



# Metro Transit Police Department Working with Unsheltered Communities Metropolitan Council – Equity Advisory Committee October 16, 2018



# Community Oriented Policing and Homeless Response

## Initiatives by year

- 2013 – 2015: Operation Deep Freeze
- 2016 – 2017: Unsheltered Service
- 2018: Homeless Action Team

## Response Calls

- |             |             |
|-------------|-------------|
| 2015: 1,273 | 2017: 2,442 |
| 2016: 1,559 | 2018: 1,728 |



Average nightly head count of homeless individuals using Metro Transit for some form of shelter in winter of 2015 / 2016 was 193.



At its height that winter, there were 362 individuals.



# Community Engagement

## Arresting those needing help is not the answer

St. Stephen's Street Outreach

Catholic Charities

Union Gospel Mission

People Incorporated

Radias



CATHOLIC CHARITIES  
of St. Paul and Minneapolis





# New and ongoing challenges



**Operator and staff safety**  
**Passenger safety**  
**Homeless safety**  
**Hygiene**



# Metro Transit Police Department Homeless Action Team steps in right direction

## Working to address multitude of issues:

On going customer service complaints

Community concern about health and safety

Identifying and servicing the most vulnerable customers

Responding to dangerous behavioral and  
Persons in Crisis



## Best Practices research

### Houston

Los Angeles, Philadelphia , Denver, Portland, Dallas and San Francisco / Oakland



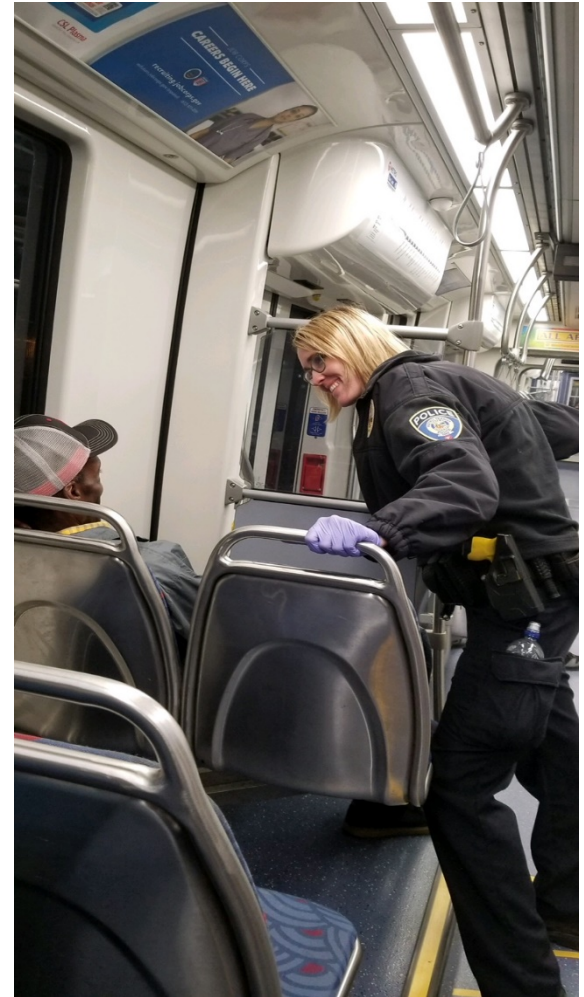
# MTPD Homeless Action Team

## Next steps

Recruit case workers and street outreach workers

Review Draft Metro Transit Code of Conduct, examining whether to revise or strengthen

Create crime prevention and education plan for service providers and riders



# Additional Metropolitan Council actions

## Selected a Point Person to coordinate efforts of partners to connect homeless individuals with housing and services

- Develop a registry of homeless using transit as a shelter
- Eliminate duplication of efforts
- Gather information for weekly updates with service partners

## Awarded 89 housing vouchers

- Serve homeless persons with disabilities using transit as shelter
- Connect families with housing and services
  - Homeless outreach
  - Pre-move counseling – tenancy readiness training
  - Housing Search assistance
  - Post-move housing stability counseling





# Thank You



**John M. Harrington**  
**Chief of Police**

Metro Transit Police Department  
612-349-7201

[john.harrington@metrotransit.org](mailto:john.harrington@metrotransit.org)

**Terri Smith**  
**Director**

Metropolitan Council Housing & Redevelopment Authority  
(651) 602-1187

[terri.smith@metc.state.mn.us](mailto:terri.smith@metc.state.mn.us)

