

February 2025

# Transit Safety and Rider Experience Report



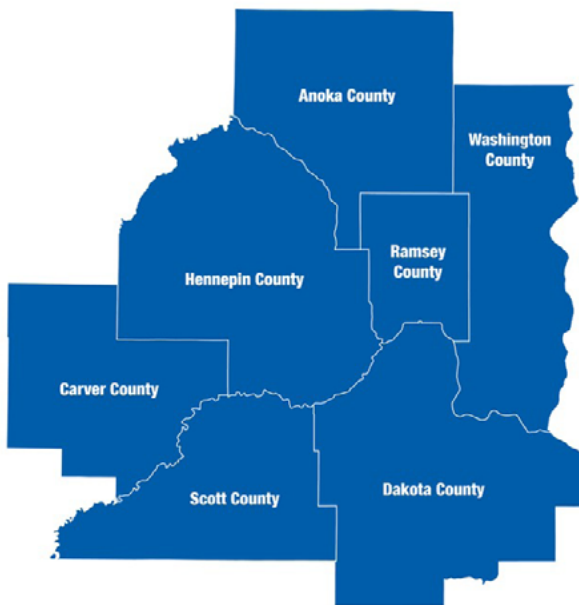
# Transit Safety and Rider Experience: A Report to the Minnesota Legislature

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## About this report

The report on Transit Safety and Rider Experience is submitted annually to the Minnesota Legislature to satisfy the requirements of [Minnesota Statutes, Section 473.4077](#) which requires the Metropolitan Council (the Council) to provide an annual report by February 15 each year on transit safety and rider experience to the chairs and ranking minority members of the legislative committees with jurisdiction over transportation policy and finance. The statute identifies specific components that must be included in this report. Those requirements are noted within the report.

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## Overview of Transit Safety Issues and Actions: Metro Transit's Safety & Security Action Plan

*Legislative requirement: Provide an overview of transit safety issues and actions taken by the Council to improve safety, including improvements made to equipment and infrastructure.*

At the Metropolitan Council and Metro Transit, we are committed to providing a safe and welcoming experience for all our customers and our employees. Every weekday, residents and visitors in our region take more than 140,000 trips on bus and rail transit lines, provided by approximately 3,000 transit employees. Riders and employees know the value public transit provides – access to jobs, school, shopping, appointments, or a visit with family or friends across town. They also see the daily challenges our transit system faces – facilities and vehicles that are dirty or damaged and a rise in problematic behavior from fellow riders, like disrespectful language or harassment, noise, smoking, or drinking. These factors can make riding transit feel uncomfortable or even unsafe.

The Council and Metro Transit are committed to addressing these challenges and providing residents of the region and our employees with the safe, clean, comfortable transit service they want and deserve.



To accomplish this, the Metropolitan Council endorsed Metro Transit's Safety & Security Action Plan in June 2022. The Safety & Security Action Plan summarizes the steps Metro Transit is taking to improve public safety on transit. Details of the plan and progress reports are available online at [metrotransit.org/public-safety](https://metrotransit.org/public-safety).

The plan is regularly updated and identifies over 40 actions that build on Metro Transit's work to improve public safety on transit. The plan is organized around three areas of work:

### **Area of Work 1: Improving conditions on the system**

The "improving conditions on the system" area of work includes action items designed to improve the experience of customers and employees when on the Metro Transit system. This includes improvements to infrastructure and equipment.

Example actions:

- Expanding layers of official presence on the system to deter and more quickly respond to problematic behavior. Official presence includes:
  - Metro Transit Police Department (MTPD) officers, including the Homeless Action Team (HAT)
  - MTPD Community Service Officers (CSOs)
  - Transit Rider Investment Program (TRIP) personnel
  - Contracted supplemental security officers
  - Partnerships with community-based organizations
- Increased cleaning, repairs, and enhancements at the stations with the highest volume of customer calls.
- Growing the [Better Bus Stops](#) program – which focuses on adding shelters, improving accessibility, and adding lighting and heating at more bus stops systemwide.
- Deploying innovative approaches to deterring vandalism, including strategic use of public art installations.
- Increasing the use of real-time video technology to monitor the system. This includes developing the Real Time Information Center (RTIC) where MTPD personnel monitor live audio and video feeds from across the transit system. RTIC total camera access includes over 4,000 cameras, including light rail vehicles and platforms, BRT system, park-and-ride lots, transit centers, bus garages, office buildings, and mobile camera trailers. This also includes installing monitors on buses for customers to see what's being recorded.

### **Area of Work 2: Training and supporting employees**

The "training and supporting employees" area of work includes efforts to understand and address Metro Transit employee security concerns and build employee skills to address conditions they experience on the system.

Examples include:

- Expanding training for transit employees, such as resiliency training and de-escalation training.
- Evaluating and improving Metro Transit's approach to peer support.
- Improving communication to employees following critical incidents.
- Improving internal communication and coordination across police, operators, and other frontline employees.

### **Areas of Work 3: Engaging customers and partners**

The "engaging customers and partners" area of work includes efforts to involve Metro Transit customers and community partners in improving public safety on transit.

- Continuing to run campaigns educating riders on their role in creating a positive experience for everyone, including the rider *Code of Conduct*.
- Growing the Adopt-a-Stop program.
- Continuing investment in the MTPD's Homeless Action Team.

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## Customer Engagement

Customer feedback informs our decisions, and that has led us to expand the available methods for riders to provide feedback. As we dedicate more resources to improving the rider experience, feedback is the most vital tool we have to measure the impact of the programs we have implemented.

In fall 2023, Metro Transit conducted a comprehensive survey of riders. We connected with riders through in-person, direct engagement on light rail and bus rapid transit, social media, and weekly newsletters. This survey showed us that riders felt safer waiting for and on board buses than waiting for and on board trains. Riders also identified seeing more uniformed presence (police, CSOs, private security) and cleaner stops/stations as the initiatives that would most improve their sense of safety on transit. Finally, most riders indicated that they would ride Metro Transit more if they felt safer doing so.

Metro Transit conducted a similar survey in fall 2024. Results from that survey will be available in Q2 2025 and will be incorporated into planning for future updates to the Safety & Security Action Plan and our overall work to improve transit safety and rider experience.

Metro Transit has also continued an effort called *Great Day in Transit*, a once-a-month activity where all employees can volunteer for shifts across our system. The mission is to be highly visible, have positive interactions with our customers, and help further the response to agency questions for better decision making. Through this effort, hundreds of Metro Transit employees have face-to-face conversations with riders about their experiences, dissuade disruptive behavior, and receive direct survey responses.

We're also expanding the ways that customers can provide feedback, including the Metro Transit app, website, phone, and text messaging. We are continuously reviewing these reporting mechanisms to keep the process as user-friendly and efficient as possible for customers, stakeholders, and employees. Improvements were implemented in early 2024. Metro Transit will continue to improve upon these systems.



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## Rider Code of Conduct

*Legislative requirement: Provide an overview of the rider code of conduct and measures required under section 473.4065.*

Minnesota Statute, Section 473.4065 requires the Council to adopt a rider *Code of Conduct* for transit riders, which must be posted in a prominent location at each light rail transit station, bus rapid transit station, and transit center.

On December 13, 2023, the Council adopted a *Code of Conduct* for public transit use. The *Code of Conduct* allows authorized transit representatives to order a person to depart transit property for violations if the person continues to violate the *Code of Conduct* after being warned once to stop.

The *Code of Conduct* includes the following elements:

Required:

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

Not allowed:

- Sexual or discriminatory harassment
- Phone calls or music played on speaker
- Vulgar language
- Eating
- Soliciting/gambling/panhandling/loitering
- Prohibited items: flammable, explosive, radioactive, and hazardous items. This includes anything gas-powered, car or motorcycle batteries, and gasoline/fuel containers
- Large items that block the aisle
- Riding bikes, skating, or skateboarding

The *Code of Conduct* is posted on Metro Transit’s website at [metrotransit.org/rider-rules](https://metrotransit.org/rider-rules).

In addition to the *Code of Conduct*, Metro Transit also adopted Your Role as a Rider, which lists the above behaviors and also includes illegal activities already identified in statute. The list includes:

- Interfering with the operator/movement of vehicle (includes holding doors)
- Disorderly conduct
- Threatening or spitting on others
- Smoking/vaping or illegal drug use
- Drinking alcohol
- Sexual assault
- Urination or defecation
- Vandalizing or littering
- Walking on tracks/trespassing

Details on the development of the *Code of Conduct* are included in the 2024 **Transit Safety & Rider Experience Report** available at [www.lrl.mn.gov/docs/2024/mandated/240347.pdf](https://www.lrl.mn.gov/docs/2024/mandated/240347.pdf).

## Implementation – Your Role as a Rider

In February 2024, Metro Transit launched a customer communications campaign that included new signage. Consistent with [Minnesota Statutes, Section 473.4065 subd 1](#), the new signs are displayed at all required locations including 60 light rail platforms, 164 bus rapid transit station platforms, and 23 transit centers.

An example of the signage for this campaign is shown in Figure 1. The campaign aims to make customers aware of their Role as a Rider and will appeal to customers to take pride in their ride. The campaign has included both expectations included in the *Code of Conduct* as well as behaviors that are in violation of state law.

