

# TRANSIT SERVICE INTERVENTION PROJECT FINAL 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 June 16 and June 30, 2024.

### Project coordination

- Metro Transit has scoped the TSIP qualitative evaluation plan with the consultants and signed the contract to launch it in late June 2024. It will include focus groups and in-depth interviews with TSIP outreach workers, TSIP vendors, and TSIP state and county partners, and TSIP police department partners. These focus groups will be held in the next 5-6 weeks. One of the focus groups and IDIs have been completed, the consultants will write a summary report highlighting key findings and recommendations.
- TSIP “One-Stop Pop-Up” events were successful on June 18 at Target Field LRT and June 27 at Union Depot LRT. During these pop-up events, riders were connected to services and resources related to housing/shelter, substance use and treatment, and mental health.

### Phase 1: Social services outreach and engagement

- During this reporting time, Metro Transit’s Homeless Action Team (HAT) completed 4 additional outreach operations and activities. There is more information about these outreach operations in the “Analysis of Impacts and Outcomes” section below.

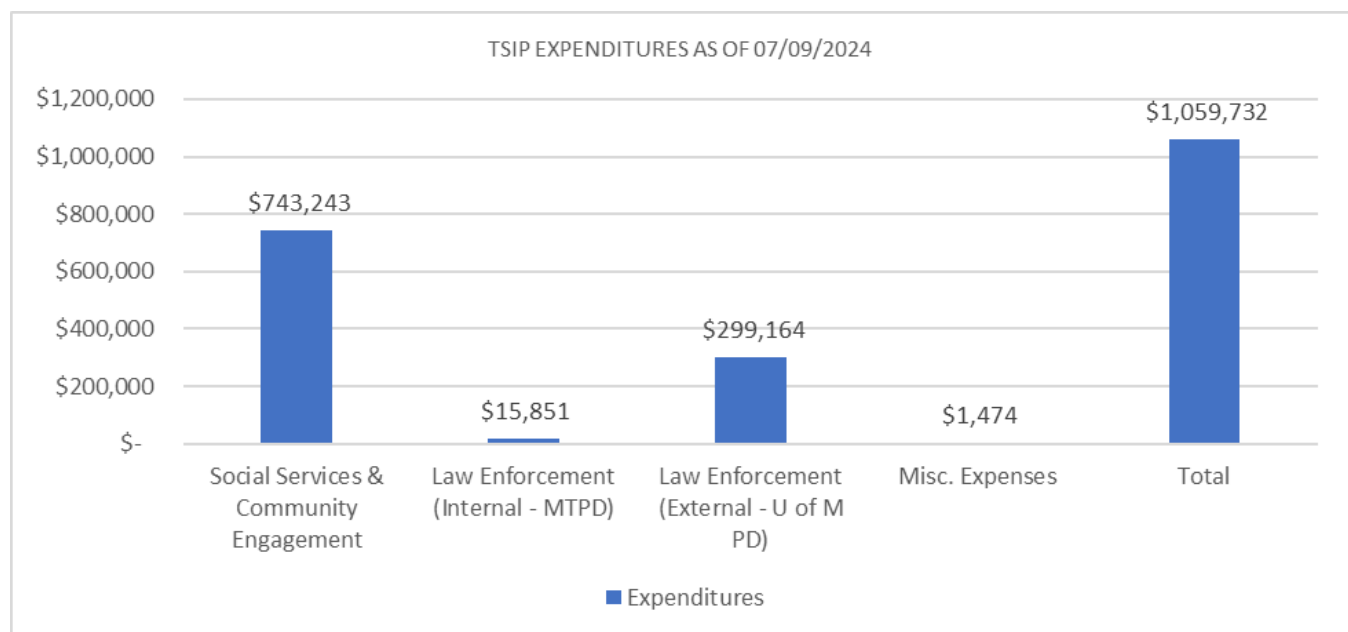
### Phase 2: Adding law enforcement and code of conduct enforcement.

