

Safety & Security ACTION PLAN

Quarter 4 2024 Update

Metropolitan Council Committee of the Whole | Feb. 5, 2025



Agenda



**Metro Transit Police
Department Update**



**Safety & Security Action
Plan Implementation
Update**



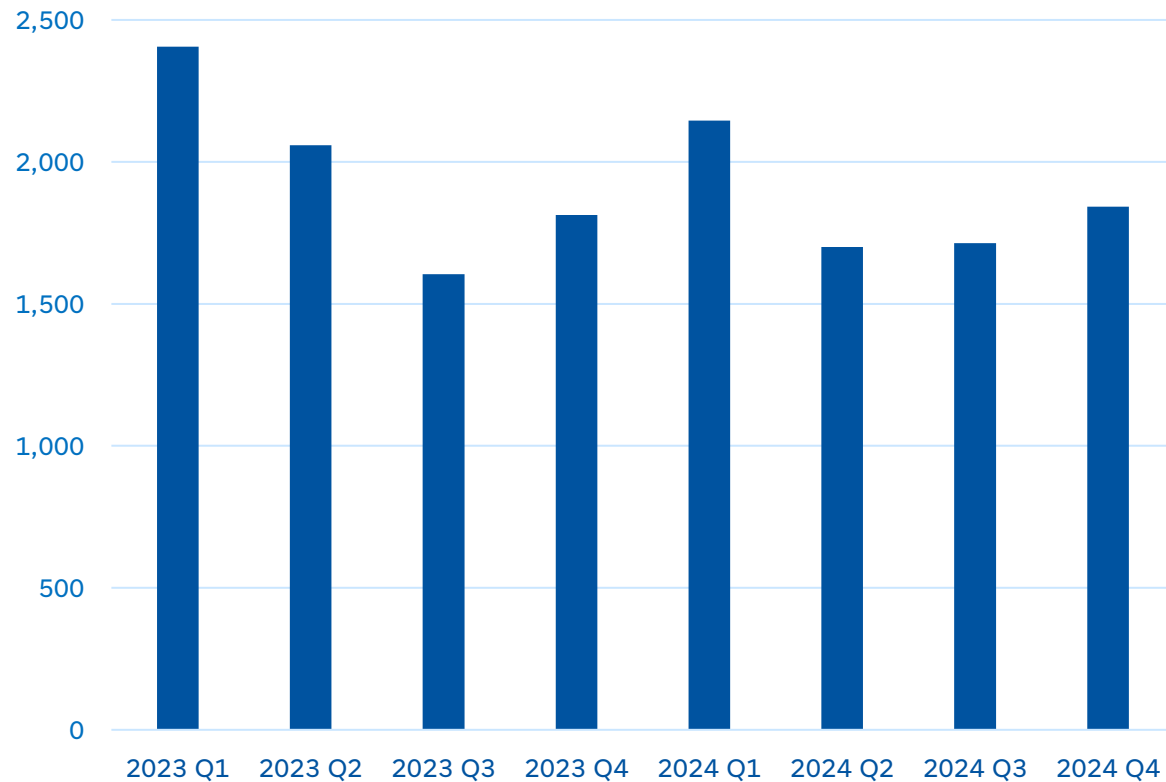
**Outreach and
Communication
Update**

Metro Transit Police Department highlights

- Whole community approach to public safety
- Policing as a service
- Empowering workforce through professional development and career opportunities



