

# TRANSIT SERVICE INTERVENTION PROJECT FEBRUARY 2024 STATUS REPORT



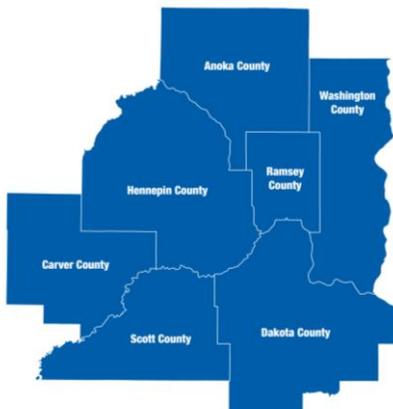
METROPOLITAN  
COUNCIL

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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 January 15 and February 15, 2024.

### Project coordination

- Metro Transit hosted an in-person TSIP Coordination Group meeting and training on February 7, TSIP vendors (community organizations) shared best practices and the challenges of their efforts on the light rail. Ramsey County Housing and Stability, and county’s Mental Health Services offered a presentation sharing resources and teaching about processes and considerations to access county free services in these areas.
- This program continues to draw media attention since it is increasing visibility of ‘official’ presence on light rail. <https://kstp.com/kstp-news/top-news/you-have-to-see-it-firsthand-a-morning-on-the-light-rail-with-we-push-for-peace/>

### Phase 1: Social services outreach and engagement

- During this reporting time, Metro Transit’s Homeless Action Team (HAT) completed 8 additional outreach operations and activities. There is more information about these outreach operations in the “Analysis of Impacts and Outcomes” section below.

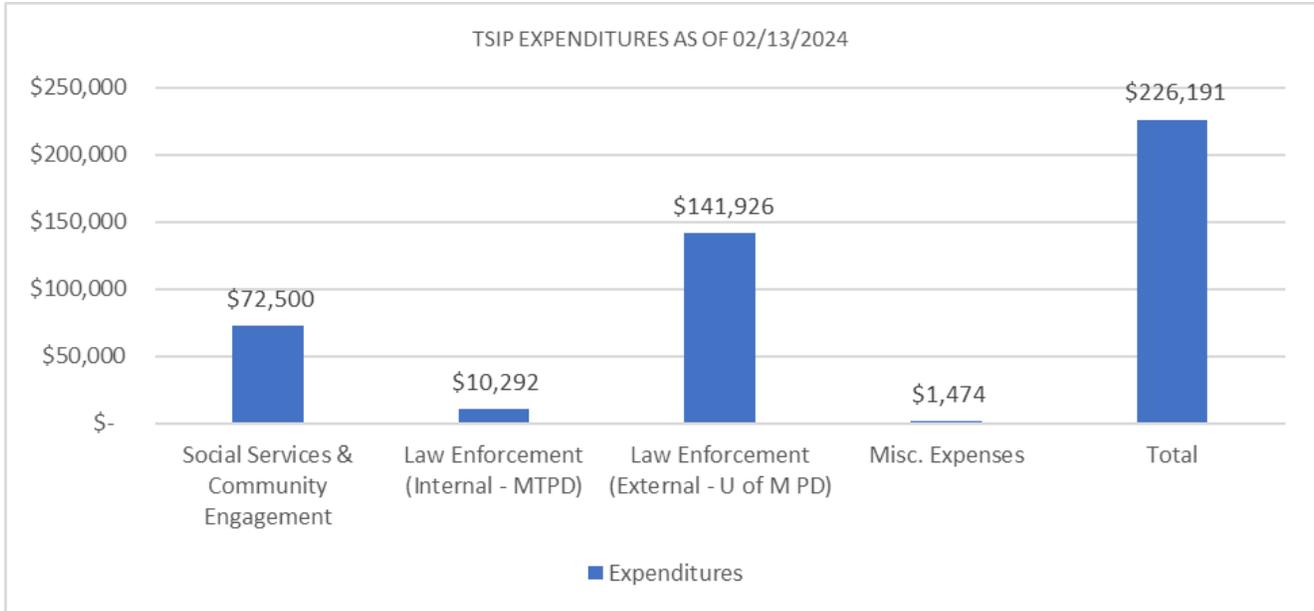
### Phase 2: Adding law enforcement and code of conduct enforcement.