- Current collaborative efforts with local law enforcement agencies include:

- Joint beat details with Minneapolis Police Department, St. Paul Police Department, 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.
- Metro Transit Police TRIP Contracted Agents are conducting fare inspections on the METRO Blue and Green lines on a daily basis. Teams of three-to-four agents board trains and check fares as well as connect those to resources and social services.
  - Ongoing support to Allied Security at Franklin Avenue Blue Line Station and Lake Street/Midtown Blue Line Stations.
  - MTPD and TSIP Vendors will be collaborating with the 2024 Minneapolis Summer Safe Initiative, in downtown Minneapolis.

## 2. Fiscal review of expenditures

Below are the charts including summary of expenditures for this project as of June 30, 2024.



TSIP EXPENDITURES AS OF 07/09/2024		
Description	Expenditures	%
Social Services & Community Engagement	\$ 743,243	70%
Law Enforcement (Internal - MTPD)	\$ 15,851	1%

Law Enforcement (External - U of M PD)	\$ 299,164	28%
Misc. Expenses	\$ 1,474	0%
<b>Total</b>	<b>\$ 1,059,732</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 June 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.

Date and location	Organizations joining HAT at the event	Number of contacts	Number and type of referrals
<b>June 19: 46<sup>th</sup> Street LRT</b>	Hennepin Co Housing and Stability	8	Treatment – 1 Narcan – 3 Benefits – 4
<b>June 20: Union Depot LRT</b>	COAST	17	Narcan – 10 Reduced fee ID – 3 Benefits – 4
<b>June 26: 46<sup>th</sup> Street LRT</b>	Hennepin Co Housing and Stability	3	Housing – 1 Benefits – 2
<b>June 27: Union Depot LRT</b>	COAST	14	Mental health – 2

Date and location	Organizations joining HAT at the event	Number of contacts	Number and type of referrals
			Treatment – 1 Crisis Intervention - 1

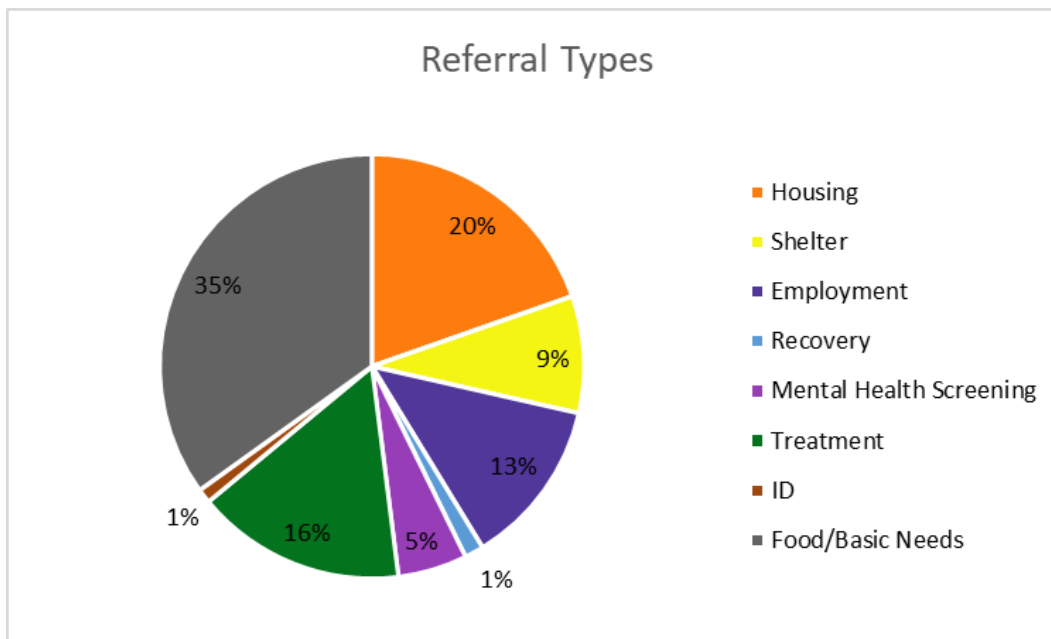
### TSIP Community Organizations Engagement and Activities

