

Public Safety Briefing

Chief Ban-Tien

September 9, 2025

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MPD Mission

- The safety and security of our riders, employees, and the community remain METRO's highest priority. The METRO Police Department (MPD) maintains a strong presence across our system, with officers deployed in both uniform and plain clothes on buses, trains, at transit centers, and at bus stops.
- Our mission: Keep Houston's transit system **safe, clean, reliable and accessible** for all riders.
- We emphasize **community trust, visibility,**



Agenda

- Areas of Responsibility
- Growth & Decentralization
- Leveraging Partnerships
- Highlighting MPD Initiatives
- Successes & Future Plans
- Questions/Comments

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Areas of Responsibility

Service Area



1300+ square miles



Four Counties



Fourteen Cities

Services / Facilities

▶ Bus

- Local Bus and Park & Ride Services
 - 700 (daily deployed)
- METRORapid
- Bus Operating Facilities
 - (BOFs) – 5
- Transit Centers/Garages - 14
- Park & Ride – 28
- Administration Building
- Midday Lot
- Stop/Shelters
 - Approx. 9,000
- Curb to Curb Shuttle Service
- Vanpool Service

▶ Rail

- Rail Operating Centers - 3
- Platforms – 41

▶ HOV / HOT

- Lanes – 4

▶ Paratransit

- METROLift

▶ Microtransit

- Community Connector

▶ Service Facilities

- Field Service, Central Supply

▶ Ridership

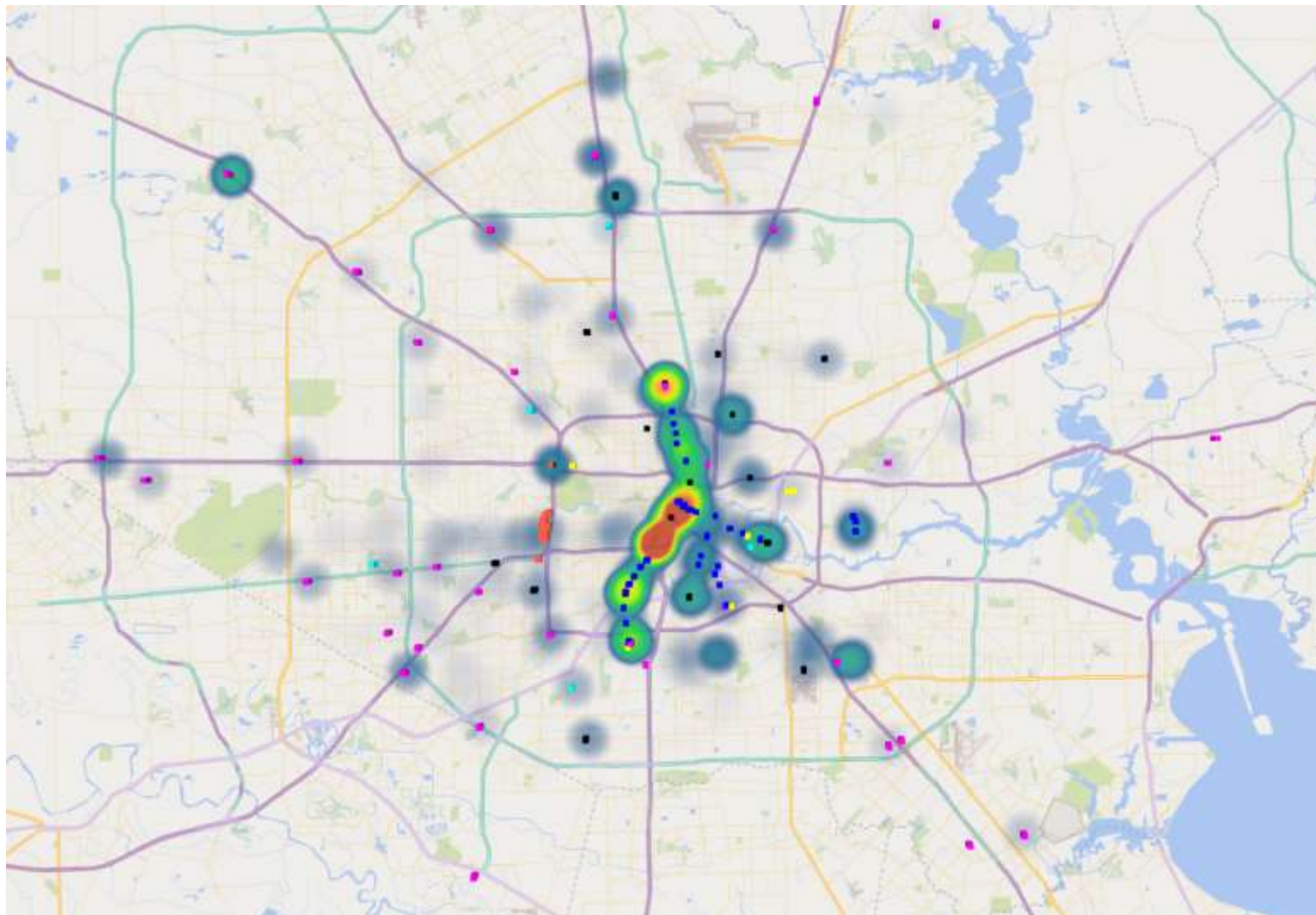
- Est. Annual – 95 Million

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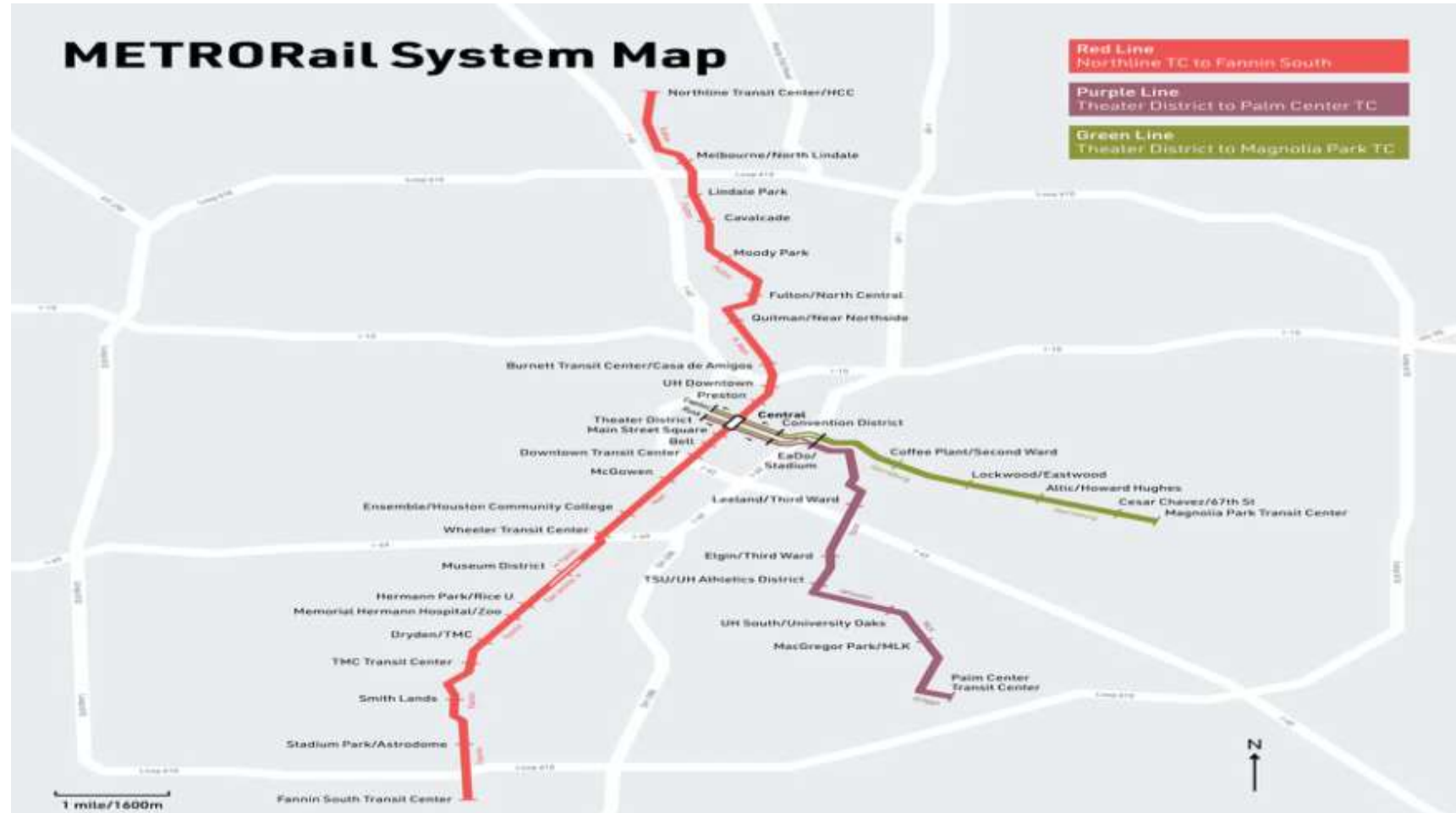


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Areas of Responsibility



Areas of Responsibility



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Growth & Decentralization

- MPD reached full staffing earlier this year, a major milestone.