- Current collaborative efforts with local law enforcement agencies include:

- Joint beat details with Minneapolis Police Department, St. Paul Police Department at Union Depot, the 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. This contract has been extended to include the 2024 spring semester and will run until May 8, 2024.
- 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 official 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 have been added in January of 2024 for additional presence on the Metro Blue Line between airport terminals one and two Allied staff will also provide a presence on Metro trains between the airport and Mall of America.

## 2. Fiscal review of expenditures

Below are the charts including summary of expenditures for this project as of February 15, 2024.



TSIP EXPENDITURES AS OF 02/13/2024		
Description	Expenditures	%
Social Services & Community Engagement	\$ 72,500	32%
Law Enforcement (Internal - MTPD)	\$ 10,292	5%
Law Enforcement (External - U of M PD)	\$ 141,926	63%
Misc. Expenses	\$ 1,474	1%
<b>Total</b>	<b>\$ 226,191</b>	<b>100%</b>

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

### 3. Analysis of impacts and outcomes

For February 2024, 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>January 10: MOA LRT</b>	Hennepin County Housing and Stability Services	4	Shelter = 1 Crisis Intervention= 1 Benefits= 1 Resources= 1
<b>January 11: Union Depot LRT</b>	Radias Health	15	Housing = 7 Medical= 3 Benefits= 5
<b>January 17: MOA LRT</b>	Hennepin County Housing and Stability Services, Breaking Free	10	Benefits= 1 Housing= 4 Mental Health = 3 Human Trafficking = 2
<b>January 18: Union Depot LRT</b>	Radias, COAST	6	Housing = 3 Benefits = 3
<b>January 24: MOA LRT</b>	Hennepin County Housing and Stability Services	4	Shelter = 1 Benefits = 1 Housing = 1 Mental Health = 1
<b>January 25: Union Depot LRT</b>	Radias Health, COAST	13	Medical = 3 Chemical Dependency= 8

<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>January 10: MOA LRT</b>	Hennepin County Housing and Stability Services	4	Shelter = 1 Crisis Intervention= 1 Benefits= 1 Resources= 1
<b>January 31: MOA LRT</b>	Hennepin County Housing and Stability	2	Benefits = 1 Shelter= 1
<b>February 1: Union Depot LRT</b>	COAST, Radian Health	28	Narcan = 16 Chemical Dependency= 2 Mental Health Assessment =2 ID= 3 Medical = 2 Employment= 3
<b>February 7: MOA LRT</b>	Hennepin County Housing and Stability	4	Shelter= 2 Housing = 2
<b>February 8: Union Depot LRT</b>	COAST, Radian Health	16	Narcan = 16 Shelter = 3

