



2019/2020

METRO TRANSIT POLICE DEPARTMENT ANNUAL REPORT





Chief Eddie M. Frizell

LETTER FROM CHIEF FRIZELL

As the Chief of the Metro Transit Police Department (MTPD), I welcome you to the 2019-2020 Annual Report. I am excited to share the many highlights of the department's activities over the last year.

We are a full-service agency with a 24-hour complement of people and resources to cover the Metropolitan Council's eight-county service area with Patrol, Investigative, and Administrative Services divisions. This department was formed to serve and protect the millions of passengers who ride the system each year. Transit Police officers respond to and investigate crimes directly related to Metropolitan Council-owned transit vehicles or property, including buses, light rail, commuter trains, facilities, and rights-of-way. We are committed to providing excellent police service for the variety of communities we serve. Whether riders are using transit to travel to work, school, home or simply visiting, we want their experience to be safe and reliable.

We take great pride in the fact that the department truly reflects the community it serves: almost 50% of officers are people of color and/or women. In addition, our officers also speak a multitude of different languages, representing people from six continents and the Indian subcontinent.

From its humble beginnings as a small and predominantly part-time force, the department has grown to a robust force of more than 140 full-time officers and another 60 part-time officers. Twenty-five civilian support staff also assist in keeping the day-to-day operations running smoothly. These employees serve our operators, employees, and riders with pride and professionalism every day.

2019 saw an expansion into technology that improved efficiency and increased safety and security across the transit system. From the introduction of a real-time camera system that is monitored daily to the deployment of body-worn cameras for all officers, we are seeing improvements that provide for greater protection and accountability for all.

In 2020, the COVID-19 pandemic presented unique challenges not seen before in modern American history. A decline in Metro Transit ridership did not mean a reduction in our service – in fact, it meant that we had a greater obligation to ensure that those essential workers who still needed transit experienced a safe and secure ride so that they could do the vital work at hospitals, stores, and other community services.

We also must recognize the very real impacts that widespread civil unrest has had upon law enforcement. We proactively took steps to evaluate our policies, training, and service and made changes based on community input. The cornerstone of my policing philosophy is based on the principles of 21st Century Policing with a focus on building community trust through a guardian mindset.

We pledge to serve with integrity and professionalism and I welcome and encourage you all to continue to provide valuable input that furthers our mission.

Take Care and Be Safe!

Respectfully,
Chief Eddie M. Frizell

"On Board, On Foot, On the Rails – We commit to work for the personal safety, quality of life, and protection of property for the stakeholders in our metropolitan community."



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PATROL DIVISION

WEST and EAST COMMAND

At the start of 2019, MTPD's Patrol division consisted of East Command led by Capt. Rick Grates and West Command led by Capt. Anthony Hines. In January, Chief John Harrington was appointed as Commissioner of Public Safety by Governor Tim Walz. Deputy Chief AJ Olson became Acting Chief until the search for a permanent Chief was completed. Chief Eddie M. Frizell was sworn in on Aug. 5, 2019.

East and West Commands provide comprehensive police services for Metro Transit employees, customers, and the Metropolitan Council. East Command's service area includes all of Ramsey, Washington, and Dakota counties; West Command serves all of Hennepin, Anoka, Carver, Scott, and Sherburne counties. Both Commands work with our law enforcement partners at the state, county, and local levels.

For the first nine months of 2019, the East and West Commands were each staffed with one captain, one lieutenant, six sergeants, and a designated complement of full-time officers who were supplemented by six daily part-time officer shifts.

In September 2019, the MTPD restructured the Patrol Division and brought both Commands under the leadership of Capt. Rick Grates. Three lieutenants were assigned to support the Division in the following areas: East Patrol, West Patrol, K9, and Special Events.

In 2019, officers rode more than 51,343 light rail trains and 11,648 buses. In March 2019, West Patrol added a Brooklyn Center Transit Center (BCTC) beat staffed with two full-time officers who work to bolster public safety in and around one of our busiest transit centers.

East Patrol continued to support Bus Rapid Transit (BRT) on the METRO A Line. MTPD officers rode 10,056 A Line buses and had contact with more than 79,000 customers.

On June 8, the METRO C Line began revenue service in West Patrol. MTPD began riding this new BRT line between downtown Minneapolis and

Brooklyn Center and took 2,688 rides, totaling more than 5,700 hours.

The Patrol Division added summer safety initiatives between April and October, that included putting additional officers on the METRO Blue and Green lines, creating beats at many of our busiest transit centers, and adding extra patrols throughout the transit system.

Both Patrols continued to support major events, including the St. Paul Winter Carnival, Red Bull Crashed Ice, numerous parades, festivals, and planned peaceful protests. Every year, the Patrol Division provides security for transit customers heading to the Minnesota State Fair, Minnesota Gophers football, MN United soccer, MN Vikings football, MN Twins baseball, and other special events in our service area.

The MTPD assisted over 823,000 customers heading to special events served by the METRO Blue and Green lines in 2019.

In 2019, the NCAA Men's Final Four Basketball Tournament was held at U.S. Bank Stadium April 4 - 8. Lt. Michael Johnson developed the MTPD's action plan for this event, having gained experience from the 2018 Super Bowl and other special events. Lt. Johnson retired from MTPD in December 2019 and will be remembered for his contributions to operations planning that have yielded no serious injuries or fatalities.

Our officers also attended numerous community outreach events and held our own National Night Out event at the busy 5th and Minnesota Street Transit Station in St. Paul.

2020 began with optimism as MTPD continued its growth. Planning began for directed patrol with special initiatives to increase safety and security on the system. In March, the entire world was affected by the coronavirus pandemic. MTPD began a robust effort to change deployment strategies in the interest of public health and safety. Officers were placed on a COVID-19 schedule that promoted social distancing and Personal Protective Equipment

guidelines. The schedule also provided redundancy to ensure adequate police service in the case of an outbreak within the organization.

During the pandemic, a large homeless encampment emerged on Metropolitan Council property. The MTPD Homeless Action Team (HAT) was able to successfully locate housing for these persons in a much safer environment.

The pandemic caused the cancellation of most summer special events. The Twins, Vikings, Gophers, United, etc., competed without in-person fans. In May, we were confronted with the tragic

killing of George Floyd in Minneapolis, which sparked a period of unprecedented civil unrest, rioting, looting, and property destruction. MTPD deployed to help restore public safety, protect our critical infrastructure, and most importantly provide a safe and secure environment for our employees and customers.