Throughout 2024 and continuing into 2025, Metro Transit continues to communicate with customers about how to take pride in their ride. In addition to the parent campaign, issue specific topics related to the *Code of Conduct* have been rolled out bi-monthly. Issues have included anti-smoking, littering, door holding, and harassment among others. The campaign has focused on how actions impact fellow riders in shared spaces.

The campaign included updates to the metrotransit.org website about the improved methods to make reporting issues easier. As noted above, Metro Transit is expanding efforts in customer issue reporting and tracking analysis to improve customer reporting through a variety of methods, while also reviewing the current reporting mechanisms, with the result being a more streamlined process for customers, stakeholders, and staff. These improvements have been implemented and new software to ensure a more efficient and user-friendly experience for reporting issues and feedback is planned.

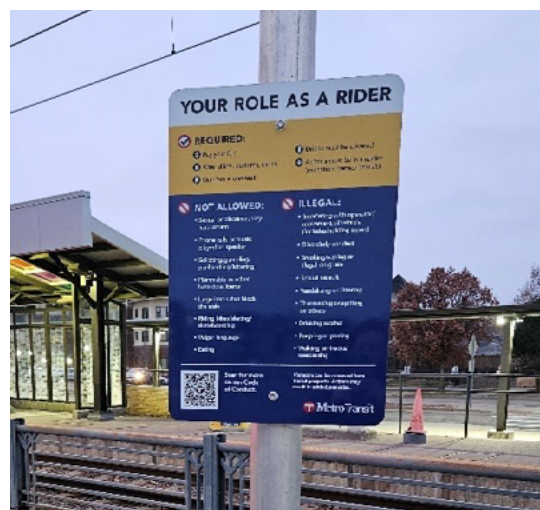


Figure 1. Your Role as a Rider Signage

## Light Rail Paid Fare Zones

[Minnesota Statutes, Section 473.4065 subd 3](#) states that “the Council must establish and clearly designate paid fare zones at each light rail transit station where the Council utilizes self-service barrier-free fare collection.”

Metro Transit has established consistent Paid Fare Zone boundaries at all light rail stations. New paid fare zone signs were installed, and boundary lines were painted; this work was completed in September 2024. Examples of the signage are shown in Figure 2a and 2b.



Figure 2a. Image of paid fare zone signs



Figure 2b. Photo of paid fare zone sign and boundary line at station platform entrance

## Cleaning and Repair Standards

[Minnesota Statutes, Section 473.412](#) required the Council to adopt standards on cleanliness and repair of transit vehicles and stations. A report on transit cleanliness and the ridership experience was also required to be submitted to chairs and ranking minority members of the legislative committees with jurisdiction over transit policy and finance on transit cleanliness and the ridership experience annually.

Consistent with this statute, the Council submitted the Cleaning and Repair Standards Reports in [September 2023](#) and in [September 2024](#). The reports include standards for cleaning and repairs focused on improving the customer experience. The 2024 report addresses progress on cleaning and repairs, preliminary metrics, public feedback, and other required reporting consistent with amendments to Section 473.412 enacted in May 2024.

The standards address:

- Cleaning
- Inspections
- Removal of graffiti and vandalism
- Repair of facilities damage most impactful to the customer experience:
  - Broken glass
  - Heat & light
  - Damage to shelters and BRT platforms, typically due to car crashes
  - Elevators





Figure 3: New signage has been posted at all light rail and bus rapid transit stations with details on how to report issues on the system



## Supplemental Security Program

As part of the Safety & Security Action Plan, Metro Transit has contracted supplemental security officers at transit facilities with the most calls for service and complaints from customers and employees. These 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

On average, 40 security officers provide more than 1,600 hours of coverage each week across these locations. Reported crime at these facilities has declined since the introduction of supplemental security. Metro Transit's adopted 2025 budget provides funding to further expand the use of supplemental security.

## Transit Service Intervention Project (TSIP)

### Overview

Minnesota Session Law 2023 Chapter 68 established the Transit Service Intervention Project (TSIP) 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 TSIP legislative provision directed the Council to seek participation from other organizations and establish "social service intervention teams that consist of county-based social services personnel, as available, and personnel from

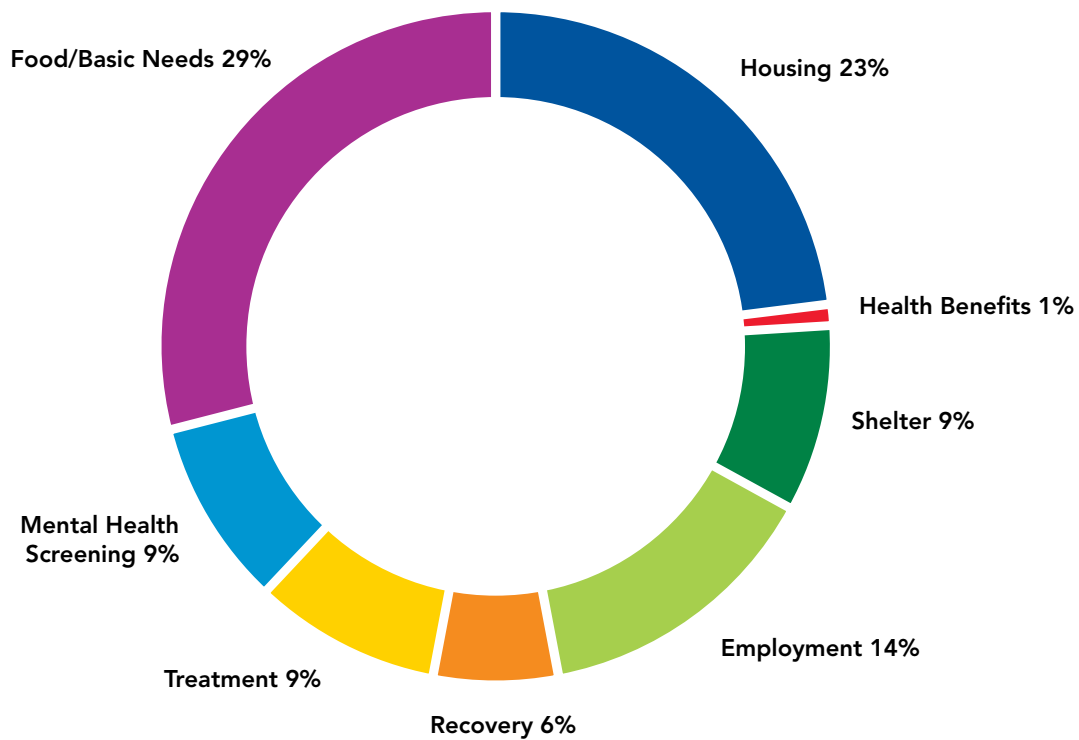
nonprofit organizations having mental health services or support capacity to perform on-site social services engagement with (i) transit riders experiencing homelessness, (ii) transit riders with substance use disorders or mental or behavior health disorders, or (iii) a combination.”

### Project Pilot Completion and Evaluation

Per legislation, the TSIP pilot concluded on June 30, 2024. However, Metro Transit has continued services by TSIP vendors, coordination of partners, and law enforcement agencies past the pilot end date.

Since late 2023, TSIP vendors have contacted nearly 15,000 riders. More than 41% of the contacts resulted in service referrals.

**Figure 4: Breakdown of referrals by TSIP partner organizations by referral type**



The need for shelter and housing resources continues to be the highest referral type. More than 50 people have been placed in addiction treatment through this pilot project. Coordination and partnerships with county and city social workers have been impactful in reaching individuals with mental health needs and other social services.

Metro Transit Police HAT (Homeless Action Team) provides ongoing outreach and intervention activities on the METRO Blue and Green Lines on a weekly basis in partnership with TSIP vendors and community partners.

### TSIP Transition Plan

Metro Transit developed a transition plan that consists of additional investments in the Transit Rider Investment Program to contract with community-based organizations for intervention services. The budgeted investments include a full-time position within TRIP in charge of managing and coordinating community-based contracts that in turn will provide intervention services on our entire transit system, and scheduling and coordination of official presence on the system by working with TRIP Agents and security partners.

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## Transit Rider Investment Program (TRIP)

*Legislative requirement: Provide an overview of the transit rider investment program under section 473.4075 and the program's structure and implementation.*

TRIP is a new program within Metro Transit established by the Legislature under [Minnesota Statutes, Section 473.4075](#), which calls for the establishment of non-sworn uniformed personnel who are responsible for a variety of duties that support the rider experience, including enforcing fare compliance and providing assistance to customers. The statute also requires the creation of an administrative citation program that decriminalizes fare non-compliance, reduces the penalties, and provides for alternate citation resolutions. TRIP personnel are required to assist and connect riders to appropriate social services; provide navigation assistance; accompany customers who have a disability, are elderly, or request assistance; and advise customers regarding Metro Transit's *Code of Conduct*.

