

# TRANSIT SERVICE INTERVENTION PROJECT JANUARY 2024 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 December 12, 2023 and January 15, 2024.

### Project coordination

- At the TSIP Coordination Group virtual meeting in December, TSIP vendors (community organizations) introduced themselves and shared the challenges of scarce and limited shelter, housing, mental health, and addiction treatment programs/centers available for the growing demand during the colder months.
- Metro Transit Police-Homeless Action Team (HAT) continues to coordinate 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)
- TSIP Vendor report of impact will be included in the upcoming reports.
- Metro Transit General Manager Lesley Kandaras, Metro Transit Police Department Chief Ernest Morales III, Metropolitan Council Chair Charlie Zelle, and Council Member Deb Barber, along with executive leaders led Listening Sessions on the METRO Blue and Green lines the week of January 8, 2024. [Metro Transit conducts listening tour on safety initiatives - KSTP.com 5 Eyewitness News](#) [Metro Transit increases police presence on trains \(fox9.com\)](#)

### Phase 1: Social services outreach and engagement

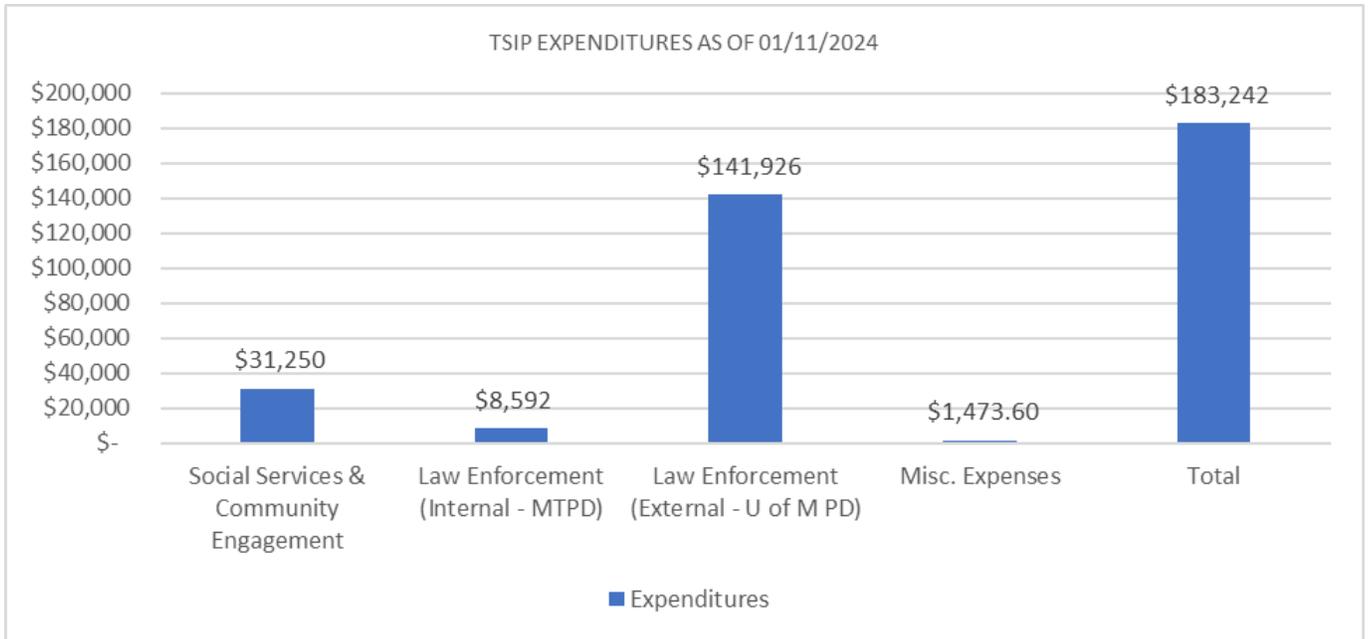
- During this reporting time, Metro Transit’s Homeless Action Team (HAT) completed 4 additional outreach operations and activities. There is more information about these outreach operations in the “Analysis of Impacts and Outcomes” section below.

