

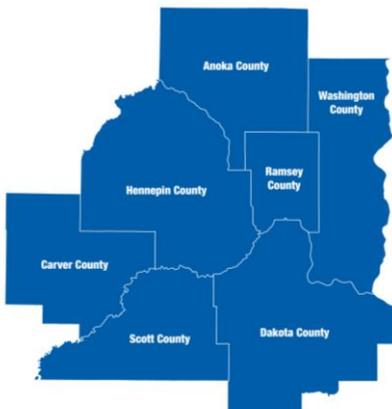
TRANSIT SERVICE INTERVENTION PROJECT DECEMBER 2023 STATUS REPORT



The Council's mission is to foster efficient and economic growth for a prosperous metropolitan region

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The Metropolitan Council is the regional planning organization for the seven-county Twin Cities area. The Council operates the regional bus and rail system, collects and treats wastewater, coordinates regional water resources, plans and helps fund regional parks, and administers federal funds that provide housing opportunities for low- and moderate-income individuals and families. The 17-member Council board is appointed by and serves at the pleasure of the governor.

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Overview

Minnesota Session Law 2023 Chapter 68 established the Transit Service Intervention Project to “provide coordinated, high-visibility interventions on light rail transit lines that provide for enhanced social services outreach and engagement, code of conduct regulation, and law enforcement.”

The law requires the Metropolitan Council (Council) to submit a status report to the chairs and ranking members of the legislative committees with jurisdiction over transportation policy and finance by the 15th of each month.

The report must include:

1. A summary of activities under the intervention project.
2. A fiscal review of expenditures; and
3. Analysis of impacts and outcomes related to social services outreach, violations under Minnesota Statutes, sections 473.4065 and 609.855, and rider experience.

1. Summary of activities under the intervention project

Below is a summary of work conducted between November 15, 2023 and December 12, 2023.

Project coordination

- An online sign-up system was established for TSIP vendors to select locations and times to provide intervention services and outreach during the months of November and December.
- Another in-person TSIP vendor orientation was offered in late November to newly hired staff from organizations that have signed contracts with Metro Transit for this project.
- HAT Team has conducted ‘walk-throughs’ and greetings with community organizations performing TSIP outreach staff during the month of November.
- On November 22, 2023, HAT and We Push for Peace outreach workers were interviewed by Kare 11. Here is a link to the aired interview: [A good portion of homeless outreach happens on trains, buses | kare11.com](https://www.kare11.com/news/a-good-portion-of-homeless-outreach-happens-on-trains-buses/)
- Metro Transit Police-Homeless Action Team (HAT) continues to coordinate Blue and Green Lines weekly ‘outreach’ events for December and the winter months in partnership with Hennepin County Housing and Stability Services, Radian Health, and St. Paul Police-Community Outreach & Stabilization Unit (COAST)