Reported crime

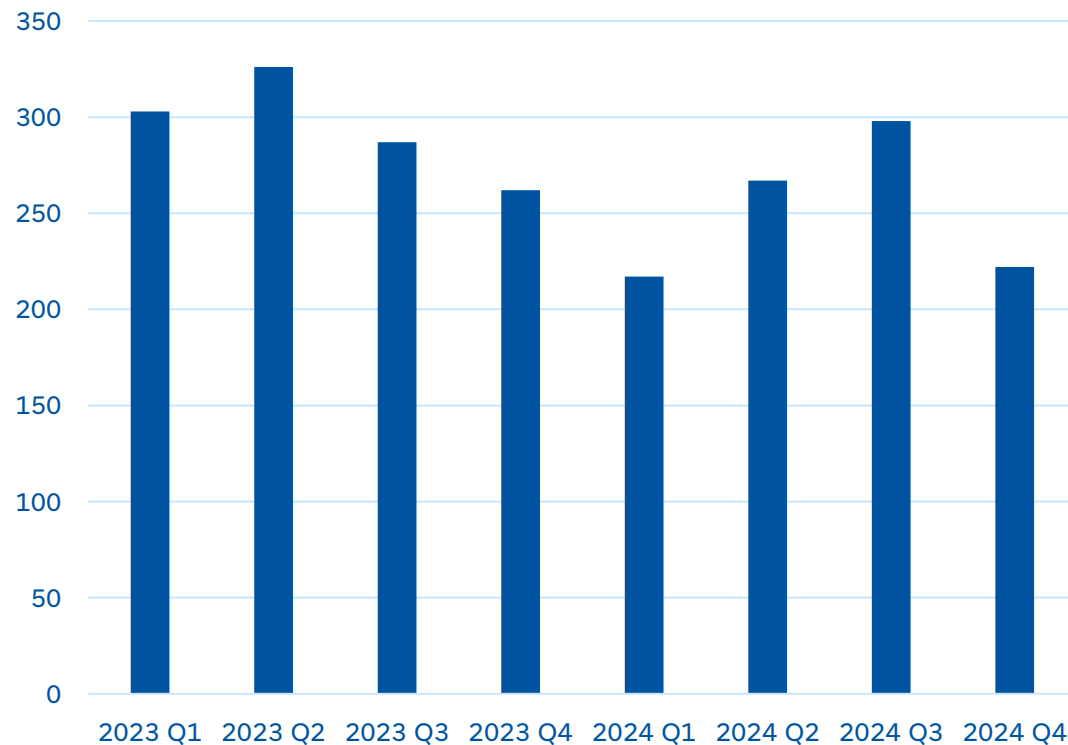


Reported crime –6% compared to 2023

	Q1	Q2	Q3	Q4	Total
2023	2,406	2,059	1,604	1,813	7,882
2024	2,146	1,700	1,714	1,842	7,402

- 1,127 smoking citations in 2024
 - 15% of all 2024 crime
 - 322 smoking citations in 2023