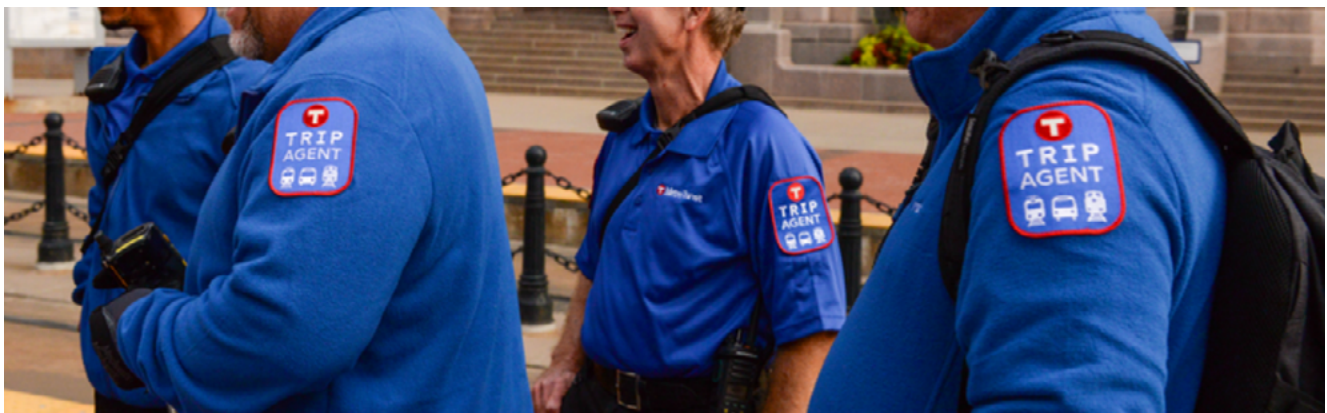
Key details of the TRIP program include:

- Personnel will board a train or bus and ask each customer for their proof of payment, such as a Go-To Card, paper transfer, or Metro Transit app ticket. If a rider does not have a valid fare, they will be asked for identification and be issued an administrative (non-criminal) citation that must be paid within 90 days.
- If a rider refuses to produce a fare or an identification, they are be asked to exit the vehicle. If a rider does not follow those instructions, police will be contacted and may cite the individual for trespassing.
- In addition to inspecting fares, personnel educate and advise riders about fare payment options, the *Code of Conduct*, and help provide directions. TRIP Agents aid riders who need physical assistance due to limited mobility or who request support. They also receive training about how to respond when people are experiencing things like mental health crises, how to safely de-escalate situations, how to perform CPR and offer first aid, and how to administer Narcan if they believe someone is experiencing an overdose.
- TRIP personnel wear clearly defined uniforms that are distinct from other customer-facing employees such as police, security, and operations staff. These personnel carry two-way radios and aerosol devices that can be used for self-protection if needed.
- Customer and employee feedback, police calls for service, and other inputs are used to determine when and where personnel ride. The initial area of focus was the METRO Blue and Green lines and expanded to the METRO C and D lines in December 2024.

### TRIP Policies

*Legislative requirement: Provide a description of all policies adopted pursuant to section 473.4075, the need for each policy, and a copy of each policy.*

In October 2023, the Metropolitan Council adopted the TRIP policy and the resolution that established the fine structure for administrative citations. The adopted policy establishes that the Council will implement TRIP in all its statutory requirements. Furthermore, under the policy, Metro Transit is responsible for implementing procedures that fulfill all aspects of TRIP based on community and stakeholder input, national best practices, and discussions with other transit agencies, business partners, and professional organizations.



## TRIP Staffing and Training

In December 2023, the Council approved an amendment to the existing contract with Allied Universal to include TRIP personnel. The program launched with these personnel in February 2024. In September 2024, Metro Transit hired the first cohort of internal employees as TRIP Agents.

As of December 2024, Allied Universal provides staffing of 35 individuals split between two shifts, seven days a week, between 6 a.m. and 10 p.m. Metro Transit-employed TRIP Agents work over two shifts: 5 a.m. to 1 p.m. and 4 p.m. to midnight.

Although the law requires teams of at least two, staff have found that it is more advantageous to work in groups of three or four agents on light rail vehicles due to train size and capacity. Deployment of the teams is based on customer and operator feedback, as well as police calls for service, and is evaluated on an ongoing basis so that resources are maximized.

All TRIP personnel, regardless of employer, are trained according to the same standards prescribed by Minn. Stat. 473.4075 subd. 5. Metro Transit provides training on the topics listed to ensure that personnel are engaging with transit customers in a manner that is in line with TRIP requirements. TRIP personnel are also trained to use naloxone (Narcan) and carry it with them as mandated under Minn. Stat 151.37 subd. 12.

## Fare Inspection and Administrative Citations Process

Working in teams of at least two, transit officials announce themselves on the platform or in the vehicle and tell riders that they should have proof of payment ready for inspection. Transit officials then move from one end of the platform or vehicle to the other. Transit officials do not randomly select people for inspection; instead, they conduct their work equitably and without bias by asking all riders to show their fares.

Metro Transit instituted its administrative citation program on December 4, 2023. When transit officials encounter a person who does not have a valid fare, they may issue that person an administrative citation for fare non-compliance. The agent will ask for the individual's identification and then complete the citation form using this identifying information. If a person does not have any identification with them, the agent will ask them to verbally provide the information needed to complete the citation. If a person refuses to provide any information, the agent will ask them to exit the vehicle or step off the platform. Agents may call for police assistance if the person does not comply with this request.

The Administrative Citation fine schedule is as follows:

For violations within a rolling 12-month period:

- First violation: \$35 (may be resolved through alternatives as listed below)
- Second violation: \$55
- Third violation: \$75 and prohibited from accessing transit for 60 days
- Fourth/subsequent violation: \$100 and prohibited from accessing transit for 120 days

Fines must be paid within 90 days. The Council may refer unpaid citations to a collections process or agency. Individuals wishing to contest the citation will be referred to a neutral party for a hearing.

## Alternate Resolution Procedure

*Legislative requirement: If the council adopted an alternative resolution procedure pursuant to section 473.4075, subdivision 8, provide a description of that procedure and the criteria used to determine financial hardship.*

Those who receive an administrative citation for fare non-compliance may choose one of the ways listed below to resolve the fine. Our goal is to increase fare compliance, and these alternatives uphold that objective.

Alternatives to full payment of a first violation:

- Purchase \$20 stored value on Go-To Card or on the Metro Transit app. (Fine is waived.)
- View and complete Transit School video course and purchase \$10 stored value on a Go-To Card or on the Metro Transit app. (Fine is waived.)

- If qualified for the low-income Transit Assistance Program (TAP), the customer will apply and then add \$5 stored value to a TAP card. (Fine is waived.)
- Complete Transit School video course to reduce fine to \$25.

## Financial hardship definition

Metro Transit uses a definition of financial hardship in the same manner used for establishing requirements for the Transit Assistance Program (TAP).

Individuals with income levels at or below 50% of the Area Median Income (AMI), or 185% of federal poverty guidelines or those supported by an organization enrolled in the Eligible Community Organization (ECO) program are qualified for the TAP reduced fare. In 2022, 50% of the AMI for a family\* of four is \$58,650.

Confirmation of income eligibility can be determined in any of the following ways:

- Directly, through means like looking at paystubs, tax returns, or income verification software.
- Indirectly, using one of dozens of accepted documents like an EBT card, Medical Assistance card, or affordable housing voucher. See the full list at [metrotransit.org/tap-riders](https://metrotransit.org/tap-riders).
- Applicants must also present a photo ID or alternate form of identification like a utility statement or lease as proof of identity. U.S. citizenship is not a requirement.
- List of accepted documents include:
  - Food assistance
    - [EBT card](#)
    - [Free/reduced lunch approval letter](#)
    - [SNAP EBT approval letter](#)
    - [WIC card and a screen capture from the WIC app](#)
    - [WIC folder](#)
    - [WIC participant summary](#)
    - [WIC account balance or shopping list](#)
  - State assistance
    - [Diversionary Work Plan \(DWP\) approval letter](#)
    - [Energy Assistance \(EA\) approval letter](#)
    - [General Assistance \(GA\)](#)
    - [Minnesota Family Investment Program \(MFIP\)](#)
    - [Minnesota Unemployment Insurance Program \(UI\)](#)
    - [WIC participant summary](#)
    - [WIC account balance or shopping list](#)

\* Note: The term “family” is used here because that is how the Department of Housing & Urban Development (HUD) calculates household incomes, and we wish to be consistent with language as HUD’s calculated family incomes do differ than other household income calculations. The Council recognizes that many household units in the metro area are not defined by municipal code as “family units,” and that calculating benefits by familial status is inequitable when family status including marriage has not been available to all residents throughout the history of our nation.

## Appeals Process

Customers have a right to contest the citation within 90 days of the date of the citation. A review of the citation will be conducted by staff. Staff may dismiss the citation if it is found that it was not warranted. If the citation is warranted and the appeal is valid, a neutral third-party hearing officer will be assigned, and a hearing will be scheduled. Hearings may be virtual or in-person. At the scheduled hearing, the customer will present relevant information to the hearing officer and the TRIP agent or CSO will present the facts of the citation. The hearing officer will make a determination based on the evidence and testimony presented.

## TRIP Personnel Activities

*Legislative requirement: Provide an overview of the activities of TRIP personnel, including specifically describing the activities of uniformed transit safety officials.*

Metro Transit began putting TRIP Agents onboard the METRO Blue and Green light rail lines in late February 2024, and on the METRO C and D lines in December 2024. TRIP personnel have been trained to carry out the duties required in state law.

