



Safety & Security **ACTION PLAN**

Quarter 1 2024 Update

Metropolitan Council Committee of the Whole | May 1, 2024





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

YOUR ROLE AS A RIDER

REQUIRED:

- 1 Pay your fare
- 2 Wear safety harness, shoes
- 3 One fare = one seat
- 4 Drinks must be covered
- 5 Animals must be in a carrier (exception: service animals)

NOT ALLOWED:

- Sexual or discriminatory harassment
- Phone calls or music played on speaker
- Substantive physical contact

ILLEGAL:

- Interfering with operator/movement of vehicle (includes holding doors)
- Disorderly conduct

Lesley Kandaras
General Manager



Safety & Security Action Plan: Background

SSAP ACTION ITEM 3.12



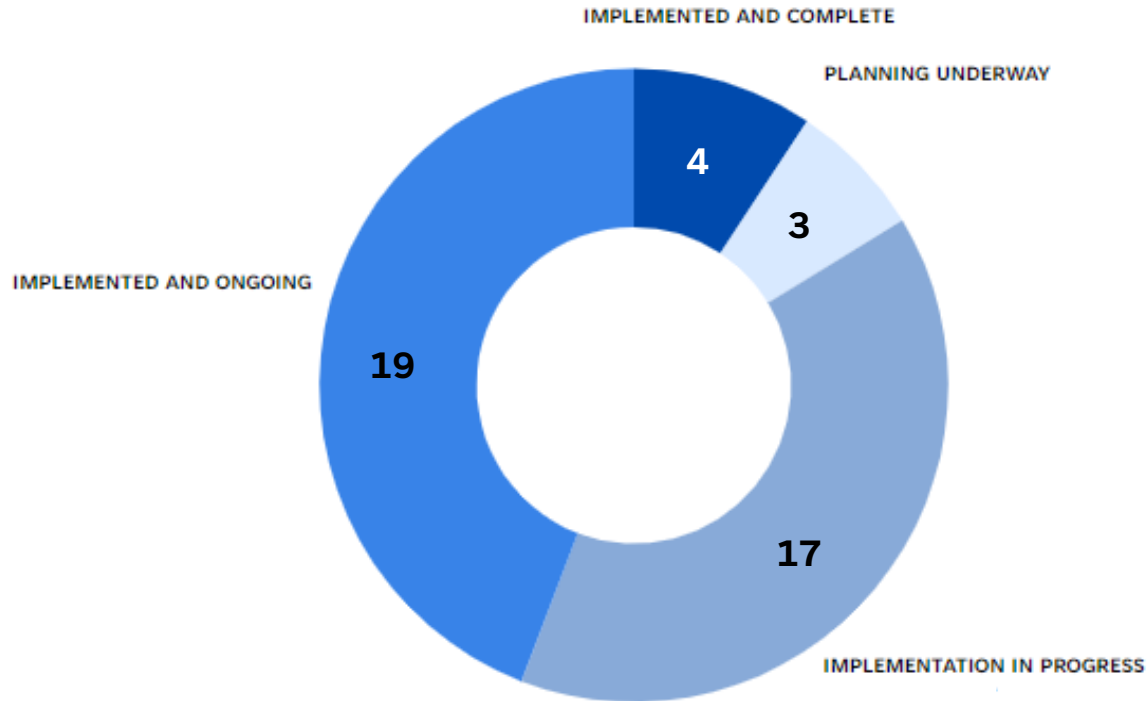
43 Action Items in 3 Areas of Work

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

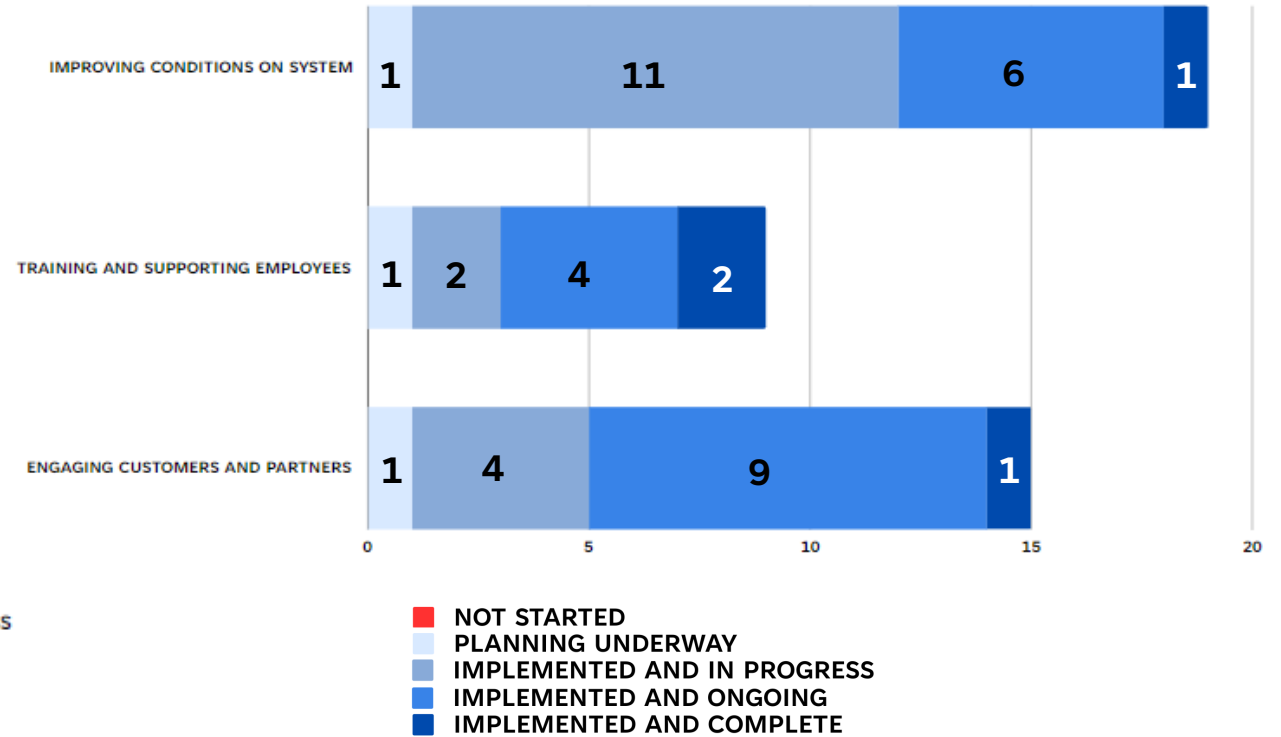
Safety & Security Action Plan: Implementation

SSAP ACTION ITEM 3.12

Number of Action Items in Each Implementation Status Category



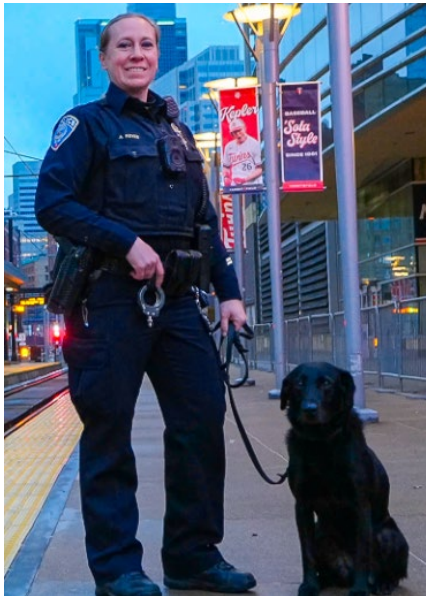
Action Item Status By Area of Work



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?

