Safety & Security ACTION PLAN

Metro Transit

Quarter 2 2026 Update

For the August 26, 2026 Metropolitan Council meeting

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Safety & Security Action Plan Quarterly Updates

Metro Transit's Safety & Security Action Plan summarizes the steps Metro Transit is taking to make transit safer and more welcoming. The first version of this plan was completed in June 2022 following significant customer and employee engagement. The plan is a living document that will be regularly updated.

The current version of the plan identifies more than 40 actions that build on Metro Transit's work to improve public safety on transit. The plan is organized around three areas of work: (1) improving conditions on the system, (2) training and supporting employees, and (3) engaging customers and partners.

In June 2022, the Metropolitan Council endorsed the Safety & Security Action Plan's three areas of work and established a requirement that Metro Transit report on action plan progress quarterly. To fulfill this requirement, Metro Transit will present this report to the Metropolitan Council Committee of the Whole and make this update available on its website at: www.metrotransit.org/public-safety.

The Safety & Security Action Plan includes efforts to implement state legislation passed during the 2023 session of the Minnesota Legislature, including several provisions were already in progress through existing action items. Most notably, the legislation included:

- **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 Service Intervention Project (TSIP).** A coordinated, high-visibility effort to provide enhanced social services and Code of Conduct and law enforcement on transit, TSIP was led by Metro Transit with participation from state and local partners and community-based social service organizations. Per legislation, the TSIP pilot concluded on June 30, 2024. However, Metro Transit has continued to work with some TSIP vendors and to coordinate with law enforcement agencies past the pilot end date. (See action item 3.15.)
- **Transit Rider Investment Program (TRIP)**. TRIP authorized the creation of a program that allows non-police personnel to issue administrative citations for fare non-compliance. These citations replaced 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, and TRIP Agents began issuing administrative citations in December 2023. (See action items 1.2 and 3.2.)
- **Transit Rider Activity.** This included a requirement that the Council adopt and prominently display a Code of Conduct following a public engagement process. The Council adopted the Code of Conduct in December 2023. This legislation also required Metro Transit to clearly designate paid fare zones, maintain camera monitoring, and maintain the public address system on light rail. (See action items, 1.4, 1.5, and 3.7.)

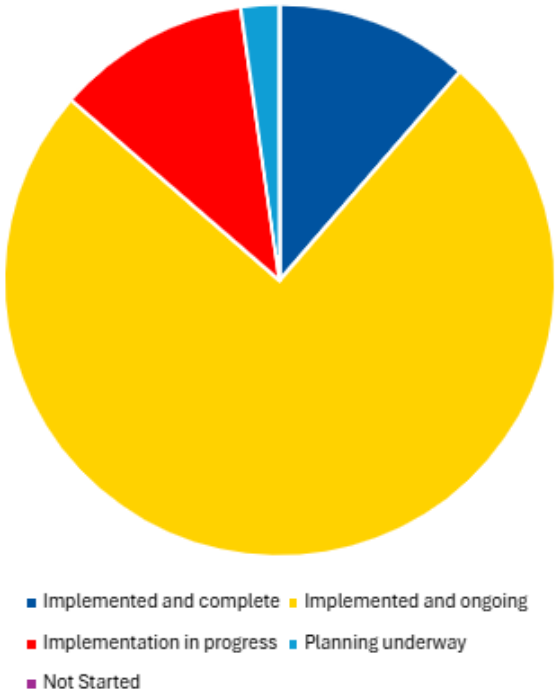
- **Cleaning and Repair standards.** This required establishing cleaning standards for transit vehicles and facilities and reporting to the legislature annually. Since an administrative change passed in the 2025 session, the report is due to the legislature by February 15 every year. (See action item 1.17.)
- **Transit Safety and Rider Experience Legislative 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. (See action item 3.11.)

This Quarter 2 2026 update is divided into two parts:

- Part 1: Status Updates on Action Items
- Part 2: Data Relating to Measurable Goals

Part 1: Status Updates on Action Items

At the end of Q2 2026, 5 action items have been implemented and are now considered complete; nearly 80% of action items (33 out of 44) have been implemented and are ongoing.



Improving conditions on the system	
Implemented and complete	1
Implemented and ongoing	14
Implementation in progress	4
Planning underway	0
Not started	0
Training and supporting employees	
Implemented and complete	2
Implemented and ongoing	7
Implementation in progress	0
Planning underway	1
Not started	0
Engaging customers and partners	
Implemented and complete	2
Implemented and ongoing	12
Implementation in progress	1
Planning underway	0
Not started	0

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. There are 19 action items in this area of work.

Action Item	Q2 2026 Implementation Notes	Status
1.1. Assess efforts to hire and retain full-time police officers, part-time police officers, and Community Service Officers (CSOs) and adjust efforts as needed to reach full (budgeted) staffing complement without compromising standards for hiring	**Pathways Update:** The CSO Pathways Program has been officially handed off to the Police Department from the HR-Workforce Development team. Since 2024 there have been six cohorts and have hired a total of 10 Pathways CSOs. Due to the CSO program reaching its capacity number of CSOs, we will re-evaluate when we will host another cohort. **Recruitment Update**: The recruitment team attended six events in Q2, targeting career fairs and colleges to attract officer candidates. With the CSO applications back online, we will attend more college fairs to recruit CSOs and Explorers as we go into the next quarter. In the second quarter of 2026, MTPD welcomed six new officers and six CSOs. Staffing totals are 123 out of 171 budgeted sworn officers, 50 out of 55 budgeted CSOs, and 36 of 40 budgeted civilian support service roles.	Implemented and ongoing
1.2 Review and adjust approach to increasing official presence with non-sworn personnel on the system *Relates to 2023 legislation*	Metro Transit continues to expand its official presence on the system with the use of non-sworn personnel, including Transit Rider Investment Program (TRIP) agents, St. Paul Safety Ambassadors, and supplemental security officers. At the end of Q2, Metro Transit had 189 total TRIP agents riding light rail and bus rapid transit lines. Efforts to coordinate layers of presence for effective deployment are ongoing.	Implemented and ongoing
1.3 Pilot the use of contracted security guards at transit facilities that frequently generate police calls	Inter-Con is serving as security vendor under a three-year contract. Services are being provided at: Hwy 610 & Noble Park and Ride, Brooklyn Center Transit Center, Robbinsdale Transit Center, I-35W & Co Rd. C Park and Ride, Maplewood Mall Transit Center, Target Field Station, Warehouse/Hennepin Station, Nicollet Ave Station, West Bank Station, Franklin Ave. Station, Snelling Ave. Station, Hamline Ave. Station, Lexington Pkwy. Station, Victoria St. Station, Dale St. Station, I-35W & Lake St. Station, Lake St./Midtown Station, Central Station, Woodlane Station, I-35W & 46th St.	Implemented and ongoing

	Station, 46th St. Station, MSP Terminal 1, MSP Terminal 2, Cedar Grove Station, 140th St. Station, 147th St. Station, and I-35W & Kenrick Park and Ride. Inter-Con also provides supplemental TRIP agents.	
1.4 Review existing Code of Conduct and enforcement procedures, seek Metropolitan Council adoption of updated Code of Conduct, and broadly and regularly communicate adopted Code of Conduct to employees and riders *Relates to 2023 legislation*	In December 2023, the Metropolitan Council adopted an updated Code of Conduct that was developed through an extensive process of customer and employee engagement. The adopted Code of Conduct as well as illegal activities create the basis of our Rules for Riding. Signage with Your Role as a Rider was updated across light rail and bus rapid transit stations in early 2024. The Take Pride in Your Ride Campaign launched in February 2024, emphasizing everyone's responsibility to each other in shared spaces. For the remainder of 2024, each month focused on a specific element within the Code of Conduct to further communicate its importance. Signage continues to be present across the system. In 2025, display cases were added to all arterial bus rapid transit shelters to permanently house Code of Conduct and Report a Problem signage, replacing vinyl decals that are not as durable.	Implemented and ongoing
1.5 Expand real-time monitoring of security cameras, including facility and bus cameras *Relates to 2023 legislation*	During Q2, staff in the Real Time Information Center (RTIC) logged 1,003 hours of service. RTIC staff continue to support MTPD and Metro Transit operations by actively responding to requests and monitoring hot spots in the system. RTIC staff have been working with patrol to add in extra staff for the focused enforcement details conducted by MTPD on the light rail lines in hot spot areas.	Implemented and ongoing
1.6 Review late night service and facility hours to assess whether there is a relationship between hours and security issues. Apply an equity lens to this review, recognizing potential impacts on customers who rely on late-night service.	The Champion Facilities Committee (action item 1.15) continues to meet and assess facility hours as part of its work, and adjustments are made based on their recommendations. In March 2025, the Met Council endorsed Network Now, a framework for near-term service improvements. The framework identifies opportunities to improve transit service, including more evening service on some routes.	Implementation in progress
1.7 Improve conditions at high-traffic facilities, including the Franklin Avenue and Lake	Project team is working to determine why no bids were received in the last solicitation and what can be done to create a project that is successful.	Implementation in progress

