

Moving *Forward* to an experience that is consistently safe, clean, and welcoming

Everyone who travels and works on our system deserves to have an experience that is **consistently safe, clean, and welcoming**. That's why we're acting with urgency to strengthen our official presence on transit, increase our focus on cleaning and repairs, and strengthen partnerships with community-based organizations who can enhance and supplement our work. Our collective efforts are guided by our **Safety & Security Action Plan**, which describes more than 40 actions centered around three areas of work:

1. Improving conditions on the system
2. Training and supporting employees
3. Engaging customers and partners



Every action in the Safety & Security Action Plan is in motion.
Learn more at metrotransit.org/public-safety.

Safety & Security **ACTION PLAN**

Key public safety initiatives advancing in 2025

- **Expanding the Transit Rider Investment Program (TRIP).** TRIP Agents are primarily responsible for inspecting fares, assisting riders, and upholding the rules for riding. By the end of 2025, we aim to have more than 100 TRIP Agents working on light rail and bus rapid transit lines.
- **Increasing investment in supplemental security.** Supplemental security officers will have a stronger presence at light rail stations and other boarding locations where there are more calls for police service. For the latest information on locations with security, visit metrotransit.org/public-safety.
- **Strengthening partnerships with community-based organizations.** To continue and expand our work with community-based organizations, we will award up to \$750,000 to partners focused on issues like substance abuse disorders, mental health, and housing in 2025. Organizations work closely with the Metro Transit Police Department's Homeless Action Team, which can connect people to emergency shelter, housing vouchers, and other resources.
- **Growing the Metro Transit Police Department.** As part of the department's ongoing efforts to bring on more police officers, we've developed a Pathways Program that provides students studying to become police officers the opportunity to work part-time as Community Service Officers (CSOs) while receiving benefits and tuition assistance. Learn more at metrotransit.org/career-pathways.
- **Capital improvements focused on safety and experience.** Capital improvements focused on making light rail stations feel safer and more welcoming are being made on a continuous basis. This includes efforts to expand the use of public art and durable materials less prone to vandalism. These investments come in addition to planned renovations of the Lake Street/Midtown and Franklin Avenue stations that will occur in 2026.



TRIP Agents

By the numbers

- **550,000** fare inspections by Transit Rider Investment Program (TRIP) Agents and Community Service Officers in 2024 (TRIP Agents began working on transit on Feb. 27, 2024)
- **70+** TRIP Agents working on transit as of January 2025
- **15,626** contacts by community-based organizations contracted through the Transit Service Intervention Project; 48% of contacts resulted in referrals
- **109** full-time police officers (out of an authorized 171 positions)
- **-6%** decline in reported crime on transit, comparing 2024 to 2023
- **1,127** citations for smoking (versus 322 in 2023)
- **47.5** million rides provided in 2024, a 6% increase from 2023
- **143,696** average weekday rides in 2024



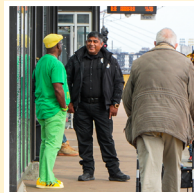
Police Officers



CSOs



TRIP Agents



Supplemental Security



Community-Based Organizations



Safety Ambassadors

More people, more places

Here's who you'll see on transit, and the role each group plays while on the system.

- **Police Officers:** Metro Transit police officers respond to and investigate all crimes reported on transit and at transit facilities throughout the region. They also work with and assist partner law enforcement agencies.
- **Community Service Officers (CSOs):** CSOs are part-time members of the Metro Transit Police Department who are enrolled in degree programs and on their way to law enforcement careers. Their duties include educating customers about the rules of riding, inspecting fares, and assisting customers.
- **Transit Rider Investment Program (TRIP) Agents:** TRIP Agents are primarily responsible for inspecting fares, assisting riders, and upholding the rules for riding; they can also provide first aid, administer Narcan, and provide information about social services.
- **Supplemental security officers:** Supplemental security officers monitor high-traffic locations where there have historically been more calls for police service. Security officers are primarily in place to discourage behaviors like smoking and littering and will contact police when they observe or suspect illegal behavior.
- **Community-based organizations:** To address issues like unsheltered homelessness and substance use disorders that can show up on transit, representatives from community-based organizations are providing outreach services on light rail. Organizations currently working on transit include The Link MN, Minnesota Community Care, and Mental Health Minnesota.
- **Safety Ambassadors:** Safety Ambassadors with the St. Paul Downtown Alliance regularly spend time at downtown St. Paul light rail stations and adjacent bus stops acting as another set of eyes for public safety professionals while cleaning up trash and assisting visitors with wayfinding.