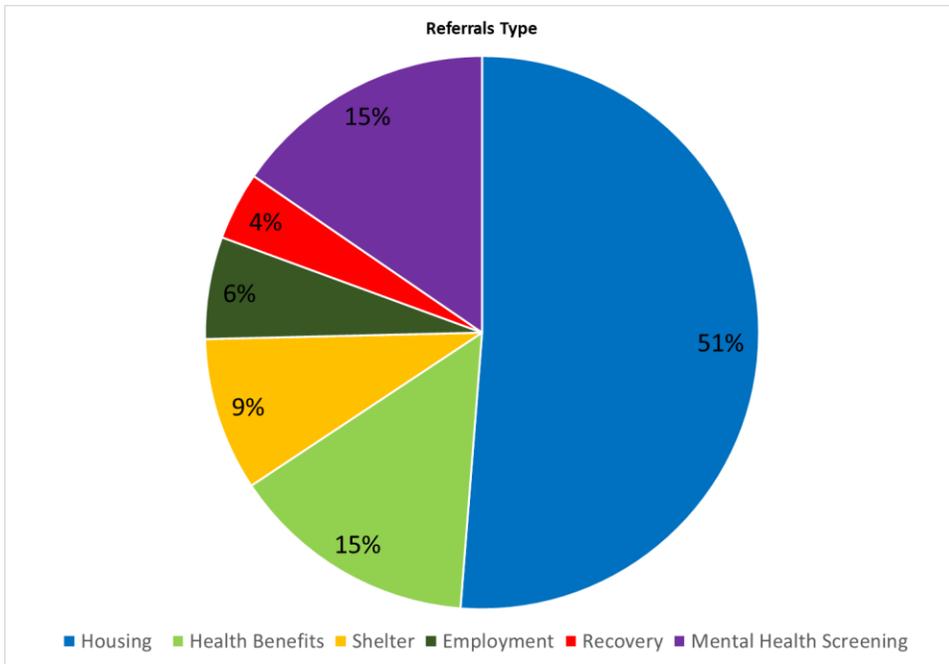
### **TSIP Community Organizations Engagement and Activities**

Organizations actively providing outreach and intervention services in the last months include: All our Boys, Brothers Empowered, Roots Wellness, The Family Partnership, The Link, Truce Center, and We Push for Peace

