

# TRANSIT SERVICE INTERVENTION PROJECT NOVEMBER 2023 STATUS REPORT

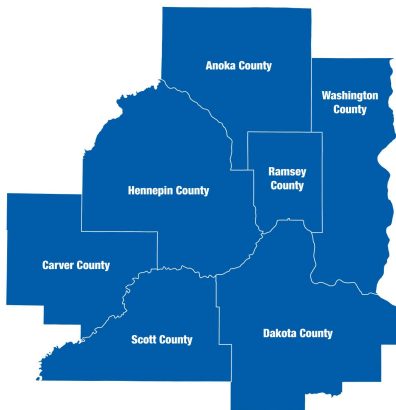


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# The Council's mission is to foster efficient and economic growth for a prosperous metropolitan region

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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 October 15<sup>th</sup>, 2023 and November 13, 2023.

### Project coordination

- TSIP Coordinator, MTPD Leadership, Metro Transit Customer Service, Metro Transit Facility Maintenance, and Metro Transit Rail Operations met to review data sources and discuss TSIP vendors LRT location placement and service hours.
- A November and December schedule including shifts and locations was developed and shared with TSIP vendors for sign-up and coverage.
- A virtual TSIP vendor orientation was offered early in November to newly hired staff from organizations that have signed contracts with Metro Transit for this project.
- HAT Team has conducted ‘walk-throughs’ and greeting TSIP outreach staff the week of November 8<sup>th</sup> as they signed up to cover some of the available shifts.
- On November 8<sup>th</sup>, 2023, the Metropolitan Council authorized the execution of contract awards with 5 additional community serving organizations. See business item: [1108 2023 262.aspx \(metrocouncil.org\)](https://www.metrocouncil.org/BusinessItems/1108-2023-262.aspx)
- Metro Transit Police-Homeless Action Team (HAT) is coordinating 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).

- Metro Transit implemented another successful Great Day in Transit on October 18 where around 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 5 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 continued conducting fare inspection details at LRT. Officers engaged in fare education and outreach with riders around the new administrative citation process. This outreach effort built more presence on the system. Beginning on December 4, 2023, MTPD CSO’s (Community Service Officers) will begin issuing Administrative Citations 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 working on 5 additional contracts with selected organizations approved to be awarded funds for this project in the last Metropolitan Council meeting on November 8, 2023. The initial contracts with the five organizations selected in September were signed early in October. No payments have been made yet.

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

### 3. Analysis of impacts and outcomes

For November 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.

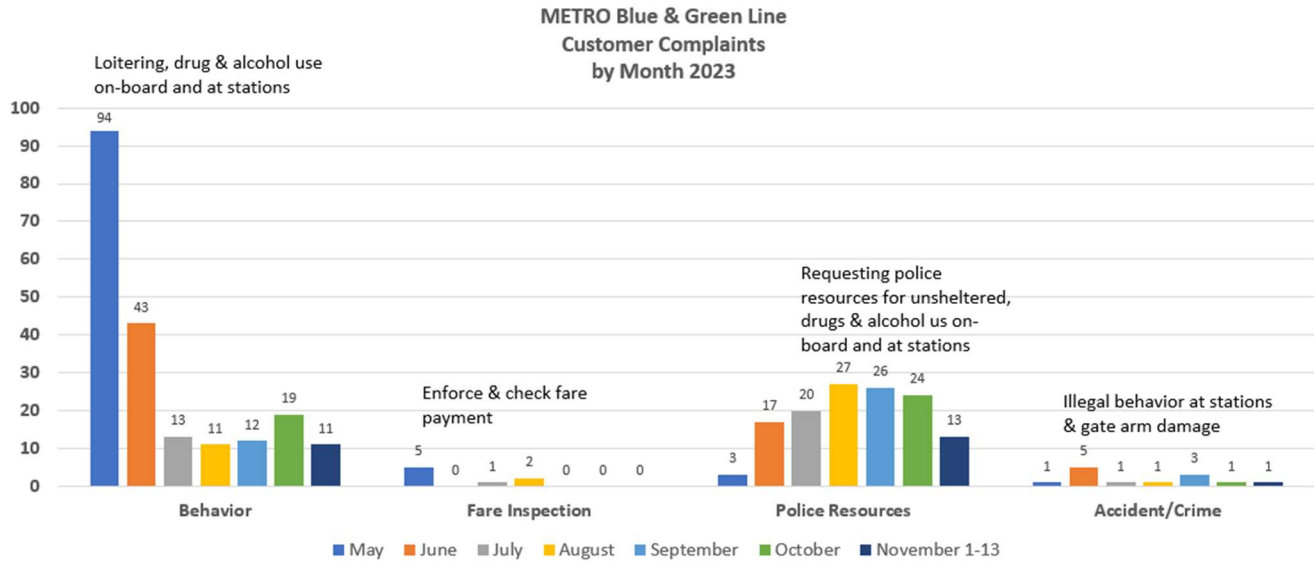
#### Social service outreach and engagement activity