## **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 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 January 11, 2024.



TSIP EXPENDITURES AS OF 01/11/2024		
Description	Expenditures	%
Social Services & Community Engagement	\$ 31,250	17%
Law Enforcement (Internal - MTPD)	\$ 8,592	5%
Law Enforcement (External - U of M PD)	\$ 141,926	77%
Misc. Expenses	\$ 1,473.60	1%
<b>Total</b>	<b>\$ 183,242</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 January 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

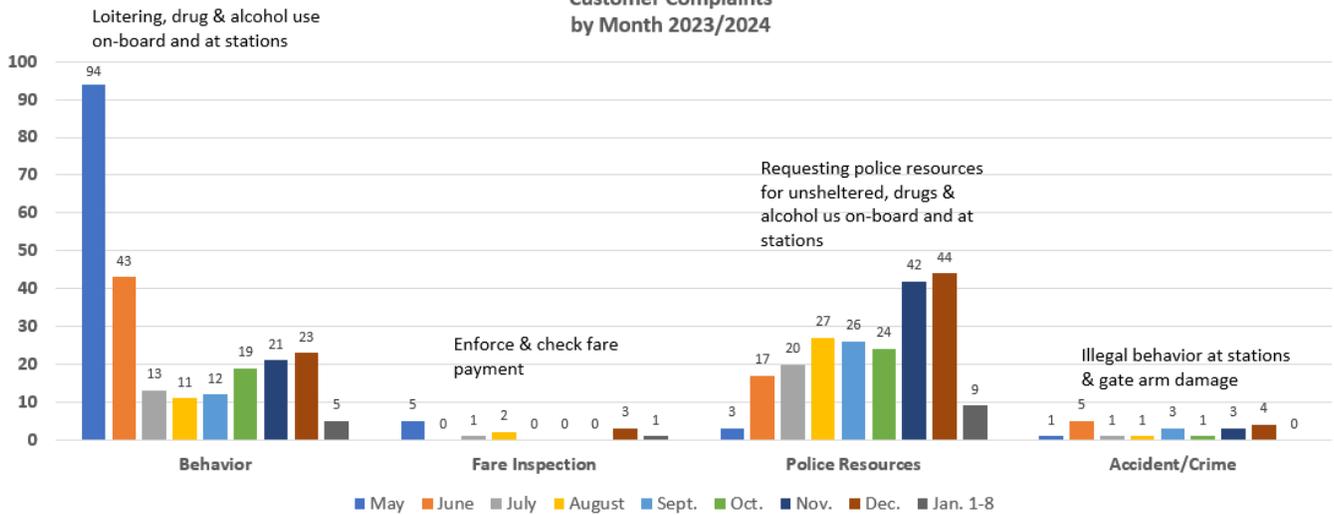
The following table includes information on the Homeless Action Team’s outreach operations that have been completed.

<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>December 13: 46<sup>th</sup> Station LRT</b>	Hennepin County Housing and Stability Services; The Family Partnership	5	Shelter = 1 Crisis Intervention= 1 Benefits= 1 Resources= 1
<b>December 27: MOA LRT</b>	Hennepin County Housing and Stability Services	5	Housing = 1
<b>December 28: Union Depot LRT</b>	Radias Health	10	Benefits= 4 Housing= 4
<b>January 3: MOA LRT</b>	Hennepin County Housing and Stability Services	6	Housing = 3 Benefits = 3

