td>2,232</td>
</tr>
<tr>
<td>Q1 2023</td>
<td>2,417</td>
</tr>
</tbody>
</table>
Quarter 1 Crime Data: Proactive Policing Crimes

SSAP ACTION ITEMS 3.11 & 3.12

Proactive Policing: 7 Categories Expected to Increase

<table>
<thead>
<tr>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trespassing</td>
</tr>
<tr>
<td>Drug Equipment Violations</td>
</tr>
<tr>
<td>Drug &amp; Narcotic Violations</td>
</tr>
<tr>
<td>Disorderly Conduct</td>
</tr>
<tr>
<td>Curfew, Loitering, &amp; Vagrancy Violations</td>
</tr>
<tr>
<td>Counterfeiting &amp; Forgery/Impersonation &amp; Identity Theft</td>
</tr>
<tr>
<td>Liquor Law Violations</td>
</tr>
</tbody>
</table>
**Rules for Riding & Drug, Tobacco, & Alcohol Violations**

**SSAP ACTION ITEMS 3.11 & 3.12**

<table>
<thead>
<tr>
<th>Crime Category</th>
<th>Q1 2024</th>
<th>Q1 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trespassing</td>
<td>401</td>
<td>209</td>
</tr>
<tr>
<td>Smoking</td>
<td>346</td>
<td>69</td>
</tr>
<tr>
<td>Drug Equipment Violations</td>
<td>174</td>
<td>495</td>
</tr>
</tbody>
</table>

**Rules for Riding**

- **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, Illegal Drug Use
  - Sexual Assault
  - Vandalizing or Littering
  - Threatening or Spitting On Others
  - Drinking Alcohol
  - Urinating or Defecating
  - Walking On Tracks, Trespassing
Quarter 1 Crime Data: FBI Top 7 Crimes

SSAP ACTION ITEMS 3.11 & 3.12

- Top 7 Crimes Down -16.4%
  comparing Q1 2024 vs. Q1 2023

<table>
<thead>
<tr>
<th>FBI Top 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
</tr>
<tr>
<td>Sex Offenses</td>
</tr>
<tr>
<td>Robbery</td>
</tr>
<tr>
<td>Assault</td>
</tr>
<tr>
<td>Larceny or Theft From Person</td>
</tr>
<tr>
<td>Motor Vehicle Theft</td>
</tr>
<tr>
<td>Burglary or Breaking &amp; Entering</td>
</tr>
</tbody>
</table>
Total Crime Per 100,000 System Rides

SSAP ACTION ITEMS 3.11 & 3.12 • CHART DATA: 2021 TO 2024

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total Crimes</th>
<th>Total Rides</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q1 2024</strong></td>
<td>2,232</td>
<td>11,569,914</td>
</tr>
<tr>
<td><strong>Q1 2023</strong></td>
<td>2,417</td>
<td>10,198,438</td>
</tr>
</tbody>
</table>

**QUARTER COMPARISON**
Top 7 Crime Per 100,000 System Rides

SSAP ACTION ITEMS 3.11 & 3.12 • CHART DATA: 2021 TO 2024

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Top 7 Crimes</th>
<th>Total Rides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2024</td>
<td>219</td>
<td>11,569,914</td>
</tr>
<tr>
<td>Q1 2023</td>
<td>303</td>
<td>10,198,438</td>
</tr>
</tbody>
</table>

FBI Top 7 • Homicide • Sex Offenses • Robbery • Burglary or Breaking & Entering • Assault • Larceny or Theft from Person • Motor Vehicle Theft
Quarter 1 Crime Data: Calls for Service

SSAP ACTION ITEMS 3.11 & 3.12

- **Dispatched Calls Down -11.6%**
  
  *comparing Q1 2024 vs. Q1 2023*

- **Officer-Initiated Calls Down -6.6%**
  
  *comparing Q1 2024 vs. Q1 2023*

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Dispatched Calls</th>
<th>Officer-Initiated Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2024</td>
<td>9,118</td>
<td>10,499</td>
</tr>
<tr>
<td>Q1 2023</td>
<td>10,318</td>
<td>11,240</td>
</tr>
</tbody>
</table>
Arrests, Charges, & Prosecution: Case Investigations

