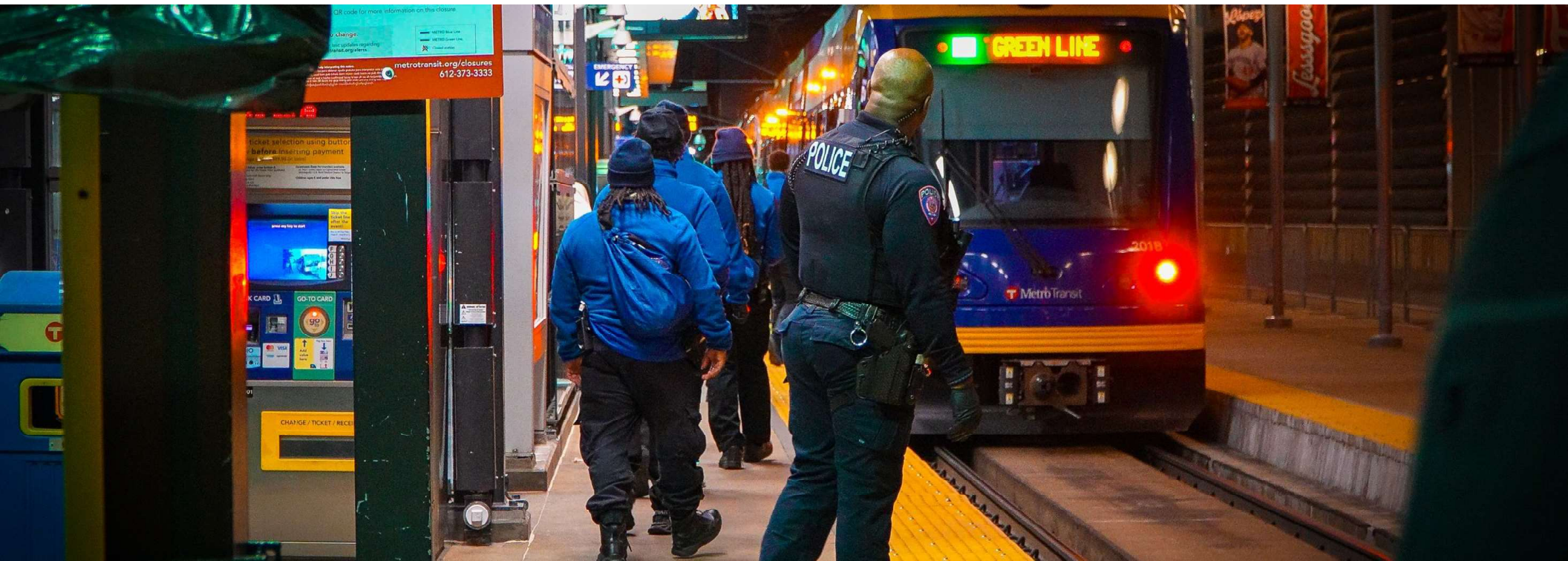




Transit Safety & Rider Experience Legislative Report

Jillian Linnell | Chief of Staff



Transit Safety & Rider Experience Report Overview

- MN Statutes, Section 473.4077
- Annual report to the Legislature on February 15
- Required Elements:
 - Overview of Safety Issues & Actions
 - Rider Code of Conduct
 - Transit Rider Investment Program (TRIP)
 - Administrative Citations
 - Fare Compliance Inspections & Citations
 - Crime Rates
 - MTPD & TRIP Staffing
 - Program Impacts
 - Recommendations



Safety & Security Action Plan



43 Action Items in 3 Areas of Work

Improving Conditions on the System 🤝 Training & Supporting Employees 🤝 Engaging Customers & Partners

More information: www.metrotransit.org/public-safety

Rider Experience

- Rider Code of Conduct
 - Adopted by the Council on December 13, 2023
 - Allows authorized transit representative to order a person to depart transit property for violations
- Light Rail Paid Fare Zones
 - MN Statutes, Section 473.4065 subd 3
 - Implementation complete
- Cleaning and Repair Standards
 - MN Statutes, Section 473.412
 - Annual report submitted September 2024

YOUR ROLE AS A RIDER

REQUIRED:	
• Pay your fare • Wear shirts, bottoms, shoes • One fare = one seat	• Drinks must be covered • Animals must be in a carrier (exception: service animals)

NOT ALLOWED:	ILLEGAL:
• Sexual or discriminatory harassment • Phone calls or music played on speaker • Soliciting/gambling/pa/handling/loitering • Flammable or other hazardous items • Large items that block the aisle • Riding bikes/skating/skateboarding • Vulgar language • Eating	• Interfering with operator/movement of vehicle (includes holding doors) • Disorderly conduct • Smoking/vaping or illegal drug use • Sexual assault • Vandalizing or littering • Threatening or spitting on others • Drinking alcohol • Pooping or peeing • Walking on tracks/trespassing



Scan for more on our Code of Conduct.