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, and Mental Health MN

**Total Number of Contacts**  
1417

**Total Number of Referrals**  
550

**Percentage of Contacts to Referrals**  
38.81%

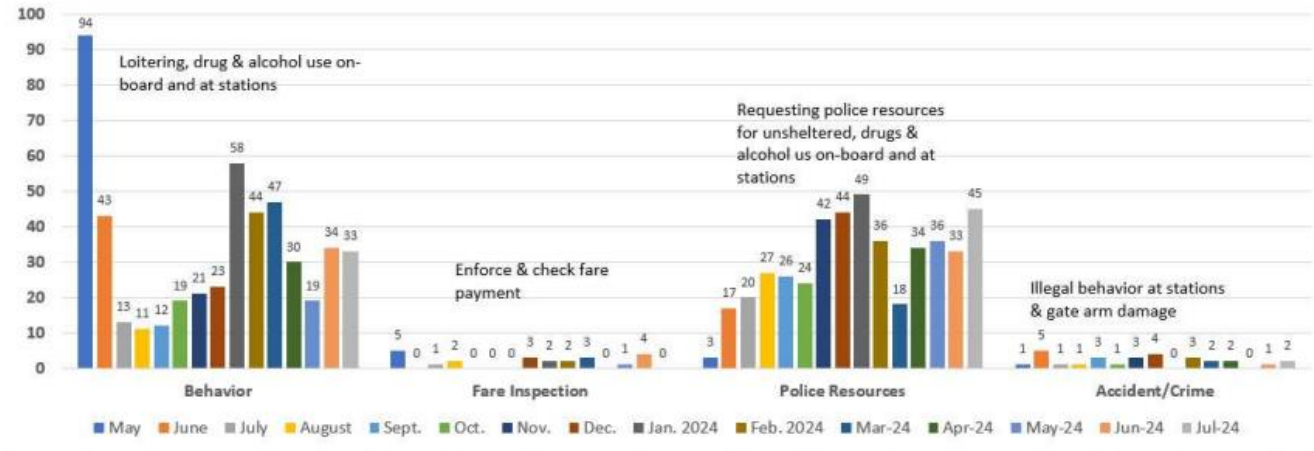


### Complaints received by Metro Transit Customer Relations Department regarding METRO Blue Line or METRO Green Line

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.