FBI top seven crimes

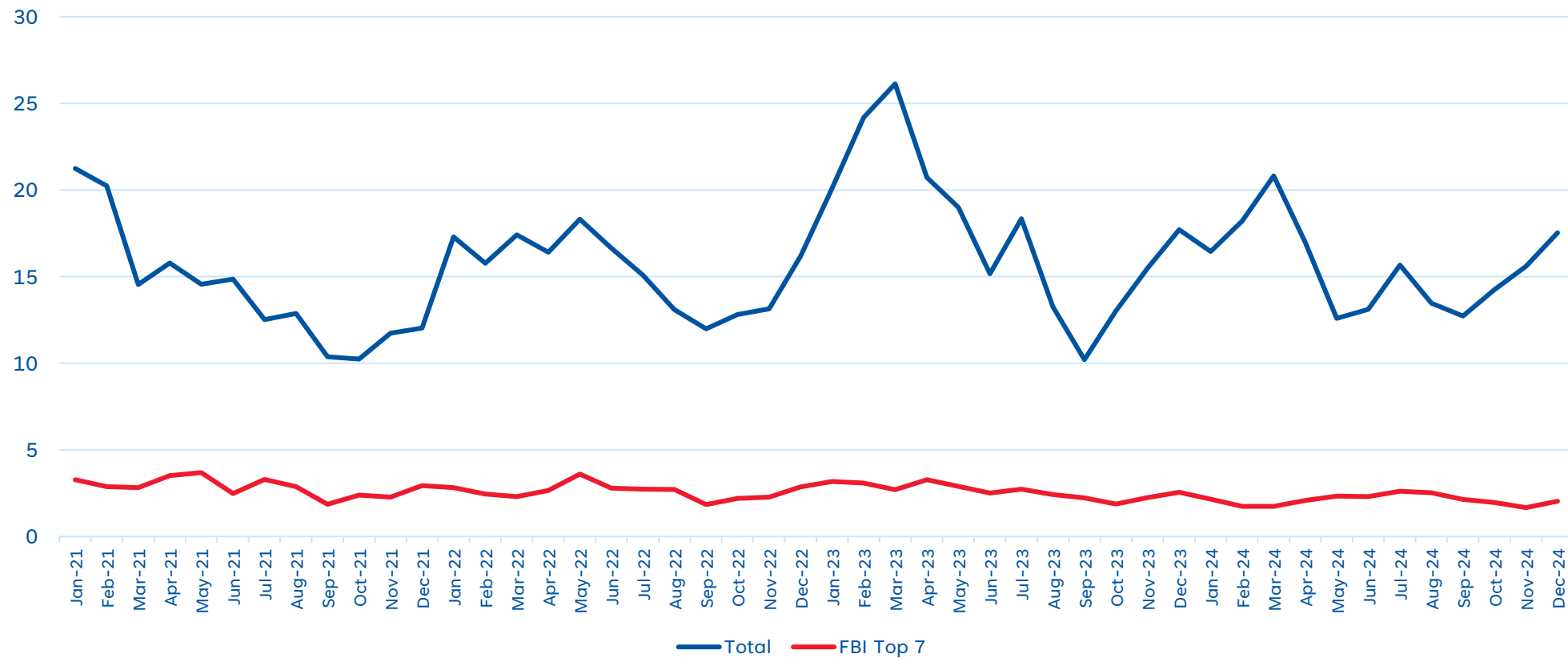


FBI top seven crimes **-15%** compared to 2023

	Q1	Q2	Q3	Q4	Total
2023	303	326	287	262	1,178
2024	217	267	298	222	1,004

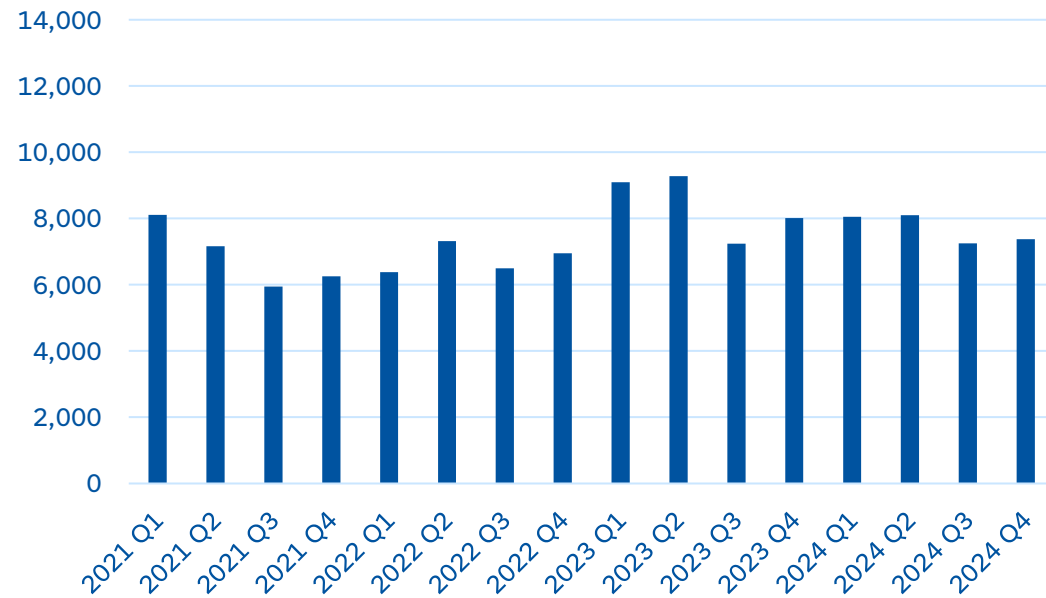
FBI top seven crimes include robbery, assault, homicide, sex offenses, larceny or theft from person, motor vehicle theft, and burglary or breaking and entering