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

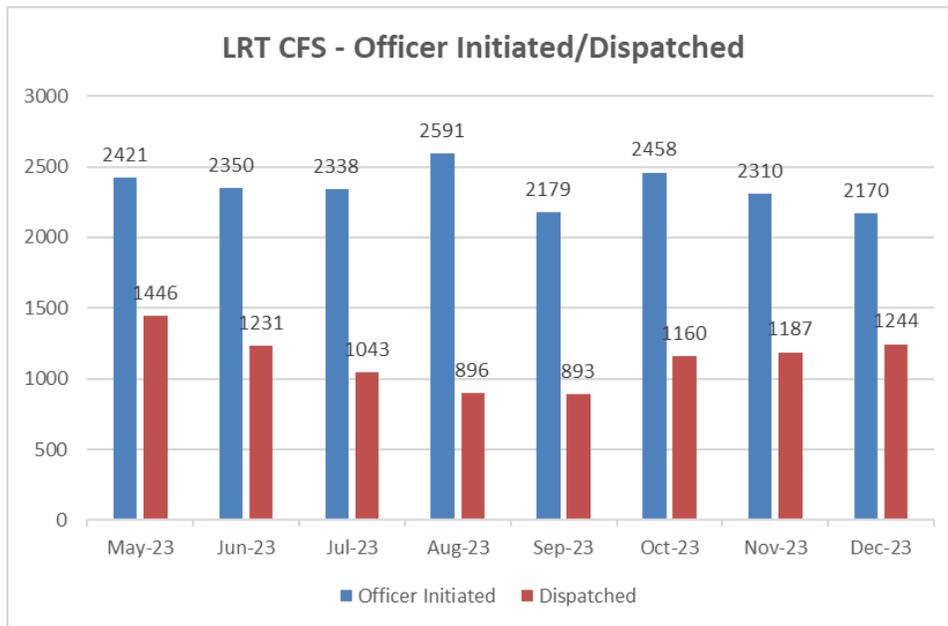
The following chart shows the counts of customer complaints relating to light rail made to the Metro Transit Customer Relations Department. The counts are the total complaints for the given month.

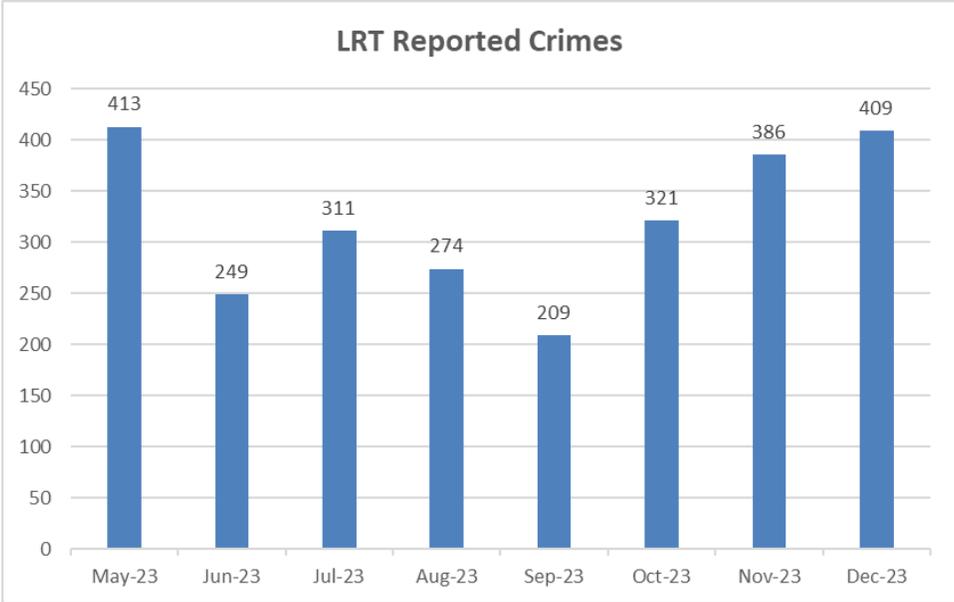
**METRO Blue & Green Line  
Customer Complaints  
by Month 2023/2024**



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





390 Robert Street North  
St Paul, MN 55101-1805

651-602-1000  
TTY 651-291-0904  
[public.info@metc.state.mn.us](mailto:public.info@metc.state.mn.us)  
[metro council.org](http://metro council.org)

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