Street/Midtown stations through design changes	Franklin Avenue renovations are moving toward 90% completion. The goal is to have final project plans in the fall of 2026. Many meetings and outreach events have brought the community into the design discussion.	
1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria	The annual lighting metric shows 62% of all bus boardings and 100% of rail boardings occurred at stops and stations with light available. In 2026, plans are to add lighting at 20 bus shelters.	Implemented and ongoing
1.9 Continue investment in public art at facilities to deter vandalism and create a more inclusive, welcoming experience	The Bus Shelter Beautification Project has become an annual program, and Facilities Maintenance continues to address areas where public art can help deter graffiti. In Q2 2026: • Procured artists to design art clings for eight shelters to be installed in Q3 – Metro Transit currently has 28 shelters with art clings. • Procured an artist to design art clings for Uptown Transit Station windows to be installed in Q3. • Procured an artist to paint a mural on a Blue Line communications house to be installed in Q3. • Began procurement for four murals on Green Line Extension communications houses to be installed in Q3-4.	Implemented and ongoing
1.10 Continue review of MTPD policies. Apply an equity lens as part of this review through partnership with Metro Transit's Equity & Inclusion team	With support from the Equity and Inclusion team, MTPD continues to review all policies using an equity lens, which will include use of the equity consideration tool. MTPD is enrolled in MN Law Enforcement Accreditation Program. MNLEAP is an initiative spearheaded by the Minnesota Chiefs of Police Association to recognize law enforcement excellence throughout the state. The accreditation process consists of five stages: enrollment, self-assessment, assessment, award, and reaccreditation. We are on the self-assessment stage of this process.	Implemented and ongoing

1.11 Improve transit service reliability	Metro Transit is at or above target operator staffing levels for current bus and rail service levels. Recruitment for bus and train operators continues to support future planned improvements, including the 2027 extensions of the Green Line and Gold Line and the first phase of the METRO G Line. The percent of service delivered has remained at or above 99% every month between January and June 2026. There are ongoing efforts to improve service speed and reliability through the use of transit signal priority, bus stop consolidation, and the expansion of the METRO network.	Implemented and ongoing
1.12 Coordinate the deployment of field personnel such as rail and bus supervisors, rail systems staff, public facilities workers, and revenue technicians to expand physical and electronic presence at transit facilities. This effort includes facility checks by all in the field. Explore adding Real Time Information Center (RTIC) resources to this initiative.	Rail Supervisors are broadening their presence on platforms as they become more available. Supervisors have been directed to walk at least two stations during the course of their shift with prioritization given to end terminal and hot spot locations. Bus Operations has implemented daily shift requirements requiring supervisors to prioritize their presence, inspecting and reporting deficiencies. Transit Control Center supervisors are documenting any deficiencies being reported, generating reports to create work orders and assemble data for further analysis. Bus Operations is developing a staffing and deployment model for coordinated on board and on-street presence.	Implemented and ongoing
1.13 Pilot reducing the standard three-car train set to two-car train sets. Evaluate impacts of the pilot by reviewing changes to customer feedback, employee feedback, maintenance, cleaning, and police calls for service	Operations continues the use of two-car train sets except for times when there is expected higher demand (e.g. before or after large special events with expected crowds of more than 40,000 people).	Implemented and complete
1.14 Evaluate Metro Transit's approach to fare enforcement and develop recommended options to improve fare compliance. This work will include reviewing peer practices.	The shift to issuing administrative citations for fare non-compliance is being evaluated on an ongoing basis. An increase in ticket machine sales and Go-To Card tags at light rail stations are potential signs the presence of TRIP agents is contributing to improvements in fare compliance. Metro Transit continues to communicate	Implemented and ongoing

Relates to 2023 legislation	with peer agencies to develop a stronger understanding of industry best practices.	
1.15 Continue "Champion Facilities Committee" that addresses troubled bus stops and other public facilities. Ensure there is a process to address stops and facilities identified by operators, facilities workers, or MTPD as problematic.	The Champion Customer Facilities Committee continues to meet monthly to consider changes to problematic stops or facilities. The committee primarily intakes public facility complaints through Customer Experience and MTPD, which are then routed to Community Affairs staff to review and add for discussion the following month. Complaints are logged in a committee tracker where decisions and follow-ups are recorded. As of August 2026, the Committee has reviewed conditions at approximately 25 new locations for the year, though modifications to facilities have been minimal due to construction, difficult to modify locations, and accessibility concerns. Revisiting locations where the committee has previously modified facilities and shelters is also key work. The committee is re-installing 10 benches in shelters where they were previously removed to deter non-transit activity across the network. This work is being completed in partnership with Facilities Planning to ensure the agency has consistent rider amenities throughout the network. The committee also uses Rate my Ride survey data from the Transit app to assess safety perception from riders, a new data source for the committee made accessible by Customer Experience. The data is becoming more reliable overall and is especially helpful at larger stops to gauge conditions and inform modification decisions.	Implemented and ongoing
1.16 Review Engineering & Facilities Project Execution Plan process to ensure MTPD input in facility design	Leaders from Engineering are regularly meeting with MTPD to provide greater awareness and opportunities for input on future capital projects.	Implemented and ongoing
1.17 Update guidelines for transit facility amenities and maintenance service levels. Evaluate existing facilities for consistency with these guidelines. *Relates to 2023 legislation*	Consistent with Minnesota Statutes, Section 473.412, the Council submitted Cleaning and Repair Standards Reports in September 2023, September 2024, and February 2026. The reports include standards for cleaning and repairs focused on improving customer experience. They also address progress on cleaning and repairs, preliminary metrics, and other required reporting.	Implemented and ongoing

1.18 Evaluate the use of smoking narcotics onboard buses and trains	Metro Transit received and reviewed the University of Washington study commissioned by several transit agencies experiencing similar issues in the Pacific Northwest. The study determined that the found levels measured do not pose a health risk to the riding public or employees. However, it is recognized that this activity is challenging on front-line staff and long-term exposure effects were not within the scope of the study. Metro Transit is committed to improving conditions for front-line staff and customers by stopping this behavior and recognizes the need to remain in compliance with the MN Indoor Clean Air Act. Staff has been in contact with the Minnesota Department of Health to determine if there are external resources that can assist with an anti-smoking campaign, or if there are other ideas to decrease this customer behavior. A bulletin was issued to operators for how to handle narcotics smoke. Staff evaluated standalone air purifiers and do not believe there would be a benefit due to the number of times doors on trains and buses open and close combined with the ultra-fine particles in odors from smoking and vaping.	Implementation in progress
1.19 Study potential infrastructure investments at existing light rail platforms to provide a safe and secure customer experience.	With direction from Metro Transit staff, a platform safety study was completed by Kimley Horn in 2024. The study identified design measures with the potential to improve perceptions and the experience of safety for customers and staff across the light rail systems. The study uses Crime Prevention Through Environmental Design (CPTED) as a framework to understand how the built environment at stations relates to crime, vandalism, and non-transit activities. Recommendations for implementation were provided by Metro Transit staff and capital funding has been budgeted for incremental implementation.	Implementation in progress

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. There are 10 action items in this area of work.

Action Item	Q2 2026 Implementation Notes	Status
2.1 Expand Red Kite program and employee training on topics including mental health, de-escalation, and personal safety to more frontline staff; address barriers to training, such as work schedules and location of training	Red Kite (resiliency) classes continue to be offered to bus and train operators monthly and has been extended to include other frontline staff, including TRIP agents, Public Facility Workers, Facilities Maintenance, and supervisory staff. Additionally, de-escalation training is now a part of training for all new operators training and other frontline positions.	Implemented and ongoing
2.2 Create regular channels to improve communication between MTPD and frontline staff (e.g., operators, public facilities workers, etc.), including designating an MTPD liaison for each garage and work facility and efforts to educate staff about police practices and policies	In the second quarter, MTPD facility liaisons attended 22 events at different garages and facilities. The events ranged from listening sessions, tabling, info sharing, and Q&As with TRIP. Liaisons and MTPD staff also attended each Metro Transit Employee Town Hall to educate and answer questions from frontline staff.	Implementation and ongoing
2.3 Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation	In Q2, Peer Support launched two teams—a Critical Incident Support Team and a General Peer Support Team—staffed by 27 Peer Support Counselors (PSCs) who completed a 40-hour training in February. By quarter's end, a PSC was scheduled most days of the month, and the team responded to 72 requests for support. We also improved our responsiveness: the average time between when someone requested peer support and when a PSC first reached out to them dropped from 37.9 hours in Q1 to 17.4 hours in Q2. This shows that employees are now connecting with a peer support counselor roughly twice as fast after asking for help.	Implemented and ongoing

	Peer Support admin staff also began our second annual information sharing and gathering sessions. During this time peer support admin staff visit bus and train garages and TRIP locations to share program updates and gather feedback on upcoming peer support programming.	
2.4 Regularly survey employees about security concerns and report back to employees on actions taken in response to surveys. Disaggregate survey results (without revealing information about an individual respondent) to understand relationship between experiences and categories such as race/ethnicity, gender, type of position, years working for Metro Transit, etc.	Bus and train operators completed a survey in fall 2025 that included questions about safety and security. A summary of results was shared in early 2026 through Employee Town Halls and the employee newsletter.	Implemented and ongoing
2.5 Regularly update employees on Safety & Security Plan progress and provide opportunities for additional ideas and feedback	Employees continue to receive regular updates on efforts to improve public safety on transit through internal newsletters, quarterly Employee Town Halls, and digital signage. Updates to organizational leaders are also provided as part of monthly Senior Management Team and Managers' Meetings.	Implemented and ongoing
2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers	During Q2, MTPD logged 1,306 hours of training. These training courses include SWAT, Sworn Inservice, Academy, SOTA Conference, MNSCIA 2026, ETI, Armorer, AXON Week, Warrant Writing, FBI LEEDA SLI, EVOC, Peer Support, Ground Control Tactics, STORM Foundations, Strategic and Succession Planning for LE. Q2 also saw several promotions and career enrichment opportunities that all the training has prepared these employees for: • 2 Captains, 4 Lieutenants, 8 sergeants were promoted. • 1 officer has been assigned to the K9 unit • 1 officer was assigned to the HAT team • 2 officers were assigned to investigations.	Implemented and ongoing

