

February 2024

Transit Safety and Rider Experience Report



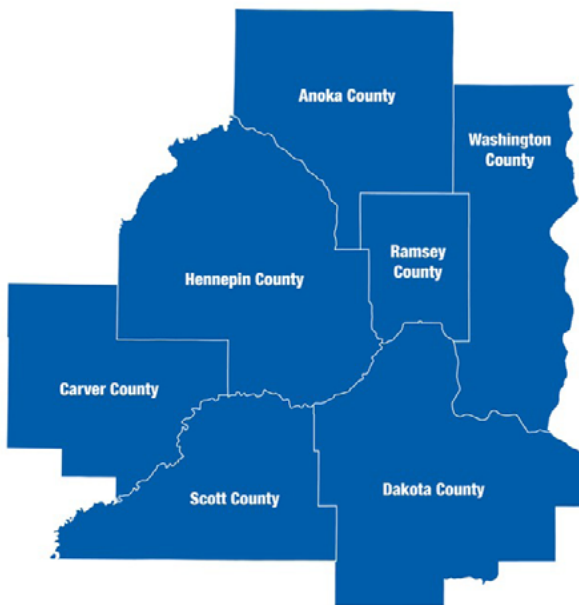
Transit Safety and Rider Experience: A Report to the Minnesota Legislature

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The Metropolitan Council is the regional planning organization for the seven-county Twin Cities area. The Council operates the regional bus and rail system, collects and treats wastewater, coordinates regional water resources, plans and helps fund regional parks, and administers federal funds that provide housing opportunities for low- and moderate-income individuals and families. The 17-member Council board is appointed by and serves at the pleasure of the governor.

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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.

Introduction

At the Metropolitan Council and Metro Transit, we are committed to providing a safe and welcoming experience for all our customers and our employees. This is our top priority. We understand that our success in providing a safe and comfortable transit experience – from onboard buses and trains, to waiting at a stop or station – is essential for today's users and for the long-term progress of our thriving region.

We are committed to ensuring that every rider has a pleasant experience when they take transit in our region. We understand there are areas of our system that need to be improved to deliver this critical service to the neighborhoods and communities we serve. Transit doesn't run through neighborhoods, it's an integral part of our neighborhoods. We are also dedicated to ensuring the safety of our employees as well by ensuring they have the resources necessary to make sure every ride they provide is enjoyable.

[Minnesota Statutes, Section 473.4077](#) identifies specific components that must be included in this report. Those requirements are noted within the report. The report also includes information and updates on several other initiatives to increase transit safety and improve the rider experience beyond those requested in statute.



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.

Every weekday, residents and visitors in our region take more than 150,000 trips on bus and rail transit lines, provided by nearly 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 anti-social 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.

The *Safety & Security Action Plan* advances [recommendations](#) from the Council's Metro Transit Police Work Group and is based on significant feedback from customers and employees. The work group's recommendations were built around a vision that:

1. Provides a quality transit experience for all, using an anti-racist lens, equity lens, and an inclusive approach to transit safety, security, and policing,
2. Addresses systemic issues by fostering community relationships and partnerships, and
3. Demonstrates responsive leadership and accountability for results.

The plan is a living document and identifies over 40 actions that build on Metro Transit's work to improve public safety on transit. As of December 2023, four actions are complete, 19 are implemented and ongoing, 15 are in progress, and five are in planning.

The action plan is regularly updated and expanded as Metro Transit identifies additional steps that can strengthen this work. In 2023, Metro Transit updated the *Safety & Security Action Plan* to include efforts to implement state legislation passed during the 2023 session of the Minnesota Legislature. This includes:

- **A ¾-cent metro-area sales tax for transportation.** The metro-area sales tax that took effect on Oct. 1, 2023, will provide a predictable revenue source for transit operations and maintenance, including investments in public safety.
- **Transit Safety Intervention Project (TSIP).** TSIP is a coordinated, high-visibility effort to provide enhanced social services and *Code of Conduct* and law enforcement on transit. TSIP is led by Metro Transit with participation from state and local partners and community-based social service organizations. (Action item 3.15.)
- **Transit Rider Investment Program (TRIP).** TRIP authorizes the creation of a program that allow non-police personnel to issue administrative citations for fare non-compliance. These citations replace the former misdemeanor citations that could only be issued by sworn police officers and were rarely prosecuted. In October 2023, the Metropolitan Council adopted a policy and resolution to create TRIP. (Action items 1.2 and 3.2.)
- **Transit Rider Activity.** This includes a requirement that the Council adopt and prominently display a *Code of Conduct*, following a public engagement process. This also requires Metro Transit to clearly designate paid fare zones, maintain camera monitoring, and maintain the public address system on light rail. (Action items 1.4, 1.5, and 3.7.)
- **Cleaning and Repair standards.** This requires establishing cleaning standards for transit vehicles and facilities and reporting to the legislature every two years, beginning October 1, 2023. (Action item 1.17.)

- **Transit Safety and Rider Experience Legislative Report.** This report covers numerous topics, including transit public safety issues and actions taken to improve public safety, updates on TRIP implementation and impact, data on crime, warnings/citations issued and personnel numbers, and recommendations to change the administration citation program and improve safety on public transit. The report is due to the legislature by February 15 every year. (Action item 3.11.)

Metro Transit’s *Safety & Security Action 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)
 - Contracted supplemental security officers
 - Transit Service Intervention Project (TSIP) partners
 - Transit Rider Investment Program (TRIP) personnel (expected launch in February 2024)
- 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.

- Launching a campaign 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.

Customer Engagement

Customer feedback informs our decisions, and that has led us to expand the available methods for riders to do so. 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.

As we began to explore engagement, related to outcomes from the legislative session, we developed a comprehensive survey, with the understanding that our riders and community stakeholders don't track each intervention, but want to see an overall improvement in safety and cleanliness. More than 2,000 customers were surveyed on these topics, as well as on their overall perceptions of safety. We connected with riders through in-person, direct engagement on light rail and bus rapid transit, social media, and weekly newsletters. We've also kept our advisory committees, such as the Equity Advisory Committee, well informed.

Over multiple months in the summer and fall, Metro Transit continued to talk to riders about safety on transit in an effort called *Great Day in Transit*, which is a once-a-month activity where all employees can volunteer for shifts across our system. The mission is to be highly visible and have positive interactions with our customers. 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. Identified improvements are expected to be implemented by the fourth quarter of 2024.

Our latest rider survey, conducted in the fall of 2023, will be used to establish baseline measures for our *Safety & Security Action Plan* and overall customer satisfaction. Analysis results will be available in 2024.



Supplemental Security Program

One of Metro Transit's approaches to improving safety and customer experience is to add 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

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.

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.”