Metro Transit Police Department

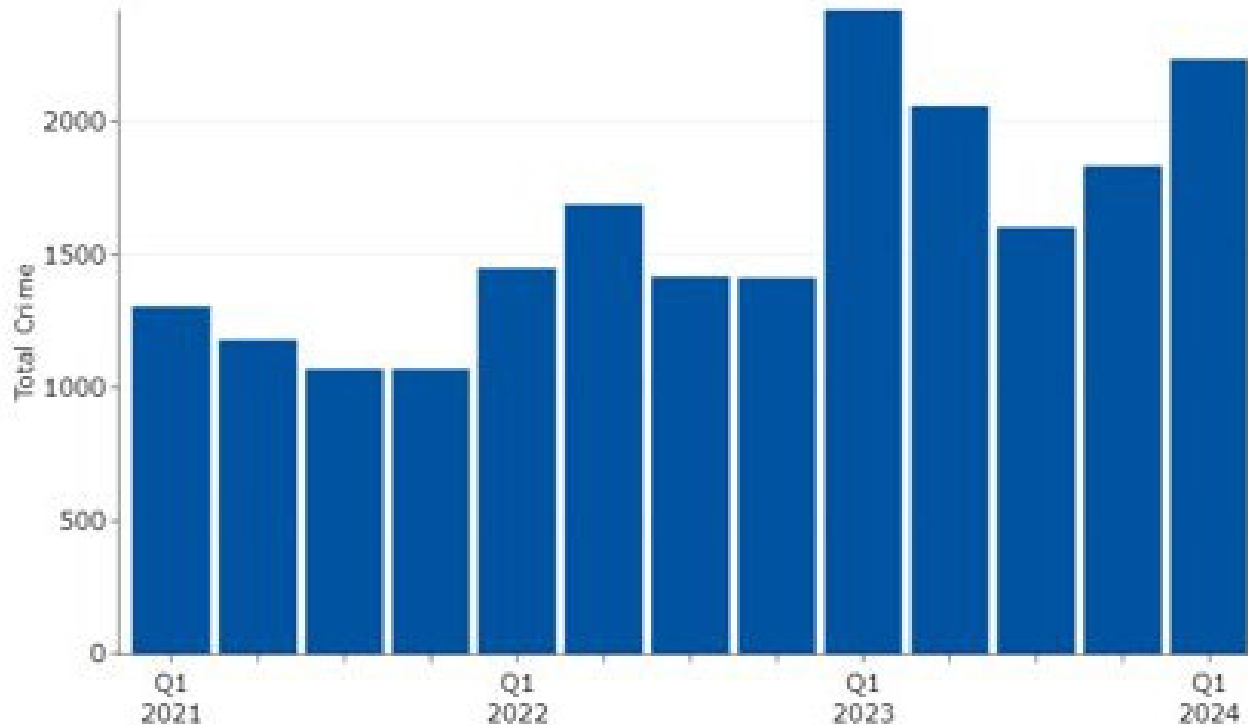


Ernest Morales III
Chief of Police



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

Quarter	Total Crimes
Q1 2024	2,232
Q1 2023	2,417

Quarter 1 Crime Data: Proactive Policing Crimes

SSAP ACTION ITEMS 3.11 & 3.12

Proactive Policing: 7 Categories Expected to Increase

Trespassing

Drug Equipment Violations

Drug & Narcotic Violations

Disorderly Conduct

Curfew, Loitering, & Vagrancy Violations

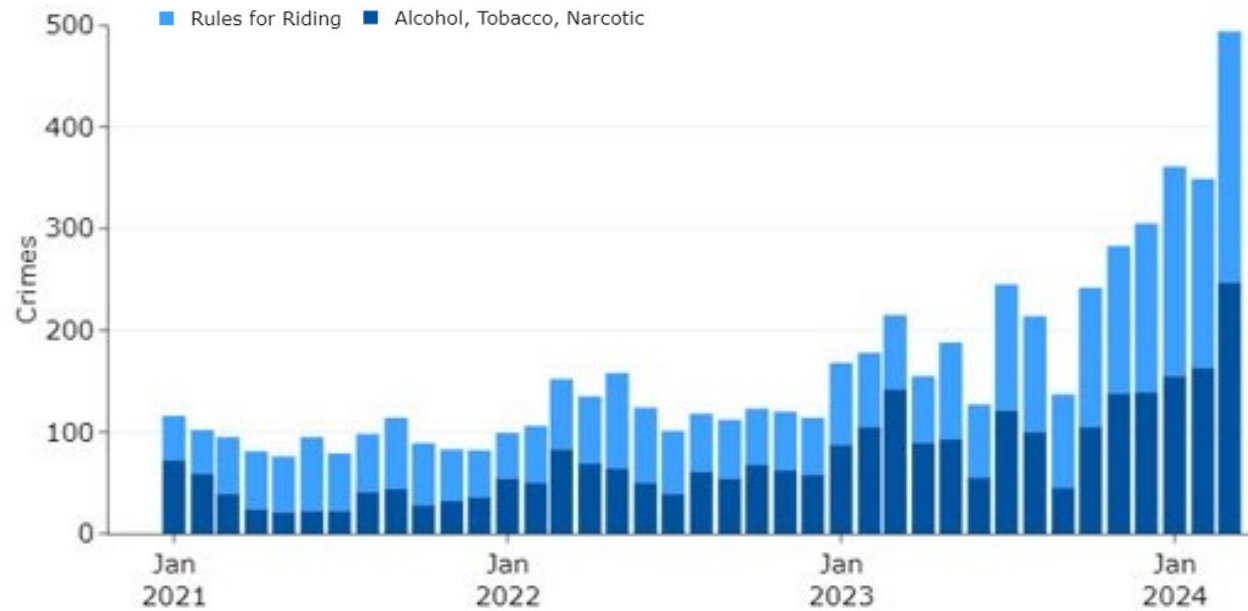
Counterfeiting & Forgery/Impersonation
& Identity Theft

Liquor Law Violations



Rules for Riding & Drug, Tobacco, & Alcohol Violations

SSAP ACTION ITEMS 3.11 & 3.12



Examples		
Crime Category	Q1 2024	Q1 2023
Trespassing	401	209
Smoking	346	69
Drug Equipment Violations	174	495

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, illegal drug use
- Sexual assault
- Vandalizing or littering
- Threatening or spitting on others
- Drinking alcohol
- Urinating or defecating
- Walking on tracks, trespassing