Crime rates per 100,000 rides

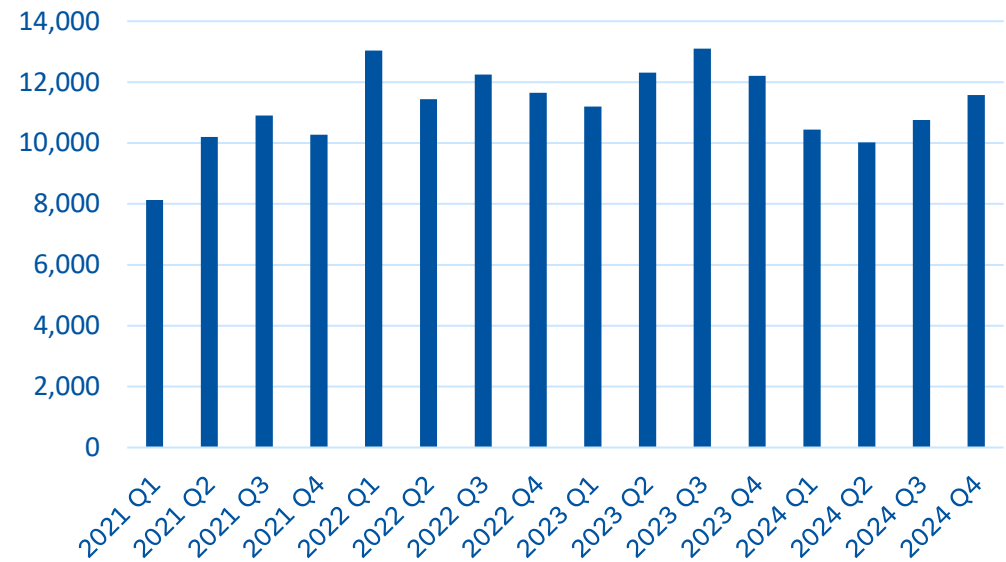


Calls for police service

Dispatched

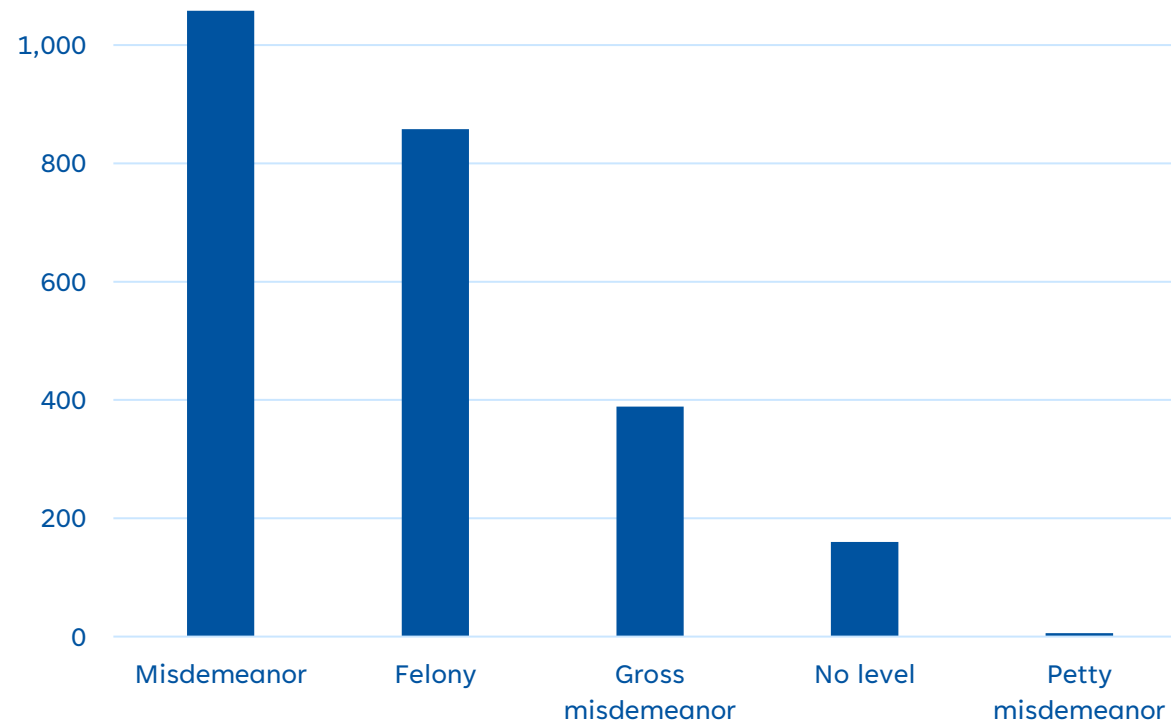