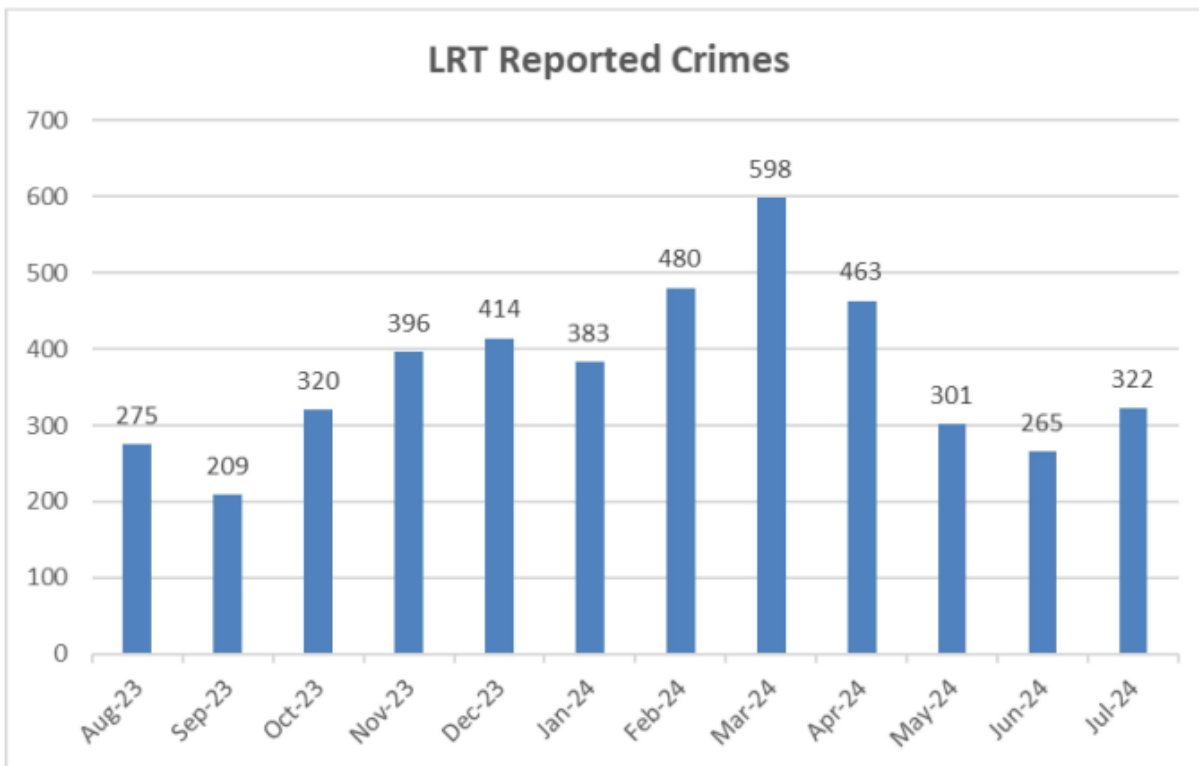
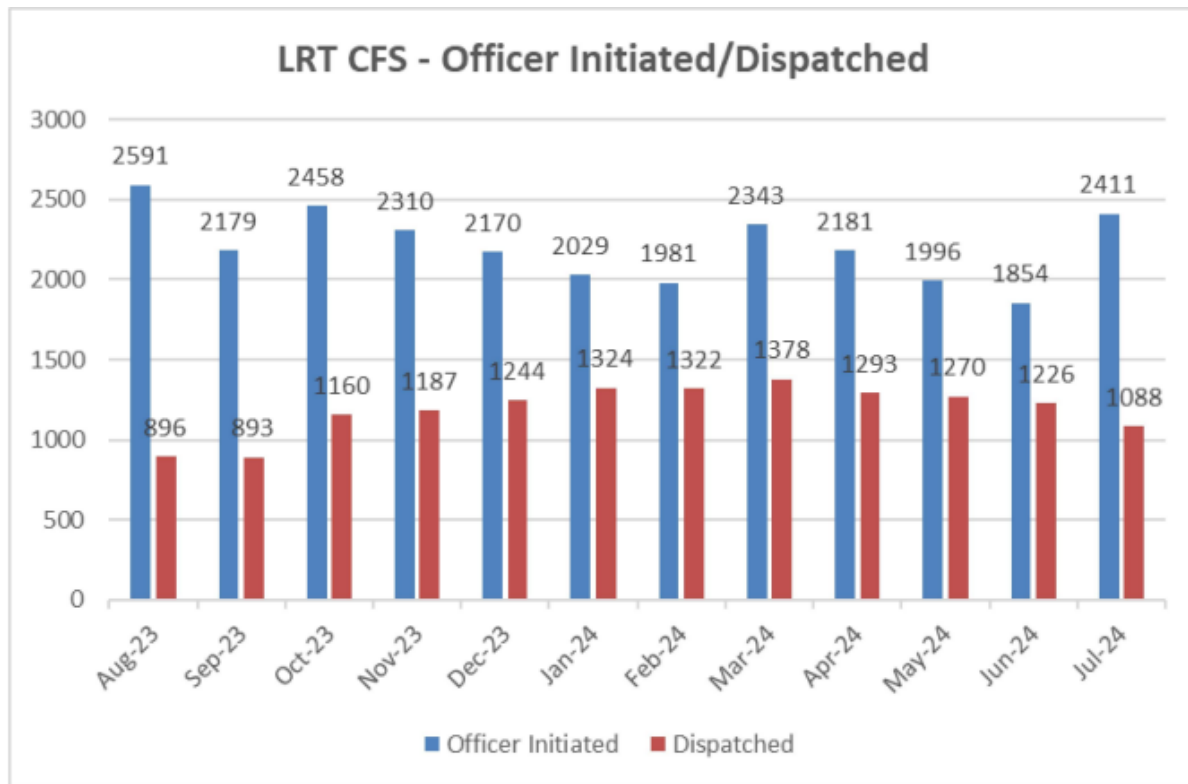


METRO Blue & Green Line  
Customer Complaints  
by Month 2023/2024



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 includes incidents that occurred on light rail trains, platforms, and buses at shared rail/bus locations.





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