**Total Number of Contacts**  
347

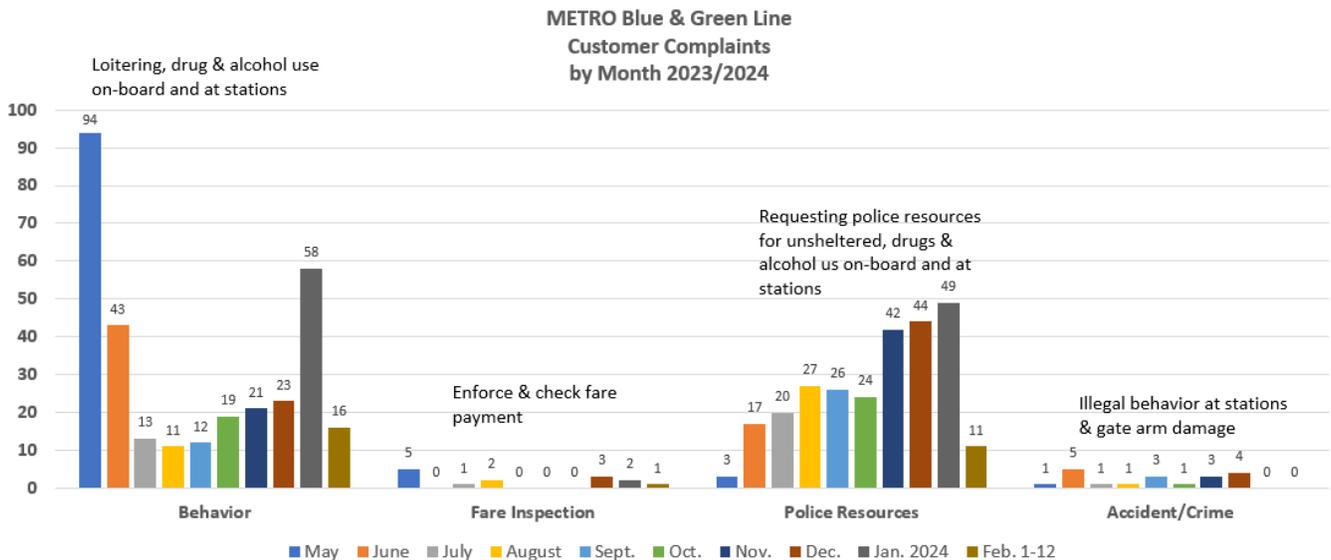
**Total Number of Referrals**  
201

**Percentage of Contacts to Referrals**  
57.93%



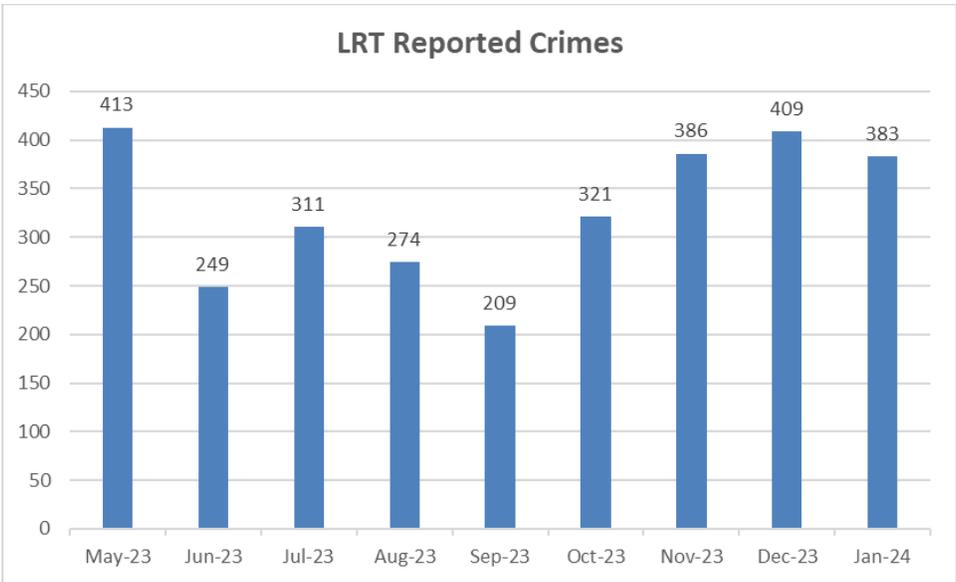
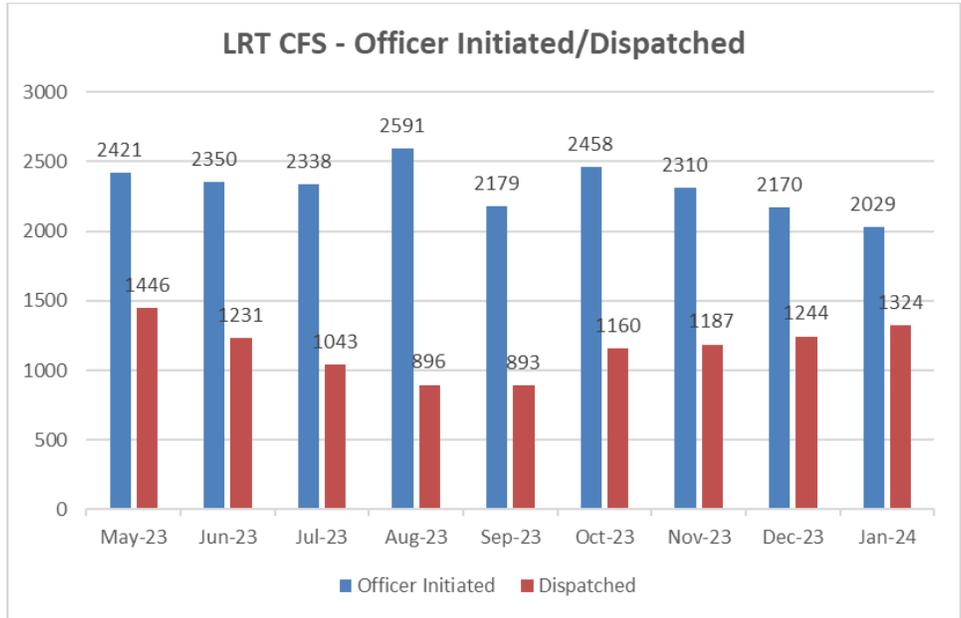
### Complaints received by Metro Transit Customer Relations Department regarding METRO Blue Line or METRO Green Line

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.



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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