SSAP ACTION ITEMS 3.11 & 3.12

<table>
<thead>
<tr>
<th>Case Assignments</th>
<th>Q1 2024</th>
<th>Q1 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases Assigned 2023</td>
<td>455</td>
<td>787</td>
</tr>
</tbody>
</table>

Cases Assigned to Investigators does not include cases cited by patrol requiring no additional follow-up.
Arrests, Charges, & Prosecution: Total Cases

SSAP ACTION ITEMS 3.11 & 3.12

- Closed/Inactive: 243
- Active/Open: 94
- Pending: Attempt to ID Issued: 85
- Pending Attorney Review: 67
- Pending Investigator Assignment: 56
Arrests, Charges, & Prosecution: Total Arrests

SSAP ACTION ITEMS 3.11 & 3.12

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Further Investigation Need</td>
<td>19</td>
<td>1.8%</td>
</tr>
<tr>
<td>Pending Lab Results</td>
<td>80</td>
<td>7.5%</td>
</tr>
<tr>
<td>Under Attorney Review</td>
<td>28</td>
<td>2.6%</td>
</tr>
<tr>
<td>Charges Declined</td>
<td>3</td>
<td>0.3%</td>
</tr>
<tr>
<td>Cases Pending in Court</td>
<td>640</td>
<td>59.7%</td>
</tr>
<tr>
<td>Cases Dismissed in Court</td>
<td>121</td>
<td>11.3%</td>
</tr>
<tr>
<td>Cases with Full Conviction</td>
<td>269</td>
<td>25%</td>
</tr>
<tr>
<td>Cases with Partial Conviction</td>
<td>11</td>
<td>1%</td>
</tr>
</tbody>
</table>
Arrests, Charges, & Prosecution: City & County Attorney Charging

SSAP ACTION ITEMS 3.11 & 3.12

Q1 2024 City Attorney Charging

- Pending Attorney Review: 16
- Attorney Declined To Charge: 0
- Charged: 571
- Convicted: 263
- Partial Conviction: 9
- Dismissed: 120

Q1 2024 County Attorney Charging

- Pending Attorney Review: 12
- Attorney Declined To Charge: 3
- Charged: 69
- Convicted: 6
- Partial Conviction: 2
- Dismissed: 1
Arrests, Charges, & Prosecution: Pending Cases

SSAP ACTION ITEMS 3.11 & 3.12

- Under Investigation: 19
- Pending Lab Results: 80
- Not Submitted For Charging: 5
- Transferred To Other Agency: 4
MTPD Staffing

SSAP ACTION ITEM 1.1 • STAFFING AS OF APRIL 24, 2024

- Full-Time Officers: 106/171
- Community Service Officers: 15/70
- Support Services: 28/34
MTPD Staffing: Hiring Incentives & Initiatives

SSAP ACTION ITEMS 1.1 & 2.6

- $3,000 Officer Referral Bonus
  - All Met Council employees

- $4,000 Educational Stipend
  - Every Full-Time Officer

- CSO Pathways Program Update
  - 2nd class this fall

- Recruitment Campaign Update
  - 84 Full-Time Officer applications
  - 79 Community Service Officer applications

MTPD Hiring Incentives

<table>
<thead>
<tr>
<th>Incentive</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$4,000 Full-Time Officer Bonus</td>
<td>$4,000</td>
</tr>
<tr>
<td>$8,000 Lateral Officer Bonus</td>
<td>$8,000</td>
</tr>
<tr>
<td>Community Service Officer: Up to $18,000 Tuition Reimbursement</td>
<td>$18,000</td>
</tr>
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</table>
MTPD Partnerships