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>October 12: 46<sup>th</sup> LRT</b>	Hennepin County; Brothers Empowered	7	Benefits = 1  Shelter = 2  Housing = 1
<b>October 19: 46<sup>th</sup> LRT</b>	Hennepin County	16	Housing = 2  Shelter = 4
<b>October 26: 46<sup>th</sup> LRT</b>	Hennepin County	6	Housing = 4  Benefits = 1
<b>November 2: 46<sup>th</sup> LRT to US Bank</b>	Hennepin County	7	Shelter = 1  Housing = 2  Benefits = 1
<b>November 8: 46<sup>th</sup> LRT</b>	Hennepin County; The Family Partnership	16	Shelter = 2  Housing = 6  Benefits = 2  Case Management = 2

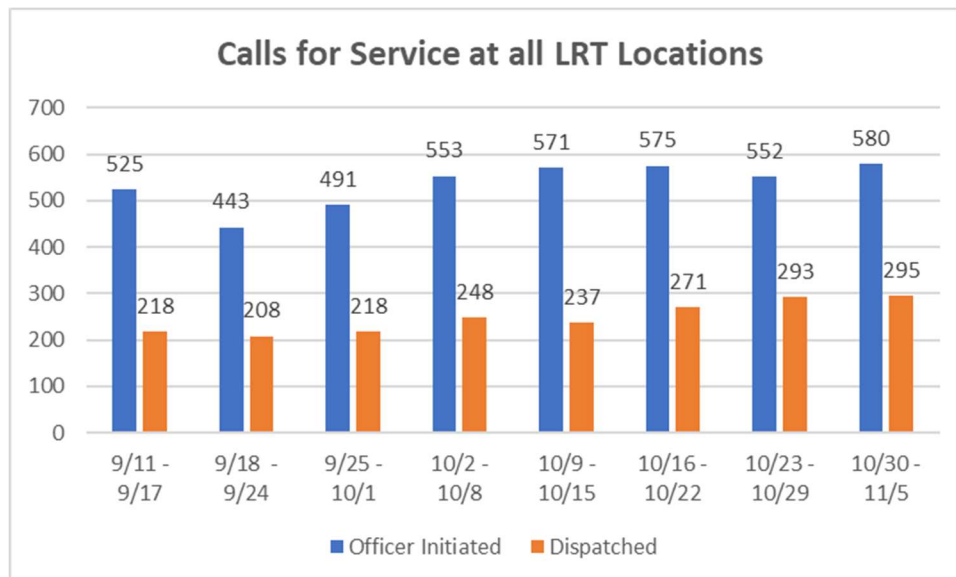
## Complaints received by Metro Transit Customer Relations Department regarding METRO Blue Line or METRO Green Line

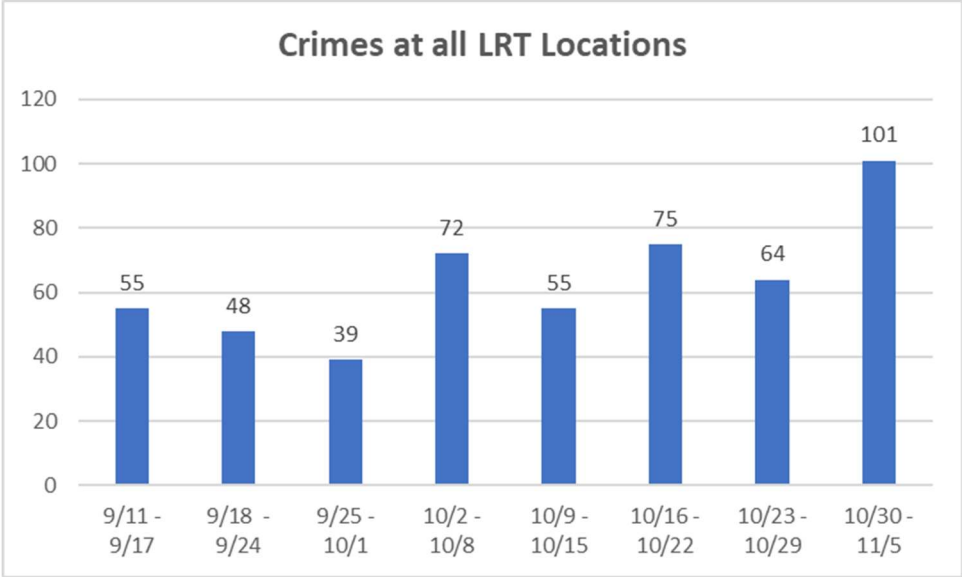
The following chart shows the counts of customer complaints relating to light rail made to the Metro Transit Customer Relations Department. The counts are the total complaints for the given week.



### 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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