

# TRANSIT SERVICE INTERVENTION PROJECT SEPTEMBER 2023 STATUS REPORT



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# 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 15<sup>th</sup> 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 August 15<sup>h</sup>, 2023 and September 15<sup>th</sup>, 2023:

### Project coordination

- On August 28, 2023, Metropolitan Council Transportation Committee approved the recommendation of the execution of five (5) contracts with community organizations that provide service interventions for the project. [Business Item \(metro council.org\)](#)
- The internal committee will continue to review the Declaration of Interests submitted to identify additional contracts that meet the legislative criteria for this project.
- An extension of Metro Transit Police Department contract with the Airport Police was made under a Joint Powers Agreement extending APD services until February 16, 2024.
- Metropolitan Council reviewed and voted on the execution of contracts with community organizations on September 13, 2023. [0913\\_2023\\_197.aspx \(metro council.org\)](#)
- Chair Zelle, from Metropolitan Council, sent out an invitation to a TSIP gathering and roundtable discussion to policymakers, commissioners, police chiefs, executive leaders, and members of the coordination group for September 28, 2023 at Metro Transit North Loop Garage.

### Phase 1: Social services outreach and engagement

- Metro Transit’s Homeless Action Team (HAT) completed 2 additional outreach operations and activities after the submission of the first monthly report. 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 at Lake/Hiawatha
  - Mall of America officers clearing trains at the MOA station- joint enforcement details with Bloomington Police Department and other local/federal partners on LRT platforms and surrounding areas
  - Airport details with Airport Police Department and DHS Air Marshals
  - 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, 81 MLB Twins games, major concerts, Minnesota Golden Gopher Football, The Minnesota State Fair, and Major League Soccer at Allianz Field.
- 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. The expected launch of this joint effort is the week of September 17, 2023, for a period of 30 days.
- Metro Transit Police Department continued conducting fare inspection details at LRT. Officers engaged in fare education and outreach with riders around the new administrative citation process to be in placed later this year. This outreach effort built more presence on the system.
- Ongoing support to Allied Security at Franklin Avenue Blue Line Station and Lake Street/Midtown Bule Line Stations.

**2. Fiscal review of expenditures**

Metropolitan Council continues to review proposals of organizations interested in participating in this project providing intervention services for homelessness, substance abuse, and mental health. Contracts are expected to be signed in late September and October. Although the council has not yet disbursed any portion of the \$2 million in appropriated funds from the legislature, internal finance and budgeting processes have been set up for the detailed distribution and tracking of the funds.

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

### 3. Analysis of impacts and outcomes

For September 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

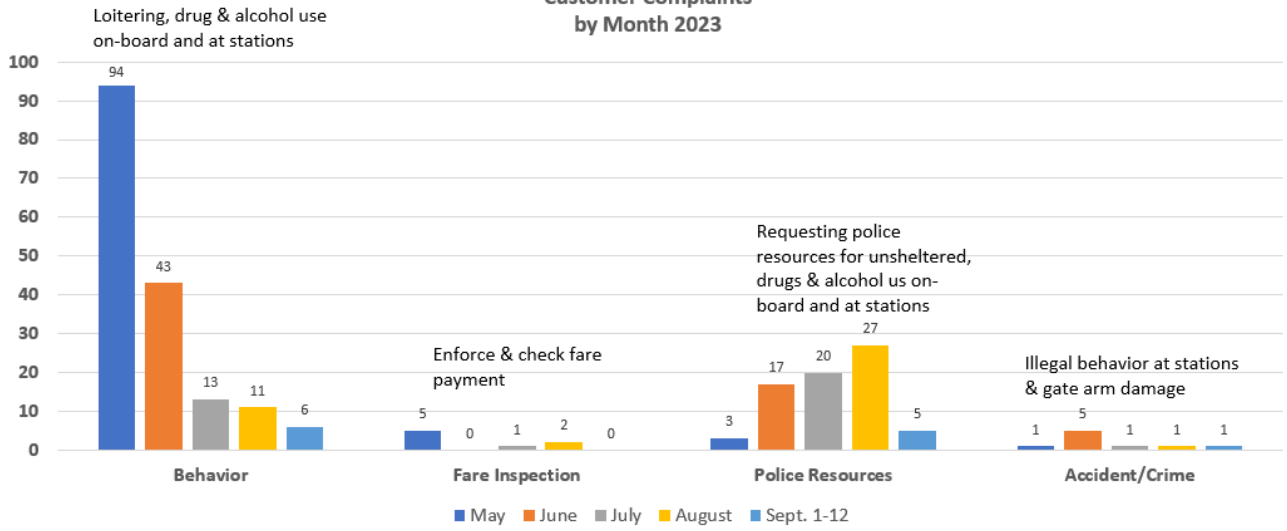
The following table includes information on the Homeless Action Team’s outreach operations that have been completed.