MTPD officers rode more than 114,070 buses and trains in 2020. They made more than 193,872 community contacts while conducting these rides. Officers did over 32,548 check-ins with Metro Transit operators along their routes and followed more than 13,658 buses to support customers.



Captain Rick Grates
West and East Command



INVESTIGATIVE DIVISION

In 2019, MTPD Investigations Division completed 1,864 investigations: 452 felony-level crimes, 143 gross misdemeanor-level crimes, and 1,061 misdemeanor-level crimes. The amount of cases routed to the Division increased by 69.6% over 2018. While this does not necessarily reflect an increase in overall crime, it does mean that each investigator had a significant increase in assigned cases.

The Investigations Division continued to exceed both state and national averages related to clearance rates (closed by arrest) and closure rates (closed by arrest or unfounded report). In 2019, 34% of the felony-level cases were closed by arrest (clearance rate) and 52% of the cases were closed

by arrest or unfounded report (closure rate). Overall the closure rate for all cases investigated was 42%.

Crime reduction and prevention remains a key performance indicator for the Investigations Division. Investigators used analytics to focus resources and assist the Patrol Division in deploying resources to specific locations and chronic offenders.



JUVENILE INVESTIGATIONS

The Juvenile Investigations Unit focuses on crimes committed by and against juveniles. They focus on outreach and diversion as part of an overall juvenile crime reduction strategy and partnerships with community organizations focusing on juveniles is a key component of this strategy.

CRASH RECONSTRUCTION UNIT

Crash reconstruction officers are equipped and trained to investigate, analyze data points, and draw conclusions about crashes involving Metro Transit vehicles, including buses, light rail, and Northstar. Reconstruction officers received hundreds of hours of training in collision analysis and the use of crash mapping hardware and software. Their training and experience allow them to conduct in-depth analysis of causation and contributing factors such as driver role, vehicle, roadway, and surrounding environmental factors. The unit completed a total of five reconstructions in 2019 and four in 2020.

PROPERTY ROOM

The MTPD property/evidence room functions with two full-time employees. They collect property and evidence, securely store these items, and release certain items back to their owners. In 2020, it received a total of 7,181 items. They destroyed 8,277 items, including videos that had met statute of limitations guidelines. A total of 204 items were donated, and 1,620 items were released, including videos released to local agencies and items that were transferred to the Bureau of Criminal Apprehension for processing. Five hundred and five items were released to their owners.

| PROPERTY ROOM ITEMS - 2020 | |
|----------------------------|-------|
| Received | 7,181 |
| Destroyed | 8,277 |
| Donated | 204 |
| Released to other agencies | 1,620 |
| Released to owners | 505 |

K9 UNIT

MTPD K9 unit has eight teams. The dogs are single purpose, explosive-detecting canines and all eight are Labradors. K9 teams go through a rigorous training and certification annually through USPCA Region 18. The teams regularly sweep transit facilities, respond to unattended packages or suspicious items, attend public demonstrations, community events, and assist other agencies with bomb threats or suspicious incidents.



The unit completed two public demonstrations, six bomb sweeps, nine community events, 23 Transit K9 calls for service, and completed 1,165 K9 checks of transit buildings, light rail platforms, buses, light rail trains, Northstar trains, and platforms. The unit worked a total of 1,205 incidents in 2020.

COMMUNITY SERVICE OFFICERS

One of the innovative ways the MTPD increases its officer diversity is the Community Service Officer (CSO) program, which recruits diverse college students who are working toward a degree in a law enforcement. The goal is to develop future police candidates by hiring law enforcement students and helping them gain valuable exposure to the real-world responsibilities of a Metro Transit police officer.

Every new CSO must successfully complete a three-day training program that includes an orientation, defensive tactics, basic report writing, radio communications, and an introduction to crisis intervention.

CSOs assist with fare inspections on the Northstar and BRT lines, transport evidence, do administrative work, prepare basic reports, and do traffic control during special events. CSOs also play an important role in the MTPD's community outreach efforts, serving on the Homeless Action Team, assisting with the Special Olympics Polar Plunge, Native American Community celebrations, and National Night Out activities.

The valuable experiences the CSOs gain will eventually help them develop into well-rounded future police officers. The MTPD closely monitors and evaluates the ongoing success of their CSOs. Those who are successful are offered full-time police officer positions and enter the next Metro Transit Police Recruit Academy.

FLEET

During 2019/20, MTPD Fleet Operations was responsible for 92 total units. These units include MTPD's police marked and unmarked squad cars, camera trailers, mobile lighting trailers, Accident Reconstitution Unit, Homeless Action Team buses, and a mobile surveillance tower.

MTPD's Business Technology Unit is responsible for the day-to-day operation of the fleet. Officer Pat McCabe oversees all MTPD's new vehicle construction, ordering, repairs, radio technology, and logistics. Officer McCabe works closely with the Metro Transit Radio and Non-Revenue shops to schedule vehicle maintenance and order new vehicles and equipment. CSOs support Fleet Operations by moving vehicles for repairs and dealer recalls. MTPD's Administrative Lieutenant provides budget analysis and approvals for purchasing fleet equipment and additional services.

