

**NATIONAL BEST PRACTICES IN  
PUBLIC SAFETY  
&  
FARE ENFORCEMENT**

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**Senate Judiciary and Public Safety  
Finance and Policy Committee**

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National  
Academy of  
Sciences/  
Transportation  
Research Board

- “Use a customer-oriented enforcement to fare payment rather than a traditional policing approach,
- “Implement an agency-administered adjudication process,  
[i.e., not courts]
- “Create a focused fare inspection team with non-sworn officers”

**Nationally endorsed, peer-reviewed  
research**

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**Learning From  
Rider Security and Service Programs  
in U.S. Transit Systems**

**Transportation Research Board 2021 Annual Meeting**

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Peer agencies  
use  
non-sworn,  
unarmed,  
officers and/or  
other staff

- **Example agencies deploying staff other than police**

Boston	MBTA
Buffalo, NY	NFTA
Dallas	DART
Denver	RTD
Los Angeles	LA MTA
Philadelphia	SEPTA
Portland	Tri-Met
San Diego	MTS
San Francisco	BART
San Francisco	MUNI
Seattle	Sound Transit
Seattle	King County Metro
Snohomish County, WA	Community Transit

- **Most of these places**

- treat fare nonpayment as a petty misdemeanor or equivalent
- issue civil/administrative citations.

- **Units work closely *with* police.**

- **Units increase public safety**, whether or not that is part of the formal job description.

# Interviews

- **National interviews**

- Steve Tucker, Deputy Director, Public Safety  
Sound Transit (Seattle)
- Ed Alvarez, Chief of Police  
Bay Area Rapid Transit (San Francisco)
- Kimberly Burrus, Chief Security Officer  
San Francisco Municipal Transit Authority (“MUNI”)
- Dallas Area Rapid Transit
- Jeff Heinrich, Block by Block  
Contractor to Massachusetts Bay Transportation Authority  
(Boston)

- **Local interviews**

- Joe Spencer, President, St. Paul Downtown Alliance
- Steve Cramer, President & CEO  
Minneapolis Downtown Improvement District
- Shane Zahn, Director of Safety Initiatives  
Minneapolis DID

## Lessons

- **Adding non-police staff lets police focus on policing**
- **Non-sworn staff**
  - **Act as presence and force multipliers**
  - **Deter and reduce crime**
    - through presence
    - through actively creating a positive culture
  - *Reduce* calls to police for many purposes, and *increase* calls to police for actual police needs

## Lessons from Minneapolis + Saint Paul

- **Echo lessons from other regions**
- **Put people in uniform**
  - Makes them visible, provides a sense of security for customers.
  - Presence is a strong crime deterrent.

Thank you

East Metro Strong is carrying out this research and sharing results as part of our commitment to informing discussions about how to create and maintain a safe, comfortable, welcoming experience for all Minnesotans and visitors using transit.