

Metro Transit Police Department Community Service Officers

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Metro Transit Police Department's Community Service Officers (CSOs) program helps young adults who are studying for law enforcement careers gain experience by working in a department focused on the safety and security of the state's largest transit system. Until now, the department has had CSOs whose duties consisted of mainly administrative tasks. CSOs work to enhance the customer experience for Metro Transit's customers.

The goal is to have a full complement of 70 CSOs helping with various tasks on Metro Transit's system, including:

- Creating a welcoming presence on trains to assist commuters as well as helping to address any quality-of-life issues that may be present
- Working on trains with full-time officers to educate customers on how the fare system works
- Working with customers to direct them to resources to help them navigate the system (Transit Information Center, metrotransit.org, mobile app, etc.)
- Assisting MTPD sworn officers with fare inspection. CSOs will not write citations, but will help educate customers on the system, issuing warnings when needed. Their sworn officer partners may issue citations.
- Helping to monitor conduct on our vehicles and at our facilities

Training: CSOs receive 40 hours of classroom instruction where they learn about the Metro Transit system, including standards for customer service, how to handle traffic and crowd control during special events, best practices in responding to people in mental health crisis, and how to conduct fare inspection equitably. Afterwards CSOs receive 80 or more hours of hands on field training alongside senior CSOs to learn how their duties are conducted in real time. In addition, they use scenario-based learning for de-escalation techniques. CSOs are partnered with an officers as part of a mentorship program so they may receive the experience and guidance to prepare them for a future in law enforcement.

While working on Metro Transit vehicles, CSOs are recognizable in their yellow or grey shirts and cargo-style navy pants. They will be equipped with radios so that they are able to contact an officer if an emergency occurs or additional help is needed. They also wear the same body-worn cameras as MTPD's sworn officers.

Administrative tasks for CSOs can include squad car maintenance, transporting evidence and paperwork to places such as prosecutor's offices, crime labs, the Bureau of Criminal Apprehension, and taking police reports that do not require a sworn officer to complete.

CSOs are enrolled in an accredited law enforcement program and working toward a two- or four-year degree in law enforcement. Upon graduation, they may apply to become full-time police officers with the MTPD.

Metro Transit is now offering tuition reimbursement of \$4,500 every six months, up to a \$18,000 total!