NIBRS CRIME REPORTING GROUP A 2019/2020

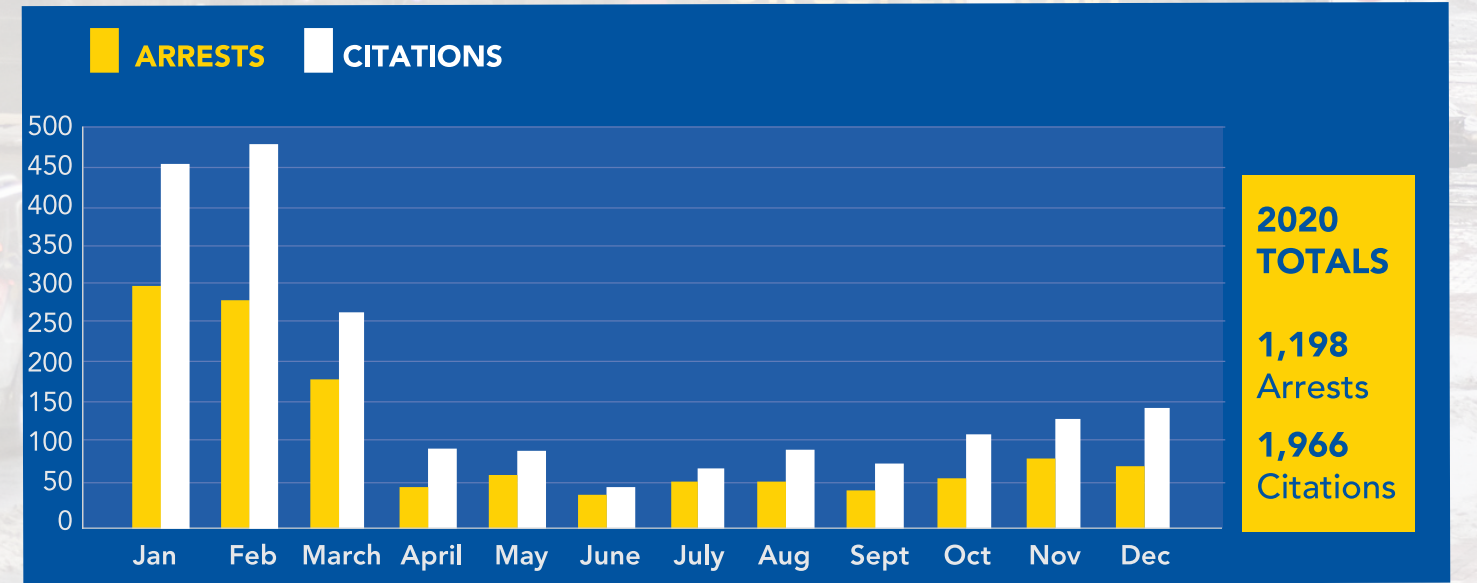
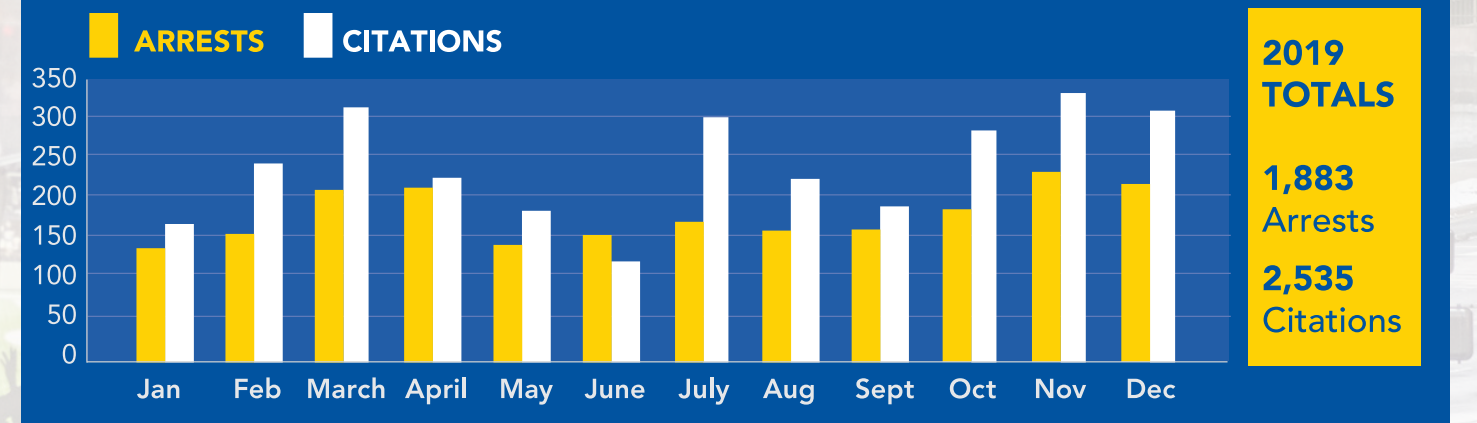
| | | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec | TOTALS |
|-------------------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Homicide | 2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rape | 2019 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | 2020 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Robbery | 2019 | 14 | 11 | 18 | 25 | 15 | 15 | 26 | 26 | 25 | 9 | 20 | 13 | 217 |
| | 2020 | 15 | 13 | 15 | 13 | 13 | 8 | 12 | 23 | 14 | 15 | 16 | 10 | 167 |
| Agg Assault | 2019 | 7 | 16 | 14 | 14 | 10 | 16 | 18 | 18 | 11 | 9 | 15 | 12 | 160 |
| | 2020 | 12 | 8 | 8 | 13 | 11 | 6 | 10 | 15 | 10 | 9 | 8 | 7 | 117 |
| Burglary | 2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| | 2020 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Theft | 2019 | 38 | 30 | 55 | 53 | 57 | 55 | 59 | 79 | 52 | 60 | 54 | 47 | 639 |
| | 2020 | 51 | 41 | 43 | 35 | 21 | 29 | 32 | 35 | 17 | 26 | 31 | 15 | 376 |
| Auto Theft | 2019 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 2 | 1 | 10 |
| | 2020 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | 10 |
| Arson | 2019 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 7 |
| | 2020 | 1 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 7 |
| Other Assault | 2019 | 60 | 56 | 67 | 60 | 73 | 69 | 70 | 49 | 69 | 62 | 66 | 56 | 757 |
| | 2020 | 75 | 61 | 58 | 43 | 43 | 35 | 45 | 40 | 28 | 45 | 52 | 46 | 571 |
| Forgery | 2019 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| | 2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Fraud | 2019 | 50 | 81 | 65 | 84 | 77 | 44 | 147 | 124 | 100 | 131 | 168 | 151 | 1222 |
| | 2020 | 207 | 222 | 103 | 1 | 2 | 0 | 0 | 0 | 2 | 3 | 4 | 0 | 544 |
| Stolen Property | 2019 | 2 | 1 | 0 | 2 | 0 | 5 | 3 | 1 | 3 | 2 | 1 | 3 | 23 |
| | 2020 | 2 | 2 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 0 | 0 | 2 | 11 |
| Vandalism | 2019 | 47 | 47 | 54 | 59 | 81 | 82 | 98 | 111 | 93 | 97 | 79 | 63 | 911 |
| | 2020 | 87 | 82 | 79 | 110 | 120 | 90 | 97 | 78 | 95 | 101 | 117 | 104 | 1160 |
| Weapons | 2019 | 3 | 8 | 4 | 7 | 10 | 10 | 11 | 4 | 11 | 10 | 5 | 13 | 960 |
| | 2020 | 9 | 7 | 8 | 5 | 2 | 3 | 4 | 3 | 4 | 3 | 6 | 5 | 59 |
| Prostitution | 2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | 2020 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other Sex | 2019 | 7 | 6 | 14 | 9 | 9 | 3 | 5 | 7 | 11 | 5 | 12 | 10 | 98 |
| | 2020 | 7 | 11 | 1 | 9 | 5 | 1 | 4 | 3 | 3 | 1 | 2 | 2 | 49 |
| Drug Equip. Violation | 2019 | 35 | 42 | 57 | 30 | 18 | 32 | 31 | 28 | 33 | 31 | 25 | 43 | 405 |
| | 2020 | 53 | 62 | 45 | 9 | 7 | 3 | 15 | 15 | 20 | 14 | 15 | 23 | 281 |
| Drug/Narcotic Violation | 2019 | 18 | 28 | 18 | 17 | 16 | 18 | 9 | 2 | 5 | 2 | 16 | 9 | 158 |
| | 2020 | 15 | 27 | 17 | 4 | 6 | 1 | 7 | 3 | 6 | 8 | 5 | 6 | 105 |
| Gambling | 2019 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 4 |
| | 2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTALS | 2019 | 284 | 327 | 368 | 361 | 367 | 351 | 480 | 449 | 416 | 422 | 465 | 423 | 4713 |
| | 2020 | 535 | 537 | 378 | 246 | 235 | 177 | 229 | 216 | 203 | 227 | 257 | 223 | 3465 |