TRIP personnel have the following primary duties:

1. Inspecting fares to ensure compliance
2. Issuing administrative citations
3. Educating riders on the *Code of Conduct*
4. Assisting customers with wayfinding, transit information, and other questions
5. Aiding customers with limited mobility or who otherwise may need assistance navigating platforms, transit centers, and vehicles.
6. Providing outreach materials to individuals to connect them with services for mental health, substance abuse, or housing
7. Administering nalaxone (Narcan) to individuals who are experiencing a drug overdose

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## Fare Compliance Inspections

*Legislative requirement: For each of the previous three calendar years, identify the number of fare compliance inspections that were completed, including the total number and the number as a percentage of total rides.*

Until the start of the administrative citation program on December 4, 2023, fare compliance inspections were conducted by MTPD officers and CSOs. These inspections occurred daily during regular service, as well as at special events.

Since the launch of the administrative citation program, inspections are primarily conducted by TRIP personnel. MTPD officers and CSOs continue to conduct fare inspections on regular service as staffing allows, as well as at special events.

Table 1 shows the total count of both regular service and special event fare inspections for each of the previous three calendar years (2022, 2023, 2024). The table also shows total ridership for light rail, bus rapid transit, and commuter rail services where fare inspections are conducted.

**Table 1: Fare compliance inspections by year**

Year	2022	2023	2024
Regular service fare inspections	131,473	215,714	549,956 (65,857 MTPD) (484,099 TRIP)
Special event fare inspections	297,697	337,988	202,950
Ridership (Light rail, commuter rail, bus rapid transit)	15,691,248	22,095,746	23,800,472
Regular service fare inspections / Ridership	0.8%	1.0%	2.3%

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## Warnings and Citations Issued

*Legislative requirement: For each of the previous three calendar years, state the number of warnings and citations issued by the Metro Transit Police Department and transit agents, including a breakdown of which type of officer or official issued the citation, the statutory authority for issuing the warning or citation, the reason given for each warning or citation issued, and the total number of times each reason was given.*

## All Warnings and Citations

Appendix 1 shows a summary of all citations issued by MTPD in 2022, 2023, and 2024. Citations are grouped by the statute under which they were issued. Unless otherwise indicated, all the citations listed were issued by fully sworn MTPD officers. Note that MTPD officers may issue citations under local ordinances as well as state statute. Since written warnings are only issued related to fare compliance, the summary of warnings is shown in the following section.

## Fare Compliance Warning and Citations

In the context of the TRIP and Administrative Citations programs, this section details only warnings and citations for fare compliance offenses.

Prior to July 1, 2023, written warnings and misdemeanor criminal citations for fare compliance were issued only by MTPD officers. All citations were criminal misdemeanor citations issued under the following statutes:

Statute	Statute Description
609.855.1(1)	Transit Crime - Unlawfully Occupy or Ride Transit Without Paying Fare
609.855.1(2)	Transit Crime - Presents falsified, counterfeit, photocopied, or other manipulated fare medium
609.855.1(3)	Transit Crime - Sells, copies, reproduces, or created unauthorized fare medium
609.855.1(4)	Transit Crime - Use or attempt to use fake or not valid fare medium for fare payment

Table 2 shows the total number of citations issued by MTPD officers under each of the above statutes. Note that these counts include arrests for other offenses that resulted in a criminal complaint and not a citation.

From July 1 through December 4, 2023, as the administrative citation program was being developed, no written warnings or citations for fare compliance were issued.

From December 4, 2023, onward, only administrative citations are issued for fare compliance, as authorized under Minn Stat. 473.4075 subd. 6. Administrative citations can only be issued under statutes 609.855.1(1) and 609.855.1(3). Administrative citations are issued by MTPD officers, CSOs, and TRIP personnel.

Warnings related to fare compliance are issued at the discretion of officers and do not reference a specific statute.

**Table 2: Total fare compliance citations issued by statute 2022-2024**

Year	2022	2023	2024
Fare compliance warnings issued by MTPD officers	637	344	0
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(1)	56	97	0
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(2)	0	11	0
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(3)	1	0	0
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(4)	0	1	0
Administrative citations issued by MTPD officers under Minn. Stat. 609.855.1(1) and (3)	0	0	0
Administrative citations issued by CSOs under Minn. Stat. 609.855.1(1) and (3)	n/a	400	787
Administrative citations issued by TRIP personnel under Minn. Stat. 609.855.1(1) and (3)	n/a	n/a	1084
Subtotal Criminal Citations	694	453	0
Subtotal Administrative Citations	n/a	400	1871
Total All Fare Compliance Citations	694	853	1871

Table 3 breaks down the administrative citations by the reason given for the citation and the count of citations for each reason.

**Table 3: Reasons for fare compliance administrative citations**

Year	2022	2023	2024
Unable/refuse to produce proof of payment	n/a	305	1570
Invalid proof of payment	n/a	95	270
Non-compliant fare	n/a	0	3
Unknown / Other	n/a	0	28
Total Administrative Citations	n/a	400	1871

## Resolution of Citations

*Legislative requirement: For each of the previous three calendar years, how frequently the [alternative resolution] procedure was used, the number of community service hours performed, and the total amount paid as prepayment of transit fares.*

Administrative citations were first issued on December 4, 2023. The manner of resolution and total amount paid for resolution by year are shown in Table 4.

**Table 4: Administrative Citations resolutions**

Resolution	Number of Cases 2023	Amount paid 2023	Number of Cases 2024	Amount Paid 2024
Paid in full	1	\$35	3	\$105
Newly enrolled TAP customers, loaded \$5 to card	3	\$15	13	\$65
Existing TAP customers loaded \$20 fare on card	0		0	
New or existing Go-To Card customers loaded \$20 fare on card	9	\$180	20	\$400
Dismissed	2		5	
TOTAL	15	\$230	41	\$570

## Community Service

Performing community service on rail and bus lines is currently not offered as a fare citation resolution.

## Administrative Citation Appeals

*Legislative requirement: For each of the previous three calendar years, state the number of administrative citations that were appealed pursuant to section 473.4075, the number of those citations that were dismissed on appeal, and a breakdown of the reasons for dismissal.*

The Council has established a pool of qualified third-party hearing officers who will be assigned to hear appeals from customers on an as-needed basis.

Customers who wish to contest their citation must contact Metro Transit via phone or email. Staff will listen to the customer's statement and assess if the situation can be resolved through Metro Transit means (e.g., reasonable cause for dismissal, failed equipment) or advise the customer that a full appeal hearing is necessary.



Table 5 shows the data on the number of citations issued, contested, and appealed by year. Data for 2023 is only for the period of December 4 - 31.

**Table 5: Citations issued 2022-2024**

Year	2022	2023	2024
Citations issued	n/a	400	1871
Citations contested	n/a	2	5
Citations dismissed before appeal	n/a	2	5
Citations appealed	n/a	0	0
Citations dismissed on appeal	n/a	0	0

## Crime Rates

*Legislative requirement: For each of the previous three calendar years, include data and statistics on crime rates occurring on public transit vehicles and surrounding transit stops and stations.*

Metro Transit regularly reports overall crime rates online at [metrotransit.org/performance](https://metrotransit.org/performance) and provides detailed information on both crime data and police calls for service as part of the agency’s Safety & Security Action Plan updates at [metrotransit.org/public-safety](https://metrotransit.org/public-safety).

Table 6 shows the total count of crimes reported by MTPD for calendar years 2022, 2023, and 2024. Crimes are also shown broken down by Group A and Group B. Group A and Group B designation of crimes is defined by the FBI Uniform Crime Reporting National Incident-Based Report System (NIBRS) which is based on the seriousness, significance, and prevalence of offenses among other factors. Group A crimes tend to be more serious crimes than Group B. Details are available at [ucr.fbi.gov/nibrs/2011/resources/nibrs-offense-codes](https://ucr.fbi.gov/nibrs/2011/resources/nibrs-offense-codes).

**Table 6: Total crimes reported by MTPD by year and broken down by NIBRS Group A and Group B crimes**

Year	2022	2023	2024
Total Crimes	5,960	7,886	7,402
Group A Crimes	3,722	4,462	3,469
Group B Crimes	2,241	3,424	3,933

Table 7 shows Group A crimes broken down into two groups, FBI Top 7 Crimes and Other. The FBI Top 7 Crimes are a subset of Group A crimes that are anticipated to cause significant alarm and concern by the public because of the personal nature and severity of the crime. The seven categories include homicide, sex offenses, robbery, assault, larceny/theft from person, motor vehicle theft, and burglary/breaking & entering.

**Table 7: Group A Crimes broken down by FBI Top 7 vs. Other**

Year	2022	2023	2024
Group A FBI Top 7 Crimes	1,005	1,174	1,004
Group A Other	2,715	3,288	2,465

Finally, as concerns about crime have grown, MTPD has increased proactive policing efforts, directing as many resources as possible to patrolling the system. Table 8 shows the count of all crimes broken down by “proactive policing crimes” which includes the following types, and then all other crimes.