Officer-Initiated



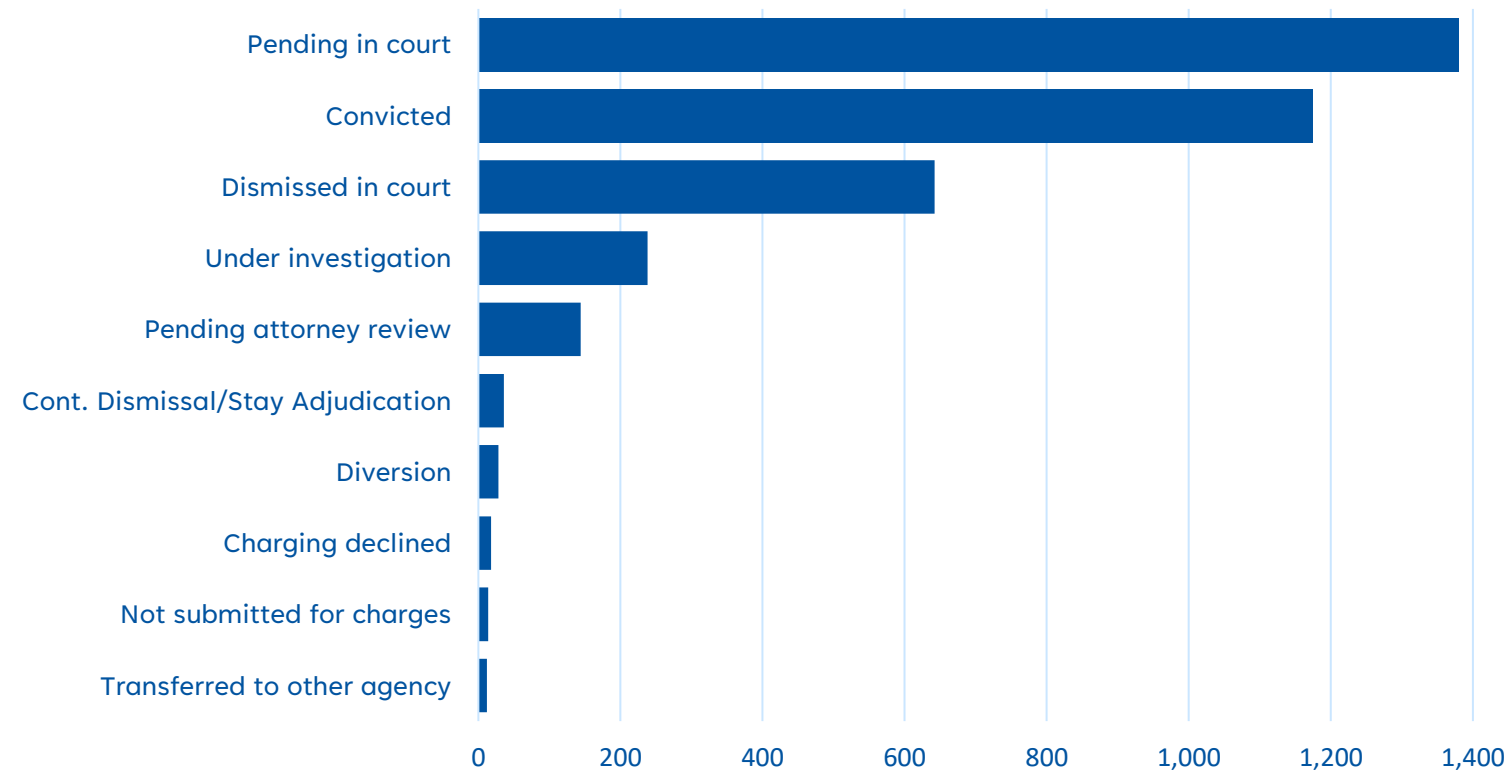
- 73,579 total calls for police service in 2024; 58% officer-initiated (proactive)