Violators can be removed from transit property. Actions may result in added penalties.







Growing Layers of Official Presence

- Metro Transit users have told us that having a strong official presence is key to providing a consistently safe and welcoming experience on transit.



Metro Transit Police Officers



Community Service Officers



**Transit Rider Investment Program
(TRIP) Agents**



Supplemental Security



**Transit Service Intervention Project
(TSIP) Partners**

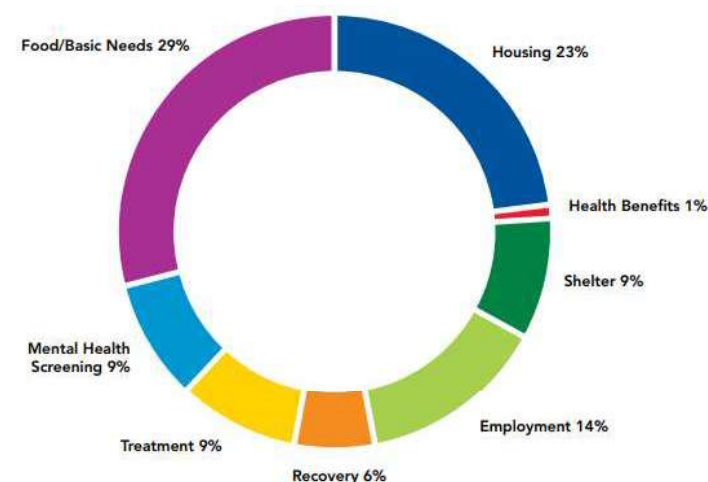


Connecting People • Strengthening Communities • Improving Lives

Transit Service Intervention Project (TSIP)

- Overview
 - Established by the MN legislature in 2023, as a one-year pilot 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”
 - 10 organizations to provide intervention services and outreach
- TSIP Impact: 15,000+ total contacts, 7,000+ referrals
- Project Pilot Completion and Evaluation
 - TSIP outreach focus groups and interviews, rider survey
- TSIP Transition Plan
 - Integrated into TRIP for on-going coordination with community-based organizations for intervention services

Breakdown of referrals by TSIP partner organizations by referral type



Supplemental Security

- Metro Transit has contracted supplemental security officers at transit facilities with the most calls for service and complaints from customers and employees
- Locations include:
 - Lake Street/Midtown Station
 - Franklin Avenue Station
 - I-35W & Lake Street Station
 - Chicago-Lake Transit Center
 - Brooklyn Center Transit Center
 - Uptown Transit Station
 - MSP Airport Terminals 1 and 2
 - Central Station



Transit Rider Investment Program (TRIP)

- Established under MN Statutes, Section 473.4075
- TRIP Agent responsibilities include fare inspection, assisting riders, upholding rules for riding
- Launched in February 2024, on the METRO Blue and Green light rail lines
- 59 TRIP Agents (staff + contracted) as of December 31, 2024
 - 70 agents as of March 2025; budget for 100
- Focused on off-board payment lines (LRT, BRT)



Metro Transit Police Department

- Whole community approach to public safety
- Policing as a service
- Empowering workforce through professional development and career opportunities

Police and Community Service Officer Staffing		
Position	2024 Headcount	2024 Budget
Full-time Police Officers	109	171
Part-time Police Officers	26	80
Community Service Officers (CSOs) - part-time	16	70
MTPD Administrative Staff	32	40

Fare Compliance Inspections

- Fare inspections transitioned from MTPD officers and CSOs to TRIP Agents
- Fare inspections have increased four-fold since 2022

Year	2022	2023	2024
Regular service fare inspections	131,473	215,714	549,956
Ridership (LRT, BTR, CR)	15,691,248	22,095,746	23,800,472
Fare inspections / Ridership	0.8%	1.0%	2.3%

Fare Citations and Crime Rates

Year	2022	2023	2024
Subtotal Criminal Citations	694	453	0
Subtotal Administrative Citations	n/a	400	1,871
Total All Fare Compliance Citations	694	853	1,871

Total fare citations up **2.5 times** since 2022

Year	2022	2023	2024
Total Crimes	5,960	7,886	7,402

Reported crime **–6% in 2024** compared to 2023

Program Impacts & Recommendations

- Continuing to actively collect data and evaluate the progress of these initiatives.
- Metro Transit continues to solicit and track input from employees, customers, and other stakeholders to identify opportunities for improvement.
- Still early in the implementation of these programs to assess the effect on fare compliance and customer experience.