FBR REPORT STATISTICS 2019/2020

| | Data Requests | Fare Evasion Reports | Tow Reports | Taser Use Reports | Use of Force Reports | Narcans Reports | Main Incident Reports | Supplemental Reports | Total Reports |
|-------------|---------------|----------------------|-------------|-------------------|----------------------|-----------------|-----------------------|----------------------|---------------|
| 2019 | 5,669 | 3,766 | 227 | 62 | 933 | 7 | 13,145 | 11,133 | 24,278 |
| 2020 | 4,345 | 1,411 | 153 | 48 | 901 | 19 | 9,165 | 10,129 | 26,171 |

NIBRS CRIME REPORTING GROUP B 2019/2020

| | | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec | TOTALS |
|---------------------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Family Offense | 2019 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | 2020 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 4 |
| DUI | 2019 | 6 | 6 | 5 | 1 | 4 | 0 | 4 | 4 | 7 | 3 | 3 | 5 | 48 |
| | 2020 | 3 | 0 | 5 | 1 | 1 | 1 | 0 | 2 | 0 | 3 | 2 | 4 | 22 |
| Liquor Laws | 2019 | 31 | 46 | 64 | 38 | 31 | 36 | 44 | 24 | 19 | 26 | 33 | 21 | 413 |
| | 2020 | 36 | 33 | 22 | 5 | 8 | 4 | 15 | 7 | 2 | 2 | 11 | 5 | 150 |
| Disorderly Conduct | 2019 | 47 | 54 | 80 | 63 | 49 | 50 | 63 | 50 | 68 | 51 | 54 | 56 | 685 |
| | 2020 | 88 | 78 | 55 | 26 | 28 | 20 | 43 | 37 | 22 | 29 | 35 | 34 | 495 |
| Curfew/Loit/Vagrancy | 2019 | 1 | 6 | 9 | 9 | 6 | 1 | 2 | 3 | 3 | 2 | 5 | 5 | 52 |
| | 2020 | 16 | 18 | 12 | 3 | 2 | 1 | 3 | 1 | 5 | 1 | 2 | 2 | 66 |
| Trespass of Real Property | 2019 | 62 | 74 | 101 | 94 | 54 | 39 | 65 | 44 | 40 | 83 | 123 | 114 | 893 |
| | 2020 | 164 | 239 | 125 | 41 | 42 | 10 | 18 | 19 | 14 | 18 | 51 | 56 | 797 |
| Kidnapping/Abduction | 2019 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | 2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| All Other Offenses | 2019 | 70 | 49 | 71 | 81 | 59 | 67 | 82 | 49 | 63 | 86 | 85 | 73 | 835 |
| | 2020 | 110 | 112 | 84 | 23 | 28 | 10 | 18 | 21 | 33 | 34 | 60 | 58 | 591 |
| TOTALS | 2019 | 217 | 235 | 331 | 286 | 204 | 193 | 260 | 174 | 200 | 251 | 303 | 274 | 2928 |
| | 2020 | 417 | 480 | 304 | 100 | 109 | 46 | 97 | 88 | 77 | 87 | 161 | 160 | 2126 |



ADMINISTRATION DIVISION

Lt. Joseph R. Dotseth was promoted to the Administrative and Support Services division in 2019-2020. During 2020, MTPD's operating budget grew to \$27.3 million. In addition to that budget, the Administrative Lieutenant manages the annual capital budget, used for expanding and preserving the department's systems. The Administrative Lieutenant also manages all federal and state grant awards, including Homeland Security initiatives. The Administrative Lieutenant works closely with the Business Technology and Asset Protection units to evaluate security contingency plans while analyzing threat and vulnerability assessments that include regional security audits.

The Support Services division includes the property and evidence unit, procurement, payroll, reception and office support staff. The property and evidence unit processes all physical evidence, working closely with the Investigations Unit. Procurement completes purchasing requests, training and travel requests along with supporting budget management. Payroll manages the bi-weekly payroll system along with supporting administration. Reception provides customer service and is the main contact for services at police headquarters. Office support staff provide assistance to the entire Support Services Division and includes project support, scheduling, and transit reporting.

RECORDS

The Records Unit reviews, interprets, and approves all police reports, ensuring they follow city, state, and federal guidelines. The unit validates all electronic (APS) and handwritten citations, verifying their accuracy and submittal to the correct city and court. The Records Unit also identifies errors, and provides documentation for citation dismissal, when required. With the stringent management of police records, the Records Unit can accurately provide data, reports, and documents to stakeholders, while adhering to the Minnesota Data Practices Act. Another responsibility is to manage physical access to police-controlled buildings, or to logistical data using the Criminal Justice Information Systems, using a database of more than 450 individual accounts.