- Curfew/Loitering/Vagrancy Violations
- Disorderly Conduct
- Drug/Narcotic Violations
- Drug Equipment Violations

- Counterfeiting/Forgery (Impersonation, Identity Theft)
- Fare Evasion
- Liquor Law Violations
- Trespass of Rail Property

**Table 8: All crimes broken down by those that tend to be result of proactive policing vs. all other crimes**

Year	2022	2023	2024
Proactive policing crimes	2,372	3,609	4,001
Other crimes	3,588	4,277	3,401

## Staffing

*Legislative requirement: For each of the previous three calendar years, state the number of peace officers employed by the Metro Transit Police Department. State the average number of peace officers employed by the Metro Transit Police Department.*

### Police and Community Service Officers

Year	2022	2023	2024
MTPD Full time police officers, budget	169	171	171
MTPD Full time police officers, as of December 31	107	108	109
MTPD Full time police officers, annual average	109	108	108
MTPD Part-time police officers, budget	12	14	14
MTPD Part-time police officers, as of December 31	48	33	26
MTPD Part-time police officers, annual average	52	39	26
MTPD Community Service Officers, budget	70	70	70
MTPD Community Service Officers, as of December 31	13	13	16
MTPD Community Service Officers, annual average	14	14	14

### TRIP Personnel

*Legislative requirement: For each of the previous three calendar years, state the number of uniformed transit safety officials and community service officers who served as transit agents.*

On December 13, 2023, the Council authorized Metro Transit to contract with Allied Universal to provide TRIP personnel through April 2025. In September 2024, Metro Transit began hiring employees to serve as TRIP Agents.

As of December 31, 2024, the following TRIP personnel were available:

Allied Universal contracted TRIP personnel:  
Agents: 35

Metro Transit TRIP personnel:  
Agents: 21  
Assistant Managers: 2  
Manager: 1

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## Program Impacts

*Legislative requirement: Analyze impacts of the transit rider investment program on fare compliance and customer experience, including rates of fare violations.*

Metro Transit planned and implemented several new initiatives over the course of 2023 that continued into 2024 and 2025. These efforts, combined with existing resources and programs, hold promise in our efforts to improve transit safety and customer experience. Because many of these endeavors are early in their implementation, we do not have an adequate amount of data to properly assess the effect on fare compliance and customer experience. Data is actively being collected and evaluated.

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## Recommendations

*Legislative requirement: Make recommendations on changes to the administrative citation program.*

It is still early in the implementation of the administrative citation program. Our goal is to make this program as efficient and equitable as possible. Metro Transit will continue to solicit and track input from employees, customers, and other stakeholders to identify areas to improve the effectiveness of the program. This evaluation may lead to recommendations in future reports.

*Legislative requirement: Make recommendations on methods to improve safety on public transit and transit stops and stations.*

Before making further recommendations to the legislature, Metro Transit wants first to develop a stronger understanding of how the Transit Rider Investment Program and other Safety & Security Action Plan initiatives currently underway help improve public safety on transit. This evaluation may lead to recommendations in future reports.

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## Conclusion

Improving safety and customer experience on our system is a top priority for the Council. Metro Transit is increasing its overall official presence on the system, educating riders on the expectations required to make the shared experience of riding transit a more positive one, improving internal systems and processes to keep vehicles and facilities clean and safe, and enforcing laws and policies in comprehensive and equitable ways. Furthermore, the Council and Metro Transit are engaging with our customers and the communities we serve to better understand the root cause of the issues we face and work together to design real, tangible solutions. We are committed to this ongoing work and look forward to providing future updates on our progress.

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)

## Appendix 1 - Total citations issued by statute, 2022-2024

Statute Reference	2022	2023	2024
609.605.1(b)(8) Trespass-Return to Property Within One Year	296	658	708
609.855.3a(a)(1) Transit Crime - Smoke as defined in section 144.413, subdivision 4		230	1218
223.235 (MPLS) Possession of drug paraphernalia in a public place	177	357	369
478.90(i) (MPLS) Parked within a bus stop zone	23	129	163
169.791.2(a) Traffic Regulation - Driver Must Carry Proof of Insurance when Operating Vehicle	72	78	73
609.605.1(b)(3) Trespass-Premises of Another-Refuse to Depart	53	93	71
609.506.1 Give Peace Officer False Name/Birthdate/ID Card	47	67	102
609.855.2(a) Transit-Obstruct/Interfere w/Oper of Vehicle	54	66	81
364.45 (MPLS) Loiter with an open bottle	57	58	79
171.24.2 Traffic-Drivers' License-Driving After Revocation	49	50	61
609.50.1(1) Obstruct Legal Process-Lawful Execution Legal Process	32	51	80
609.50.1(2) Obstruct Legal Process-Interfere w/Peace Officer	28	55	65
609.72.1(3) Disorderly Conduct - Offensive/Abusive/Boisterous/Noisy/Obscene	40	48	41
609.681 Unlawful Smoking	47	41	6
169.06.4(a) Traffic Regulations - Failure to obey traffic control device	34	56	45
609.595.3 Damage to Property-4th Deg-Intentional Damage-Other Circumstances	31	32	23
385.50 (MPLS) Loiter with intent to solicit any act prohibited by law	16	86	40
169.34.1(a)(15) Traffic Regulation - Stopping/Standing/Parking Where Signs Prohibit Stopping	20	25	70
609.487.6 Fleeing a Peace Officer By a Means Other Than a Motor Vehicle	21	50	51
609.855.1(1) Transit Crime - Unlawfully Occupy or Ride Transit Without Paying Fare	43	76	
255.03 (SP) Possession of drug paraphernalia	48	56	2
609.224.1(2) Assault-5th Deg-Inflict or Attempt Bodily Harm	21	35	36
609.85.6 Crimes Against Railroad- Trespass or Allow Animals on Track, Yard or Bridge	18	35	44
609.72.1(1) Disorderly Conduct - Brawling or Fighting	24	39	13
171.02.1(a) Drivers' License - Driving without a valid license for vehicle class or type	24	19	36
246.01 (SP) Drink/possess open container of alcoholic beverage on public street/lane/alley/ park/playground	17	15	22
609.855.3a(a)(3) Transit Crime - Consume an alcoholic beverage		2	66
152.092(a) Drugs - Possession of Drug Paraphernalia - Use or Possession Prohibited	29	30	
171.24.1 Traffic-Drivers' License-Driving After Suspension	22	15	10
609.855.3(a)(2) Transit Crime-Smoke/Carry Lighted Paraphernalia	23	22	1
609.855.3a(a)(2) Transit Crime - Urinate or defecate		11	46
227.180 (MPLS) Public Urination Prohibited	15	14	9
144.417.2(b) Smoking in Public - Smoking in Area where Smoking Prohibited or Restricted	11	36	
157.03.a.10 (SP) Stop/stand/park within an area designated as a bus stop for a length of 80 feet or as signed	6	23	15
171.20.2(a) Drivers' Licenses - Operate Motor Vehicle after License Suspension/ Revocation/Cancellation	9	14	16
12.09(b) (Bloomington) Trespass-Enter premise after person has been served with a trespass notice	12	21	4
364.40 (MPLS) Consume liquor/beer in public	11	8	9
169.13.2(a) Traffic - Careless Driving - Operate any vehicle carelessly on street or highway	11	11	15
171.08 Drivers' Licenses - No Drivers' License in Possession or Fail to Display Upon Request	6	23	9