2.7 Review and standardize approaches to providing administrative leave to employees who are victims or witnesses to violence on the job	SOP 10-03 Administrative Leave was reviewed and is active. Ongoing policy discussions with internal stakeholders, including Labor Relations, ATU and Workers Comp regarding approach on traumatic incidents.	Implemented and complete
2.8 Develop standard operating procedure for communicating critical incidents (e.g., fatalities) to employees, including providing updates and one-on-one communication	A Critical Incident Communication Standard Operating Procedure (SOP) that calls for all-staff communication following critical incidents is being used. For the purposes of this SOP, a critical incident is defined as a suspected homicide, the death of an individual due to a collision, an incident resulting in a life-threatening injury to an employee, or an incident resulting in significant property damage that makes a facility unsafe/inaccessible. Currently, all-staff emails are sent by the General Manager when there is a critical incident on transit property. Communications will continue to assess what more could or should be done to better meet staff needs, based on employee feedback. In Q2 2026, Operations staff began using the Council's new mass notification tool for staff working as ambassadors during the Renew the Blue rail construction. This was used to share Heat and Air Quality Warnings but could in the future also be used for security incidents that require mass communications.	Implemented and complete
2.9 Evaluate and improve the process of informing staff about security incidents that occur on or near transit property	Frontline staff receive real-time updates from supervisors as needed. Communications staff continues to engage with frontline employees to understand their interests in additional communications. Employees with security concerns are encouraged to use the employee safety reporting process to document and report them.	Implemented and ongoing
2.10 Establish a Workplace Safety & Security role to address workplace-centered risks before they escalate into criminal or emergency incidents.	This item was added to the SSAP in Q4 2025, and core responsibilities of the role were established. The scope will include several core responsibilities, including workplace violence prevention and preparedness, threat assessment and risk awareness, physical security, employee security reporting, and emergency procedures and readiness.	Planning underway

Area 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. There are 15 action items in this area of work.

Action Item	Q2 2026 Implementation Notes	Status
3.1 Develop approach to regular public engagement regarding public safety on transit, including strategies and plans to engage youth	Outreach continues to lead ongoing engagement activities, including monthly Great Day in Transit events that put primarily office-based staff on transit to meet with riders and frontline staff. Several listening sessions and community meetings were held in early 2026 and will continue through the rest of the year. Staff is also regularly attending community meetings and events.	Implemented and ongoing
3.2 Advocate for state law change that creates an alternative to misdemeanor citations for fare nonpayment (i.e., the Met Council's administrative citations bill) *Relates to 2023 legislation*	The administrative citations policy change was included in the 2023 Transportation Omnibus. Administrative citations implementation is being tracked as part of Action 1.2.	Implemented and complete
3.3 Contract with community-based organizations to support violence prevention on transit	The Homeless Action Team (HAT) continues to partner with city and county partners to address unsheltered issues on and around the transit system. HAT conducts outreach each week as a part of the Safe and Strong Initiative with Ramsey County Public Health, Ramsey County Social Services, and Lived Experience Advisory Group (LEAG).	Implemented and ongoing
3.4 Continue to invest in the MTPD Homeless Action Team (HAT)	In Q2, HAT conducted 31 hours of outreach in both Hennepin and Ramsey counties. Officers responded to 182 HAT calls for service. HAT has begun utilizing the new 'Bring It Home' vouchers from Metro HRA. There are currently eight recipients in the process for those low barrier vouchers. During Q2, HAT made 235 contacts during outreach and provided many different services and supplies.	Implemented and ongoing

3.5 Review and seek options to expand contracting with social service organizations and fostering relationships with county case managers to connect riders in need to services *Relates to 2023 legislation*	During Q2, MTPD Continued to work with Ramsey County Social Services during the Safe and Strong initiative to connect people to social services. Also, since the contract has been awarded to Canopy Roots, they have been named as the Community Response Team (CRT). CRT will provide response to behavioral health calls for service, providing extensive case management and housing resources to select repeat individuals. This will relieve officers of those calls. CRT will work closely with HAT as part of the onboarding to learn the Transit system and address those quality-of-life issues.	Implementation in progress
3.6 Re-activate and expand the anti-sexual harassment campaign or other steps towards reducing sexual harassment	The external sexual harassment reporting form, for Metro Transit customers, has now been live for two years. In July 2026, Metro Transit drafted a summary report with data and trends of anonymously reported incidents thus far. This effort includes a proposed communication plan for the summary report to be shared with internal Metro Transit leadership and other key stakeholders in Q3 2026. The summary report contains recommendations for further campaign outreach and engagement.	Implemented and ongoing
3.7 Re-activate Respect the Ride Campaign or similar education campaign to communicate expectations to riders *Relates to 2023 legislation*	The “Take Pride in Your Ride” campaign continues to be visible across the system.	Implemented and ongoing
3.8 Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel	During Q2, MTPD attended 100 events, reaching over 12,000 community members. Examples include: • Native American-Indian Month Proclamation and Indian Month Parade • Minneapolis American Indian Center Open House and Pow Wow • Open Houses for Indian Month • Ribbon Cutting at Mille Lacs Urban Office new building and apartments • Exclusionary Zone Meetings with American Indian OIC, Red Lake Embassy, AICDC, and Little Earth • MUID Public Safety Meetings • Little Earth Public Safety Meetings	Implemented and ongoing

	• MUID Unsheltered/Opioid Response Meetings • Mille Lacs Band Urban Office Monthly Meeting • Police Community Relations Meeting with Native American Community and Leaders. • Shiloh Temple Community Cookout • Active Outdoors Partnership Academy • UofM Spring Coffee with Cops • Cinco De Mayo • Green Line Ribbon Cutting • Minneapolis Police Department Open Houses • Law Enforcement Memorial • Met Scholars and MTPD at Target Field • Juneteenth Event • Special Olympic USA Games	
3.9 Evaluate Text for Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders	Text for Safety average calls per day for Q2 2026 was 17.76. This is down from our average of 18.6 calls per day in Q1 2026. Text for Safety had a total of 1,616 conversations for Q1 2026 compared to 1,654 in Q1 2026.	Implemented and ongoing
3.10 Relaunch Adopt-A-Stop program	As of June 30, 2026 1,022 stops have been adopted. The creation of Adopt-A-Stop branded Go-To Cards in January 2026 spurred quick growth in January and February of this year, attributed to word- of-mouth marketing and social media posts by adoptees about the new cards.	Implemented and ongoing
3.11 Regularly report transit public safety data and action plan implementation to employees and the public as part of demonstrating transparency and accountability *Relates to 2023 legislation*	During Q2, MTPD held one meeting to share crime and response data with partners within the Met Council. This is an ongoing in-person presentation on the last Wednesday of every other month that allows for questions and collaboration with Council and transit staff. MTPD now has an identified transit worker assault investigator.	Implemented and ongoing
3.12 Provide quarterly reports on public safety on transit and action plan implementation during full Metropolitan Council meetings that include data and allow for more dialogue with MTPD and Metro Transit to ensure policy makers can	During Q2, MTPD leadership continued to make it a priority to be available, visible and accessible to members of the Met Council, Metro Transit, our partner agencies and the communities we serve. MTPD's commitment to providing forums for public safety and the community are showcased in town halls, public forums, community outreach, and Council presentations.	Implemented and ongoing

support and contribute to the action plan	MTPD leadership held numerous outreach meetings with community and law enforcement partners to discuss new projects and strategic initiatives. MTPD is utilizing our social media platforms to help the community and policy makers see the department's service work using community focused policing.	
3.13 Identify opportunities and potential approaches for partnering with local governments or other partners to improve conditions near transit that are not on Met Council property	MTPD leadership held numerous outreach meeting with law enforcement partners, including the Eden Prairie, Hopkins, St. Louis Park, and Woodbury police departments. These meetings focused on new projects such as the METRO Green Line Extension and METRO Gold Line. MTPD leadership also held meeting with the Metropolitan Airports Commission and the Safe and Strong University Avenue Workgroup.	Implemented and ongoing
3.14 Inventory existing work and identify additional opportunities for the Metropolitan Council to participate in regional efforts to address systemic issues in communities that are affecting conditions on transit. This work will include identifying opportunities to support restorative justice approaches.	Metro Transit is working with multiple partner agencies on focused community safety initiatives. Examples include partnerships with Ramsey County's Heading Home program, St. Paul's police department and Office of Neighborhood Safety, and more.	Implemented and ongoing
3.15 Implement the Transit Service Intervention Project *Relates to 2023 legislation*	Per legislation, the TSIP pilot concluded on June 30, 2024. However, Metro Transit has continued to work with some TSIP vendors and to coordinate with law enforcement agencies past the pilot end date. Metro Transit released a request for proposal for the TRSS program in the summer of 2025, and implementation is expected in summer 2026. TRSS will build on the lessons learned from TSIP, such as the need to hire trained social workers to offer intensive referral services to support individuals facing homelessness, mental health and/or substance use challenges. The program has the potential to reduce MTPD calls for situations that involve a mental health crisis.	Implemented and complete

Part 2: Data Relating to Measurable Goals

The Safety & Security Action Plan includes a working list of measurable goals for each area of work. This report provides metrics with data that relate to a subset of the potential measurable goals identified in the plan.