SSAP ACTION ITEM 3.13

MTPD: By the Numbers

- 85+ Cities
- 8 Counties
- 3,000+ Square Miles

- Law Enforcement Partners Across Jurisdiction
- Joint Local, State, & Federal Crime Efforts

Part of Operation Safe Summer in June
MTPD Community Outreach: Events & Homeless Action Team

SSAP ACTION ITEMS 3.4 & 3.8

Community Outreach Events

- Attended 32 Events
- Connected with 1,500 Community Members
  - Including: Special Olympics, YouthLink, Native Community Meetings

Homeless Action Team (HAT)

- Responded to 378 Calls for Service
- Secured Housing for 5 Families
- 19 Outreach Events, Connected 145 People to Resources

Mission First, People Always
MTPD Community Outreach

SSAP ACTION ITEMS 1.1, 2.5, 3.8, 3.11, & 3.12

• Chief’s Weekly Updates
every Friday on Facebook, Instagram, & X

• Community-Oriented Media
Minnesota Spokesman-Recorder
& returning guest on KMOJ

• 30x30 Initiative
featured department for national campaign

FOLLOW US

Facebook @MetroTransitPD
Instagram @MetroTransitPD
X @MTPDMN
Questions

on Part 2 before moving to Part 3?
Operations & Maintenance Update

Brian Funk
Chief Operating Officer
Transit Rider Investment Program Update

SSAP ACTION ITEMS 1.2 & 3.2 • STAFFING AS OF APRIL 24, 2024

• TRIP Agents
  - Staffing Target: 24 Agents per day, 2 Shifts
  - Current Staffing: 18 Agents, 5 starting in May
  - 7 days a week, 6 a.m. through 10 p.m.

• Resource for Riders
  - Inspect fares & issue administrative citations
  - Help with wayfinding, routes, & schedules
  - Educate riders about Code of Conduct, Transit Assistance Program (TAP), & Transit Safety Intervention Project (TSIP)
  - Administer first aid, CPR, & carry Narcan

TRIP Agents: By the Numbers

- Started **Feb. 23, 2024**
- **500+** Fare Inspections Per Day
- **2,200+** Onboard Shifts
- **31,000+** Rider Interactions Since Launch
Transit Rider Investment Program: What's Next?

SSAP ACTION ITEMS 1.2 & 3.2

- Ongoing Training
  - Assist customers in multiple languages

- Technology Improvements

- Additional Hiring
  - TRIP Management & 22 More Agents

TRIP Agents: By the Numbers

- 89% identify as people of color
- 4 Languages: English, Spanish, Somali, & Arabic

What's Next?
Operations & Maintenance Update: Cleaning Standards

SSAP ACTION ITEM 1.17

• Winter LRT Shelter Cleaning

• New Bus Seats
  - Tested for feedback starting Aug. 2023
  - Improved customer comfort
  - Easier to keep clean & dry
  - First replacements for A Line
  - Ordered with new buses

• BRT Cleaning Initiative
  - Clean & repair during recovery time
  - Brooklyn Center Transit Center & Mall of America
  - Monday through Friday, 8 a.m. to 4 p.m.
New Onboard Security Features: Decals & Monitors

SSAP ACTION ITEMS 1.5 & 3.9

**Train Car Number Decals**
- METRO Blue & Green Lines
- 8 locations in every train car
- Help speed responses to *Text for Safety*

**Bus Security Monitor Displays**
- 146 onboard monitors installed
- To be installed on 255 existing buses
- All new buses
New Onboard Security Features: Cameras & Announcements

SSAP ACTION ITEMS 1.5 & 3.9

• **Bus Security Cameras**
  - Live video for security incidents
  - Can be accessed by *Real Time Information Center* & *Transit Control Center*

• **Live PA Announcements**
  - Available on all rail platforms
Questions & Discussion
Thank You
Quarter 1 2024 Update | Metropolitan Council Committee of the Whole | May 1, 2024