609.224.1(1) Assault-5th Degree-Fear of Bodily Harm or Death	7	11	14
169.14.1 Traffic - Duty to Drive with Due Care - Speed Greater than Reasonable	12	8	15
169.79.1 Traffic Regulation - Vehicle Registration/Permit/Plates Required	6	17	9
97B.001.3 Trespass-Remaining on or return within one year to land prohibited after notice	2	22	14
617.23.1(1) Indecent Exposure-Public Place Willfully/Lewdly	11	4	12
609.6057.2 Geographic restriction order - Violate order	6	3	13
609.72.1 Disorderly Conduct	10	10	9
617.23.1(3) Indecent Exposure-Engage in Lewd/Indecent Behavior	7	10	9
152.027.6(d) Drugs - Synthetic Cannabinoid - Possess any amount of a synthetic cannabinoid	12	1	4
168.09.4 Motor Vehicle Registration - Operate Vehicle With Expired Registration	7	15	8
478.90(p) (MPLS) Parked where temporary no park signs		9	23
169.06.5(a)(3)(i) Traffic Regulations - Failure to stop for traffic control signal	8	7	9
478.90(v) (MPLS) Where signs prohibit stopping, standing or parking	5	3	22
168B.03 Abandon Motor Vehicle on Public/Private Property Without Consent of Property Owner	4	11	7
609.224.1 Assault-5th Degree-Misdemeanor	10	5	10
152.027.4(a) Drugs - Possess/Sale Small Amount of Marijuana - No Remuneration	20	4	
169.18.6(a) Traffic Regulation - Driving Wrong Way on One Way Street	11	8	8
588.20.2(4) Contempt of Court - Willful Disobedience to Court Mandate		2	26
609.855.3a(a)(6) Transit crime - Engage in disorderly conduct		3	25
151.40.1 Pharmacy - Possess/Control/Manufacture/Sell/Furnish/Dispense/Dispose of Hypodermic Syringes/Needles	14	2	
280.08.a (SP) Urinating in public	4	9	3
609.52.2(a)(1) Theft-Take/Use/Transfer Movable Prop-No Consent	2	8	8
609.684.3 Toxic Substances-Use for Intoxication Prohibited	2	8	6
19-201 (BC) Loitering	3	2	15
169.791.3 Traffic Regulation - Driver Who Is Not Owner Must Later Produce Proof of Insurance If Required	7	3	6
169.797.3 Traffic Regulation-Uninsured Vehicle-Driver Violation		4	3
169.13.1(a) Traffic - Reckless driving; Drives Consciously Disregarding a Substantial or Unjustifiable Risk	9	4	2
169.19.4 Traffic regulations - Improper change of course or fail to signal lane change	2	7	4
169.34.1(a)(14) Traffic Regulation - Stopping/Standing/Parking Where Signs Prohibit Stopping			17
169.346.1(5) Traffic Regulation-Physically Disabled; park transit stop	1	5	4
169.797.2 Traffic Regulation-Uninsured Vehicle-Owner Violation	4	3	4
169A.35.3 Traffic - Open bottle law; Possession; crime described	7	3	4
223.230 (MPLS) Drug-possess drug paraphernalia	3	6	5
393.90 (MPLS) Carrying weapons and facsimile firearms prohibited	3	7	2
609.2242.1(2) Domestic Assault-Misdemeanor-Intentionally Inflicts/Attempts to Inflict Bodily Harm on Another		4	6
609.855.3a(a)(4) Transit Crime - Damages a transit vehicle/facility; Fourth degree criminal damage to property		5	9
169.14.2(a) Traffic - Speeding - Exceed Limit	1	3	5
609.855.3a(a)(5) Transit Crime - Vandalism, defacement, or placement of graffiti		3	10
19-206 (BC) Drunkenness - Any person found in a state of open drunkenness or intoxication in a public place.		4	8

225.02.a (SP) Cannot keep, carry or have in possession any military-type, assault, or stolen weapon or knife	1	2	4
255.03 (SP) Possession of drug paraphernalia			12
12.09(a) (Bloomington) Trespass in or on private property	2	8	1
169.305.1(d) Traffic Regulation - Failure to Obey Traffic Signs on Controlled Access Highway	1	3	6
169.686.1(a) Traffic Regulation - Seat Belt Required - Driver and Passengers Must Use	7	2	
171.05.1(a) Drivers' Licenses - Instruction Permit Violations - Persons 18 Years or Older - Requirements	1	5	1
171.22.1(9) Drivers' Licenses - Display as Valid Any Canceled/Revoked/Suspended Driver's License	4	3	3
609.66.1(a)(4) Dangerous Weapons-Metal Knuckles/Switch Blade	2	3	2
152.092(b) Drugs - Possession of Drug Paraphernalia - Use/Possession - Violate paragraph (a) two or more times	4	2	
157.03.a.22 (SP) Stop/stand/park in no-parking zone	5		1
169.30(b) Traffic Regulation - Failure to Stop at Stop Signs or Stop Lines at Entrance to Through Highway	4		4
245.01 (SP) Drinking or allowing drinking in public	3	1	1
478.600(a) (MPLS) Parking in a No parking zone	3	4	1
609.506.3 Give Court Official False Name/DOB-M	3	4	3
609.855.1(2) Transit Crime - Presents falsified, counterfeit, photocopied, or other manipulated fare medium		10	
169.34.1(a)(1) Traffic Regulation - Prohibitions; Stopping, Parking on a Sidewalk		1	8
171.24.3 Traffic-Driver's License-Driving After Cancellation	3	2	1
223.10 (MPLS) Possessing injection equipment	4	1	
439.20(5) (MPLS) Allowed Vehicles on Nicollet Mall-Passenger Vehicles	4	3	1
609.855.1 Transit Crime-Unlawfully Obtain Services	5	3	
12.64(a) (Bloomington) Possession of drug paraphernalia			8
169.20.1(b) Traffic Regulation - Fail to Yield Right of Way to driver on right - Controlled intersection		3	4
609.5632 Arson-5th Degree-Sets Fire to Real or Personal Property	1	2	5
152.027.3 Drugs - Possess Over 1.4 Grams Marijuana In Motor Vehicle	5		
169.06.4(f) Traffic Regulations - Fail to obey instructions of motorcycle road guard flagger	1	6	
169.20.7(a) Traffic Regulation - Driver Fails to Yield Right of Way to Transit Bus			7
609.855.1(a)(1) Transit Crime - Unlawfully occupy or ride transit without paying fare		5	2
609.855.2(b) Transit-Distract Driver f/Safe Oper/Endanger Pass	1	2	3
169.09.2 Traffic Collision - Driver Involved Fails to Stop for Collision - Driven or Attended Vehicle	1	3	1
169.18.8(a) Traffic regulation - following vehicle more closely than reasonable and prudent	1	1	4
169.20.3(b) Traffic Regulation - Driver Fails to Stop for STOP Sign.	3	2	1
609.2242.1(1) Domestic Assault-Misdemeanor-Commits Act to Cause Fear of Immediate Bodily Harm or Death	1	1	
609.605.1(b)(4) Trespass-Occupy/Enter Dwelling/Locked/Posted Build	2	2	
609.605.4(d) Trespass-School Property-w/in one year	1	3	1
609.74(1) Public Nuisance-Annoy/Injure/Endanger Safety		2	4
609.78.1(4) Make Emergency Call-Police/Fire/Medical/Ambulance-No Emergency		2	4
11-105 (BC) Consume in public	1	4	

12.20(a)(4) (Bloomington) Public indecency prohibited - urinates or defecates in a public place or setting	1	2	2
169.14.2(a)(7) Traffic - Speeding - Exceed Limit - 25 mph	1		1
169.19.5 Traffic Regulations - Fail to signal for turn		1	2
169.20.5(a) Traffic Regulation - Driver Fails to Yield Right of Way to Emergency Vehicle	2	1	2
169.79.6 Traffic Regulation - License Plates Required on Front and Rear of Vehicle	2	2	
169.793.1 Traffic Regulation - Insurance - Possession of Invalid, Altered, or Fictitious Insurance ID card		3	2
169A.27.1 DWI - Fourth-Degree Driving While Impaired; Described	3		1
169A.35.2 Traffic - Open bottle law; drinking and consumption; crime described	1	1	1
340A.503.1(a)(2) Liquor-Consumption by persons under 21		3	1
157.03.a.16 (SP) Stop/stand/park vehicle at any place where official signs prohibit stopping		1	
169.19.2 Traffic regulations - U turn		1	1
169.20.1 Traffic Regulation - Driver Approaching Intersection Fails to Yield Right of Way	1		1
169.20.2 Traffic Regulation - Driver Turning Left Fails to Yield Right of Way to Oncoming Traffic		2	1
169.34.1(a)(12) Traffic Regulation - Stopping/Stopping/Parking on Roadway Side of Stopped/Parked Vehicle	2	1	1
169.34.1(b) Traffic Regulation - Prohibitions; Stopping, Parking; Moving Vehicle Not Owned into Prohibited Area		1	2
169.475.2(a)(2) Wireless Communications Device - Engage in cellular phone or video call		1	
169.475.2(a)(3) Wireless Communications Device - Access video content, images, games, software applications		2	
169A.20.1(5) Traffic - DWI - Operate Motor Vehicle - Alcohol Concentration 0.08 Within 2 Hours	2		1
171.02.2 Drivers' Licenses - Driving without a Valid License Endorsement for Vehicle Driven	1	2	1
385.160 (MPLS) Indecent conduct		2	2
478.90(m) (MPLS) Obstruct traffic by parking alongside or opposite street excavation or obstruction			4
609.605.1(b)(7) Trespass-Return to Property-To Harass/Abuse/Threat	1	3	
609.66.1(a)(5) Dangerous Weapons-Possesses any other dangerous article or substance	1	1	1
609.68 Unlawful Deposit of Garbage, Litter or Like		1	3
629.75.2(b) Domestic Abuse No Contact Order - Violate No Contact Order - Misdemeanor	1	1	1
152.0263.3(1) Cannabis - 3rd Degree -Possess more than 4 ounces less than 1 pound cannabis flower not in residence		2	1
157.03.a.17 (SP) Stop/stand/park vehicle on private property of any person without consent of property owner		2	1
168.092.1 Motor Vehicle Registration – 21-day temporary vehicle permit violation			3
169.13.1(b) Traffic - Reckless driving; Racing on street or highway		1	2
169.14.2(a)(3) Traffic - Speeding - Exceed Limit 55 mph Where Appropriate		1	1
169.21.2(a) Traffic Regulation - Driver Fails to Yield to Pedestrian in Crosswalk-No Traffic Signals-1st Off-M		1	2
169.34.1(a)(4) Traffic Regulation -- Prohibition; Stopping / Parking w/in 10 ft Fire Hydrant	1	2	
169.48.1(a)(1) Traffic Regulation - Vehicle Lighting; Lights to Be Displayed Sunset-Sunrise			1
340A.503.3 Liquor-Possession by Person Under 21	1	1	1
385.380(b)(1) (MPLS) Trespassing-Refuse to Depart or Return within 1 year of Demand	1		2
385.65 (MPLS) Interference with pedestrian or vehicular traffic	2	1	
518B.01.14(a) Domestic Abuse - Violate Order for Protection	1		2