Metro Transit's Strategic Initiatives Department led the work to identify measures that can be produced for the quarterly updates to demonstrate the status or performance of some of the potential measurable goals.

The metric and data sources included in this report are **repeatable**, **meaningful**, and **relevant** to the potential measurable goals named in the initial (June 2022) version of the Safety & Security Action Plan.

- **Repeatable** supports our goal to measure things the same way over time and supports our need to explain the impact of changes to ways in which we measure things

- **Meaningful** supports our goal to provide information that connects the measure with how we think about our strategy or approach our work

- **Relevant** supports our goal to respond directly to the Council's direction

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.

Potential measurable goals for improving conditions on the system include:

Some data available for this report

- Decreased serious crime on transit
- Decreased Code of Conduct violations
- Increased levels of official presence on transit
- Police response time meets standards
- Response time to address facilities work orders meets standards
- Increased proportion of riders with lighting at their stop or station
- Decreased customer complaints relating to public safety on transit
- Improved customer satisfaction relating to public safety on transit
- Increased hiring and retention for officers and non-sworn personnel who provide presence

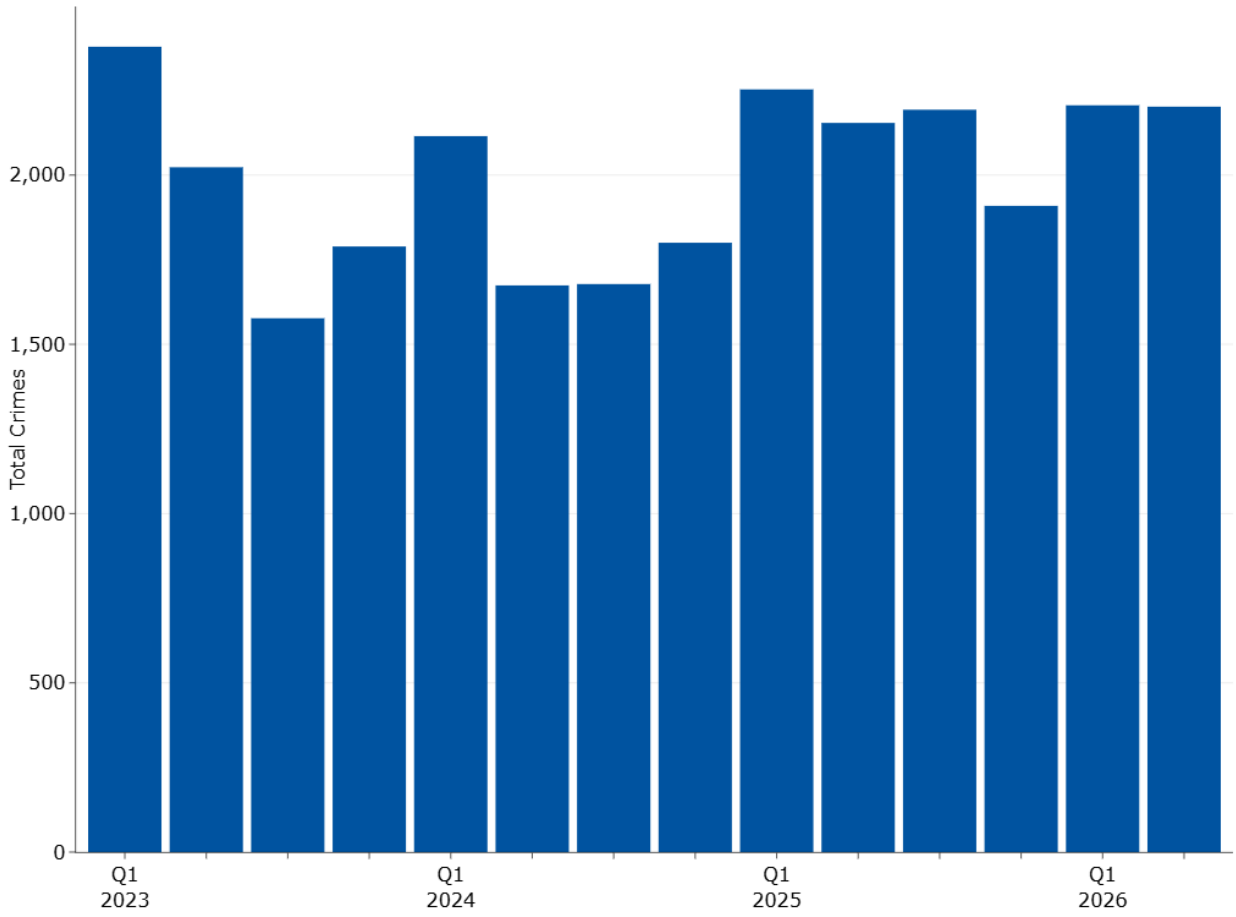
Data not available for this report

- Increased fare compliance

Measurable goal: Decreased serious crime on transit

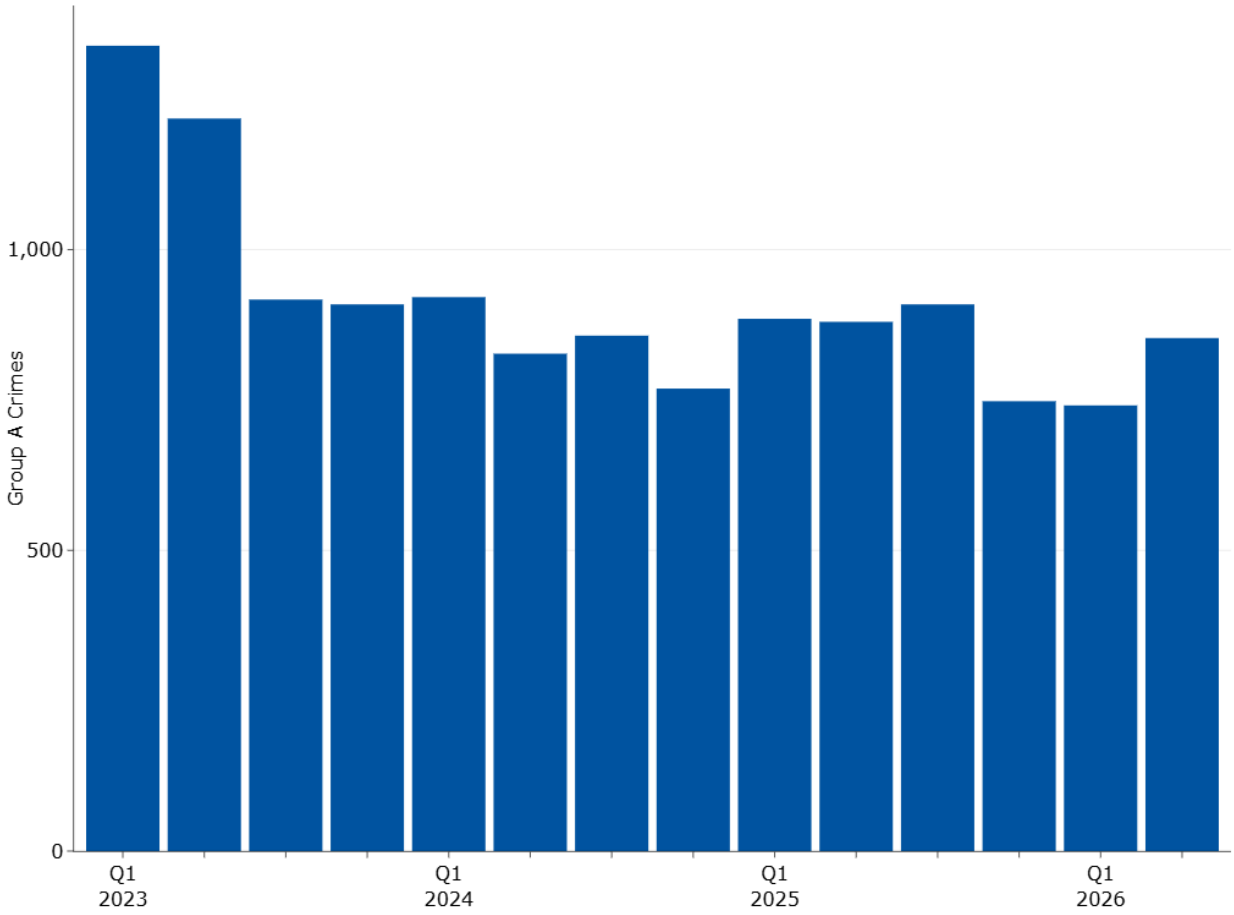
Metric: Count of Group A and B crime by quarter