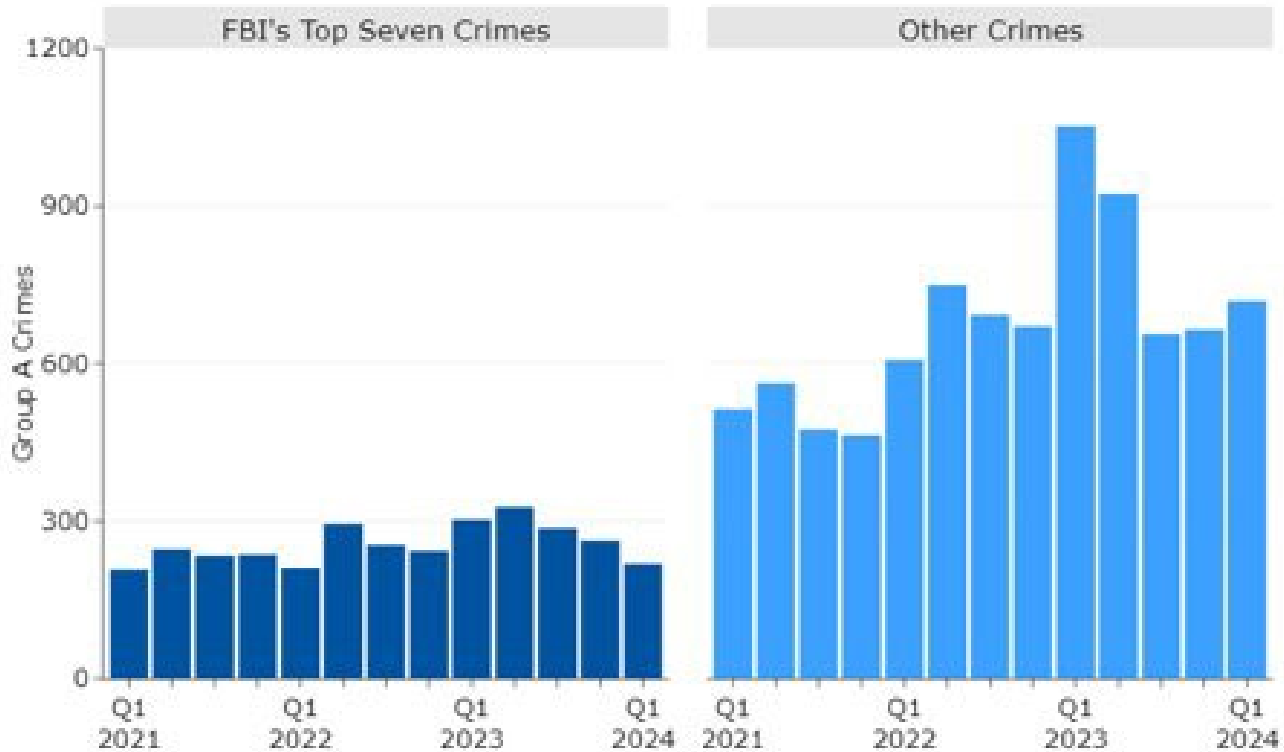
Scan QR code for more information on our Code of Conduct

Metro Transit

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

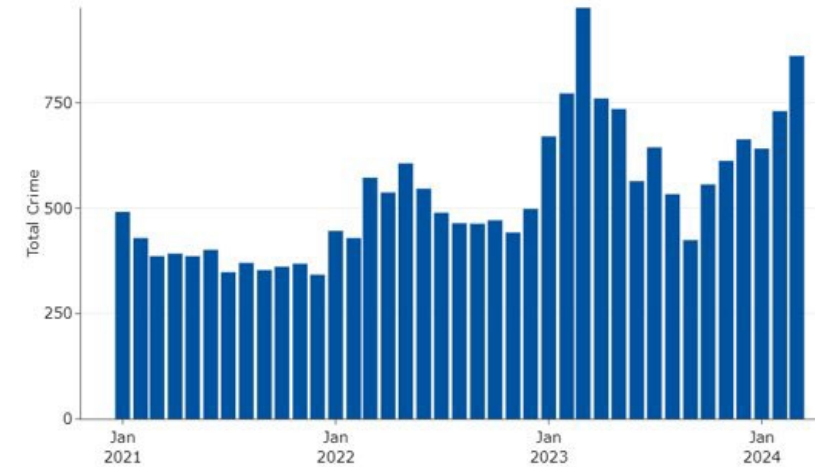
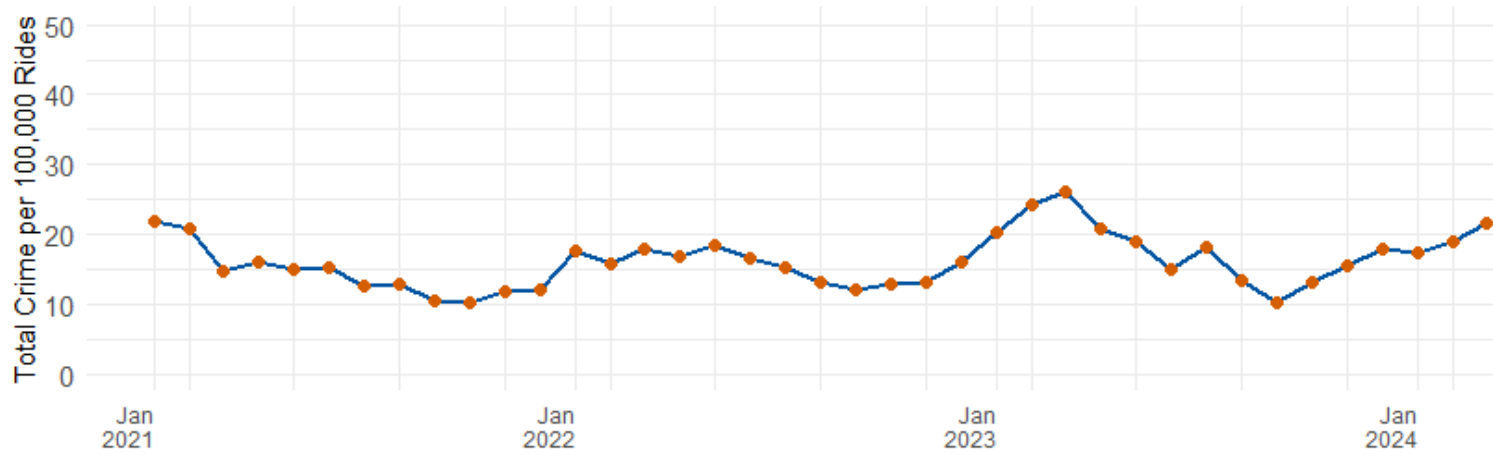


