

# TRANSIT SERVICE INTERVENTION PROJECT APRIL 2024 STATUS REPORT

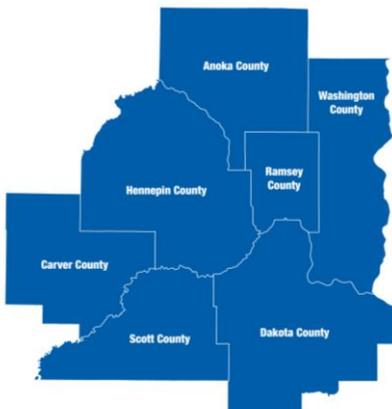


---

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

## Metropolitan Council Members

Charlie Zelle	Chair	Diego Morales	District 9
Judy Johnson	District 1	Peter Lindstrom	District 10
Reva Chamblis	District 2	Gail Cederberg	District 11
Tyronne Carter	District 3	Susan Vento	District 12
Deb Barber	District 4	Chai Lee	District 13
John Pacheco Jr.	District 5	Toni Carter	District 14
Robert Lilligren	District 6	Tenzin Dolkar	District 15
Yassin Osman	District 7	Wendy Wulff	District 16
Anjuli Cameron	District 8		



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.

On request, this publication will be made available in alternative formats to people with disabilities. Call Metropolitan Council information at 651-602-1140 or TTY 651-291-0904.

## 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 March 15 and April 15, 2024.

### Project coordination

- A new scheduling link was shared with TSIP vendors to add their shifts for the second quarter of the year (last quarter of TSIP pilot.) The TSIP vendor schedule supports Metro Transit coordination efforts with MTPD and the new Metro Transit TRIP agents and their deployment.
- Metro Transit has made a commitment to TSIP vendors whose contract awards may not be exhausted by the end of the pilot project (06/30/2024) by honoring their contract awards and extending the timeline for execution until the contract is fulfilled.
- Metro Transit is developing a final TSIP evaluation in partnership with TSIP vendors to gather public input and feedback about the project. This evaluation will be conducted in May 2024.

### 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.

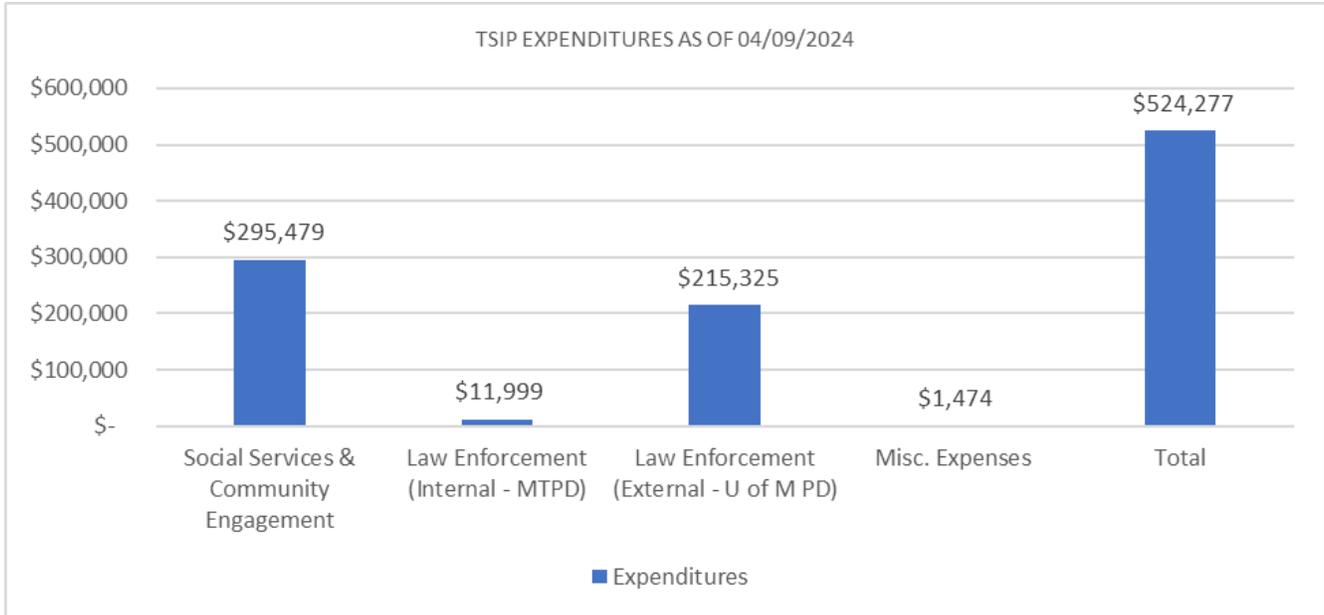
### Phase 2: Adding law enforcement and code of conduct enforcement.