Data source: TriTech Records Management System (RMS) administered by LOGIS, January 2023 through June 2026



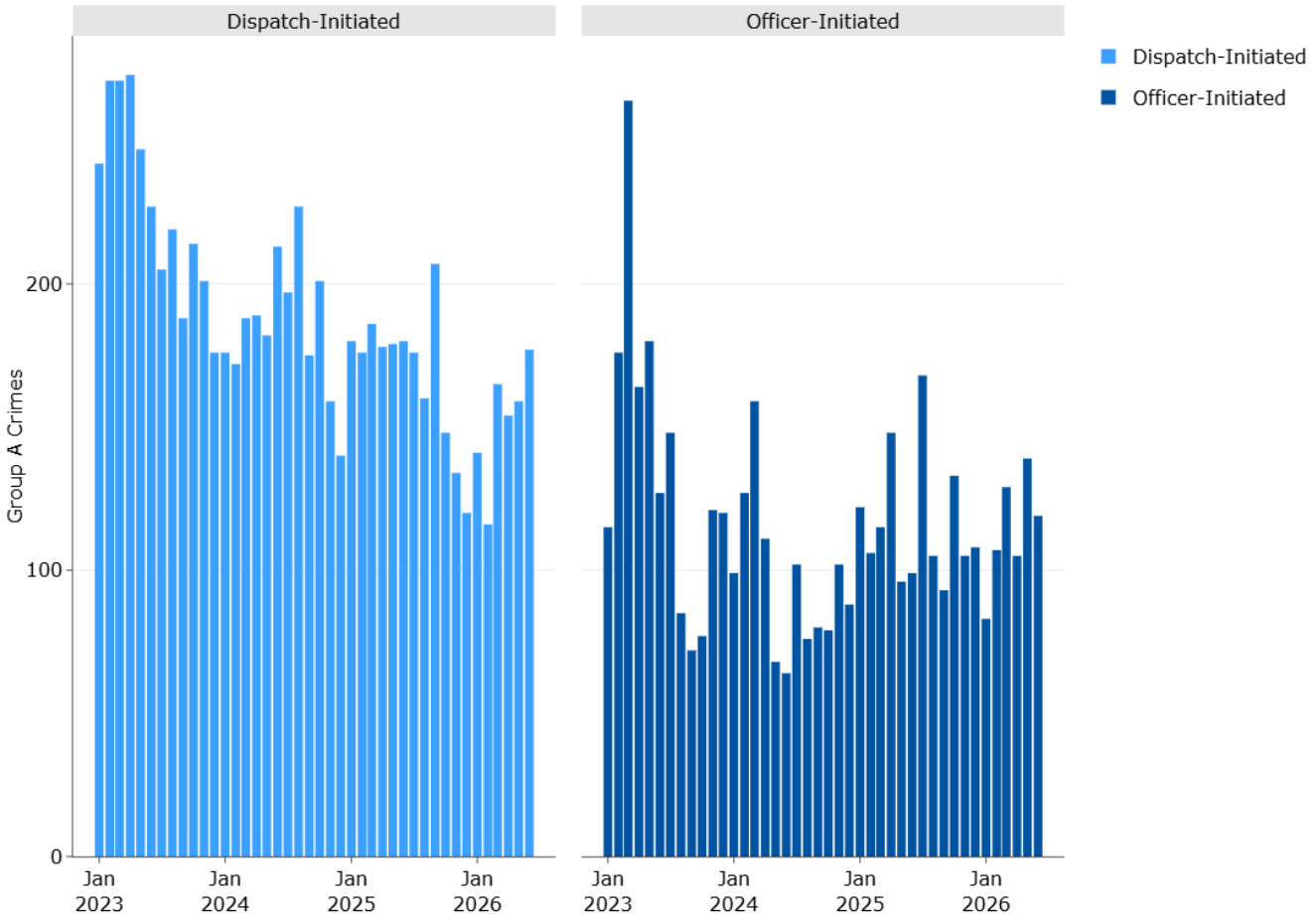
Metric: Count of Group A by quarter

Data source: TriTech Records Management System (RMS) administered by LOGIS, January 2023 through June 2026



Metric: Count of Group A crime by month, disaggregated by call type.

Data source: TriTech Records Management System (RMS) administered by LOGIS for crime data and CentralSquare Technologies (CST) CAD for dispatch call data, Group A Crimes by Call Type, January 2023 to June 2026

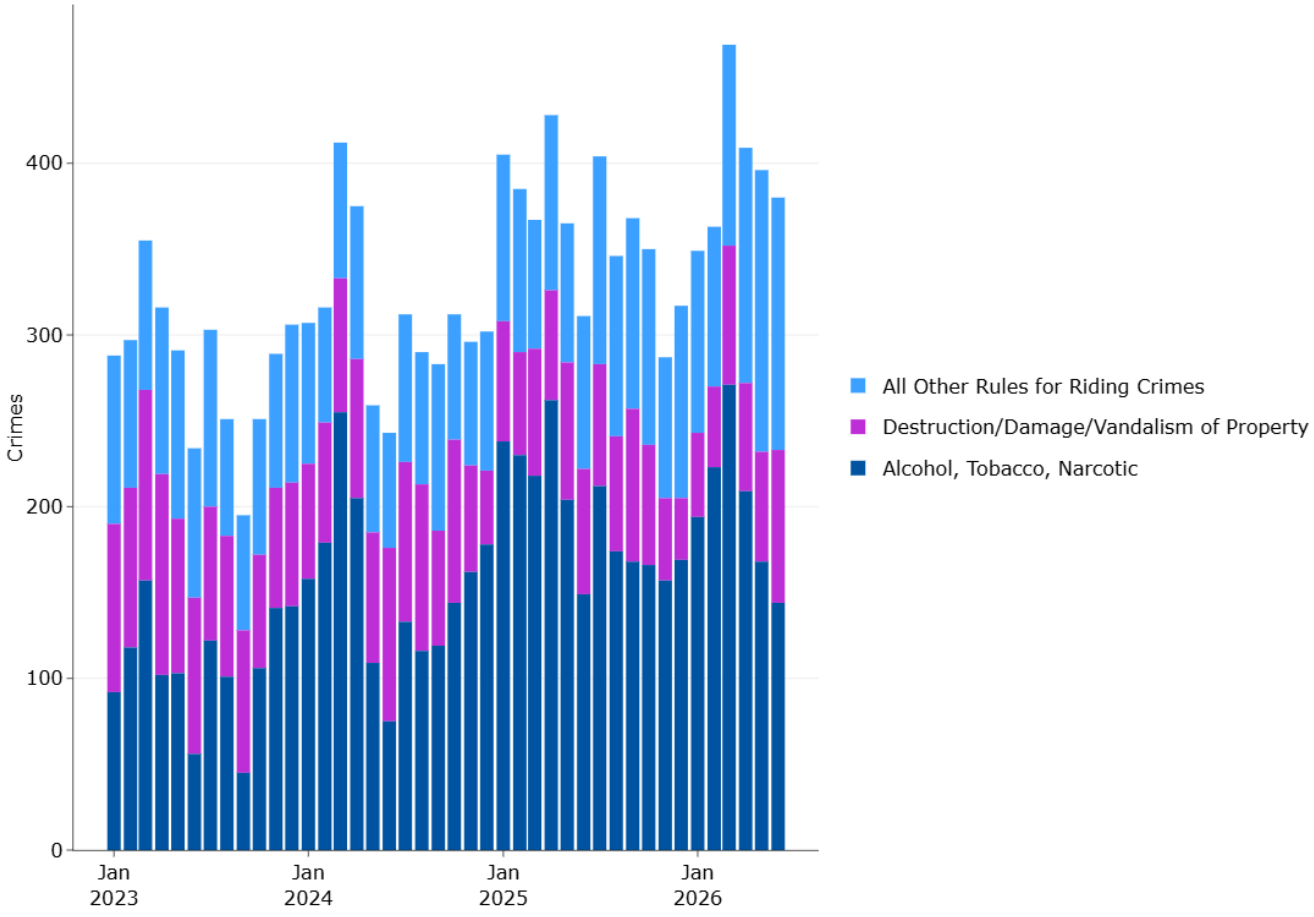


Measurable goal: Decreased violations of “Rules for Riding”

Measurable goal: Decreased violations of “Rules for Riding”

Metric: Count of crimes in violation of Metro Transit’s Code of Conduct Policy per month, with the portion of Drug, Tobacco, and Alcohol Use, and Destruction/Vandalism crimes per month.