- **Top 7 Crimes Down -16.4%**
comparing Q1 2024 vs. Q1 2023

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

Total Crime Per 100,000 System Rides

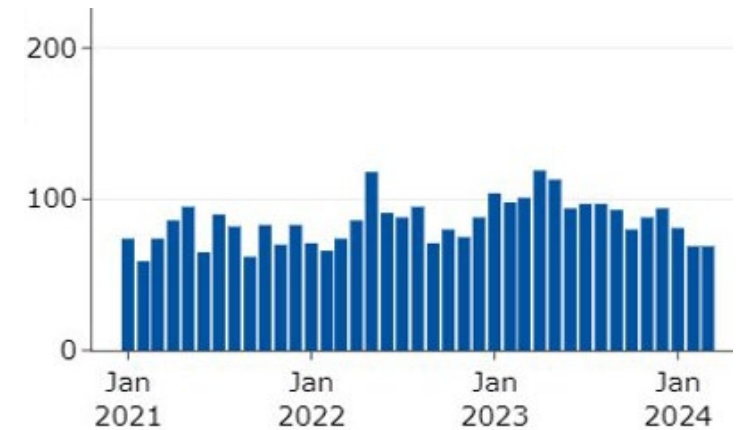
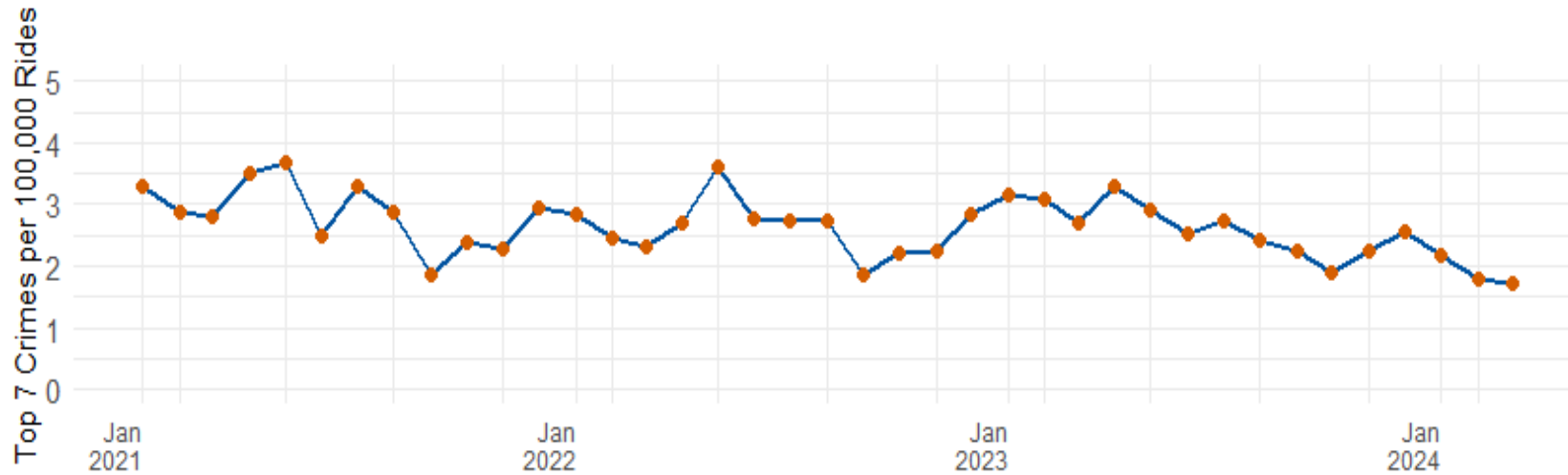
SSAP ACTION ITEMS 3.11 & 3.12 • CHART DATA: 2021 TO 2024



	Quarter	Total Crimes	Total Rides
QUARTER COMPARISON	Q1 2024	2,232	11,569,914
	Q1 2023	2,417	10,198,438

Top 7 Crime Per 100,000 System Rides

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

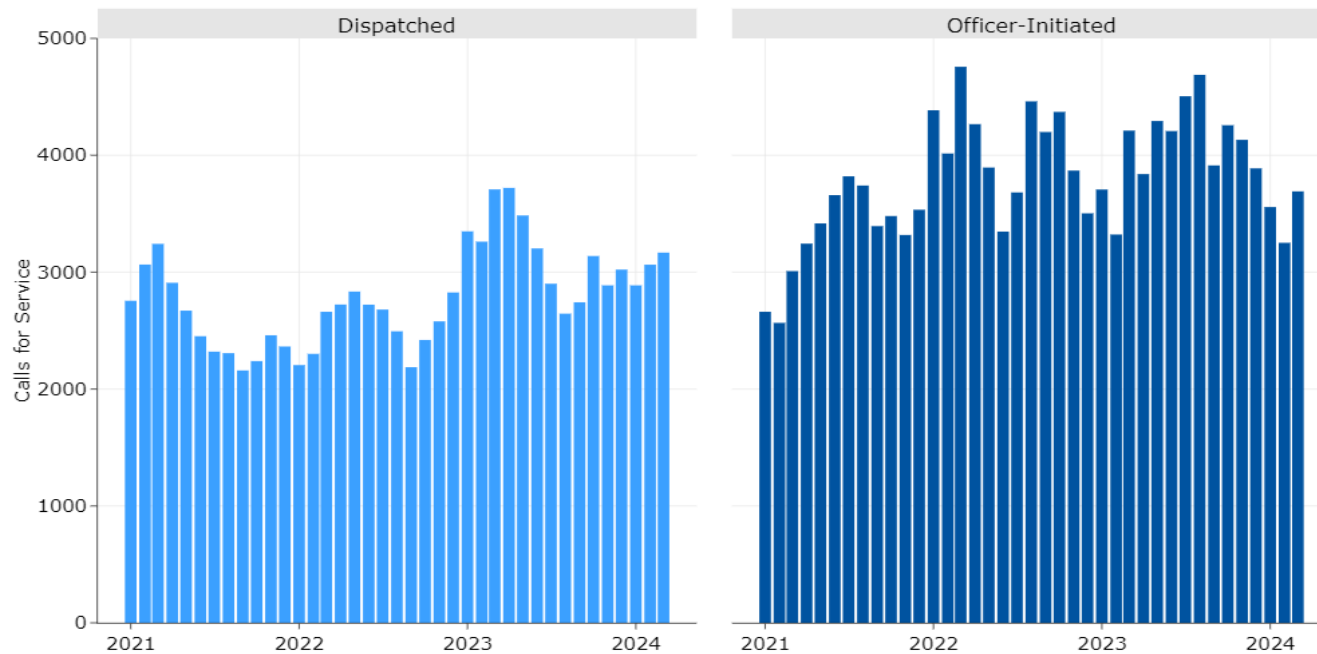


	Quarter	Top 7 Crimes	Total Rides
QUARTER COMPARISON	Q1 2024	219	11,569,914
	Q1 2023	303	10,198,438