- Current collaborative efforts with local law enforcement agencies include:

- Joint beat details with Minneapolis Police Department, St. Paul Police Department at Union Depot, 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 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 TRIP Contracted Agents have begun conducting fare inspections in early March. Agents are focusing these efforts on LRT. CSOs have been instrumental in the training and onboarding of TRIP Contracted Agents.
- 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.
- MTPD leadership has reapproached the St. Paul Police Department and the Ramsey County Sheriff's Office to support joint operation details on the Metro Green Line for 2024.

## 2. Fiscal review of expenditures

Below are the charts including summary of expenditures for this project as of April 9, 2024.



TSIP EXPENDITURES AS OF 04/09/2024		
Description	Expenditures	%
Social Services & Community Engagement	\$ 295,479	56%
Law Enforcement (Internal - MTPD)	\$ 11,999	2%
Law Enforcement (External - U of M PD)	\$ 215,325	41%
Misc. Expenses	\$ 1,474	0%
<b>Total</b>	<b>\$ 524,277</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 April 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>March 13: MOA-VA LRT</b>	Hennepin Co Housing and Stability Roots Wellness	3	Housing=2 Shelter=1
<b>March 14: UD-Robert LRT</b>	COAST Mental Health MN	6	Reduced Fee ID=2 Housing= 1 Medical Attention=1 Shelter=2
<b>March 20: MOA LRT</b>	Hennepin County Housing and Stability	2	Housing= 1 Shelter=1
<b>March 21: UD LRT</b>	COAST	10	Narcan= 6 Reduced Fee ID=2 Resources given=2
<b>April 3: MOA</b>	Hennepin County Housing and Stability	4	Resource Info= 4
<b>April 4: UD</b>	COAST	10	Resource Info=8 Shelter=2

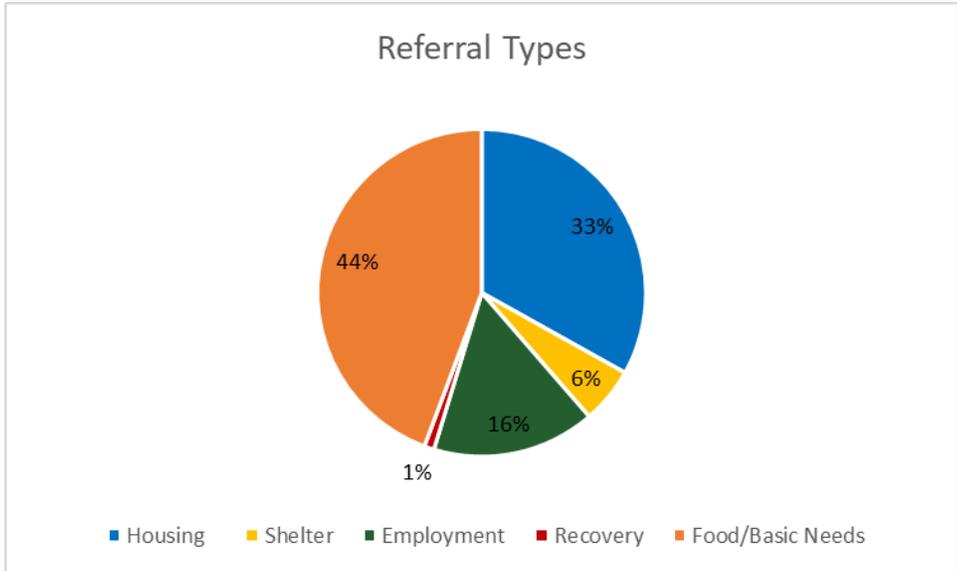
**TSIP Community Organizations Engagement and Activities**