Phase 1: Social services outreach and engagement

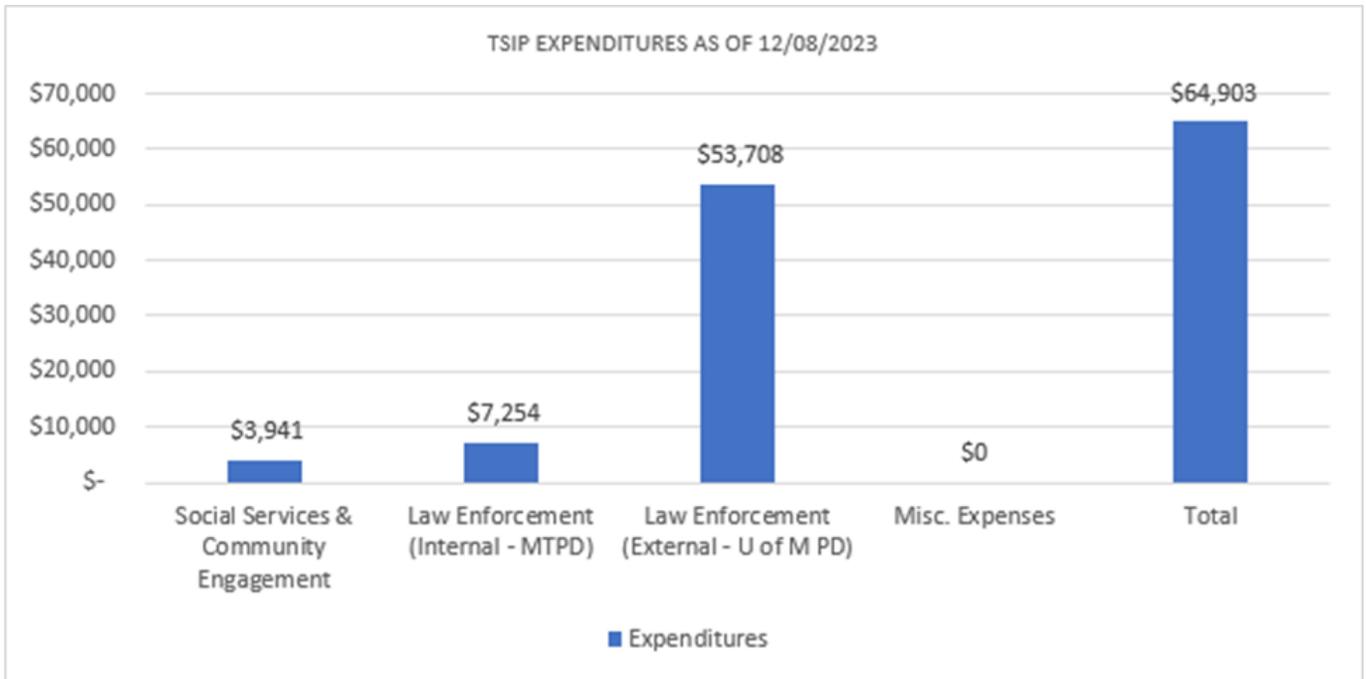
- During this reporting time, Metro Transit’s Homeless Action Team (HAT) completed 6 additional outreach operations and activities. There is more information about these outreach operations in the “Analysis of Impacts and Outcomes” section below.

Phase 2: Adding law enforcement and code of conduct enforcement.

- Current collaborative efforts with local law enforcement agencies include:
 - Joint beat details with Minneapolis Police Department, St. Paul Police Department at Union Depot, and adjacent areas like Mears Park.
 - Continued partnerships with Bloomington Police and Airport Police Department and DHS Air Marshals where officers ride the Blue Line between the airport terminals.
 - Metro Transit Police provide an enhanced increased presence at all major home sporting events served by Metro Transit Bus and Light Rail. We staff all home NFL Vikings football games, Minnesota Golden Gopher Football, and major concerts.
- Metro Transit Police leadership has entered into an Interagency Agreement with the University of Minnesota Police Department for extra UMPD presence on Metro Green Line vehicles and at LRT stations for the beginning of the school year and as part of the TSIP project. This effort began on September 17, 2023, and was to run for 30 days. The agreement was to last 30 days. The agreement was extended for the full fall semester and will run through December 22, 2023.
- Metro Transit Police Department Community Service Officers (CSO’s) began enforcing the new legislation on fare evasion and administrative citations on December 4, 2023. CSO’s engaged in fare education, enforcement, and outreach with riders surrounding the new process. This new legislation has brought more uniformed presence and regulation to the system.
- Ongoing support to Allied Security at Franklin Avenue Blue Line Station and Lake Street/Midtown Blue Line Stations. Additional Allied staff was added to the Lake Street Station to assist with the upper and lower levels due to the seasonal weather change.

2. Fiscal review of expenditures

Below are the charts including summary of expenditures for this project as of December 8, 2023.



TSIP EXPENDITURES AS OF 12/08/2023		
Description	Expenditures	%
Social Services & Community Engagement	\$ 3,941	6%
Law Enforcement (Internal - MTPD)	\$ 7,254	11%
Law Enforcement (External - U of M PD)	\$ 53,708	83%
Misc. Expenses	\$0	0%
Total	\$ 64,903	100%

Additionally, the Council is contributing existing resources to this project, namely staff time for coordination and operations.

