

TRANSIT SERVICE INTERVENTION PROJECT OCTOBER 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 September 15^h, 2023 and October 15th, 2023:

Project coordination

- On September 28, 2023, Metro Transit convened more than 50 community-based organization leaders, public sector executives, law enforcement agency leaders, and lawmakers in an in-person TSIP gathering at Metro Transit North Loop Garage. During the discussion and roundtable Metro Transit General Manager, Police Chief and Metropolitan Council Chair Council had a chance to provide updates of the project, newly formed collaborations, and overall project impact. Lawmakers shared information about the TSIP provision and its development. Community based organizations presented their work, challenges, and needs. The discussion space was well received, it fostered relationship building and connections, as well as it created visibility across systems of this important work.
- Metro Transit planned and conducted the first TSIP vendor orientation. Members of the organizations selected to provide services on light rail addressing issues of mental illness, drug addiction, and homelessness, attended 2 hours meeting where they learned about the Light Rail system, safety and security using the trains, ways to communicate, roles and responsibilities, and MTPD police efforts.
- The internal committee reviewing proposals for additional TSIP contracts will seek authorization to grant awards to additional community serving organizations for this project during the upcoming Metropolitan Council Transportation Committee meeting on October 23, 2023.
- Joint efforts with University of Minnesota Police started in mid-September. University Police Officers have been providing a police presence on board Metro Green Line trains and at stations from West Bank to Westgate Station. This interagency agreement under the TSIP

program has been very successful and the partnership was recently extended through the Fall Semester to December 22, 2023.

- Metro Transit Police HAT team is coordinating Blue and Green line 'walkthroughs' with newly onboarded vendors and their outreach staff.
- Metro Transit implemented another successful Great Day in Transit on September 20 where more than 100 office staff were out on the system providing fare education and resource assistance.

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, MLB Twins games, major concerts, Minnesota Golden Gopher Football, 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 Blue Line Stations.

2. Fiscal review of expenditures

Metropolitan Council is finalizing contracts with 5 organizations that will receive grants from the \$2 million in appropriated funds from the legislature to provide intervention services for homelessness, substance abuse, and mental health. Payment for these services is expected to start in late October.

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

3. Analysis of impacts and outcomes

For October 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

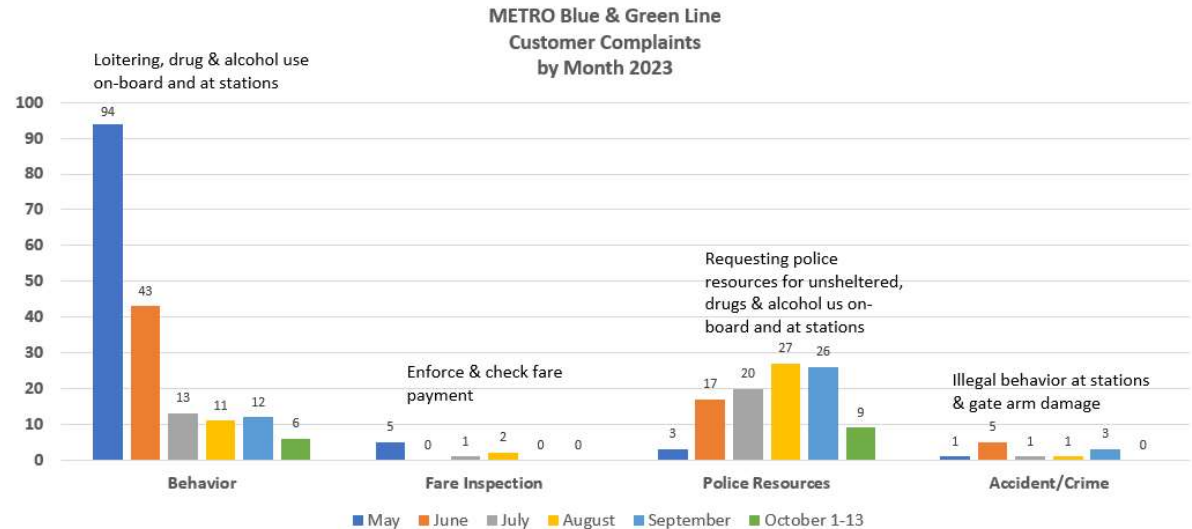
The following table includes information on the Homeless Action Team’s outreach operations that have been completed.