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

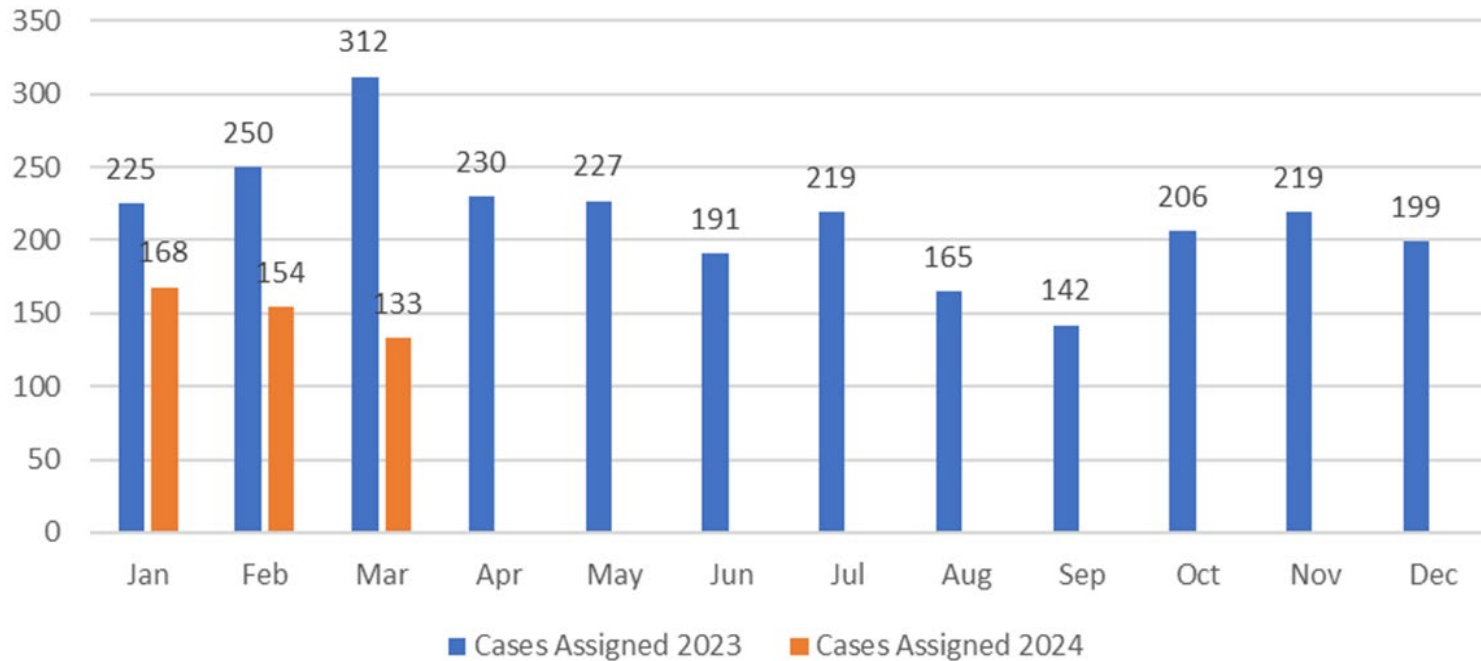


- **Dispatched Calls Down -11.6%**
comparing Q1 2024 vs. Q1 2023
- **Officer-Initiated Calls Down -6.6%**
comparing Q1 2024 vs. Q1 2023

Quarter	Dispatched Calls	Officer-Initiated Calls
Q1 2024	9,118	10,499
Q1 2023	10,318	11,240

Arrests, Charges, & Prosecution: Case Investigations

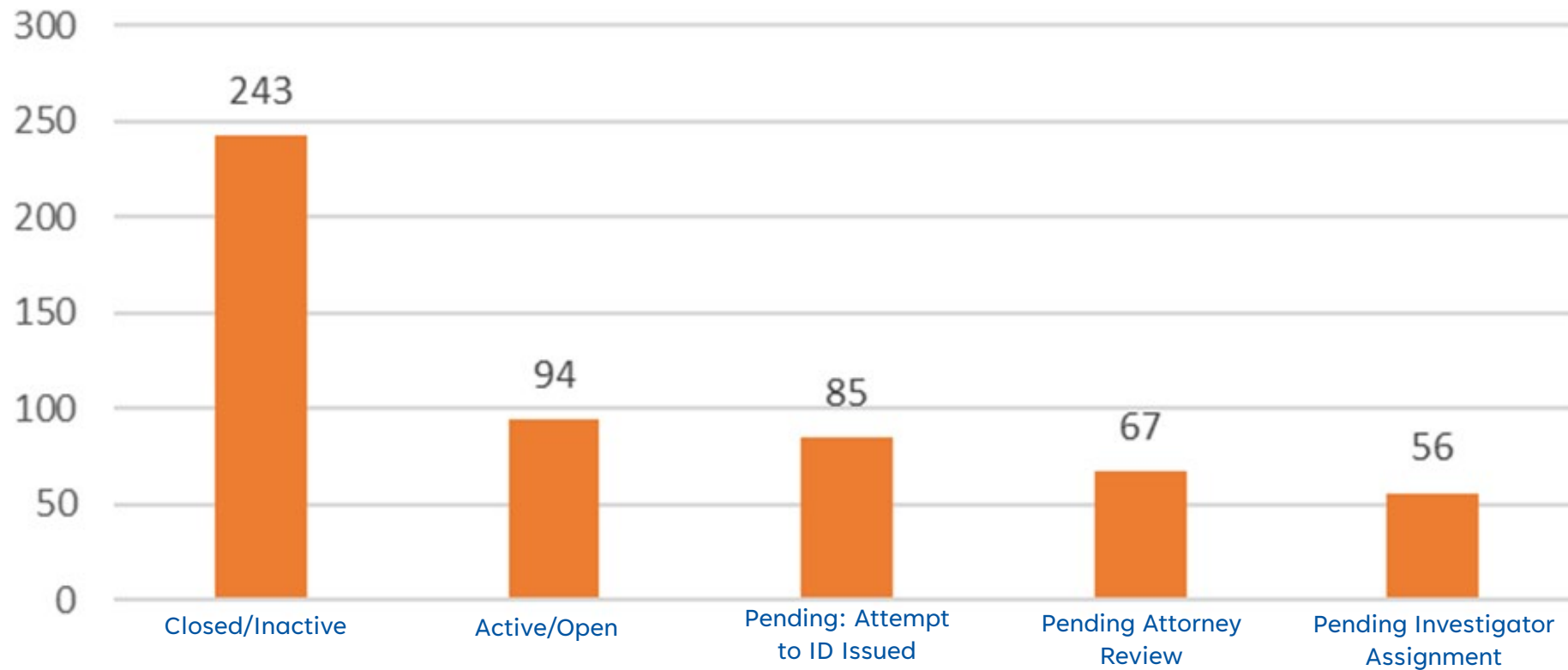
SSAP ACTION ITEMS 3.11 & 3.12



Cases Assigned to Investigators does not include cases cited by patrol requiring no additional follow-up	
Q1 2024	455
Q1 2023	787