In addition, the law requires the Council to submit a status report to the chairs and ranking members of the legislative committees with jurisdiction over transportation policy and finance by the 15th of each month. The report must include:

1. A summary of activities under the TSIP project
2. A fiscal review of expenditures, and
3. Analysis of impacts and outcomes related to social services outreach, violations under Minnesota Statutes, sections 473.4065 and 609.855, and rider experience.



Summary of Activities and Impacts

The Council developed a streamlined process to solicit Declaration of Interest (DoI) from community organizations to be selected as vendors and provide services detailed in the legislative provision. A total of 30 organizations submitted DoI for this project.

A Metro Transit staff member was assigned to coordinate and manage this project, along with officers from MTPD and HAT.

HAT initiated the project’s first phase in June 2023, by coordinating with community partners to staff the METRO Blue and Green lines and connect riders in need with social services.

During the selection process, the second phase of the TSIP project was implemented in the summer of 2023, which reinstated and initiated mutual agreements with local law enforcement agencies to provide additional security and enhanced police presence onboard trains and at stations and platforms. Those agencies are MSP Airport Police, University of Minnesota Police, and City of Bloomington Police.

In September 2023, five organizations were selected by the Council to become TSIP vendors:

- [Minnesota Community Care](#), a health care provider that focuses on marginalized communities.
- [Mental Health Minnesota](#), which works to increase access to mental health services, education, and resources.
- [Roots Wellness Center](#), which provides culturally responsive mental health services through therapy, adult rehabilitative programs, children’s therapeutic programs, and substance use treatment.

- [The Link](#), which provides crisis intervention, emergency shelter, housing, and mental health support services to youth and families experiencing homelessness.
- [We Push for Peace](#), which focuses on trauma and violence, unemployment, and inconsistent housing.

Five additional community-serving organizations were selected in November 2023:

- [Brothers EMpowered](#) focuses on de-escalation and conflict resolution, youth mentorship, and job referrals.
- [The Family Partnership](#) provides harm reduction-based services for people repeatedly coming into contact with law enforcement.
- [T.O.U.C.H. Outreach](#) focuses on gun violence prevention, employment, mentoring, crisis intervention, and youth services.
- All our Boys, Inc., provides counseling and intake services, pop-up clinics, and access to shelter and mental health services.
- Truce Center, which focuses on youth mentorship and provides immediate crisis-response services.

Other significant outcomes from this project includes:

- Stronger collaboration and joint efforts to patrol areas with the most calls for service and overall traffic (e.g., Mall of America, Union Depot, U.S. Bank Stadium, University of Minnesota stations).
- Improved coordination of services between government agencies (e.g., counties, cities, state departments) on light rail transit.

Since the launch of TSIP, we have seen these important outcomes:

- The MTPD HAT team has conducted more than 40 outreach events on the METRO Blue and Green lines in partnership with city and county social service agencies, and community organizations.
- The increased safety presence and visibility have connected more than 550 individuals with intervention services and resources.
- TSIP partner organizations have issued more than 200 referrals in various areas. More than 50% of the referrals issued are for housing/shelter needs. Health benefits, recovery, and basic needs such as food, proper clothing, etc., constitute about 33% of all types of intervention services provided. The breakdown of referrals by type is shown in Figure 1.

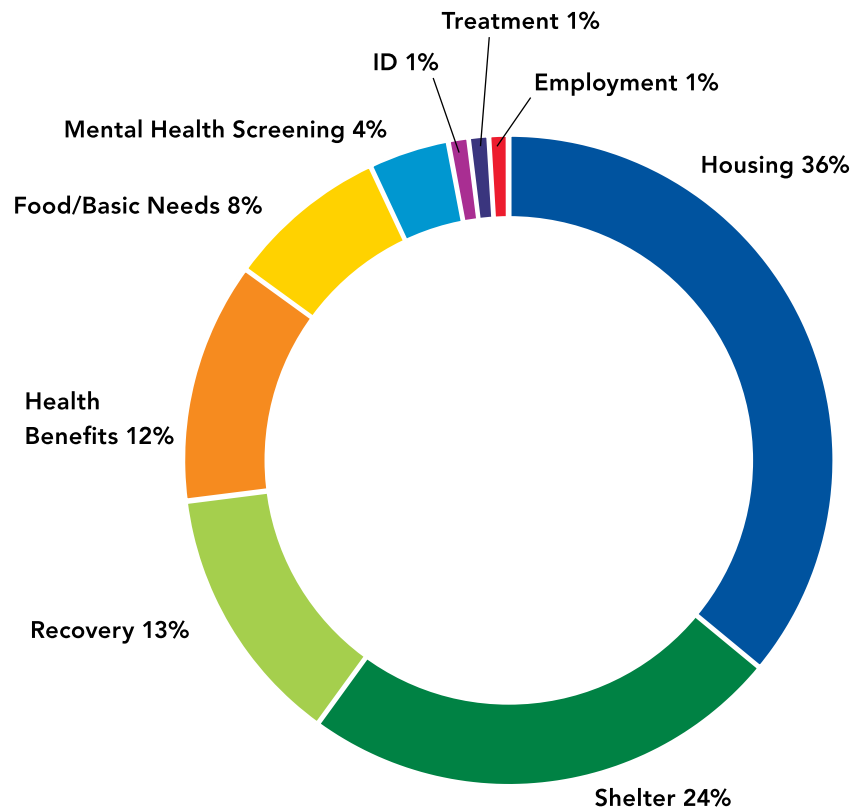


Figure 1: Breakdown of referrals by TSIP partner organizations by referral type

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.

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

Development of Code of Conduct

Prior to the 2023 Legislature’s directive to establish and adopt a *Code of Conduct*, a Metro Transit cross-divisional team began refreshing the existing *Code of Conduct* in October 2022. This initiative was also part of Metro Transit’s *Safety & Security Action Plan*.

The team’s refresh approach focused on:

- **Discovery:** Identify and document all existing signage and communications relating to *Code of Conduct*. Research similar efforts at other transit agencies.
- **Approach:** Create a matrix of existing *Code of Conduct* policies, rules, and laws. Meet with internal stakeholders to evaluate and gather feedback. Implement outreach and engagement to customers and document priorities.
- **Design:** Create internal and external communications plan, as well as training for internal staff on enforcement.
- **Implementation:** Launch all communications and marketing materials.

From November 2022 through July 2023, the team performed outreach and engagement to Council employees as well as customers. The legislation required that the process include solicitation and consideration of public comments on conduct requirements and the rider’s experience. More than 2,000 customers were surveyed in-person at light rail, bus rapid transit, and fixed-route stops, through social media, and in newsletters. This team also visited Metro Transit facilities, attended bus operator mentor workshops, and Transit Safety & Security Committee and Equity Advisory Committee meetings. The team found that employees and customers’ top items of concern included both illegal and legal activities. Those responses were used to shape the refreshed *Code of Conduct*.