| Date and location | Organizations joining HAT at the event | Number of contacts | Number and type of referrals |
|---------------------------------------|---|--------------------|--|
| September 12: Union Depot Station LRT | Radias Health | 6 | Shelter=1 |
| September 13: US Bank Station LRT | Hennepin County Housing Stability; The Family Partnership; Brothers Empowered | 15 | Housing=4 Shelter=2 Blessing Bags=15 |
| September 26: Union Depot Station LRT | Radias Health | 10 | Shelter=1 |
| September 28: Union Depot Station LRT | St. Paul Police Department (COAST) Radias Health | 16 | Shelter=5 Housing=1 |
| October 3: Union Depot Station LRT | Radias Health | 10 | Shelter=2 |

| Date and location | Organizations joining HAT at the event | Number of contacts | Number and type of referrals |
|--------------------------------|--|--------------------|------------------------------|
| October 5: US Bank Station LRT | Hennepin County Housing and Stability | 8 | Benefits=2 Shelter= 1 |

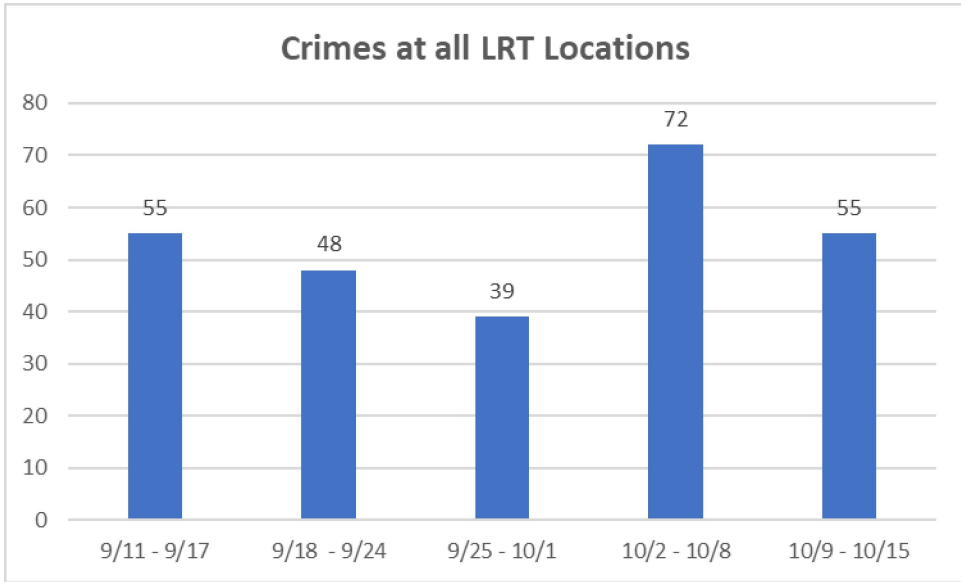
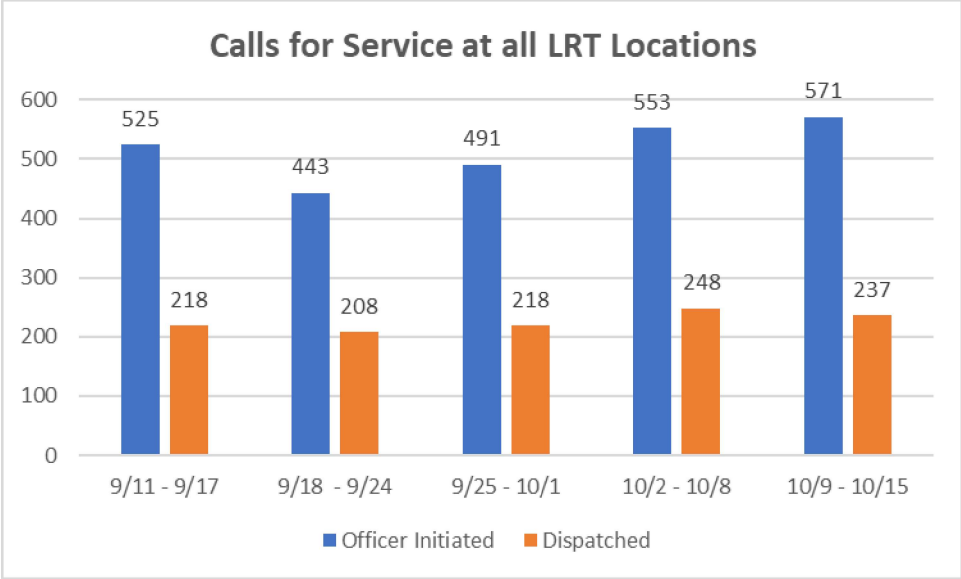
Complaints received by Metro Transit Customer Relations Department regarding METRO Blue Line or METRO Green Line

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.



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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