- Satellite substations now expand our visibility and improve response times.
- Our jurisdiction spans 1,300 square miles, so decentralization ensures faster, more responsive coverage in areas that need more attention.

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Leveraging Partnerships

- MPD works closely with HPD, Harris County Sheriff's Office, and federal partners to ensure rapid response and coordinated safety.
- Partnerships with Veterans Affairs, social services, and mental health providers extend our reach beyond enforcement.
- These collaborations have turned enforcement moments into opportunities for rehabilitation and support.

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Highlighting MPD Initiatives

- **Morning Operations:** Proactive morning outreach to keep platforms and vehicles clear, safe, and welcoming.
- **Platform Presence:** Visible operations with officers and K9s to deter crime and reassure riders.
- **CARE Unit:** Six clinicians plus officers addressing homelessness and mental health with compassion, not just enforcement.
 - Averages 200 contacts per week, connecting people to shelters, medical care, and veteran benefits.
 - Represents MPD's shift toward community-based policing and problem-solving.
- **Community Engagement:** Youth outreach, ride-alongs, and partnerships with schools and local organizations to strengthen public trust.



Successes & Future Plans

- Achieved full staffing and strengthened security through satellite substations.
- Preparing for FIFA World Cup 2026, ensuring Houston's transit system is secure for global visitors.
- Continued focus on training, technology, and transparency to meet Houston's evolving needs.

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Questions/Comments



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