<b>Date and location</b>	<b>Organizations joining HAT at the event</b>	<b>Number of contacts</b>	<b>Number and type of referrals</b>
<b>August 24: 46<sup>th</sup> Street Station LRT</b>	Hennepin County Housing Stability	11	Housing=3
<b>August 30: Mall of America Station LRT</b>	Hennepin County Housing Stability; The Family Partnership	7	Housing=1 Shelter=1

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

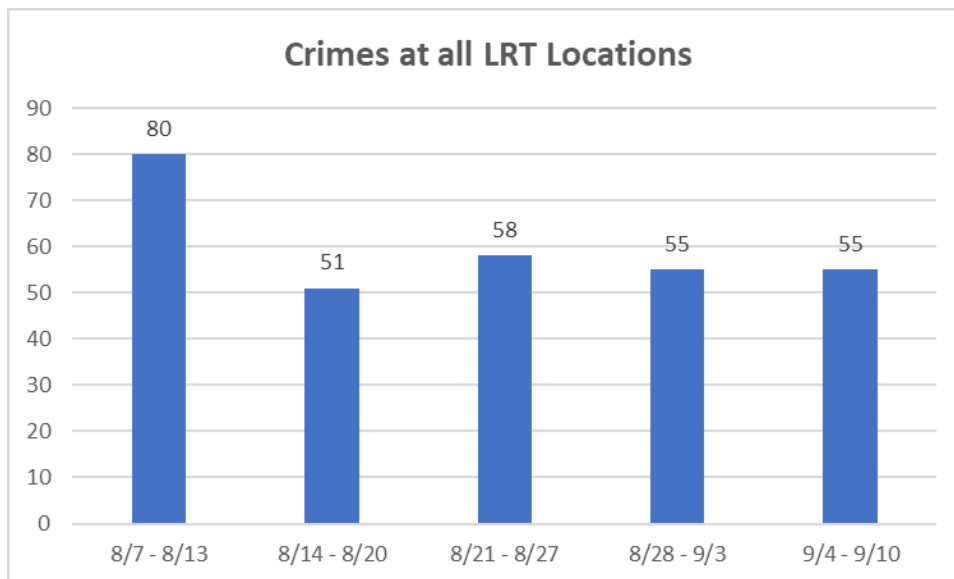
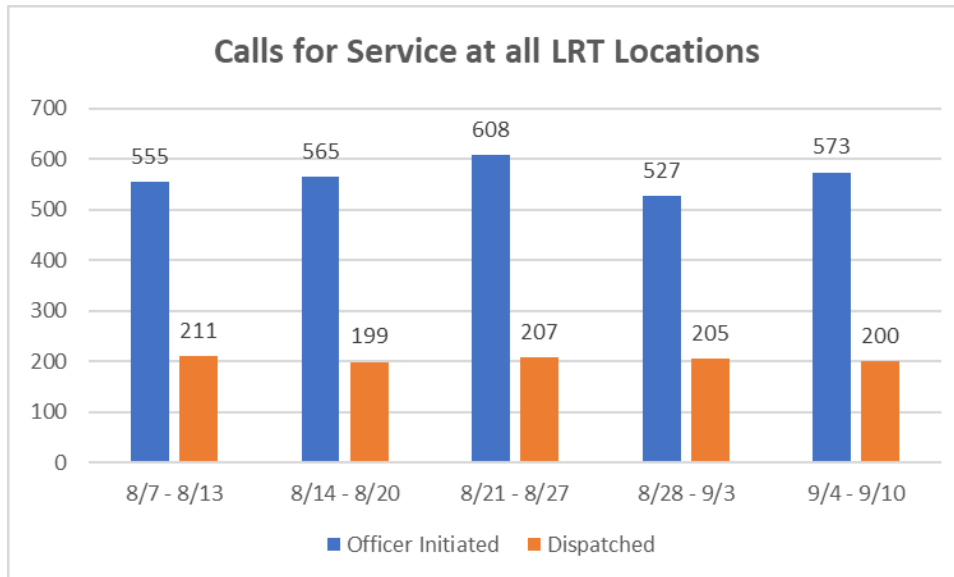
The following chart shows the counts of customer complaints relating to light rail made to the Metro Transit Customer Relations Department. The counts are the total complaints for the given week.

**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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