Investigative case review and assignment

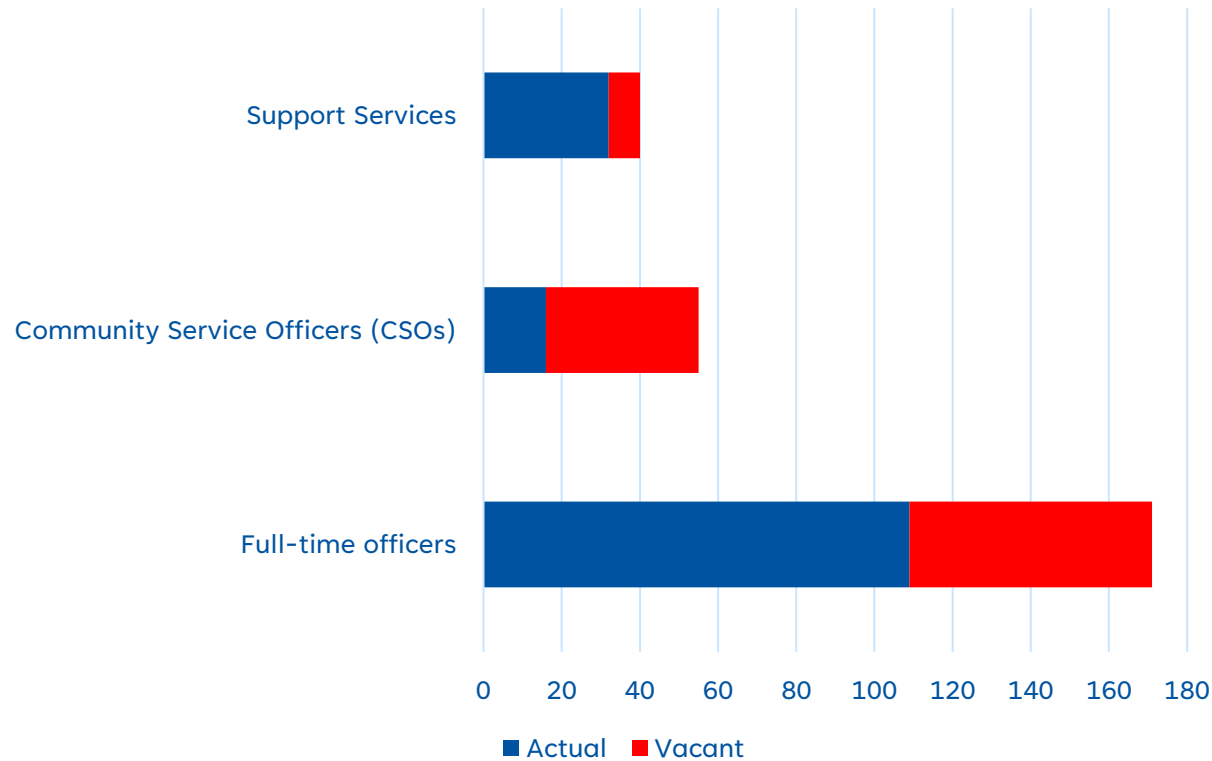


- 2,471 cases assigned in 2024
- Includes arrests/bookings, reports reviewed for further investigation
- Does not include cases cited by patrol requiring no additional follow-up

2024 prosecution summary



Metro Transit Police Department staffing



Position	Actual	Vacant
Support services	32	8
Community Service Officers (CSOs)	16	39
Full-time police officers	109	62

As of Jan. 10, 2025; vacancies based on adopted 2025 operating budget

Patrol operations

- Beat-focused operations
- Data-driven decision making
- Responsive to community feedback
- Transit Response Unit
- Focused enforcement details



Community Service Officer Pathways Program

- No law enforcement experience or degree required
- Participants earn college credit at no cost, work part-time, receive Council benefits
- Second cohort underway, applications open for third cohort
- **Model for future MTPD success**



Law enforcement partnerships

- Ongoing collaboration
 - University Avenue Corridor
 - METRO Gold Line
 - METRO Green Line Extension
- Violent Crime Reduction Unit
- Specialty police department workgroup
- Transit police peer advisor group
- Local chief's associations, Department of Public Safety, Criminal Justice Coordination Committee, police associations, Minnesota Law Enforcement Administrative Professionals