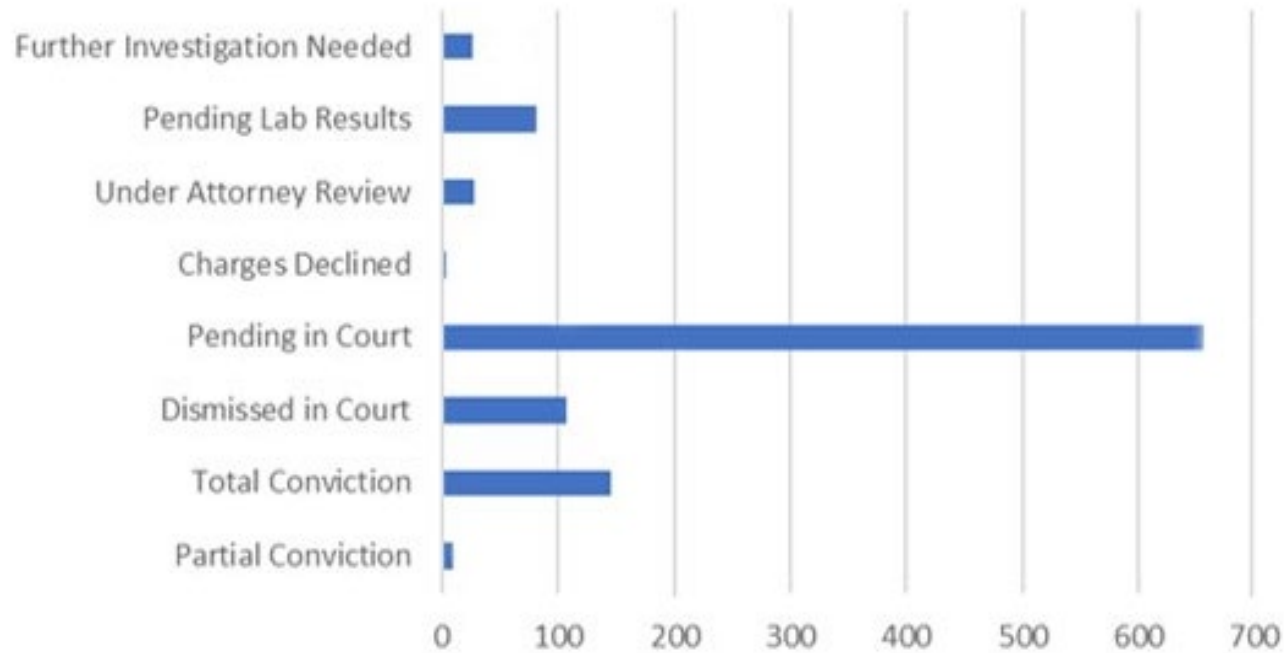
Arrests, Charges, & Prosecution: Total Cases

SSAP ACTION ITEMS 3.11 & 3.12



Arrests, Charges, & Prosecution: Total Arrests

SSAP ACTION ITEMS 3.11 & 3.12

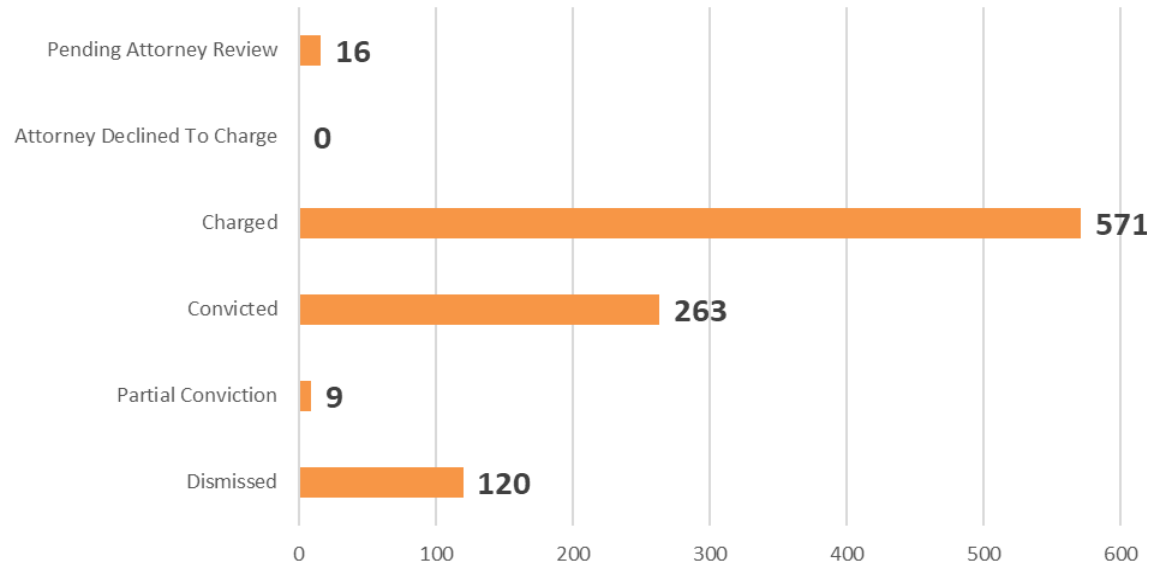


Status	Count	%
Further Investigation Need	19	1.8%
Pending Lab Results	80	7.5%
Under Attorney Review	28	2.6%
Charges Declined	3	0.3%
Cases Pending in Court	640	59.7%
Cases Dismissed in Court	121	11.3%
Cases with Full Conviction	269	25%
Cases with Partial Conviction	11	1%

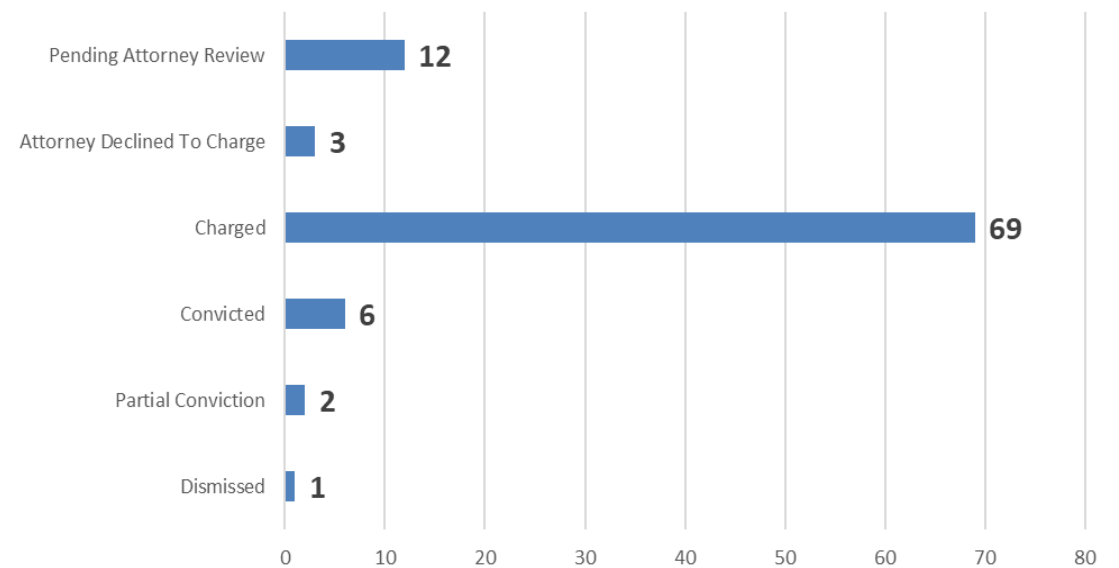
Arrests, Charges, & Prosecution: City & County Attorney Charging