Implementation – Your Role as a Rider

In February 2024, Metro Transit will launch a customer communications campaign that includes new signage at 60 light rail platforms, 164 bus rapid transit stations, and 23 transit centers. One example of the signage for this campaign is shown in Figure 2. 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 will include both expectations included in the *Code of Conduct* as well as identify behaviors that are in violation of state law.

The campaign will also include 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 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. The goal is to implement these improvements by the fourth quarter of 2024, ensuring a more efficient and user-friendly experience for reporting issues and feedback.



Figure 2: Example signage posted on transit vehicles and at stop and stations

Cleaning and Repair Standards

[Minnesota Statutes, Section 473.412](#) required the Council to adopt standards on cleanliness and repair of transit vehicles and stations by October 1, 2023. 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 by October 1, 2023, and every two years thereafter.

On September 27, 2023, the Council authorized Metro Transit staff to develop cleaning and repair standards for stations and vehicles as required by statute, including procedures for cleaning at defined minimum intervals, procedures for inspections at defined minimum intervals, methods for timely removal of graffiti and vandalism, methods for timely repair of damage most impactful to the customer experience, and methods to measure and report on cleaning and repair activities.

Consistent with the statute and Council authorization, the Council submitted a *Cleaning and Repair Standards Report* in September 2023. The report includes initial standards for cleaning and repairs focused on improving the customer experience, which Metro Transit is currently implementing.

The initial standards address:

- Cleaning
- Inspections
- Removal of graffiti and vandalism
- Repair of damage most impactful to the customer experience:
 - Broken glass
 - Heat & light
 - Damage due to car crashes
 - Elevator

Implementation

As required by statute, Metro Transit has posted new signage at each light rail and bus rapid transit station with details on how the public can provide feedback on situations that require cleaning or repair. An example of the signage is shown in Figure 3. In addition, the initiative to expand and streamline internal processes for issue reporting, noted above, will also include a focus on reporting facility and vehicle cleanliness and repair issues.

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



REPORT PROBLEMS

See suspicious or threatening behavior? Text 612-900-0411

See something dirty or broken?

Scan this code or call
Customer Relations at
612-373-3333



**CALL 911 TO
REPORT EMERGENCIES**

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 signs will be installed by mid-February 2024.

The boundary lines for the paid fare zones will be painted in spring 2024 when weather conditions allow.



Light Rail Platform Study

Metro Transit is studying potential investments at existing light rail platform facilities by identifying industry best practices for retrofitting transit stations to provide a safe and secure customer experience including lighting, technology, fare gate systems, and other elements. The study is expected to be completed in spring 2024 and will include the following elements:

- Inventory of existing safety and security measures at light rail platforms,
- Review of projects and lessons learned from other transit agencies,
- Review of Crime Prevention Through Environmental Design (CPTED) principles and other design best practices related to safety and security and their application at our stations, and
- Review of code and life safety requirements that may affect our ability to make improvements.

As part of this evaluation, Metro Transit will also explore the potential for use of fare gates at light rail stations. This analysis will identify challenges and potential for fare gate system installations, review and discuss challenges of fare gate installations with other transit agencies, and develop order of magnitude cost estimate for potential installations.

Transit Rider Investment Program (TRIP)

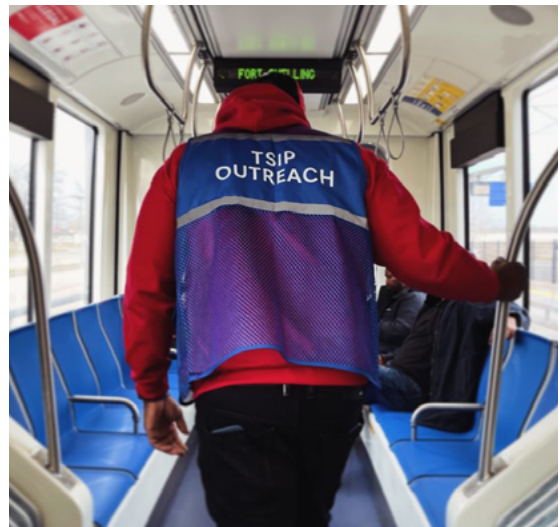
Legislative requirement: Provide an overview of the transit rider investment program under section 473.4075 and the program’s structure and implementation.

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 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.

- Customer and employee feedback, police calls for service, and other inputs will be used to determine when and where personnel ride. An initial area of focus will be the METRO Blue and Green lines.
- In addition to inspecting fares, personnel will educate and advise riders about fare payment options, the *Code of Conduct*, and help provide directions. They'll 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 will wear clearly defined uniforms that are distinct from other customer-facing employees such as police, security, and operations staff. These personnel will also carry two-way radios and aerosol devices that can be used for self-protection if needed.
- If a rider refuses to produce a fare or an identification, they'll be asked to exit the vehicle. If a rider doesn't follow those instructions, police will be contacted and may cite the individual for trespassing.



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.

Upon passage of the TRIP statute in May 2023, Metro Transit immediately began both internal and external stakeholder engagement. This included customer surveys, conducted both in-person and online, and outreach to employees through town hall-style meetings at work sites such as the bus garages and maintenance buildings. Metro Transit also worked with the Council through informational presentations during their regular meetings as the planning process advanced. In October 2023, the 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, 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

In December 2023, the Council approved an amendment to the current contract with Allied Universal to include TRIP personnel, with an anticipated launch in February 2024.

Under this contract, Allied Universal will provide staffing of 24 individuals, seven days a week. Working in a required team of at least two personnel, the plan calls for up to six teams from approximately 6 a.m. to 2 p.m., and another six teams from 2 p.m. to 10 p.m. The deployment will be based on customer and operator feedback, as well as police calls for service, and evaluated at least monthly to adjust plans as appropriate.

Contracted TRIP personnel will be trained according to the same standards prescribed by Minn. Stat. 473.4075 subd. 5. In addition to Allied Universal's own internal training regarding safety and de-escalation, Metro Transit will provide training on the topics listed to ensure that contracted personnel are engaging with transit customers in a manner that is in line with TRIP requirements. TRIP personnel will also be trained to use naloxone (Narcan) and will carry it with them as mandated under Minn. Stat 151.37 subd. 12.

Through the implementation of the administrative citation program, the TRIP manager worked with MTPD to ensure that accurate information was shared and that officers were trained to support CSOs. This included attending patrol officer roll calls, through email, and via the police department's internal newsletter. A similar approach will be taken when contracted TRIP personnel are in place and again when in-house TRIP personnel are hired and ready for duty.

Administrative Citations

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

When they encounter a person who does not have a valid fare, they will inform the person that they will be issuing a 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.



Metro Transit instituted its administrative citation program on December 4, 2023. CSOs from MTPD are deployed on the METRO Blue and Green lines to check fares and issue administrative citations as appropriate.

The 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.
- 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 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 is planning to launch TRIP personnel in late February 2024. As described above, TRIP personnel will be trained to carry out the duties required in state law.

