

# Safety & Security ACTION PLAN

## Quarter 1 2024 Update

Areas of Work

Improving Conditions on the System

Training and Supporting Employees

Engaging Customers and Partners

### Ridership Up, Crime Down

Ridership continues to grow as efforts to improve conditions and expand the official presence on transit advance. During the first three months of the year, more than 11.56 million rides had been taken across Metro Transit's bus, light rail, and commuter rail lines – a 13% increase compared to the same time last year. At the same time, overall reported crime declined by nearly 8% compared to Quarter 1 of 2023.

### Growing Layers of Official Presence

During Quarter 1, Transit Rider Investment Program (TRIP) Agents joined Metro Transit police officers, Community Service Officers, our 10 Transit Service Intervention Project (TSIP) partners, and supplemental security officers as another layer of official presence.

MTPD Officers



CSOs



TRIP Agents



Supplemental Security



TSIP Partners



### TRIP Agents

There are around two-dozen TRIP Agents today, a number that is expected to double as hiring efforts continue in 2024. Future TRIP Agents will be hired directly by Metro Transit and be represented by the ATU Local 1005.

TRIP Agents are a resource for riders, providing information on routes and schedules and educating riders about things like the Code of Conduct and the Transit Assistance Program (TAP) that provides income-qualified riders access to \$1 fares. TRIP Agents also inspect fares and issue administrative citations for fare non-payment. On average, they inspect between 500 to 600 fares each day.

TRIP Agents receive 32 hours of classroom training prior to starting their duties on the system, which includes basic first aid, CPR, and administering Narcan. In the coming months, TRIP Agents will work on developing basic Spanish language skills.

#### TRIP Agents: By the Numbers | Feb. 23 – April 18

7 Days a Week, 6 a.m. to 10 p.m. on METRO Blue & Green Lines

2,200+ Onboard Shifts

31,000+ Fares Inspected

Four languages spoken: English, Spanish, Somali, Arabic

89% identify as people of color

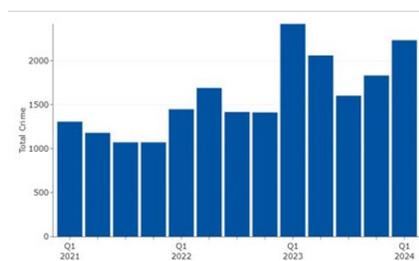


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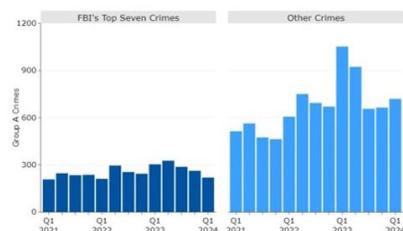
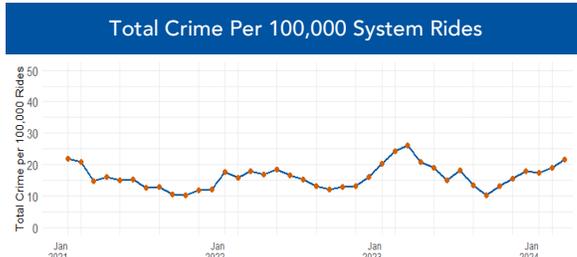
## Quarter 1 2024 Update

Overall reported crime down 7.7%, serious crime down 16.4%

During Quarter 1, the Metro Transit Police Department continued to proactively address illegal activities across the system. Overall reported crime declined 7.7% in Quarter 1 compared to this same time last year. At the same time, the most serious crimes (FBI Top 7) fell 16.4%. The year-over-year decline in reported crime comes despite staffing challenges. As of late-April, the Metro Transit Police Department had 106 full-time officers out of a budgeted strength of 171.

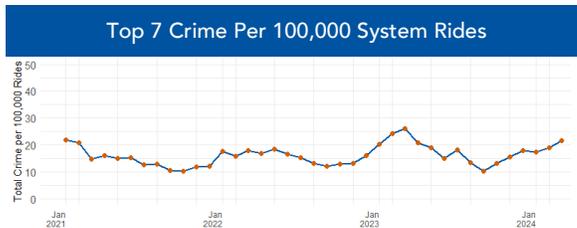


Overall Reported Crime	
Quarter	Total Crimes
Q1 2024	2,232
Q1 2023	2,417



**FBI Top 7** | Homicide, Sex Offenses, Robbery, Assault, Larceny or Theft from Person, Motor Vehicle Theft, Burglary or Breaking & Entering

FBI Top 7 crimes per 100,000 rides: 1.9



## Improvements for a Cleaner, More Comfortable, Safer Ride

**Train Car Number Decals**  
Red and white stickers in eight locations in every train car

**Bus Security Monitor Displays**  
146 installed, goal of 255  
Will be in all new buses moving forward

**Bus Security Cameras**  
Live video can be accessed by Real Time Information Center & Transit Control Center staff

**New Bus Seat Inserts**  
Improved comfort, easier to keep clean and dry

**BRT Cleaning Initiative**  
Clean, repair buses between trips at Brooklyn Center, Mall of America transit centers

**Live PA Announcements**  
Live public safety announcements from MPD at all rail platforms