SSAP ACTION ITEMS 3.11 & 3.12

Q1 2024 City Attorney Charging

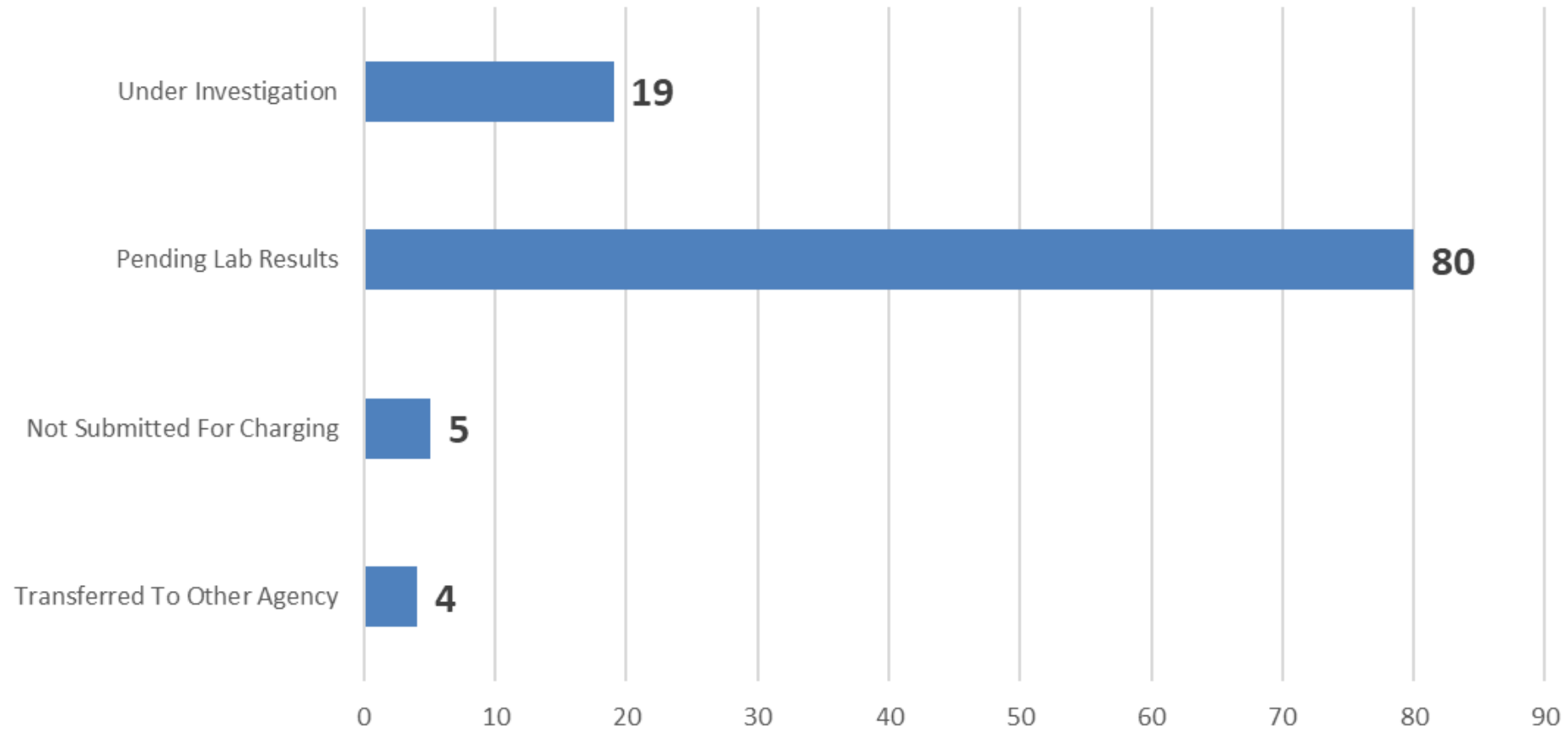


Q1 2024 County Attorney Charging



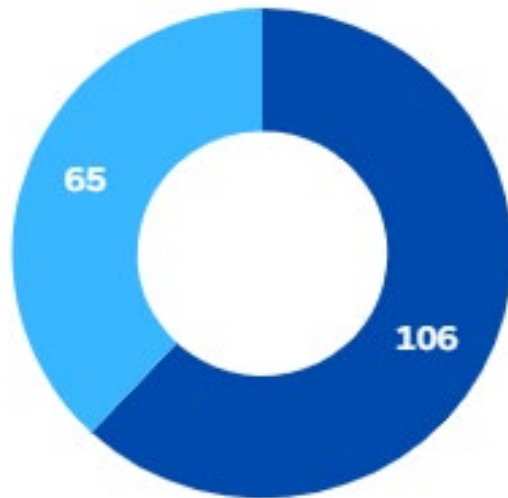
Arrests, Charges, & Prosecution: Pending Cases

SSAP ACTION ITEMS 3.11 & 3.12

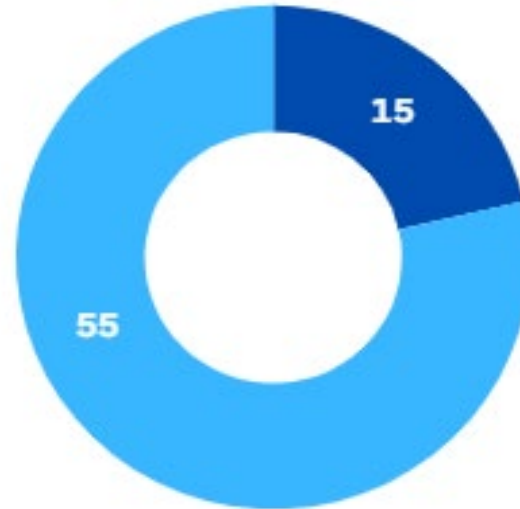


MTPD Staffing

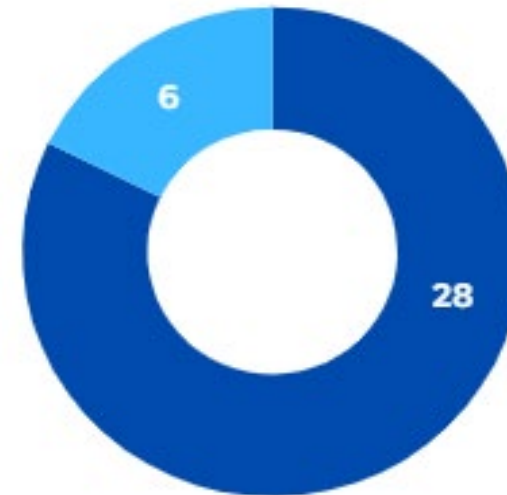
SSAP ACTION ITEM 1.1 • STAFFING AS OF APRIL 24, 2024



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



MTPD Hiring Incentives

\$4,000 Full-Time Officer Bonus

\$8,000 Lateral Officer Bonus

Community Service Officer: Up to
\$18,000 Tuition Reimbursement

- **\$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 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: By the Numbers

Started Feb. 23, 2024

500+ Fare Inspections Per Day

2,200+ Onboard Shifts

31,000+ Rider Interactions Since Launch

• 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

Transit Rider Investment Program: What's Next?