Data source: TriTech Records Management System (RMS) administered by LOGIS, January 2023 to June 2026

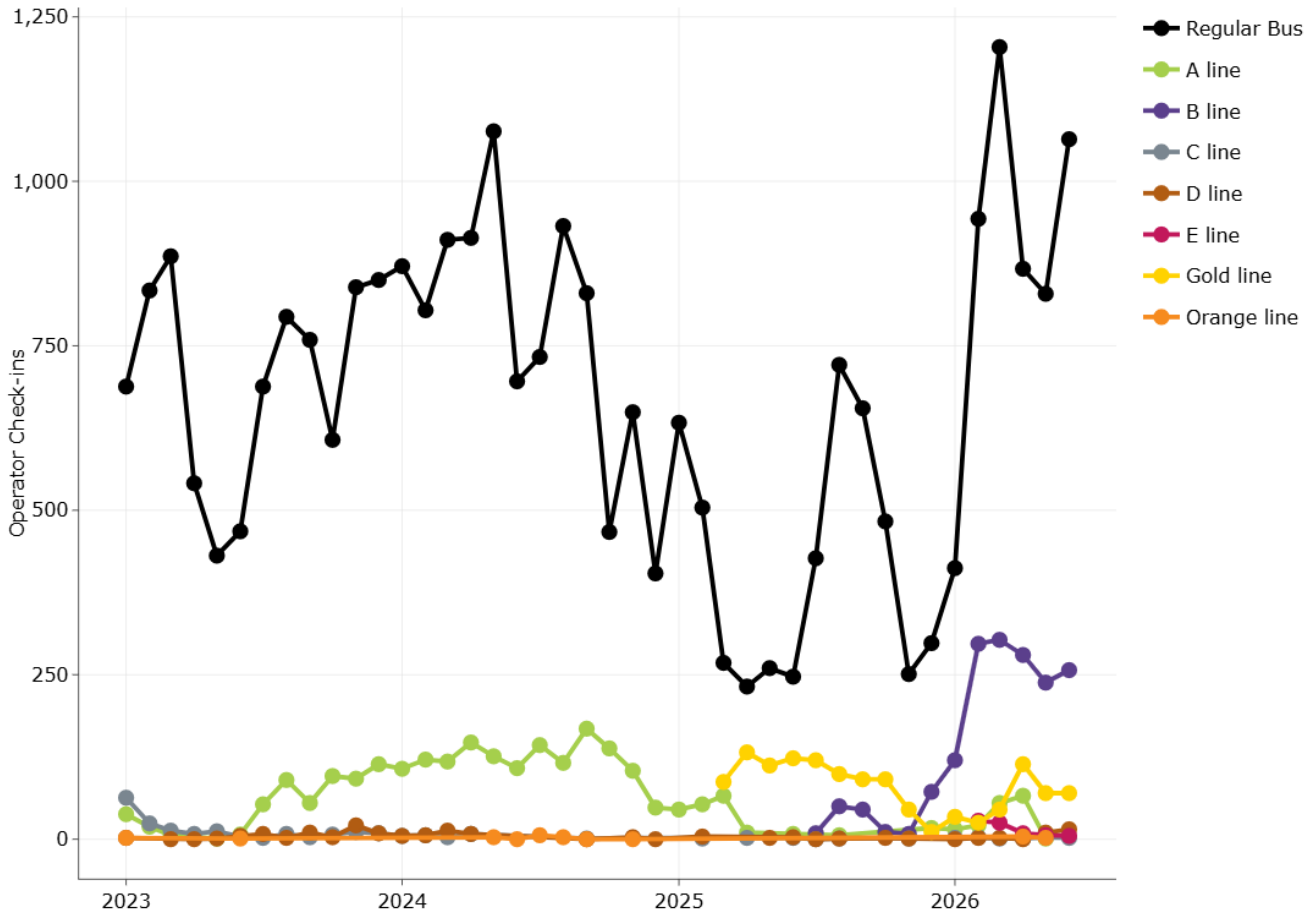


Measurable goal: Increased official presence on transit

This measurable goal relates to four metrics for which we currently have data: (1) MTPD operator check-ins, (2) MTPD on-boards, (3) MTPD fare checks, and (4) MTPD calls for service.

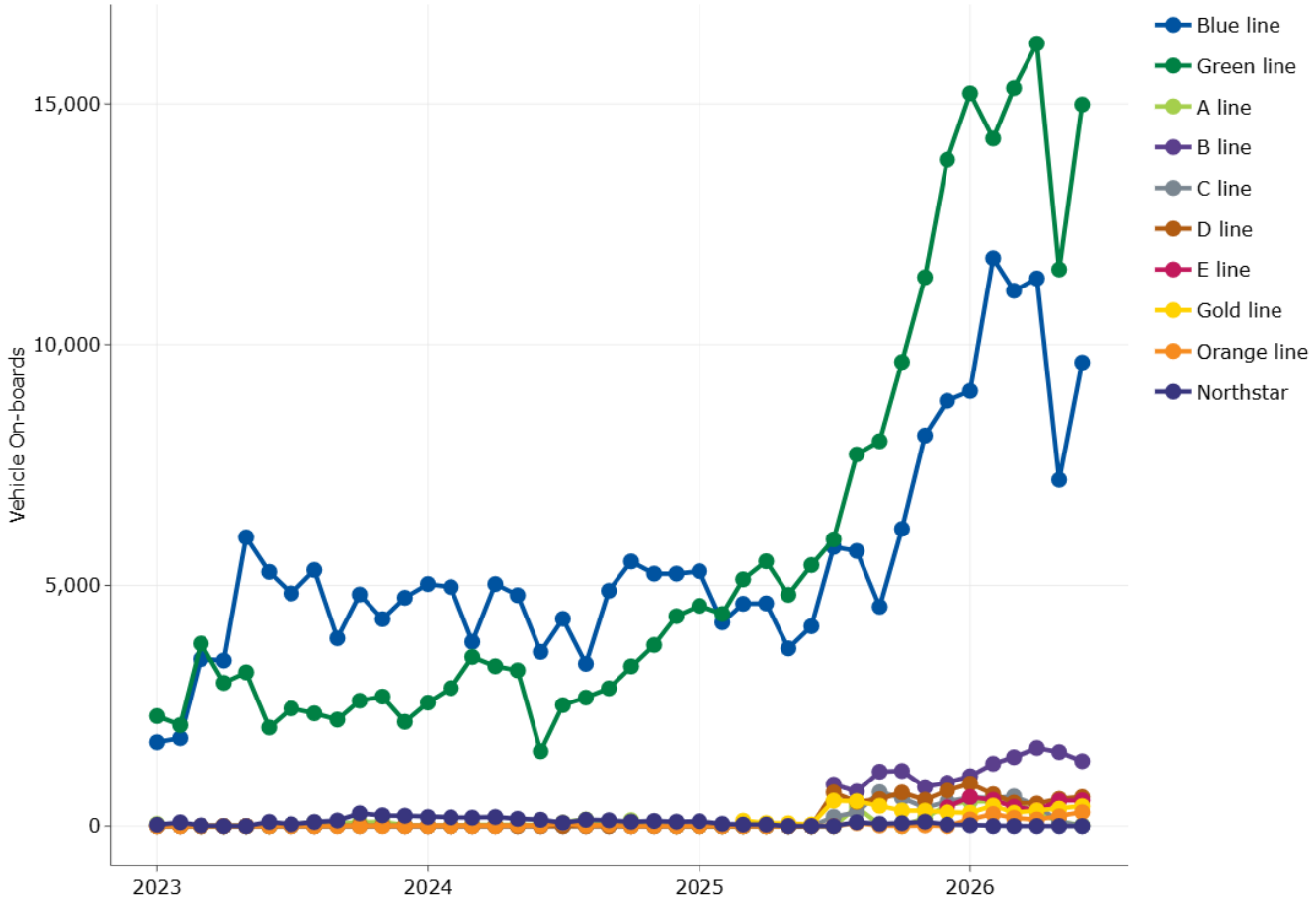
Metric 1: Count of operator 'check-ins' by month. A check-in is manual count of number of times an officer spoke to a *bus* operator; typically completed at a layover or terminal location.