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 CSOs. MTPD officers continue to conduct fare inspections on regular service as staffing allows, as well as at special events. In the future, TRIP personnel will conduct fare inspections, as well as MTPD.



Table 1 shows the total count of both regular service and special event fare inspections for each of the previous three calendar years (2021, 2022, 2023). 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	2021	2022	2023
Regular service fare inspections	165,801	131,473	215,714
Special event fare inspections	156,229	297,697	337,988
Ridership (Light rail, commuter rail, bus rapid transit)	1,295,1695	15,691,248	22,095,746
Regular service fare inspections / Ridership	1.3%	0.8%	1.0%

Administrative Citation Program Startup and Initial Results

Metro Transit began the administrative citation program on December 4, 2023. CSOs attended 12 hours of training regarding fare products, fare inspections, and administrative citations, as well as de-escalation and personal safety tactics.

CSOs are part-time employees who are currently enrolled in a law enforcement degree program at either a two- or a four-year college or university. In addition to the new fare inspection and administrative citation duties, they also assist officers with tasks such as transporting evidence, taking squad cars in for service, towing unauthorized vehicles, etc. As of December 31, 2023, MTPD had 13 CSOs on staff.

Between December 4, 2023, and December 31, 2023, the following activity was recorded by CSOs:

- Inspections: 7,544
- Citations: 400
- Percent of citations written compared to fares inspected: 5%

Reason for citation:

- Did not present proof of payment: 305
- Invalid proof of payment: 95

All citations were issued in alignment with Minn. Stat. 609.855, subd. 1, paragraph (a), clause (1).

CSOs give warnings to customers who have acceptable proof of payment, but was not validated for that ride. Typically, these are fare products that are purchased by employers and schools and provided to the transit customer; therefore, the customer isn't directly responsible for payment. However, they are still required to validate the card each time they ride a bus, light rail train, or commuter rail train. Individuals who fail to validate this type of pass are given a warning and asked to validate the card at the card reader when they arrive at their stop.

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 2021, 2022, and 2023. 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 in the future, 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 2021-2023

Year	2021	2022	2023
Fare compliance warnings issued by MTPD officers	720	637	344
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(1)	11	56	97
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(2)	0	0	11
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(3)	0	1	0
Criminal citations and arrests under issued by MTPD officers under Minn. Stat. 609.855.1(4)	0	0	1
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	n/a	400
Administrative citations issued by TRIP personnel under Minn. Stat. 609.855.1(1) and (3)	n/a	n/a	n/a

From December 4 - 31, 2023, CSOs issued 400 administrative citations under Minn. Stat. 609.855.1(1) and (3). The reasons for these citations were as follows:

- 305 citations were issued to individuals who were riding without paying.
- 95 citations were issued to individuals who presented an invalid proof of payment (e.g., expired pass or transfer, or zero balance on prepaid fare medium such as a Go-To Card).

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. From December 4 - 31, 2023, 15 administrative citations issued by CSOs were resolved. The manner of resolution and total amount paid for resolution is shown in Table 3.

Table 3: Administrative Citations resolved between December 4 - 31, 2023

Resolution	Number of Cases	Amount paid
Paid in full	1	\$35
Newly enrolled TAP customers, loaded \$5 to card	2	\$10
Existing TAP customers loaded \$20 fare on card	2	\$40
New or existing Go-To Card customers loaded \$20 fare on card	8	\$160
Dismissed	2	-
TOTAL	15	\$245

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.

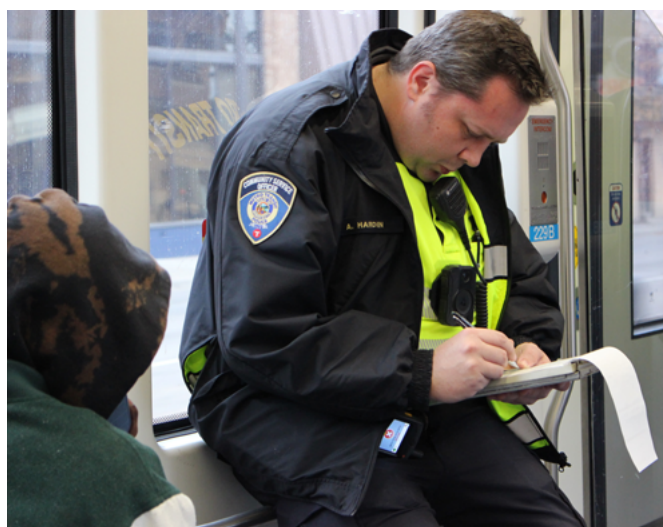


Table 4 shows the data on the number of citations issued, contested, and appealed by year. Data for 2023 is only for the period of December 4 - 31.

The two citations that were dismissed before the appeals process began had the following resolutions:

- 1. Customer reported that they possess a valid Metropass, but did not have it with them at the time of inspection. Customer was advised that they need to have the pass with them every time they use transit, and to validate the pass before they board.
- 2. Customer was here from another country to attend school and has since returned home.

Table 4: Citations issued 2021-2023

Year	2021	2022	2023
Citations issued	n/a	n/a	400
Citations contested	n/a	n/a	2
Citations dismissed before appeal	n/a	n/a	2
Citations appealed	n/a	n/a	0
Citations dismissed on appeal	n/a	n/a	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 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.

Table 5 shows the total count of crimes reported by MTPD for calendar years 2021, 2022, and 2023. 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.

Table 5: Total crimes reported by MTPD by year and broken down by NIBRS Group A and Group B crimes

Year	2021	2022	2023
Total Crimes	4,628	5,960	7,886
Group A Crimes	2,937	3,722	4,462
Group B Crimes	1,691	2,241	3,424

The increase in the number of crimes reported by MTPD over the past three years is the result of several important trends. During the depths of the COVID-19 pandemic in 2020 and 2021, overall regional travel and transit ridership were both down significantly. Fewer transit riders meant fewer opportunities for crimes to occur and fewer people to report crimes. As transit ridership and overall activity around the transit system has grown, an increase in reported crimes is not surprising.

Another important factor is that for the majority of crimes that are handled and reported by MTPD, the nature and severity of those crimes tend to be different than the traditional crimes that are addressed by municipal and county law enforcement agencies. Transit police are faced with fewer serious crimes and more minor assaults, quality of life crimes, and nuisance activities. This is most noticeable when looking at the count of crimes by different types.

Table 6 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, motor vehicle theft, and burglary/breaking & entering. In this table, we see that most of the increase in Group A crimes have occurred for less serious offenses.