Throughout 2020, the Records Unit remained on-site as essential employees, and was available to police officers, command staff, stakeholders, and

the public for assistance. In 2020 the Records Unit made major changes to its Records Management System in response to a federal requirement mandating that all Minnesota police agencies convert to the National Incident Based Reporting System (NIBRS) by Jan. 1, 2021. The Records Unit went through training, then working extended hours, was able to successfully develop NIBRS-compliant templates, update procedure documents, and provide officer training in advance of the Sept. 1, 2020, go-live date. NIBRS agencies have to maintain a less than 4% submission error rate; after three months, the Records Unit was able to exceed that requirement, maintaining a monthly submission error rate of 0%. Using NIBRS provides comprehensive details that are used for improved statistics to promote constructive discussion, measured planning, and informed policing for the future.

These statistics summarize the Record Unit's key 2020 accomplishments:

| | |
|---------------------------------------|---|
| 1,017 APS/Electronic Citations issued | 941 Handwritten Citations processed |
| 4,494 Report requests | 1,086 Trespass Notices entered |
| 1,818 Fare Evasion Warnings issued | 19,271 Main and Supplemental Reports approved |

BUSINESS TECHNOLOGY

The Business Technology Unit administers all police department software applications and technology hardware, including the systems behind police reports, videos, communications, Body-Worn Cameras, and personnel management. The unit also manages fleet, camera trailers, mobile devices, police radios, and cell phones. Business Technology is responsible for ensuring that the department meets local, state, and federal requirements for information security in accordance with the Criminal Justice Information System standards.

Research and Development also falls under Business Technology. These personnel manage department policy, analyze data, and compile crime statistics and mapping. With an eye toward data-driven policing, this civilian staff is crucial to implementing proactive crime reduction and efficient resource management.

Asset Protection is responsible for maintaining security cameras, providing employee identification cards and associated facility access, physical keys, door locks and security mechanisms, as well as working with planners as new buildings, transit stations, and BRT lines are developed.

In 2020, the Business Technology Unit undertook these projects:

Body-Worn Cameras: The introduction of body-worn cameras was an extensive project that required approval from the Metropolitan Council. Ground-up policy development, training modules, audit process, and system integration required collaboration among several Met Council and Metro Transit departments. MTPD deployed cameras to all sworn officers in September 2020.

Live-streaming cameras: Working with Rail Operations, the Business Technology Unit implemented cameras in light rail vehicles that provide real-time video footage. This system is used to continually monitor the safety and security of METRO Blue and Green line train cars.

Real-Time Information Center: Using live-streaming cameras on the light rail lines – both in car and on platforms – the Real Time Information Center (RTIC) can access more than 3,000 cameras at any time to assist police and Rail Operations. RTIC listens to the police radio and can access scene video live to provide information to responding officers. Staff proactively monitor the system and can contact dispatch to initiate a call for service as an event unfolds. Hours of operation expanded in 2020.

Policy review and development: MTPD policy analysts continued to research and update the policy manual to reflect the values of 21st century policing, including Use of Force, Critical Incidents, and Discipline.

New facilities and transit projects: Business Technology and Asset Protection staff assisted with completion of the new Mall of America Transit Station, the remodel of Brooklyn Center Transit Center, METRO Red Line transit stations and City Center Beat office and the continued progress on the METRO Gold Line, and METRO Green line extension.

Cell phones: To facilitate more secure communications and support the Body-Worn Camera system, MTPD issued cell phones to all sworn officers. The secure phones allow for in-the-field access to Metro Transit's app, allowing officers more time in the field.

Audits: Worked with other Metro Transit divisions to complete internal audits and data requests.

Applications: Launched employee engagement and early warning software, Mobile CAD app for Phones, and developed a secure application to access sensitive law enforcement data in the field.

Data Requests: Business Technology responds to public data requests. In 2020, the Unit answered 100 data requests.

Crime Analyst: A full-time Crime analyst was hired in 2020 to use database research techniques to gather, compile, and interpret data to identify trends. This data is used by command staff to proactively allocate police officers to pre-identified geographical locations to prevent crime.

INTERNAL AFFAIRS AND INSPECTION UNIT

MTPD is dedicated to ensuring the relationship between the department and community is built on trust and transparency. MTPD has a full-time Internal Affairs and Inspections Unit (IAU) that reports directly to the Chief of Police. IAU investigates complaints of misconduct and violations of department policy. Allegations of misconduct are taken seriously by IAU and each complaint is investigated while working directly with the Chief. During 2020, IAU was staffed by Sgt. Leonard A. Keyes, who investigated, tracked, and documented complaints. MTPD saw a decrease in documented complaints for 2020. IAU investigated 13 formal IA complaints and sustained 27 policy violations. Additionally, 103

informal complaints were resolved under the Chief's direction. IAU also conducts routine inspections of department functions. During 2020, IAU conducted audits including: part-time work schedules, employee performance, training compliance, property room, FTA compliance, and Brady/Giglio review. IAU also began working with MTPD's Project Manager, Leah Palmer, on incorporation of a formal discipline matrix into department practice. This matrix, along with an employee engagement program, will help MTPD identify an Early Warning System (EWS) for unwanted officer conduct. Additionally, employee engagement and EWS will help identify positive behavior while ensuring officer wellness and safety as a critical component of 21st century policing.



PROFESSIONAL STANDARDS AND TRAINING

Capt. Anthony Hines leads the Professional Standards and Training Unit. The unit delivers in-service training mandated by the State of Minnesota Peace Officers Standards and Training (POST) Board.

The unit consists of a Lieutenant (Erin Dietz), Sergeant (Jason Malland), and full-time Background/Cadre Officers (Richard Gizzi, Amy Keyes, Kelly Franco, Sidney Jones) and part-time Background Officers (Erika Hatle and Brandon Colvin).

As a group, the unit works together to coordinate hiring, backgrounds, training, and academy classes.

2020 was a challenge with working through hiring and trainings with the pandemic. The Training Division was able to get Police1 Academy in place for the sworn personnel in the department to help with providing online training for officers since most of the other training courses had been cancelled.

It was able to coordinate an in-service for the department while complying with protocols to prevent COVID-19 exposure.

It was also fortunate to be part of a virtual Field Training Class to train its Field Training Officers that were added to the FTO program. The Training Division also hosted a 10-week academy class and welcomed 15 new officers upon completion (Class 2020-1).