Data source: MTPD E Log, January 2023 to June 2026



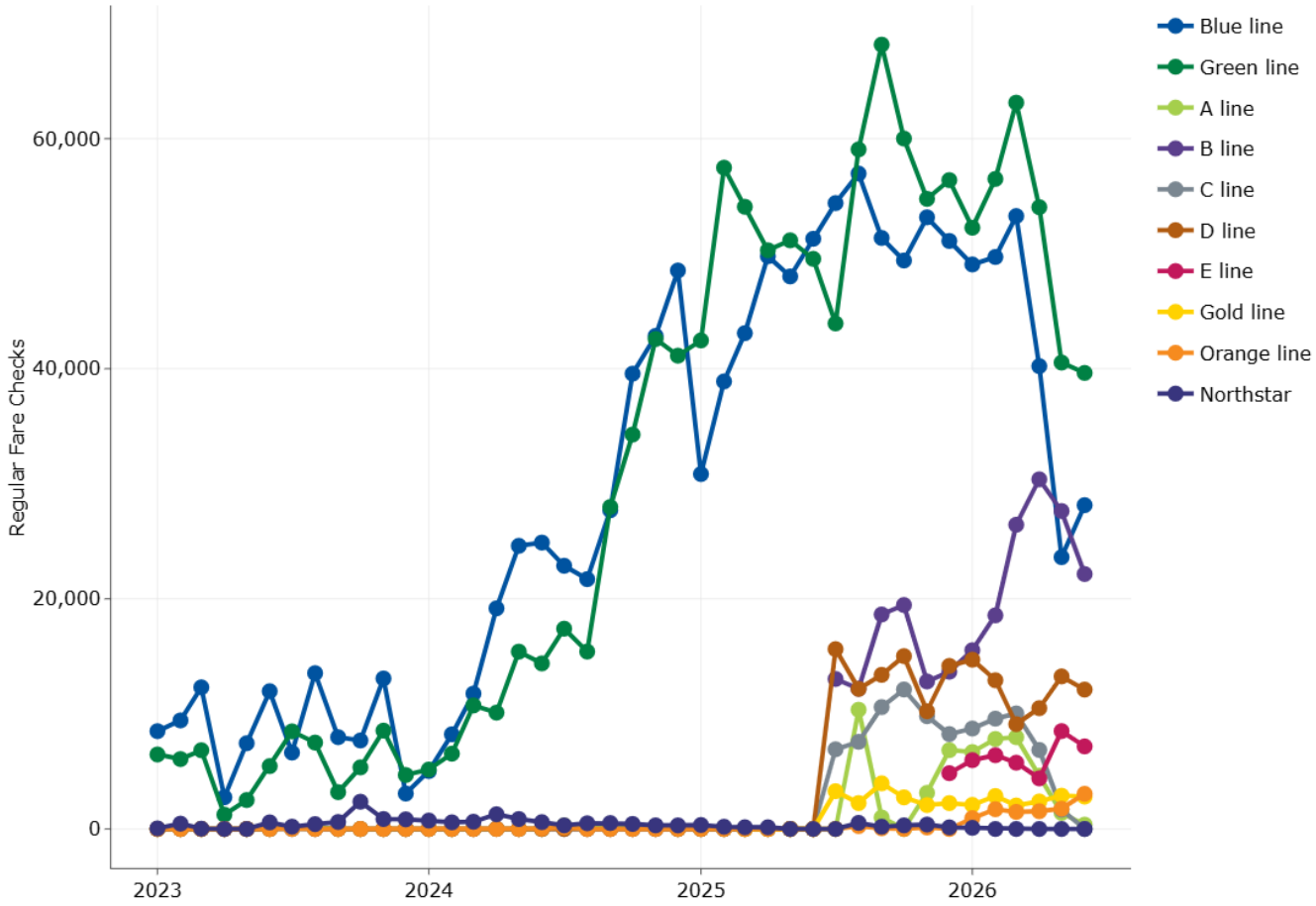
Metric 2: Count of on-boards on each METRO line by month. A vehicle onboard is when an officer records riding a BRT bus or train car. If officers enter 2 cars as part of the same train, it counts as '2' in this metric. Beginning in February 2024, TRIP Agent onboards are included.

Data source: E Log Police Activity Application, January 2023 to June 2026



Metric 3: Count of regular fare checks on each METRO line by month.

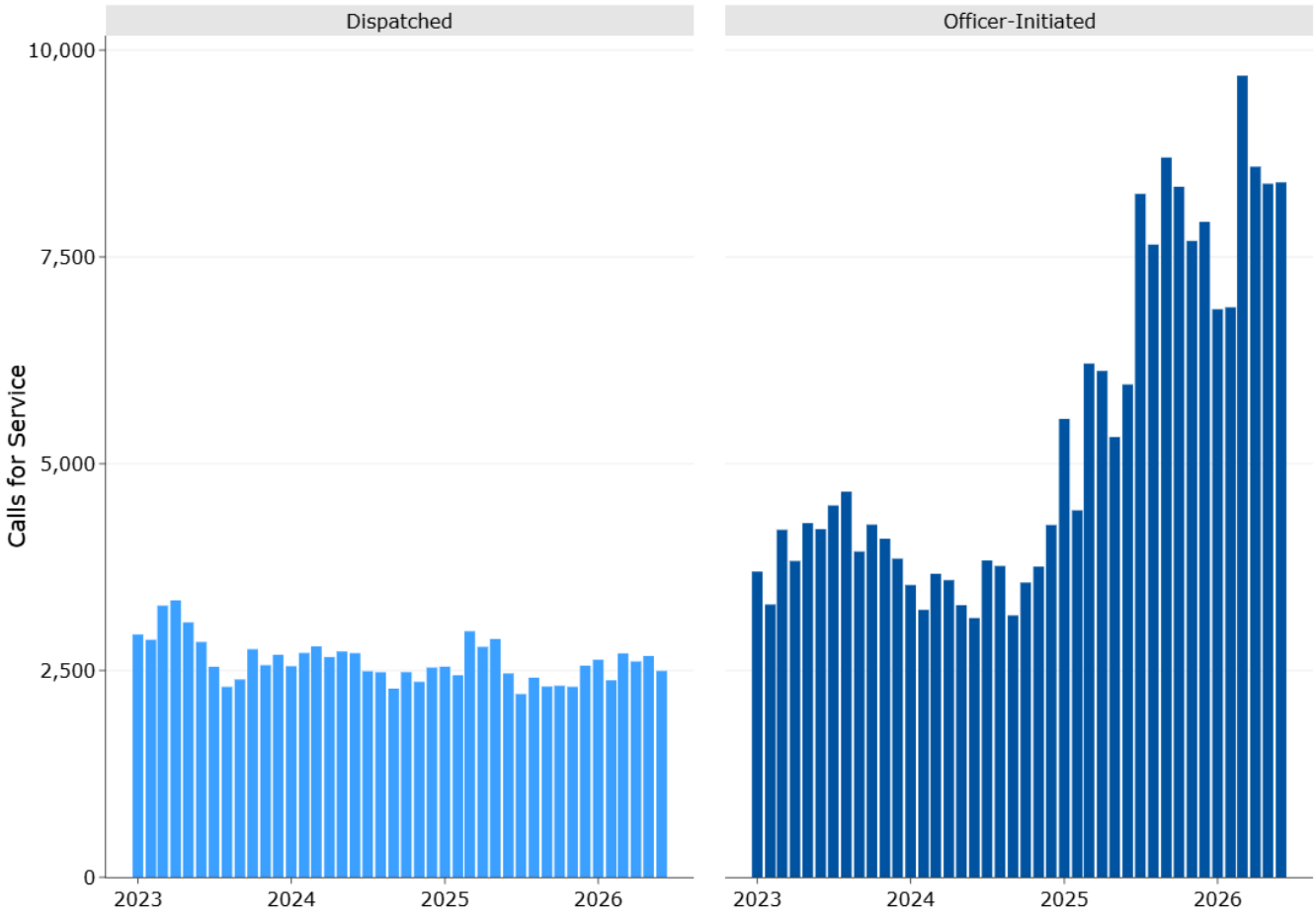
Data source: E Log Police Activity Application, January 2023 to June 2026. TRIP data added beginning in February 2024.



Metric 4: Count of police calls for service by month

Calls for service can be initiated by dispatch or by an officer. Calls for service include both emergency calls and routine police activities, such as facility checks, directed patrols, and special events. Test calls, duplicate calls, and calls where no officer was assigned were excluded from this measure.

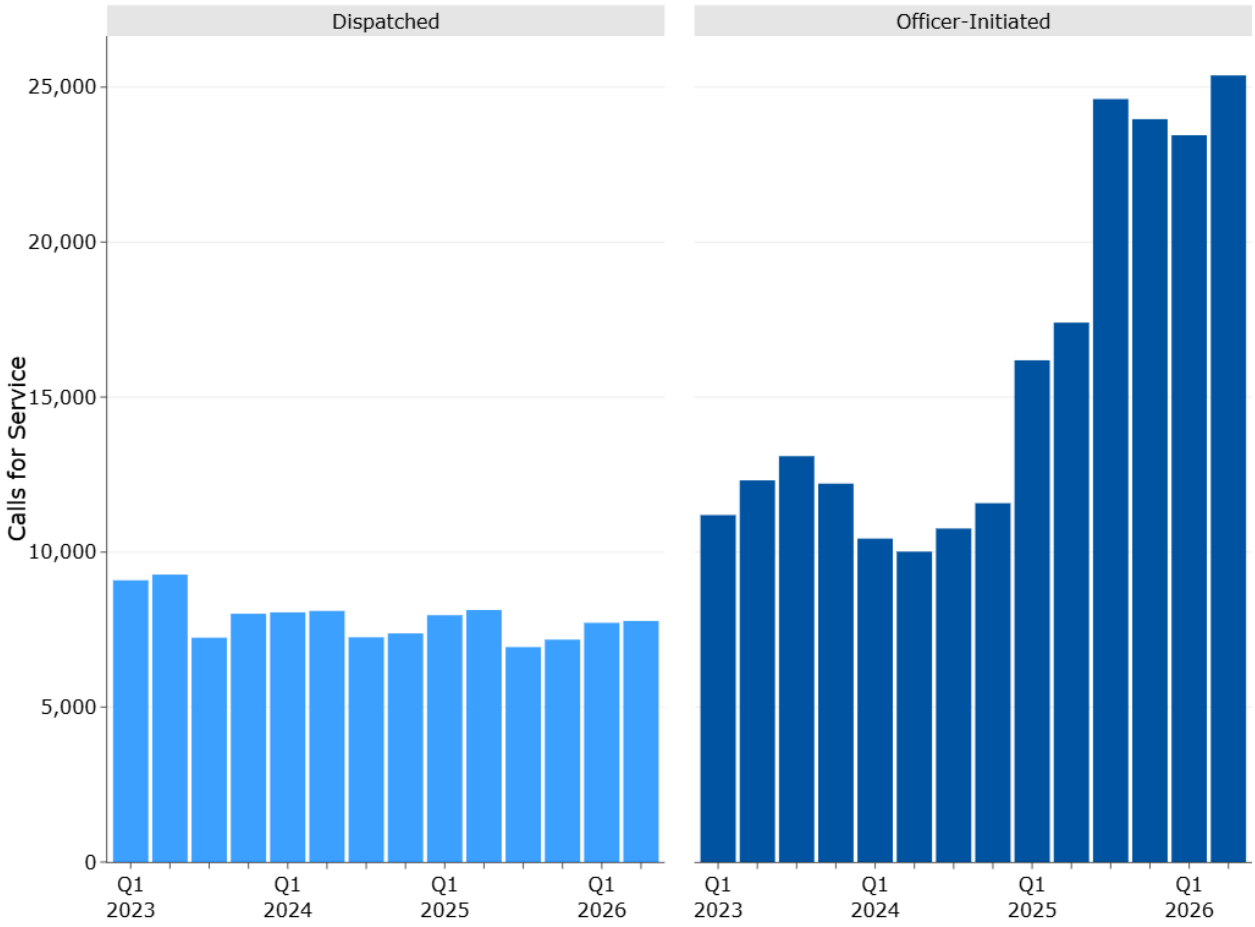
Data source: CentralSquare Technologies (CST) CAD, January 2023 to June 2026