Table 6: Group A Crimes broken down by FBI Top 7 vs. Other

Year	2021	2022	2023
Group A FBI Top 7 Crimes	924	1,005	1,174
Group A Other	2,013	2,715	3,288

Finally, as concerns about crime have grown, MTPD has increased proactive policing efforts, directing as many resources as possible to patrolling the system. We see the results of this activity in the total number reported crimes. In particular, if we look at the types of crime that tend to be result of proactive policing, across both Group A and Group B, we see a larger increase in those crimes than other crimes. Table 7 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 7: All crimes broken down by those that tend to be result of proactive policing vs. all other crimes

Year	2021	2022	2023
Proactive policing crimes	1,487	2,372	3,609
Other crimes	3,141	3,588	4,277

Metro Transit continues to monitor and report crime data trends as the programs shared in this report expand over time. As the presence of transit officials on the system increases, including MTPD officers, CSOs, supplemental security officers, TRIP agents, and staff from TSIP partner agencies, we expect to see a continued increase in both calls for service and reported crimes, reflecting the effect of a more direct intervention approach. We expect to see decreases over the long term as the impacts of all these efforts take hold.



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	2021	2022	2023
MTPD Full time police officers, as of December 31	111	107	108
MTPD Full time police officers, annual average	126.08	109.17	108.32
MTPD Part-time police officers, as of December 31	54	48	33
MTPD Part-time police officers, annual average	55.08	52.17	38.75
MTPD Community service officers, as of December 31	12	13	13
MTPD Community service officers, annual average	10.83	13.92	13.92



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. The goal is to have a daily staff of 24 TRIP agents deployed on proof-of-payment duty, starting in February 2024. Metro Transit anticipates that it will expand the number of TRIP agents over time based on the effectiveness of the program and as the transit system continues to grow.

Program Impacts

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

With significant support from the Legislature, Metro Transit planned and implemented several new initiatives over the course of 2023 that will continue into 2024 and beyond. These efforts, combined with existing resources and programs, hold great promise in our shared 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 impact on fare compliance and customer experience. Data is actively being collected and will be evaluated, as described below.

Fare Compliance

Metro Transit regularly monitors fare compliance. As noted, it is too early in the rollout of the TRIP program and the transition to administrative citations to measure a change in overall fare compliance. Since the launch of administrative citations, more than 7,500 inspections have been completed and 400 citations have been issued. These numbers show that we are moving in a positive direction.

Customer Experience

Metro Transit and the Council regularly request feedback from customers on their experience through system-wide surveys. The most recent survey, which will serve as a baseline for many of the efforts summarized in this report, was completed in fall 2023 and is currently being analyzed for a report in late winter 2024.

Recommendations

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

It is still very 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 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.

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.



Appendix 1 - Total citations issued by statute, 2021-2023

Statute Reference	2021	2022	2023
609.605.1(b)(8) Trespass-Return to Property Within One Year	330	296	659
223.235 (MPLS)Possession of drug paraphernalia in a public place	37	177	357
609.855.3a(a)(1) Transit Crime - Smoke as defined in section 144.413, subdivision 4			230
169.791.2(a) Traffic Regulation - Driver Must Carry Proof of Insurance when Operating Vehicle	46	72	79
609.605.1(b)(3) Trespass-Premises of Another-Refuse to Depart	37	54	93
478.90(i) (MPLS)Parked within a bus stop zone	29	23	129
609.681 Unlawful Smoking	70	47	41
609.855.2(a) Transit-Obstruct/Interfere w/Oper of Vehicle	36	54	66
609.506.1 Give Peace Officer False Name/Birthdate/ID Card	32	47	67
364.45 (MPLS)Loiter with an open bottle	26	57	58
171.24.2 Traffic-Drivers License-Driving After Revocation	41	49	50
609.72.1(3) Disorderly Conduct - Offensive/Abusive/Boisterous/Noisy/Obscene	44	39	48
609.855.1(1) Transit Crime - Unlawfully Occupy or Ride Transit Without Paying Fare	9	43	77
609.595.3 Damage to Property-4th Deg-Intentional Damage-Other Circumstances	63	31	32
169.06.4(a) Traffic Regulations - Failure to obey traffic control device	27	34	56
255.03 (SP)Possession of drug paraphernalia	13	48	56
609.50.1(1) Obstruct Legal Process-Lawful Execution Legal Process	27	32	51
609.50.1(2) Obstruct Legal Process-Interfere w/Peace Officer	25	28	55
385.50 (MPLS)Loiter with intent to solicit any act prohibited by law	2	16	86
609.72.1(1) Disorderly Conduct - Brawling or Fighting	27	24	39
609.487.6 Fleeing a Peace Officer By a Means Other Than a Motor Vehicle	9	21	50
609.224.1(2) Assault-5th Deg-Inflict or Attempt Bodily Harm	16	21	35
169.34.1(a)(15) Traffic Regulation - Stopping/Standing/Parking Where Signs Prohibit Stopping	25	20	25
152.092(a) Drugs - Possession of Drug Paraphernalia - Use or Possession Prohibited	8	29	30
609.85.6 Crimes Against Railroad- Trespass or Allow Animals on Track, Yard or Bridge	10	18	35
171.02.1(a) Drivers License - Driving without a valid license for vehicle class or type	19	24	19
609.855.3(a)(2) Transit Crime-Smoke/Carry Lighted Paraphernalia	13	23	22
171.24.1 Traffic-Drivers License-Driving After Suspension	17	22	15
144.417.2(b) Smoking in Public - Smoking in Area where Smoking Prohibited or Restricted	4	11	36
246.01 (SP)Drink/possess open container of alcoholic beverage on public street/lane/alley/ park/playground/r	16	17	15
227.180 (MPLS)Public Urination Prohibited	18	15	14
12.09(b) (Bloomington)Trespass-Enter premise after person has been served with a trespass notice	9	13	22
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	7	6	23
364.40 (MPLS)Consume liquor/beer in public	17	11	8
171.08 Drivers' Licenses - No Drivers License in Possession or Fail to Display Upon Request	5	5	23
171.20.2(a) Drivers' Licenses - Operate Motor Vehicle after License Suspension/Revocation/ Cancellation	8	9	14
152.027.4(a) Drugs - Possess/Sale Small Amount of Marijuana - No Remuneration	6	20	4
169.79.1 Traffic Regulation - Vehicle Registration/Permit/Plates Required	7	6	17
152.027.6(d) Drugs - Synthetic Cannabinoid - Possess any amount of a synthetic cannabinoid	16	12	1