SSAP ACTION ITEMS 1.2 & 3.2



TRIP Agents: By the Numbers

89% identify as people of color

4 Languages: English, Spanish, Somali, & Arabic

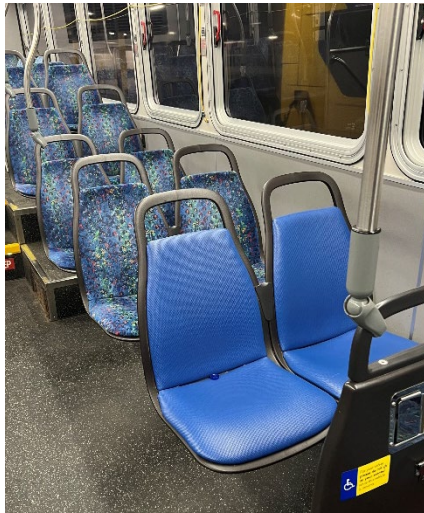
- **Ongoing Training**
 - Assist customers in multiple languages
- **Technology Improvements**
- **Additional Hiring**
 - TRIP Management & 22 More Agents

Operations & Maintenance Update: Cleaning Standards

SSAP ACTION ITEM 1.17



LRT Shelter Cleaning



New Bus Seat Inserts

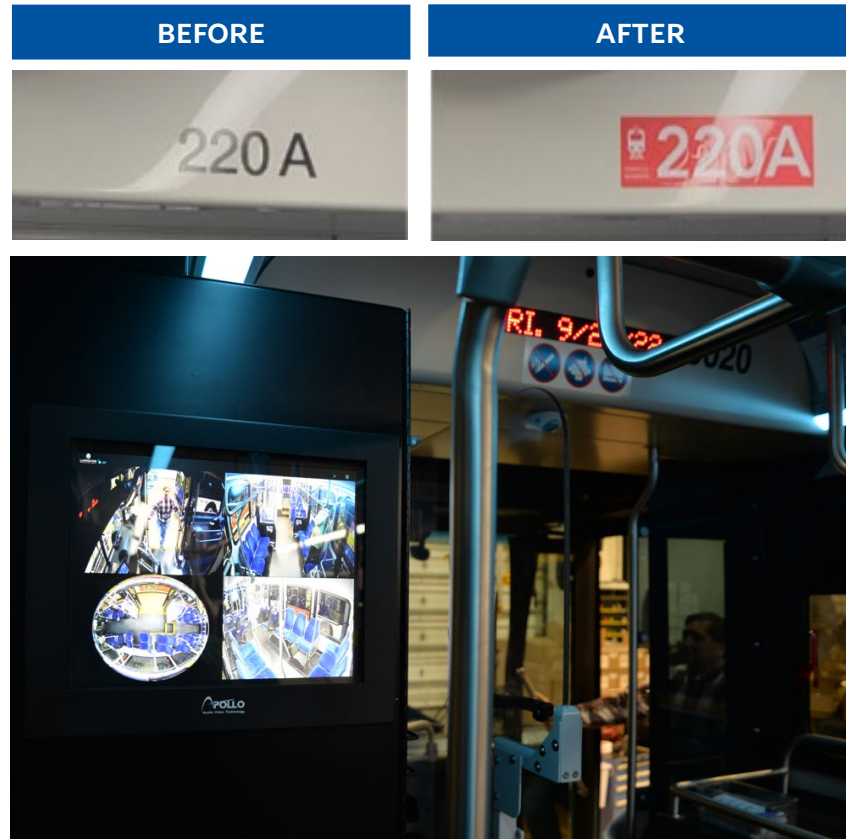


Layover Cleaning

- **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

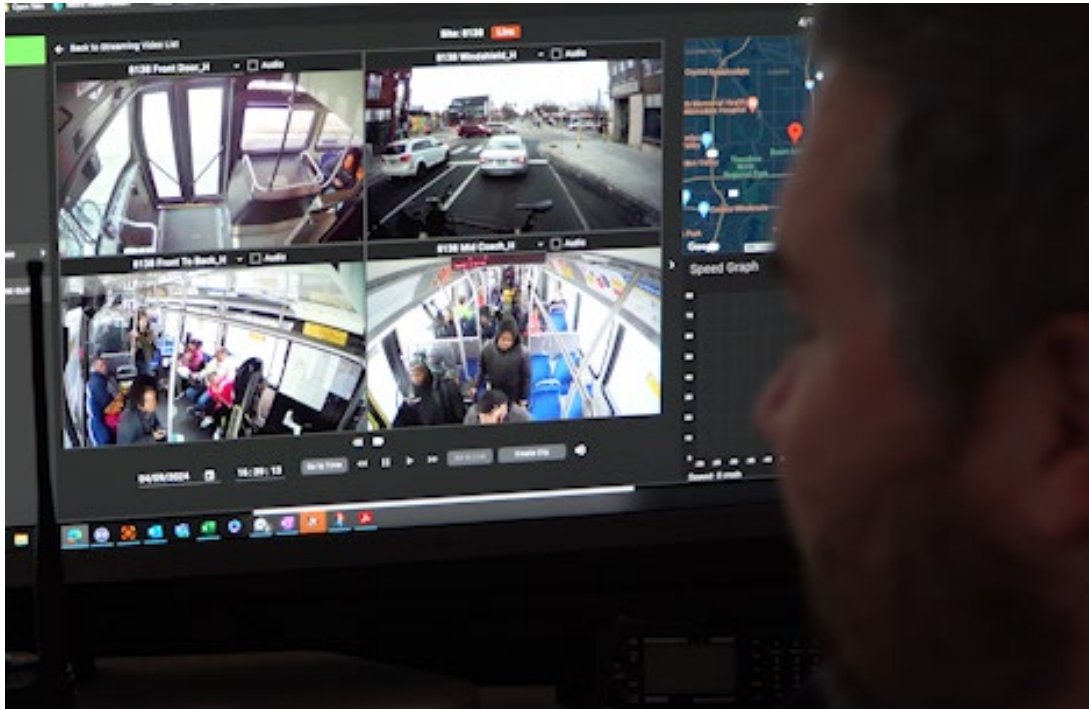
SSAP ACTION ITEMS 1.5 & 3.9



- **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



Safety & Security ACTION PLAN

Thank You

Quarter 1 2024 Update | Metropolitan Council Committee of the Whole | May 1, 2024