3. Analysis of impacts and outcomes

For December 2023, the Council can provide counts relating to the social services outreach operations, light rail customer complaints received by the Metro Transit Customer Relations Department, and police data relating to light rail.

Social service outreach and engagement activity

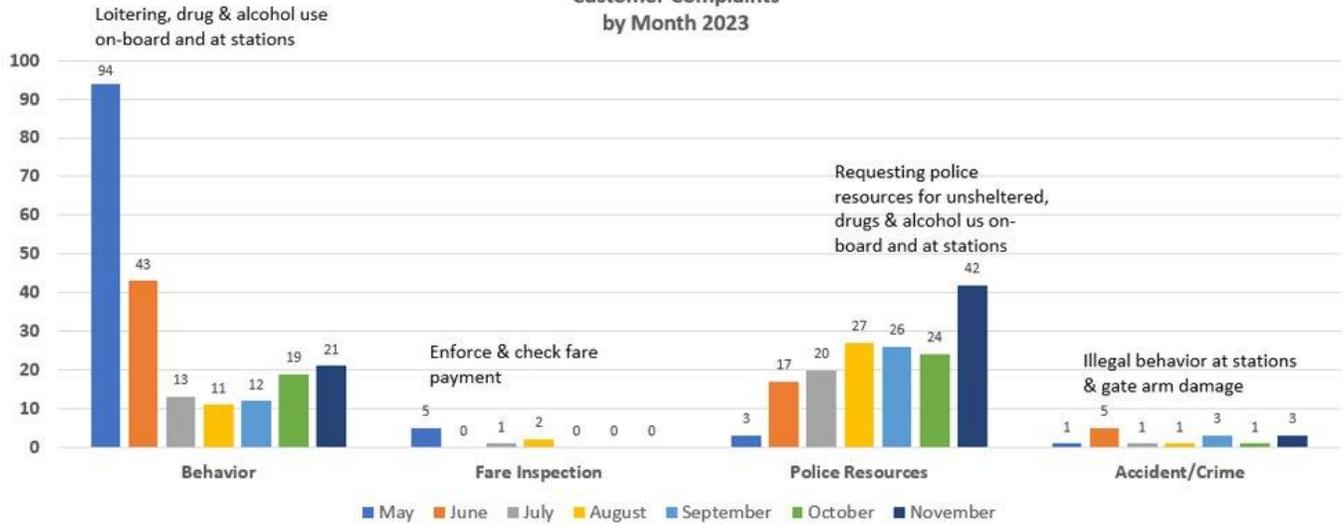
The following table includes information on the Homeless Action Team’s outreach operations that have been completed.

Date and location	Organizations joining HAT at the event	Number of contacts	Number and type of referrals
November 15: 46th Station LRT	Hennepin County Housing and Stability Services	6	Shelter = 1 Housing = 3 Case Management= 3
November 16: Union Depot LRT	SPPD Coast	9	Medication = 1 Transportation Assistance = 4
November 22: 46th Station to MOA LRT	We Push for Peace	7	Shelter= 5
November 29: 46th to Nicollet Mall LRT	Hennepin County Housing and Stability Services; Brothers Empowered	12	Shelter = 3 Housing = 3 Benefits = 2 Case Management= 1
November 30: Union Depot LRT	SPPD COAST; MN Community Care	5	Shelter = 1 Medical= 4
December 6: 46th Station to US Bank LRT	Hennepin County Housing and Stability	9	Housing= 1 Benefits= 1

Complaints received by Metro Transit Customer Relations Department regarding METRO Blue Line or METRO Green Line