588.01.3(3) Contempt of Court - Constructive - disobedience of lawful judgment, order, or process of court			3
609.505.1 Falsely Reporting Crime			3
609.66.1(a)(1) Dangerous Weapons-Recklessly Handle or Use	1	1	
609.855.3(a) Transit Crime - Throw or deposit litter while riding in public transit service vehicle			3
12.64(a) (BLOOMINGTON ONLY) POSSESSION OF DRUG PARAPHERNALIA		2	
168.09.1 Motor Vehicle Registration - Operate Unregistered Vehicle/Without Plates on Public Streets/Highways		1	1
169.06.5(a)(1)(i) Traffic Regulations-Failure to Yield to Vehicle/Pedestrian		1	1
169.06.5(a)(3)(iii) Traffic Regulations-Fail to stop for steady red arrow signal		2	
169.06.8 Traffic Regulations - Lane Direction Control Signals	1		
169.13.2(b) Traffic - Careless Driving - Operate or halt light rail transit vehicle carelessly	2		
169.14.2(a)(6) Traffic - Speeding - Exceed Limit - 10 mph - Alley		2	
169.15.1 Traffic - Impeding Traffic - Drive at slow speed		1	1
169.18.1 Traffic Regulation - Keep to the Right	1	1	
169.18.3(1) Traffic Regulation - Passing - Overtaking Vehicle Fails to Pass to Left/Safely Clear		1	1
169.18.4 Traffic Regulation - Passing on Right When Prohibited		1	
169.18.7(1) Traffic regulation - Failure to drive in single lane			2
169.18.7(3) Traffic regulation - Failure to use designated lane		1	
169.18.8(c) Traffic regulation - failure to stay 500 ft behind emergency vehicle in response to emergency			2
169.19.1(a) Traffic Regulations - Turning at Intersections - Right Turn Violation		2	
169.21.3(a) Traffic Regulation - Pedestrian Crossing Roadway Not at Crosswalk Fails to Yield Right of Way		1	1
169.222.4 Traffic Regulation - Operation of Bicycle - Riding on Roadway or Shoulder - Violations		1	1
169.32 Traffic Regulation - Stopping/Stopping/Parking on Highway	1		
169.34.1(a)(2) Traffic Regulation - Prohibitions; Stopping, Parking in Front of Private or Public Driveway	1		1
169.34.1(a)(7) Traffic Regulation - Prohibition; Stopping/Parking w/in 30 ft Beacon, Stop Sign, Traffic Control			2
169.35.1 Traffic Regulation - Parking - Parallel to Curb		2	
169.475.2(b) Use of Wireless Communications Device-Violate paragraph 2(a); Second or Subsequent Offense	1		
169.55.1 Traffic Regulation - Lights On All Vehicles; Lights or Reflectors Required		2	
169.793.1(1) Traffic Regulation - Issue, Display, Possess Insurance ID Card when Insurance Not In Force		2	
169.974.2(a) Traffic Regulation - Motorcycle - Driving without endorsement		2	
169.974.2(d)(3) Traffic Regulation-Violation of Motorcycle Instruction Permit-Driving Without Protective Headgear		2	
169A.20.1(1) Traffic - DWI - Operate Motor Vehicle Under Influence of Alcohol			1
171.27.1(a) Expiration of Drivers' License - Over 21		2	
225.03.a (SP) Must transport firearms, assault weapons, or knives according to ordinance	1		
253.01 (SP) Inhale or breathe glue, paint or other substance capable of inducing intoxication, elation, irritation	1	1	
478.90(d) (MPLS) Parked within 10 feet of a fire hydrant		1	1
609.53.1 Receiving Stolen Property			
609.546(1) Tamper With Motor Vehicle-Ride In/On-w/o Owner Permission	2		



609.546(2) Tamper With Motor Vehicle/Enter w/o Owner Permission		1	1
609.5632 Arson-5h Degree-Sets Fire to Real or Personal Property	1		
609.605.1(b)(11) Trespass-Cross Into or Enter Public or Private Area Cordoned Off by Peace Officer	1	1	
609.735 Concealing Identity-Public Place			2
609.74(2) Public Nuisance-Interfere/Obstruct/Render Dangerous Public Road/Water			2
609.78.1(6) Make or Initiate Call Knowing No Emergency Exists w/ Intent to Disrupt, Interfere Emergency Services			2
12.64(a) (Bloomington) Possession of drug paraphernalia			
12.81(a) (BP) No smoking in public places and places of work	1		
151.46 Pharmacy - Knowingly purchase or receive a prescription drug		1	
152.027.2 Drugs - Possess Schedule 5 Controlled Substance			1
163.02 (SP) Abandon motor vehicle on any public/private property without consent		1	
168.09.3(a) Motor Vehicle Registration - No Plates or Insignia Registered Under Section 168.187	1		
168.10.3(3) Motor Vehicle Registration - Display Anothers Plates			1
168.101.2a Ownership/Registration of Cars/Trucks - Fail to submit register within 10 days		1	
168.28 Registration - Motor Vehicle Subject to Tax		1	
168A.30.2(2) Motor Vehicle Title - Fail to Mail/Deliver Certificate of Title to Dept. w/i Timeframes Specified		1	
169.06.5b(c) Traffic - Possess Traffic-Signal Override Device	1		
169.06.7(a) Traffic Regulations - Flashing Red Signal			1
169.09.13(d) Traffic Accidents - Improper Disclosure of Accident Report Information			1
169.09.5 Traffic Collision - Failure to Notify Owner/Police of Damaged Property			1
169.14.12 Traffic - Sale, offer, use, or possession of radar jammer			
169.14.2(a)(1) Traffic - Speeding - Exceed Limit of 30 mph - Urban District			1
169.14.2(a)(2) Traffic - Speeding - Exceed Limit - 65 mph on Freeways and Expressways			
169.14.2(a)(5) Traffic-speeding-Exceed interstate limit 65 mph in urban	1		
169.14.5 Traffic - Speeding - Exceed Speed Limit Posted in Local Jurisdiction Speed Zones		1	
169.18.5(a) Traffic regulation - unlawful passing - when lane is not clearly visible and not free of oncoming tr			
169.18.5(b)(3) Traffic regulation - unlawful passing - against signs			1
169.18.7(4) Traffic regulation - Driving in bicycle lane		1	
169.19.1(b) Traffic regulations - Turning at intersections - Left turn on other than one-way roadways			1
169.20.1(c) Traffic Regulation - Fail to Yield Right of Way to Cross Traffic - Uncontrolled T-intersection			1
169.20.4 Traffic Regulation - Driver Entering/Crossing Roadway from Non-Roadway Fails to Yield			1
169.21.1 Traffic Regulation - Pedestrian Fails to Obey Traffic-Control Signals			1
169.21.3(c) Traffic Regulation - Pedestrian Fails to Use Marked Crosswalk - Adj Intersections with Signals		1	
169.222.6(a) Traffic Regulation - Operation of bicycle at night w/o required equipment			1
169.315 Traffic Regulation - Opening and Closing Vehicle Doors			
169.32(a) Traffic Regulation - Stop, Park, or Leave Standing Vehicle on Highway Prohibited	1		
169.34.1(d) Traffic Regulation - Prohibitions; Stopping, Parking When Ordered by Peace Officer to Proceed		1	
169.345.4 Traffic Regulation - Unauthorized Use of Parking Certificate for Physically Disabled			1