Safety & Security Action Plan Implementation

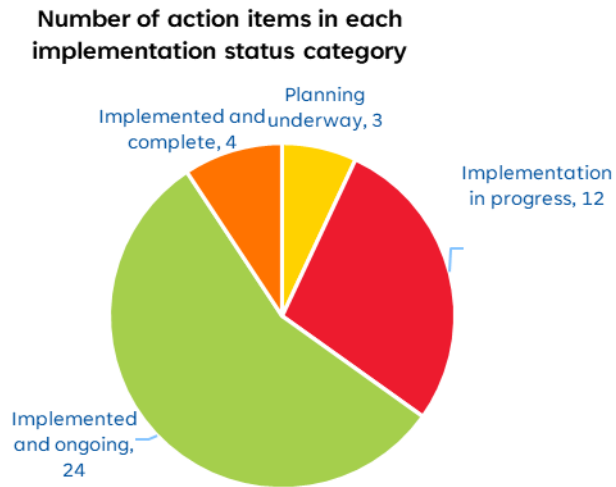


43 action items in 3 areas of work

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

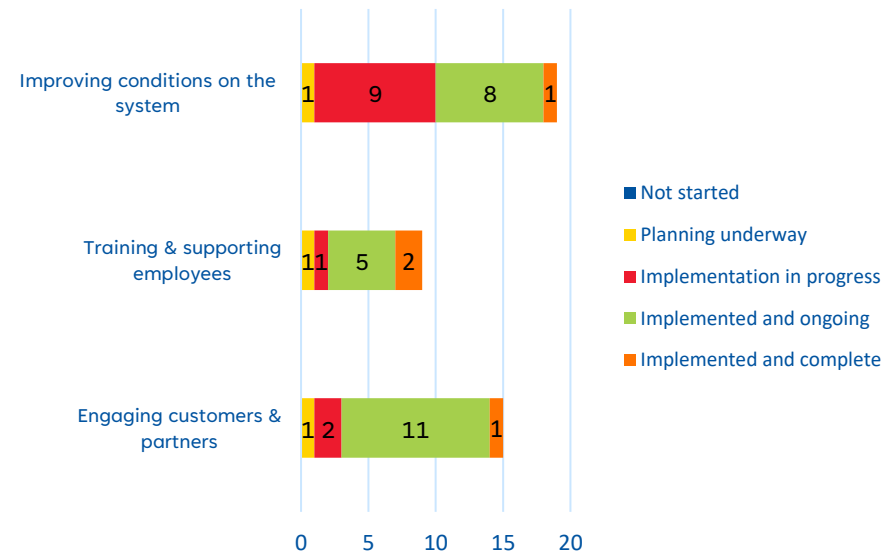
Action Item implementation update

Action items implementation status



Action item status by area of work

Action item status by area of work



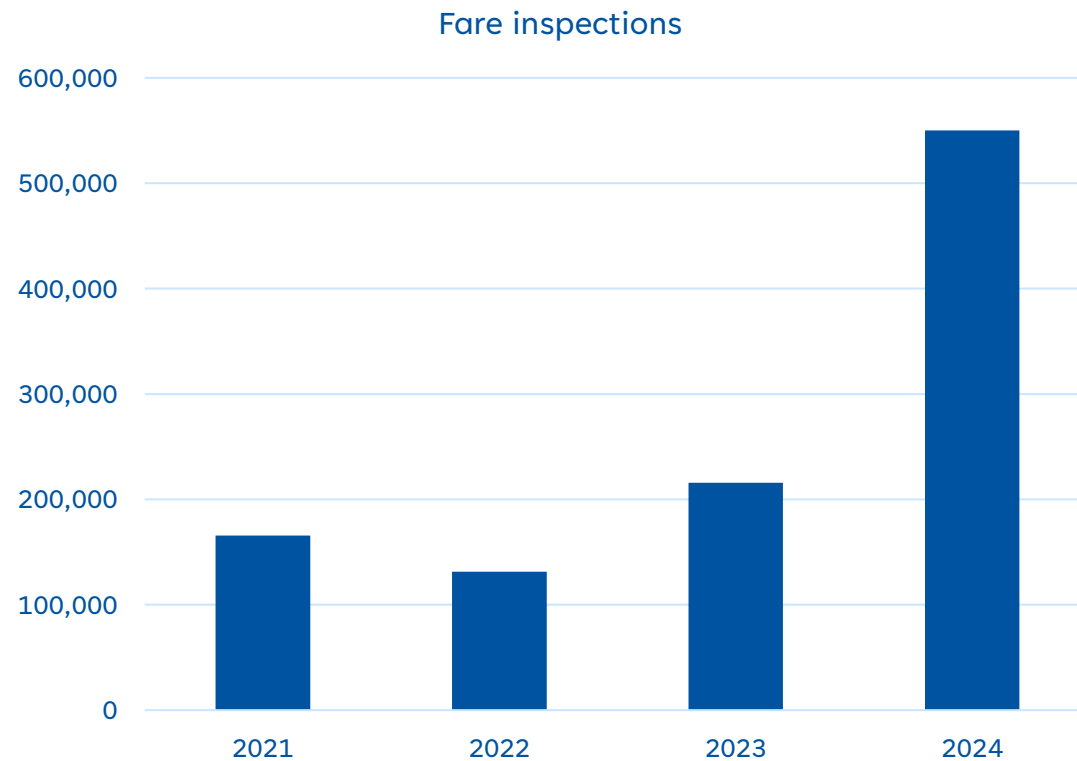
2025 initiatives



- Ongoing efforts to expand official presence
 - Transit Rider Investment Program
 - Community-based contracts
- Expanded employee support
 - De-escalation training
 - Dedicated Peer Support staff
- Anti-Harassment initiatives
- Outreach & Communication