During the pandemic, the Training Division helped with the logistics portion of daily operations and preventative measures. This included sanitizing, ordering, and stocking PPE as well as getting soft uniforms for the department.

The Training Division was also part of the logistics operation during civil unrest. The Training Division worked on getting equipment and food supplies for the department to help support daily operations while maintaining COVID-19 protocols.

OFFICER WELLNESS

MTPD provides officer wellness and safety:

The MTPD offers its staff free Fit for Life programs. This consists of more than 30 types of programs to promote officer health and wellness.

MTPD has on-site gyms located at both its East and West Command buildings.

MTPD contracts with Sand Creek Employee Assistance Programs, which provides 24/7/365 support with mental health counseling services along with life coaching, medical advocacy, work life resources, personal assistants, and legal/financial services.

MTPD also uses the Sand Creek critical incident response team for stress debriefings for responding officers after every major critical incident.

MTPD has one of the only police Critical Incident Stress Management Teams in the country. Critical Incident team member also partner with employees from Metro Transit's light rail facility for incidents that occur on the rail system.

MTPD has its own Peer Support Team made up of fellow officers and administrative team members who offer support for officers and their families during personal and/or professional crises.

The MTPD Peer Support Team also has its own contracted police chaplain and posts signage to educate officers about suicide hotlines like Safe Call Now and Text BLUE 741741.

MTPD provides officers with an onsite professional who is a certified integrative nutrition health coach, fitness nutrition specialist, weight loss specialist, and functional fitness professional who creates individual plans to help officers choose healthy lifestyles and create lasting behavior changes.

MTPD fitness coaches post mental and physical health videos on their internal website. Video topics include cardio and core fitness workouts, restorative stretching, and healthy cooking.

Officers are trained multiple times each year on current defensive tactics standards and procedures, as well as officer safety.

Officers are required to wear body armor and seat belts.

Each squad car is equipped with a "go bag" that has extra medical supplies in case of a critical incident.

Each officer is required to carry a tourniquet on their person. Officers are trained annually on the use of tourniquets.

PEER SUPPORT TEAM



The Metro Transit Peer Support Team consists of 12 members who have been specialty trained to assist their peers with confidential counseling conversations. In 2019 and 2020, the

team had nearly 700 contacts with employees and peers and approximately 10% of the contacts also provided referrals for additional resources.

CRISIS INTERVENTION TEAM

The MTPD Critical Incident Stress Management (CISM) Team was created in conjunction with the Metro Transit Rail Control Center. This team of co-workers are trained to help serve their peers who have experienced a critical incident while on duty.

The team completes annual training together and coordinates debriefings through Sand Creek for their co-workers after a critical incident occurs. The team is trained to assist others in confidence and provide resources, if necessary.



COVID-19 PANDEMIC

The MTPD moved swiftly to address the COVID-19 pandemic before its full effects struck the metro area in March of 2020. Even ahead of any order from the governor, MTPD command staff quickly gathered to form an incident response strategy based on the latest research from the U.S. Centers for Disease Control and Prevention. Because the pandemic virus was highly contagious, COVID-19 building access requirements were immediately put in place, including taking temperatures and confirming staff were asymptomatic at the beginning of their shifts. All officers were moved into a separate three-shift scheduling model that resulted in longer working days, but also longer periods of time off between shifts to minimize cross-contamination within the department. They were also limited to one officer squad cars and masks were required during all interactions with each other and members of the public. The department assembled pocket-sized PPE kits filled with masks, gloves, and hand sanitizer. The PPE kits were stocked in every vehicle and available in each garage. State-of-the-art Clorox electrostatic sprayers were purchased and used to deep clean all vehicles and common areas between staff rotations.

MTPD also maximized technology by conducting pre-shift roll calls virtually, recording instructional videos on proper PPE usage, and using live-streaming for daily command staff and all-staff addresses from Chief Frizell. As the pandemic response has leveled off, MTPD continues to leverage technology to conduct regular meetings and share information among department members.

Throughout the pandemic, the health and wellness of his staff was the primary concern for Chief Frizell. While the focus of the pandemic itself was on protecting physical health from the virus, the department also provided resources aimed at mental health and physical wellbeing through nutrition and exercise. In addition to the Council's employee assistance program, MTPD also has a peer support team and a wellness coordinator available to all staff. These 21st Century Policing models remain in place today and have become another best practice standard that the MTPD will carry into the future.



CIVIL UNREST

On May 25, 2020, the Minneapolis Police Department responded to a call for service at a business on 38th Street East and Chicago Avenue South where four Minneapolis Police officers arrested George Floyd. As bystanders recorded the events on video, Mr. Floyd was held down by the officers, lost consciousness, and died. The video of the arrest and death of George Floyd sparked worldwide outrage. Demonstrations and violence erupted throughout the City of Minneapolis and many buildings were burned, looted, or destroyed including the Minneapolis Police 3rd Precinct station.

In an unprecedented response to the increasing demonstrations and violence, Metro Transit suspended all bus and rail service, and MTPD moved quickly to implement a plan to protect the employees, property, and assets of Metro Transit. One of the key components of the MTPD plan was to assign six response teams to protect transit critical infrastructures such as dispatch, garages, and repair and maintenance facilities. The six response teams, each lead by a sergeant with six to 10 officers per team, were deployed based on real-time information and intelligence.

The aftermath of George Floyd's homicide also meant changes to the COVID-19 plan when officers needed to relocate people without homes who were encamped along the METRO Blue Line and became endangered due to the fires and smoke caused by the violent demonstrations. The department's Homeless Action Team (HAT) worked with state and local leaders to move the encampment occupants into hotel rooms. After ensuring all the unsheltered living in the encampment were safely moved, the HAT team worked with their community partners to transition many of the unsheltered into permanent housing.

George Floyd's death also triggered an enormous public outcry for police reform. Police departments nationwide began examining their internal policies and procedures relating to officer training and their use-of-force accountability. In response, Chief Frizell ordered a comprehensive internal performance review of every MTPD division, along with an evaluation of all policies and procedures to ensure they are aligned with national best police practices. However, like any great organization, the MTPD stands ready to adapt and evolve as Chief Frizell and his command staff move the MTPD forward into the future of 21st Century Policing.