169.13.2(a) Traffic - Careless Driving - Operate any vehicle carelessly on street or highway	7	11	11
609.224.1(1) Assault-5th Degree-Fear of Bodily Harm or Death	11	7	11
609.72.1 Disorderly Conduct	8	10	10
617.23.1(3) Indecent Exposure-Engage in Lewd/Indecent Behavior	10	7	10
617.23.1(1) Indecent Exposure-Public Place Willfully/Lewdly	11	11	4
151.40.1 Pharmacy - Possess/Control/Manufacture/Sell/Furnish/Dispense/Dispose of Hypodermic Syringes/Needles	9	14	2
97B.001.3 Trespass-Remaining on or return within one year to land prohibited after notice	1	2	22
168.09.4 Motor Vehicle Registration - Operate Vehicle With Expired Registration	3	7	15
609.6057.2 Geographic restriction order - Violate order	15	6	3
169.14.1 Traffic - Duty to Drive with Due Care - Speed Greater than Reasonable	4	12	8
168B.03 Abandon Motor Vehicle on Public/Private Property Without Consent of Property Owner	7	4	11
169.06.5(a)(3)(i) Traffic Regulations-Failure to stop for traffic control signal	7	8	7
280.08.a (SP)Urinating in public	8	4	9
169.18.6(a) Traffic Regulation - Driving Wrong Way on One Way Street	1	11	8
609.224.1 Assault-5th Degree-Misdemeanor	4	10	5
169.797.3 Traffic Regulation-Uninsured Vehicle-Driver Violation	14		4
609.684.3 Toxic Substances-Use for Intoxication Prohibited	7	2	8
169.13.1(a) Traffic - Reckless driving; Drives Consciously Disregarding a Substantial or Unjustifiable Risk	4	9	4
609.52.2(a)(1) Theft-Take/Use/Transfer Movable Prop-No Consent	5	2	8
169.791.3 Traffic Regulation - Driver Who Is Not Owner Must Later Produce Proof of Insurance If Required	5	7	3
169.19.4 Traffic regulations - Improper change of course or fail to signal lane change	4	2	7
393.90 (MPLS)Carrying weapons and facsimile firearms prohibited	3	3	7
169.797.2 Traffic Regulation-Uninsured Vehicle-Owner Violation	6	4	3
169.346.1(5) Traffic Regulation-Physically Disabled; park transit stop	7	1	5
169A.35.3 Traffic - Open bottle law; Possession; crime described	2	7	3
609.855.3a(a)(2) Transit Crime - Urinate or defecate			11
169.686.1(a) Traffic Regulation - Seat Belt Required - Driver and Passengers Must Use	2	7	2
223.230 (MPLS)Drug-possess drug paraphernalia	2	3	6
609.855.1(2) Transit Crime - Presents falsified, counterfeit, photocopied, or other manipulated fare medium			10
152.092(b) Drugs - Possession of Drug Paraphernalia - Use/Possession - Violate paragraph (a) two or more times	4	4	2
12.09(a) (Bloomington)Trespass in or on private property		2	8
171.05.1(a) Drivers' Licenses - Instruction Permit Violations - Persons 18 Years or Older - Requirements	4	1	5
609.2242.1(2) Domestic Assault-Misdemeanor-Intentionally Inflicts/Attempts to Inflict Bodily Harm on Another	5		4
478.90(p) (MPLS)Parked where temporary no park signs			9
478.600(a) (MPLS)Parking in a No parking zone	2	3	4
157.03.a.22 (SP)Stop/stand/park in no-parking zone	4	5	
478.90(v) (MPLS)Where signs prohibit stopping, standing or parking	1	5	3
223.10 (MPLS)Possessing injection equipment	4	4	1

609.66.1(a)(4) Dangerous Weapons-Metal Knuckles/Switch Blade	4	2	3
609.855.1 Transit Crime-Unlawfully Obtain Services	1	5	3
245.01 (SP)Drinking or allowing drinking in public	5	3	1
225.02.a (SP)Cannot keep, carry or have in possession any military-type, assault, or stolen weapon or knife	5	1	2
171.22.1(9) Drivers' Licenses - Display as Valid Any Canceled/Revoked/Suspended Driver's License	1	4	3
171.24.3 Traffic-Drivers License-Driving After Cancellation	3	3	2
169.14.2(a) Traffic - Speeding - Exceed Limit	4	1	3
439.20(5) (MPLS)Allowed Vehicles on Nicollet Mall-Passenger Vehicles	1	4	3
609.506.3 Give Court Official False Name/DOB-M		3	4
152.027.3 Drugs - Possess Over 1.4 Grams Marijuana In Motor Vehicle	2	5	
169.06.4(f) Traffic Regulations - Fail to obey instructions of motorcycle road guard flagger		1	6
19-201 (BC)Loitering	2	3	2
609.605.1(b)(4) Trespass-Occupy/Enter Dwelling/Locked/Posted Build	2	2	2
609.2242.1(1) Domestic Assault-Misdemeanor-Commits Act to Cause Fear of Immediate Bodily Harm or Death	4	1	1
169.30(b) Traffic Regulation - Failure to Stop at Stop Signs or Stop Lines at Entrance to Through Highway	2	4	
11-105 (BC)Consume in public		1	4
169.305.1(d) Traffic Regulation - Failure to Obey Traffic Signs on Controlled Access Highway	1	1	3
609.855.1(a)(1) Transit Crime - Unlawfully occupy or ride transit without paying fare			5
169.09.2 Traffic Collision - Driver Involved Fails to Stop for Collision - Driven or Attended Vehicle	1	1	3
609.605.4(d) Trespass-School Property-w/in one year	1	1	3
169.20.3(b) Traffic Regulation - Driver Fails to Stop for STOP Sign.		3	2
609.855.3a(a)(4) Transit Crime - Damages a transit vehicle/facility; Fourth degree criminal damage to property			5
169.79.6 Traffic Regulation - License Plates Required on Front and Rear of Vehicle	1	2	2
169A.35.2 Traffic - Open bottle law; drinking and consumption; crime described	2	1	1
169.475.2(a)(3) Wireless Communications Device - Access video content, images, games, software applications	2		2
169A.27.1 DWI - Fourth-Degree Driving While Impaired; Described	1	3	
340A.503.1(a)(2) Liquor-Consumption by persons under 21	1		3
169.20.1(b) Traffic Regulation - Fail to Yield Right of Way to driver on right - Controlled intersection	1		3
609.605.1(b)(7) Trespass-Return to Property-To Harass/Abuse/Threat		1	3
609.855.2(b) Transit-Distract Driver f/Safe Oper/Endanger Pass	1	1	2
19-206 (BC)Drunkenness - Any person found in a state of open drunkenness or intoxication in a public place.			4
169.475.2(a)(2) Wireless Communications Device - Engage in cellular phone or video call	3		1
157.03.a.16 (SP)Stop/stand/park vehicle at any place where official signs prohibit stopping	3		1
169.14.2(a)(7) Traffic - Speeding - Exceed Limit - 25 mph	3	1	
609.855.3a(a)(5) Transit Crime - Vandalism, defacement, or placement of graffiti			3
169.20.1 Traffic Regulation - Driver Approaching Intersection Fails to Yield Right of Way	2	1	
169.19.5 Traffic Regulations - Fail to signal for turn	2		1
609.66.1(a)(1) Dangerous Weapons-Recklessly Handle or Use	1	1	1