169.346.1(4) Traffic Regulation - Physically Disabled; Unlaw exercise of parking privileges	1		
169.444.1 Traffic Regulation - School Bus - Stop Signal Extended/Red Lights Flashing - Other Drivers to Stop			1
169.471.1 Traffic Regulation - Television Installed in Vehicle - Images May Not Be Visible to Driver		1	
169.475.2(a)(1) Wireless Communications Device - Hold wireless communications device with one or both hands			1
169.475.2(a)(1) Wireless Communications Device - Initiate, compose, send, retrieve, read electronic message	1		
169.475.2(a)(2)(ii) Wireless Communications Device - Engage in cellular phone or video call		1	
169.48.1(a)(2) Traffic Regulation - Vehicle Lighting; Lights to Be Displayed - Rain, Snow, Sleet			1
169.57.1(b) Traffic Regulation - Vehicle Signals - Sale/Operation Prohibited without Rear lights		1	
169.57.2(a) Traffic Regulation - Vehicle Signals - Turn Signal Required on Vehicle		1	
169.61 Traffic Regulation-Composite Beam Violation - No High Beams within 1000 Ft of Oncoming Veh.	1		
169.685.5(a) Traffic Regulation - Child Passenger Restraint System - Not Equipped and Installed			1
169.71.1(a)(1) Traffic - Windshield General Prohibitions - No Cracked or Discolored Windshields	1		
169.79.7 Traffic Regulation - Displaying License Plate -- Obscured Plate Violation		1	
169.791.4 Traffic Regulation - Owner Who Is Not Driver Must Later Produce Proof of Insurance If Required			
169.974.2(c) Traffic Regulation - Operate motorcycle with expired permit			
169.974.5(e) Traffic Regulation - Operate Motorcycle - Same lane as other vehicles - exclude other mc w/ consent		1	
171.05.2 Drivers' Licenses - Instruction Permit Violations - Persons Under 18 Years of Age		1	
171.05.2b(b) Drivers' Licenses - Instruction Permit Violation- Under 18 Yrs must be supervised.	1		
171.055.2(a) Drivers' Licenses - Provisional license violation; drive while using cell or wireless telephone.			
171.11 Drivers' Licenses - Failure to Obtain New Driver's License after Changing Name or Address			1
171.24.5 Traffic-DL-Driving after cancellation-inimical to public safety			1
171.27(a) Expiration of Drivers' License - Over 21			1
171.27.1(c) Expiration of Drivers' License - Provisional License			1
171.35 License for Driver Training Instructors Required			
19-206 Drunkenness - Any person found in a state of open drunkenness or intoxication in a public place		1	
2005.05(i) (RI) Possession/Consumption of alcoholic beverages while on a public street	1		
221.141.1c Motor Carriers - Insurance or Bond - Fail to Maintain Certificate of Insurance (Interstate)			1
244.02 (SP) Possession of alcohol by a minor	1		
250.01 (SP) Possess/sell/distribute/administer/dispense/prescribe any cocaine/marijuana/opium/cannabis indica			1
272.03 (SP) Loitering for unlawful purpose	1		
341.20 (MPLS) Fail to pay taxi cab fare-defraud driver or owner			1
343.21 Overwork/Mistreat Animals-M		1	
346.57.1 Dogs and Cats in Motor Vehicles - Unattended-Endangers Animal	1		
385.380(b)(2) (MPLS) Trespassing-Sign			1
439.20(4) (MPLS) Allowed Vehicles on Nicollet Mall-Special Permit Vehicles			

478.10 (MPLS) Parallel Parking Violation			
478.90(b) (MPLS) Parked within 5 feet of alley or driveway	1		
49 CFR 392.5(a)(3) CMV - Possession of alcohol			
518B.01.14(b) Domestic Abuse - Violate Order for Protection-Misdemeanor			1
588.10 Contempt of Court - Penalty		1	
609.2231.11(a) Assault-4th Deg-Assault Operator or Throw/Transfer Bodily Fluid or Feces on Transit Operator			1
609.224.2(b) Assault in the fifth degree; Gross misdemeanor-Within three years of previous conviction.			1
609.226.1 Harm Caused by a Dog-Great/Substantial Bodily Harm			1
609.3243 Loitering with Intent to Participate in Prostitution		1	
609.495.4(a) Aiding an Offender - Taking Responsibility for Criminal Acts	1		
609.50.1(3) Obstruct Firefighting-Interfere/Obstruct		1	
609.50.1(4) Obstruct Ambulance Personnel While Attempting to Provide Emergency Care		1	
609.506.2 Giving Peace Officer False Name-of Another Person		1	
609.52.2(a)(11) Theft-Alter/Possess/Sell/Buy-Property Serial Number			1
609.52.2(a)(3)(ii) Theft of Services	1		
609.595.2(a)(2) Damage to Property - 3rd Degree - Public safety motor vehicle	1		
609.74(3) Public Nuisance-Act or Omission Declared by Law			1
609.78.1(2) Emergency Telephone Calls/Communications-Secure Telephone-False Emergency		1	
609.85.5 Crimes Against Railroad-Place Obstruction on Track	1		
609.855.1(3) Transit Crime - Sell, copies, reproduces or created unauthorized fare medium	1		
609.855.1(4) Transit Crime - Use or attempt to use fake or not valid fare medium for fare payment		1	
609.855.3(a)(1) Transit Crime-Operate Elect Device-Amplified Music		1	
609.855.3(a)(3) Transit Crime-Consume Food/Beverages			
609.855.3(a)(4) Transit Crime - Throwing or Deposits Litter		1	
617.81.2(a)(iii) Nuisance-Maintain a Public Nuisance in Violation of 609.74, clause (1) or (3).			1
624.25(2) Fireworks-Explosive-Less Than 35 Pounds		1	
624.7142.1(4) Carrying Pistol While Under Influence of Alcohol			
624.7181.2 Carry BB Gun/Rifle/Shotgun/Aslt Wpn-Public Place	1		
624.731.3 Tear Gas/Stun Gun-Prohibited Possess/Use	1		
88.171.8 Forestry-Open Burning-Prohibited Garbage			1
88.171.8(a) Forestry-Open Burning-Garbage-by a Person			1
97B.001.4(c) Trespass - Posting property by person without right, title, or interest to use land	1		

## Appendix 2 - TRIP Policy and Resolution



### POLICY

#### Transit Rider Investment Program Policy

RF 1-8

**Category:** Regional and Foundational Policies

**Business Unit Responsible:** MT: Operations

**Policy Owner:** Metro Transit, Deputy Chief Operations Officer

**Policy Contact:** Leah Palmer, Transit Rider Investment Program Interim Manager

**Synopsis:** This policy establishes the Transit Rider Investment Program pursuant to Minnesota Statutes section 473.4075.

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### POLICY

The Metropolitan Council will implement the Transit Rider Investment Program (TRIP) and deploy personnel to educate and assist riders, improve the transit experience, perform fare inspections, and issue administrative citations in accordance with [Minnesota Statutes section 473.4075](#). The Metropolitan Council will authorize staff to establish procedures to govern training TRIP personnel, TRIP personnel uniforms, issuing administrative citations, and contesting administrative citations.

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### PURPOSE & SCOPE

In support and furtherance of the Council's commitment to providing safe and reliable public transportation, the Minnesota legislature created TRIP, which was signed into law by Governor Walz during the 2023 legislative session.

This law requires the Council to establish a program that includes personnel whose authorized responsibilities are as follows: to aid customers who may need assistance using the transit system; to inform customers regarding Metro Transit's code of conduct; to equitably enforce fare compliance and issue administrative (non-criminal) citations for fare non-compliance as appropriate; and to connect individuals experiencing homelessness, chemical dependency, and/or mental health issues with the appropriate social services.

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### IMPLEMENTATION & ACCOUNTABILITY

The Council's Metro Transit division is responsible for implementing this policy in accordance with applicable state laws. TRIP procedures for personnel training and operations, as well as administrative citation issuance and resolution, will be based on community and stakeholder input, national best practices, and discussions with other transit agencies and professional organizations.

**Metro Transit staff will:**

- Ensure that TRIP personnel are wearing the designated uniform
- Establish a fine schedule for administrative citations by resolution
- Establish a process for individuals to contest an issued citation and fine by identifying an administrative citation Hearing Officer to review contested citations and determine a resolution. An authorized Hearing Officer for the contested Metro Transit citations will not be an employee of Metro Transit.

The Council will provide a comprehensive report on TRIP activities to the designated legislative committees by February 15 of each year, beginning in 2024.

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## PROCEDURES

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## RESOURCES

### **Statutory Resources**

- [Minn. Statute section 474.4075](#)

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## HISTORY

### **Version 1 – Approval Date (Business Item 2023-225 JT)**

10/11/2023

### **Next Content Review Date**



## METROPOLITAN COUNCIL RESOLUTION NO. 2023-19

### RESOLUTION AUTHORIZING THE ESTABLISHMENT OF THE TRANSIT RIDER INVESTMENT PROGRAM

**WHEREAS,** the Minnesota Legislature has authorized the Metropolitan Council to create a program that supports a positive transit customer experience;

**WHEREAS,** this legislation grants the Council the ability to issue non-criminal administrative citations;

### **NOW, THEREFORE, BE IT RESOLVED:**

1. THAT the Council establish the Transit Rider Investment Program that provides for personnel to inspect fares, issue administrative citations, and assist customers.
2. THAT, as part of the Transit Rider Investment Program, the Council establishes a fine schedule for administrative citations that are issued for fare non-compliance.
3. THAT, in a rolling 12-month period, the following fine schedule applies:

	<b>FINE</b>	<b>ALTERNATIVES OR ENHANCEMENT</b>
<b>First violation</b>	\$35	Alternatives to payment: <ul style="list-style-type: none"> <li>• Load \$20 to a stored-value card or onto mobile application</li> <li>• View a Transit School video and purchase a \$10 stored-value card or mobile application product</li> <li>• Load \$5 to a Transit Assistance Program (TAP) stored-value card (subject to eligibility requirements)</li> </ul> Reduction of payment: <ul style="list-style-type: none"> <li>• View a Transit School video to reduce fine to \$25</li> </ul>
<b>Second violation</b>	\$55	
<b>Third violation</b>	\$75	Enhanced penalty: Prohibited from accessing transit service for 60 days
<b>Fourth and subsequent violations</b>	\$100	Enhanced penalty: Prohibited from accessing transit service for 120 days
Individuals wishing to contest the citation will be referred to a neutral party not associated with the Council's transit operations for resolution.		
If, after 90 days, the individual does not contest the citation or pay the fine, the Council reserves the right to refer the debt to a collections process or agency.		

Adopted this 11th day of, October 2023.

Charles A. Zelle, Chair

Bridget Toskey, Recording Secretary

390 Robert Street North, St. Paul, Minnesota 55101-1805