COMMUNITY OUTREACH AND ENGAGEMENT

2019: 104 Community events attended
2020: 10 Community events attended
 (reduction due to COVID-19 protocols)

The MTPD outreach team attends numerous community events, conferences, and job fairs every year. The team collaborates with metro area schools, other police departments, and their community partners to coordinate and plan special events where youth and the police can connect in a non-enforcement environment. Here are a few of the events MTPD sponsors or attends throughout the year:

Event tables: Rondo Days, Cinco de Mayo, Saints baseball games, National Night out, American Heart Association Heart Walk.

Community events: Street Harassment Campaign, Century College Mock Interviews, Minnesota Vikings youth flag football, Minnesota Zoo Halloween night, Ain Dah Yung open house, American Indian Wellness fair.

HOMELESS ACTION TEAM (HAT)

2019
86
 Vouchers Issued
159
 People Housed

2020
112
 Vouchers Issued
134
 People Housed

There was an encampment at 28th and Hiawatha (SABO) 67 tents, 100 plus people. When the civil unrest started, HAT was able to get everyone out and into a safe housing solution. No one was forced, all went on their own.

SHOP WITH A COP

Due to the pandemic, officers received shopping lists, purchased gifts and distributed them to nine families including 18 children.

TRANSIT RESPONSE UNIT

The Transit Response Unit (TRU) works to identify hot spots and high crime areas. The unit then uses CompStat and calls for service data to identify the source of the problem and any habitual offenders. The team then patrols these areas during peak hours and increases enforcement efforts.

TRU also provides directed high-visibility patrols in known hot spots to provide an enhanced feeling of rider safety. The team attends dozens of local community events, has participated in several food distribution events and also worked to distribute masks to bus and train customers during the COVID-19 pandemic.

The team is supervised by Sgt. Tim Lawrence and includes eight total officers.

MAD DADS

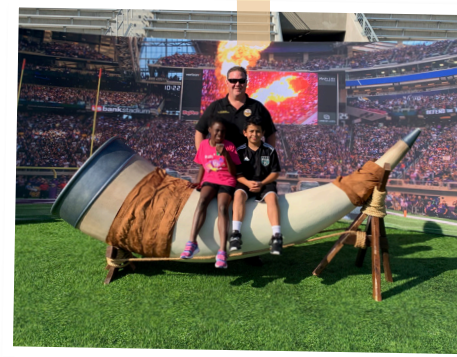
Men Against Destruction, Defending Against Drugs and Social Disorder (MAD DADS) is a national organization that started from the deep pain that minority communities face every day. Metro Transit began its relationship with the Minneapolis Chapter of MAD DADS in 2014. MTPD deploys MAD DADS to high crime or customer complaint areas where the MAD DADS intervene and resolve situations without police presence; this decreases negative citizen and police contacts for minor disruptive behaviors. This tactic has produced very successful results.

AMBASSADORS

Hallie Q. Brown Community Ambassadors: Metro Transit began using these St. Paul Community Ambassadors in 2014 to engage St. Paul youth with positive outreach and opportunities such as job searches, getting back into school, and mental health referrals. This partnership illustrates the importance of cross-sector collaboration, and the value of building authentic relationships with young people.



MTPD officers
 attended
104
 community events
 in 2019



2019/2020 HIGHLIGHTS

FINAL FOUR

NCAA Men's Basketball Final Four took place April 4-8, 2019, including multiple days of events in and around the Minneapolis/St. Paul downtown areas that culminated in the championship game on April 8. An estimated 100,000 fans visited for the event.



MTPD with the assistance of the Department of Homeland Security VIPR teams, Minneapolis Police, Minneapolis/St. Paul Airport Police, and other local agencies provided security for fans arriving and attending Final Four events.

BODY WORN CAMERAS

In September 2020, MTPD launched its new Body-Worn Camera (BWC) program. After extensive research, the department chose the Axon Body 3 BWC system. Body-worn cameras have a proven record of increasing police transparency and accountability. MTPD understands that in many communities there is a lack of trust and confidence in law enforcement. Therefore, Chief Eddie Frizell made researching, purchasing and implementing BWCs one of his top priorities. Components of MTPD's new BWC launch:

- 250 new Axon Body 3 cameras
- CAD integration into MTPD's dispatch and reporting systems
- Audit team established to ensure officer compliance
- 5-year contract with Axon for ongoing support
- Axion/Taser assurance program will replace all cameras and docks at the 2 1/2- year mark at no additional cost to the department
- Unlimited storage for BWC and captured data

NEW HEADQUARTERS BUILDING

In 2016, Metro Transit Police Department received funding approval for a new police headquarters (HQ) building. After months of planning, a decision was made to build the new facility on the Heywood campus. Construction started in 2017, continued through all of 2018, and was completed in June 2019.

In advance of moving into the new building, Metro Transit Police Department created a HQ Transition Committee. This committee was made up of 15 members from a cross-section of the department to include administration, civilian staff, full-time officer supervisors, full-time officers, and part-time officers. This team's goal was to ensure a smooth move into the new building.

The department completed a move into its new location June 21-23, 2019. Metro Transit Facility employee Terri Hollingsworth, Metro Transit IT department, the HQ Transition Committee and a moving company orchestrated the move. Included in this move were all Metro Transit police employees, their equipment and supplies, squad cars, police records, investigative files, and 55,000 items stored inside the property and evidence room.

On July 20, 2019, the department celebrated the new police facility with a community-based Open House, which included tours of the building as well as internal exhibitors and employee recruitment tables.

The new HQ includes more office space and meeting rooms, improved technology for virtual meetings, larger officer locker rooms, increased sunlight throughout the building, and rooftop solar panels for an environmentally-friendly source of energy.

MTPD thanks Stan Owens, Molly Ellis and Lisa Kline from Metro Transit Engineering & Facilities who worked relentlessly during the three-year construction to ensure the new HQ project became a reality.



REAL-TIME INFORMATION CENTER

The Metro Transit Police Department created a Real-Time Information Center (RTIC) in 2020.

The RTIC is located within the department's West Command building. Highly trained police employees are assigned to monitor the 10,000 closed caption television cameras on commuter trains and buses, and in shelters, transit centers, and transit employee buildings. In addition, MTPD has eight camera trailers that can be placed in strategic locations based on emerging crime data and customer complaints. The RTIC has the capability to live-stream camera information from almost every location including on moving light rail trains.