169.20.2 Traffic Regulation - Driver Turning Left Fails to Yield Right of Way to Oncoming Traffic	1		2
169.34.1(a)(4) Traffic Regulation -- Prohibition; Stopping / Parking w/in 10 ft Fire Hydrant		1	2
169.793.1 Traffic Regulation - Insurance - Possession of Invalid, Altered, or Fictitious Insurance ID card			3
609.66.1(a)(5) Dangerous Weapons-Possesses any other dangerous article or substance	1	1	1
609.5632 Arson-5th Degree-Sets Fire to Real or Personal Property		1	2
169A.20.1(5) Traffic - DWI - Operate Motor Vehicle - Alcohol Concentration 0.08 Within 2 Hours	1	2	
385.65 (MPLS)Interference with pedestrian or vehicular traffic		2	1
171.02.2 Drivers' Licenses - Driving without a Valid License Endorsement for Vehicle Driven		1	2
169.20.5(a) Traffic Regulation - Driver Fails to Yield Right of Way to Emergency Vehicle		2	1
169.19.2 Traffic regulations - U turn	2		1
609.855.3a(a)(6) Transit crime - Engage in disorderly conduct			3
12.20(a)(4) (Bloomington)Public indecency prohibited - urinates or defecates in a public place or setting		1	2
169.34.1(a)(12) Traffic Regulation - Stopping/Standing/Parking on Roadway Side of Stopped/ Parked Vehicle		2	1
629.75.2(b) Domestic Abuse No Contact Order - Violate No Contact Order - Misdemeanor	1	1	1
225.03.a (SP)Must transport firearms, assault weapons, or knives according to ordinance	1	1	
169.974.2(a) Traffic Regulation - Motorcycle - Driving without endorsement			2
169.35.1 Traffic Regulation - Parking - Parallel to Curb			2
609.546(1) Tamper With Motor Vehicle-Ride In/On-w/o Owner Permission		2	
169.475.2(b) Use of Wireless Communications Device-Violate paragraph 2(a); Second or Subsequent Offense	1	1	
609.5632 Arson-5h Degree-Sets Fire to Real or Personal Property	1	1	
609.78.1(4) Make Emergency Call-Police/Fire/Medical/Ambulance-No Emergency			2
169.48.1(a)(1) Traffic Regulation - Vehicle Lighting; Lights to Be Displayed Sunset-Sunrise	2		
171.27.1(a) Expiration of Drivers License - Over 21			2
609.605.1(b)(11) Trespass-Cross Into or Enter Public or Private Area Cordoned Off by Peace Officer		1	1
169.974.2(d)(3) Traffic Regulation-Violation of Motorcycle Instruction Permit-Driving Without Protective Headgear			2
169.18.1 Traffic Regulation - Keep to the Right		1	1
169.14.2(a)(3) Traffic - Speeding - Exceed Limit 55 mph Where Appropriate	1		1
253.01 (SP)Inhale or breathe glue, paint or other substance capable of inducing intoxication, elation, irration		1	1
609.53.1 Receiving Stolen Property	2		
169.06.8 Traffic Regulations - Lane Direction Control Signals	1	1	
169.19.1(a) Traffic Regulations - Turning at Intersections - Right Turn Violation			2
169.55.1 Traffic Regulation - Lights On All Vehicles; Lights or Reflectors Required			2
169.32 Traffic Regulation - Stopping/Standing/Parking on Highway	1	1	
169.18.4 Traffic Regulation - Passing on Right When Prohibited	1		1
169.793.1(1) Traffic Regulation - Issue, Display, Possess Insurance ID Card when Insurance Not In Force			2
157.03.a.17 (SP)Stop/stand/park vehicle on private property of any person without consent of property owner			2
588.20.2(4) Contempt of Court - Willful Disobedience to Court Mandate			2

340A.503.3 Liquor-Possession by Person Under 21		1	1
169.34.1(b) Traffic Regulation - Prohibitions; Stopping, Parking; Moving Vehicle Not Owned into Prohibited Area	1		1
12.64(a) (BLOOMINGTON ONLY) POSSESSION OF DRUG PARAPHERNALIA			2
609.855.3a(a)(3) Transit Crime - Consume an alcoholic beverage			2
152.0263.3(1) Cannabis - 3rd Degree -Possess more than 4 ounces less than 1 pound cannabis flower not in residence			2
169.14.2(a)(6) Traffic - Speeding - Exceed Limit - 10 mph - Alley			2
169.18.7(3) Traffic regulation - Failure to use designated lane	1		1
169.06.5(a)(3)(iii) Traffic Regulations-Fail to stop for steady red arrow signal			2
169.18.8(a) Traffic regulation - following vehicle more closely than reasonable and prudent		1	1
609.74(1) Public Nuisance-Annoy/Injure/Endanger Safety			2
169.13.2(b) Traffic - Careless Driving - Operate or halt light rail transit vehicle carelessly		2	
385.160 (MPLS)Indecent conduct			2
169.475.2(a)(1) Wireless Communications Device - Initiate, compose, send, retrieve, read electronic message		1	
169.18.5(a) Traffic regulation - unlawful passing - when lane is not clearly visible and not free of oncoming tr	1		
624.7181.2 Carry BB Gun/Rifle/Shotgun/Aslt Wpn-Public Place		1	
478.10 (MPLS)Parallel Parking Violation	1		
609.85.5 Crimes Against Railroad-Place Obstruction on Track		1	
169.34.1(a)(2) Traffic Regulation - Prohibitions; Stopping, Parking in Front of Private or Public Driveway		1	
169.13.1(b) Traffic - Reckless driving; Racing on street or highway			1
478.90(b) (MPLS)Parked within 5 feet of alley or driveway		1	
169.34.1(a)(1) Traffic Regulation - Prohibitions; Stopping, Parking on a Sidewalk			1
478.90(d) (MPLS)Parked within 10 feet of a fire hydrant			1
169.791.4 Traffic Regulation - Owner Who Is Not Driver Must Later Produce Proof of Insurance If Required	1		
12.81(a) (BP)No smoking in public places and places of work		1	
272.03 (SP)Loitering for unlawful purpose		1	
169.21.3(c) Traffic Regulation - Pedestrian Fails to Use Marked Crosswalk - Adj Intersections with Signals			1
609.855.3(a)(3) Transit Crime-Consume Food/Beverages	1		
168.101.2a Ownership/Registration of Cars/Trucks - Fail to submit register within 10 days			1
169.974.5(e) Traffic Regulation - Operate Motorcycle - Same lane as other vehicles - exclude other mc w/ consent			1
49 CFR 392.5(a)(3) CMV - Possession of alcohol	1		
169.475.2(a)(2)(ii) Wireless Communications Device - Engage in cellular phone or video call			1
518B.01.14(a) Domestic Abuse - Violate Order for Protection		1	
169.79.7 Traffic Regulation - Displaying License Plate -- Obscured Plate Violation			1
588.10 Contempt of Court - Penalty			1
168.09.3(a) Motor Vehicle Registration - No Plates or Insignia Registered Under Section 168.187		1	
168.28 Registration - Motor Vehicle Subject to Tax			1
609.78.1(2) Emergency Telephone Calls/Communications-Secure Telephone-False Emergency			1
169.14.12 Traffic - Sale, offer, use, or possession of radar jammer	1		