Transit Rider Investment Program

SSAP action items 1.2, 3.2, 3.3, 3.5



- 549,956 regular fare inspections by TRIP Agents and CSOs in 2024
 - 215,714 fare inspections in 2023
- 70+ TRIP Agents as of January 2025
 - Expanding to all proof of payment lines
 - New, improved workspaces
- Staffing to support ongoing work with community-based organizations

Expanded employee support

SSAP action items 2.1, 2.3

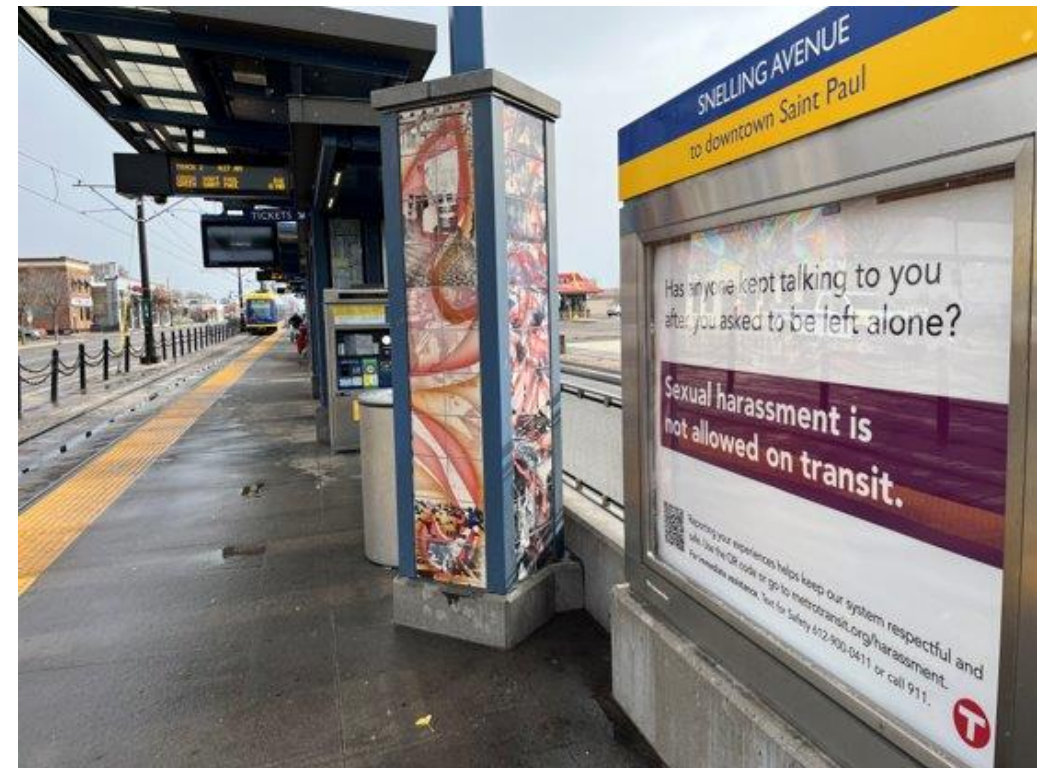


- Peer Support Program
 - Hired program manager, hiring program coordinator
 - Coordination with Employee Assistance Program/Provider
- De-escalation training for all frontline employees
 - Full-day, paid classes offered throughout the year
 - Developed in-house with frontline staff input
- Ongoing mentorship support through apprentice program
- Professional Operator Development returned in 2024

Anti-harassment efforts

SSAP action item 3.6

- Sexual harassment addressed in Code of Conduct
- Harassment reporting tool developed in partnership with Cornerstone, Sexual Violence Center
- Awareness and visibility campaign
 - Partnered with local artist for artwork
 - Transit Equity Day
 - Pop-ups at key locations (transit stations, colleges, universities, near schools, etc.)



Outreach and communication

SSAP action items 3.8, 3.12

- Staff visibility through Great Day in Transit
 - 2,031 shifts filled in 2024
- Listening sessions in May, September
- Ongoing: Adopt-A-Stop, community meetings, Employee Town Halls, news release and events
- metrotransit.org/public-safety



Discussion