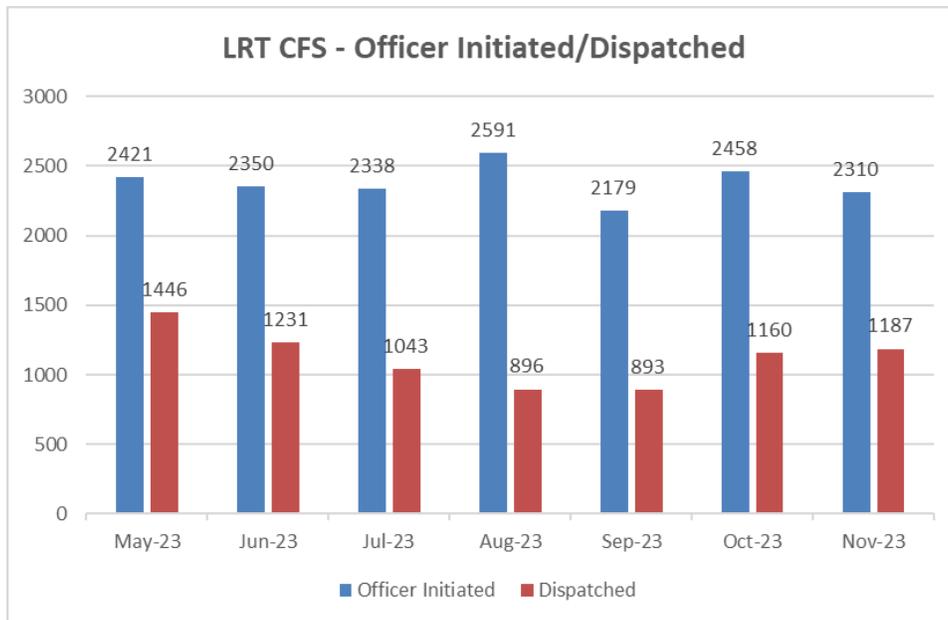
The following chart shows the counts of customer complaints relating to light rail made to the Metro Transit Customer Relations Department. The counts are the total complaints for the given month.

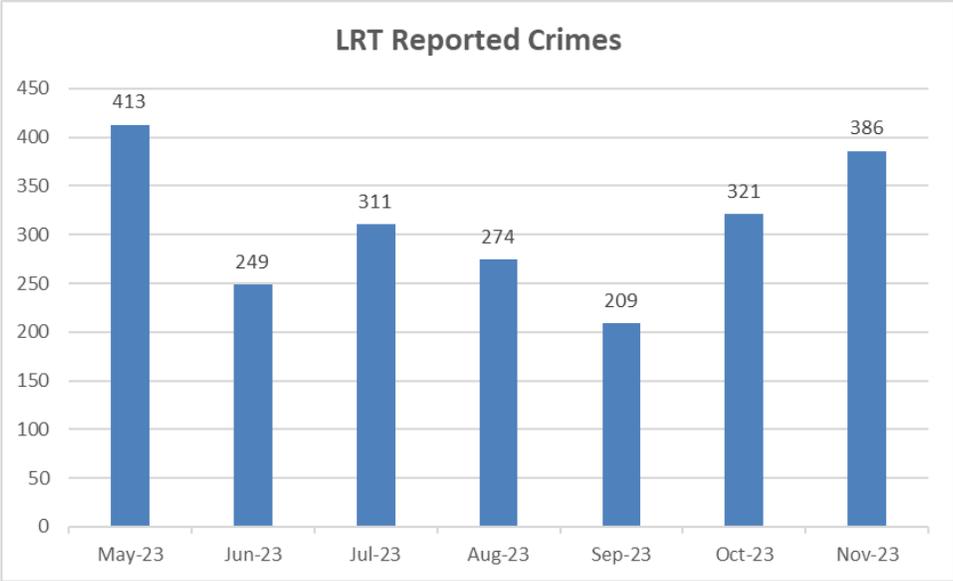
**METRO Blue & Green Line
Customer Complaints
by Month 2023**



MTPD data on calls for service and reported crimes – LRT Locations

The following two charts show Metro Transit Police Department data for police calls for service and crime on light rail. The data are queried by address location - not mode of transportation. This means data include incidents that occurred on light rail trains, platforms, and buses at shared rail/bus locations.





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