169.471.1 Traffic Regulation - Television Installed in Vehicle - Images May Not Be Visible to Driver			1
169.32(a) Traffic Regulation - Stop, Park, or Leave Standing Vehicle on Highway Prohibited		1	
609.855.1(4) Transit Crime - Use or attempt to use fake or not valid fare medium for fare payment			1
169.14.2(a)(2) Traffic - Speeding - Exceed Limit - 65 mph on Freeways and Expressways	1		
609.855.3(a)(1) Transit Crime-Operate Elect Device-Amplified Music			1
97B.001.4(c) Trespass - Posting property by person without right, title, or interest to use land		1	
346.57.1 Dogs and Cats in Motor Vehicles - Unattended-Endangers Animal		1	
(blank)			1
385.380(b)(1) (MPLS)Trespassing-Refuse to Depart or Return within 1 year of Demand		1	
609.3243 Loitering with Intent to Participate in Prostitution			1
624.25(2) Fireworks-Explosive-Less Than 35 Pounds			1
171.05.2b(b) Drivers' Licenses - Instruction Permit Violation- Under 18 Yrs must be supervised.		1	
439.20(4) (MPLS)Allowed Vehicles on Nicollet Mall-Special Permit Vehicles	1		
609.495.4(a) Aiding an Offender - Taking Responsibility for Criminal Acts		1	
2005.05(i) (RI)Possession/Consumption of alcoholic beverages while on a public street		1	
169.14.2(a)(5) Traffic-speeding-Exceed interstate limit 65 mph in urban		1	
169.06.5(a)(1)(i) Traffic Regulations-Failure to Yield to Vehicle/Pedestrian			1
171.055.2(a) Drivers' Licenses - Provisional license violation; drive while using cell or wireless telephone.	1		
609.68 Unlawful Deposit of Garbage, Litter or Like			1
609.50.1(3) Obstruct Firefighting-Interfere/Obstruct			1
168.09.1 Motor Vehicle Registration - Operate Unregistered Vehicle/Without Plates on Public Streets/Highways			1
609.50.1(4) Obstruct Ambulance Personnel While Attempting to Provide Emergency Care			1
169.18.7(4) Traffic regulation - Driving in bicycle lane			1
168A.30.2(2) Motor Vehicle Title - Fail to Mail/Deliver Certificate of Title to Dept.w/i Timeframes Specified			1
244.02 (SP)Possession of alcohol by a minor		1	
609.506.2 Giving Peace Officer False Name-of Another Person			1
169.222.4 Traffic Regulation - Operation of Bicycle - Riding on Roadway or Shoulder - Violations			1
152.025.2(1) Drugs - 5th Degree - Possess Schedule 1,2,3,4 - Not Small Amount Marijuana	1		
169.06.5b(c) Traffic - Possess Traffic-Signal Override Device		1	
169.14.5 Traffic - Speeding - Exceed Speed Limit Posted in Local Jurisdiction Speed Zones			1
151.46 Pharmacy - Knowingly purchase or receive a prescription drug			1
609.52.2(a)(3)(ii) Theft of Services		1	
609.855.1(3) Transit Crime - Sell, copies, reproduces or created unauthorized fare medium		1	
169.34.1(d) Traffic Regulation - Prohibitions; Stopping, Parking When Ordered by Peace Officer to Proceed			1
168.10.3(3) Motor Vehicle Registration - Display Anothers Plates			1
169.57.1(b) Traffic Regulation - Vehicle Signals - Sale/Operation Prohibited without Rear lights			1
169.974.2(c) Traffic Regulation - Operate motorcycle with expired permit	1		
609.546(2) Tamper With Motor Vehicle/Enter w/o Owner Permission			1
343.21 Overwork/Mistreat Animals-M			1

169.57.2(a) Traffic Regulation - Vehicle Signals - Turn Signal Required on Vehicle			1
609.855.3(a)(4) Transit Crime - Throwing or Deposits Litter			1
169.61 Traffic Regulation-Composite Beam Violation - No High Beams within 1000 Ft of Oncoming Veh.		1	
169.315 Traffic Regulation - Opening and Closing Vehicle Doors	1		
609.595.2(a)(2) Damage to Property - 3rd Degree - Public safety motor vehicle		1	
169.21.3(a) Traffic Regulation - Pedestrian Crossing Roadway Not at Crosswalk Fails to Yield Right of Way			1
169.15.1 Traffic - Impeding Traffic - Drive at slow speed			1
12.64(a) (Bloomington)Possesion of drug paraphernalia	1		
169.346.1(4) Traffic Regulation - Physically Disabled; Unlaw exercise of parking privileges		1	
169A.20.1(1) Traffic - DWI - Operate Motor Vehicle Under Influence of Alcohol	1		
171.35 License for Driver Training Instructors Required	1		
624.7142.1(4) Carrying Pistol While Under Influence of Alcohol	1		
169.71.1(a)(1) Traffic - Windshield General Prohibitions - No Cracked or Discolored Windshields		1	
624.731.3 Tear Gas/Stun Gun-Prohibited Possess/Use		1	
163.02 (SP)Abandon motor vehicle on any public/private property without consent			1
169.21.2(a) Traffic Regulation - Driver Fails to Yield to Pedestrian in Crosswalk-No Traffic Signals-1st Off-M			1
169.18.3(1) Traffic Regulation - Passing - Overtaking Vehicle Fails to Pass to Left/Safely Clear			1
19-206 Drunkenness - Any person found in a state of open drunkenness or intoxication in a public place			1
171.05.2 Drivers' Licenses - Instruction Permit Violations - Persons Under 18 Years of Age			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.

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.

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.

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.

PROCEDURES

RESOURCES

Statutory Resources

- [Minn. Statute section 474.4075](#)

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:

	FINE	ALTERNATIVES OR ENHANCEMENT
First violation	\$35	Alternatives to payment: <ul style="list-style-type: none"> • Load \$20 to a stored-value card or onto mobile application • View a Transit School video and purchase a \$10 stored-value card or mobile application product • Load \$5 to a Transit Assistance Program (TAP) stored-value card (subject to eligibility requirements) Reduction of payment: <ul style="list-style-type: none"> • View a Transit School video to reduce fine to \$25
Second violation	\$55	
Third violation	\$75	Enhanced penalty: Prohibited from accessing transit service for 60 days
Fourth and subsequent violations	\$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



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