The RTIC team proactively monitors the cameras for suspicious activity and crimes in progress. They also listen to police radio channels so they can instantly access cameras where patrol officers are heading. This allows the RTIC team to pass along real-time information to responding officers confirming the alleged criminal activity is continuing and provide descriptions of suspects. Once the scene is under control, the RTIC team can look back at recorded

video to confirm the officers have all the evidence needed to build their criminal case and are charging the correct suspects. The RTIC also supports the Investigations unit by reviewing video of incidents which increases their efficiency and allows the unit to make rapid decisions on filing criminal charges.

The RTIC allows one operator to view numerous cameras at different locations. Having the RTIC "virtually" clear calls for service gives Patrol an advantage by not requiring them to drive to faraway facilities if no crime is in progress.

The RTIC leverages the use of CCTV cameras to allow the MTPD command staff to more efficiently deploy their physical resources. For example: during sporting events and other large gatherings, the RTIC can be used to monitor cameras for suspicious activity to help detect and deter those who intend to do harm to others.

The RTIC is in constant communication with MTPD officers, MTPD dispatch, rail and bus dispatchers and other agencies to ensure that public safety is maintained for transit customers and employees.



HONORS & COMMENDATIONS

2018 AWARDS (presented in 2019)

Certificate of Appreciation

| | | |
|----------------------|----------------------------|-------------------|
| Sgt. Michael Leubner | Sgt. Dave Lund | Andrew Carlson |
| Brandon Crosbie | Tenzin Dongag | Cleven Duncan |
| Scott Ericksen | Daniel Hughes | Marc J. Johnson |
| Panhia Lor | Emmanuel Martinez-Cruz (2) | Christopher Miles |
| Josh Moberg | Sam Scheeler | Lindsey Selby |
| Kham Vang (2) | Matthew Wilkinson | Txu Yang (2) |

Medal of Commendation

| | |
|-----------------|-------------|
| Abdisamad Ahmed | Dustin Engh |
|-----------------|-------------|

Medal of Merit

| | |
|-------------------|------------------|
| Christopher Miles | Mohamed Muhidine |
| Aubrey Olson | Brett Schuck |

Chief's Award of Merit

Beverly N. Cayetano

Life Saving Award

Sgt. Leonard Keyes

Timothy Bowe Memorial Award

Chad Loeffler

Full Time Officers of the Year

Michael Affeldt
Joseph Carchedi

Supervisor of the Year

Lt. Mike Johnson



Affeldt & Carchedi



Frank Hintz

OFFICERS OF THE YEAR

2018 Officer Michael Affeldt
Officer Joseph Carchedi

2019 Officer Frank D. Hintz

Awarded to full-time officers for outstanding individual performance and dedicated commitment to professional law enforcement.

2019 AWARDS (presented in 2020)

Civilian Award of Merit

| | | |
|------------------|-------------------------|------------------------|
| David Palm | Marcus Allen | Thomas Richard Schultz |
| Lynnaia Jacobsen | Mary Lagarde | Brian Joyce |
| Carol LaFleur | Elaine Warren | Kristie Johnson |
| David Orth | Hadiyyah Tuillah Gbadoe | |

Civilian Award of Commendation

Tyson Wigley

Unit Citation

| | | |
|-----------------------|--------------------------|--------------------|
| HOMELESS ACTION TEAM | Lt Mario Ruberto | Sgt. Brooke Blakey |
| Sgt. Timothy Lawrence | Tommy Eam | Brett Schuck |
| Katherine Spear | Christopher Miles | Kadra Mohamed |
| Beverly Rodriguez | CSO Chiking Chazonkhueze | CSO Adam Fiddler |
| CSO Nicolle Sparks | Carol LaFleur | Valerie Quarles |

Medal of Commendation

| | |
|-----------|-------------|
| Tommy Eam | Sarah Baker |
|-----------|-------------|

Medal of Merit

| | | |
|----------------|------------------|-----------------------|
| Aubrey Olson | James Menter | Josephat Onuoha |
| Peter Eshenaur | Sgt. Salah Ahmed | Steven Schoephoerster |

Chief's Award of Merit

| | | |
|-------------|------------|-----------------|
| Lindsey Moe | Debra Cole | Heather Coulter |
|-------------|------------|-----------------|

Life Saving Award

Sgt. Bret Fraser
Josh Moberg

Timothy Bowe Memorial Award

Sithyvon Chau

Full Time Officer of the Year

Frank Hintz

Supervisor of the Year

Sgt. Jason Malland

Top Gun Award

Cody Pehrson

Golden Stork Award

Christopher Miles

2019 RETIREMENTS



2019 PROMOTIONS

Lt. Richard Raymond Sgt. David Lund
 Sgt. Jonathan Beecham Dana Jabs Manager, Business Systems 1
 Sgt. Richard Jensen

2020 RETIREMENTS



2020 PROMOTIONS

Lt. Erin Dietz Lt. Lori Ammend
 Lt. Joseph Dotseth Elaine Warren Program Technical Specialist



GRADUATES

2019

Sarah Baker
 Lisa Bistodeau
 Sarah Boltz
 Alexis Junker
 Tyler Lo
 Hela Maurer
 Toua Vang
 Brett Volkmann
 Alexandra Wagner

2020

Qadar Ahmed
 Yahye Ahmed
 Kevin Bellenger
 Cody Brotherton
 Chiking Chazonkhueze
 Maria Czech
 Adam Fiddler
 Brandon Hollman
 Shane Lucas
 Bryan Rosas
 Brandon Samson
 Jacob Schulte
 Shawn Tubbs
 Ger Vang
 Cody Walton

MISSION STATEMENT

Safeguarding the transit community with integrity and professionalism while building trust through community partnerships.

MOTTO

Guardians of Trust and Accountability

CORE VALUES

Integrity through just ways

We work with the transit community to develop policies and procedures that increase safety and security, and give the community a voice before, during, and after police encounters.

Technology driven

We use technology to implement best police practices that reflect the community's vision and values, to build trust and transparency, and develop community engagement initiatives.

Community partnerships

We support strategies that reinforce community engagement, using collaborative approaches to plan and implement our response to potentially volatile situations within our communities.

Training and education

We promote education and training that meets our community's expectations of de-escalation, crisis intervention, and more peaceful outcomes.

Wellness and safety

We provide a wide variety of mental and physical health initiatives throughout our organization, to support officer wellness and safety, which is vital to their well-being, the strength of their families, and the health of our communities.