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**  
1148

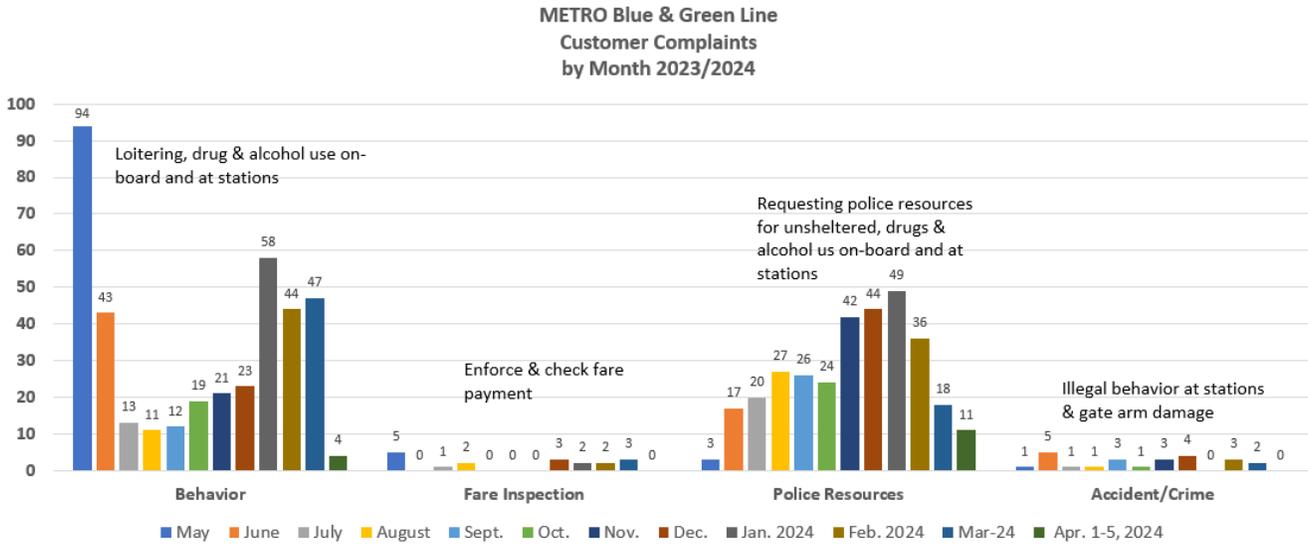
**Total Number of Referrals**  
616

**Percentage of Contacts to Referrals**  
53.66%



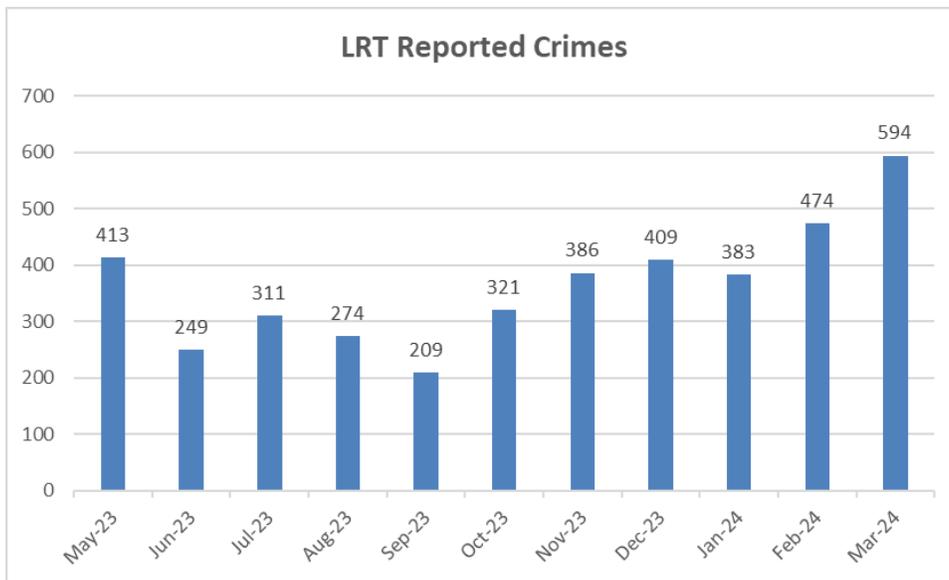
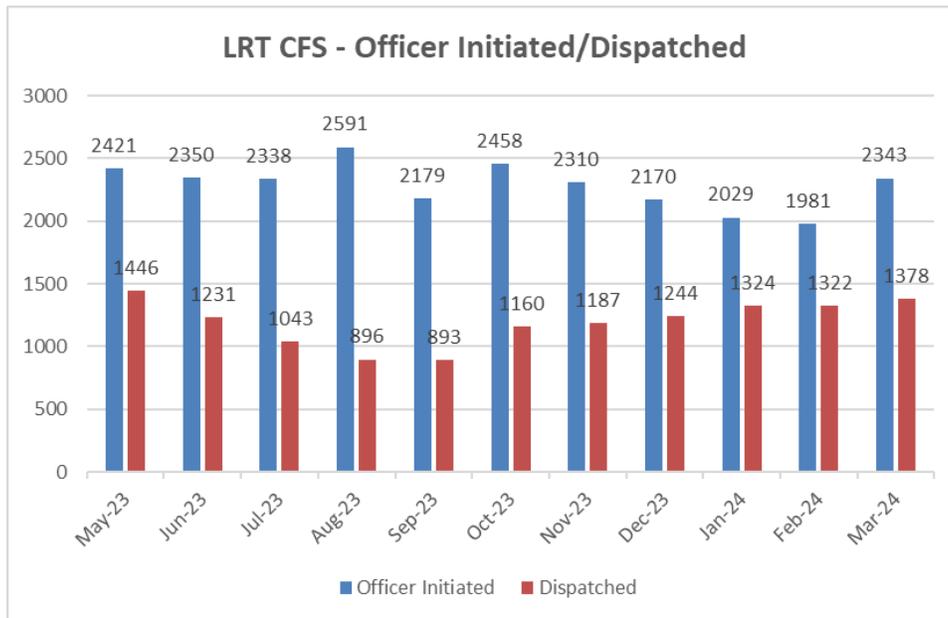
### Complaints received by Metro Transit Customer Relations Department regarding METRO Blue Line or METRO Green Line

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.



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)

Follow us on:  
[twitter.com/MetCouncilNews](https://twitter.com/MetCouncilNews)  
[facebook.com/MetropolitanCouncil](https://facebook.com/MetropolitanCouncil)