Metric 5: Count of police calls for service by quarter

Calls for service can be initiated by dispatch or by an officer. Calls for service include both emergency calls and routine police activities, such as facility checks, directed patrols, and special events. Test calls, duplicate calls, and calls where no officer was assigned were excluded from this measure.

Data source: CentralSquare Technologies (CST) CAD, January 2023 to June 2026

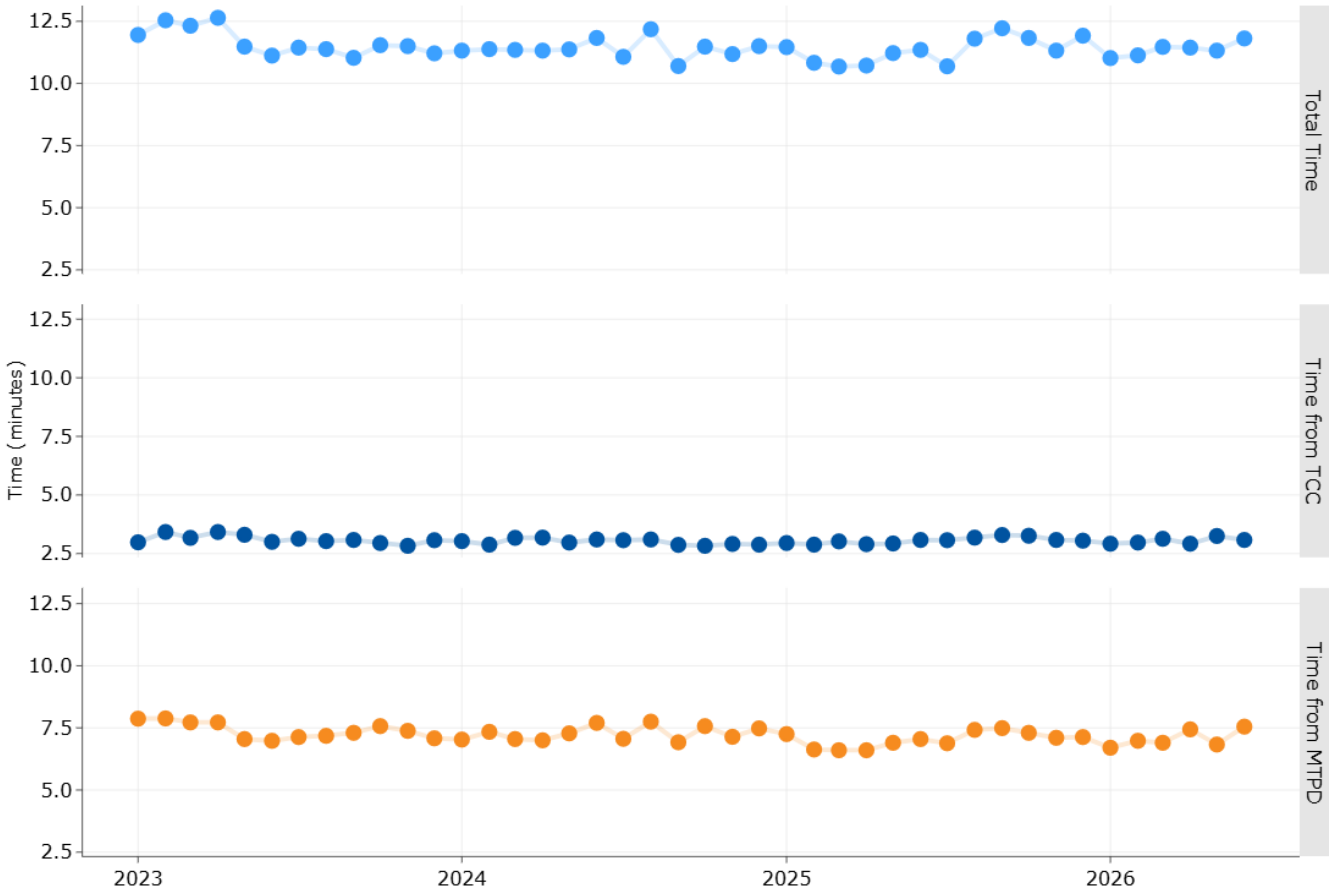


Measurable goal: Police response time meets standards

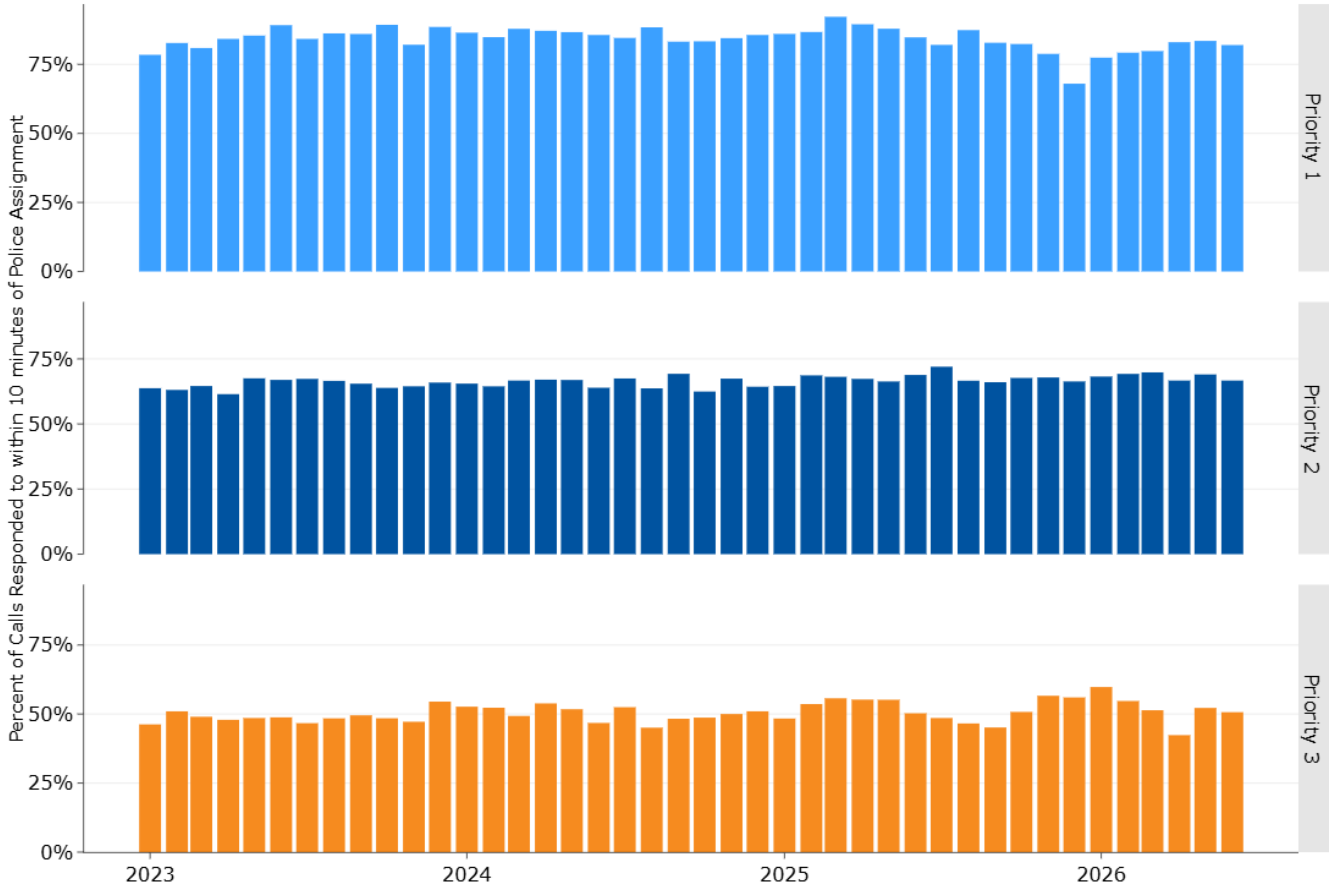
Metric: Response time to police calls for service

Data source: CentralSquare Technologies (CST) CADQueries executed by MTPD.

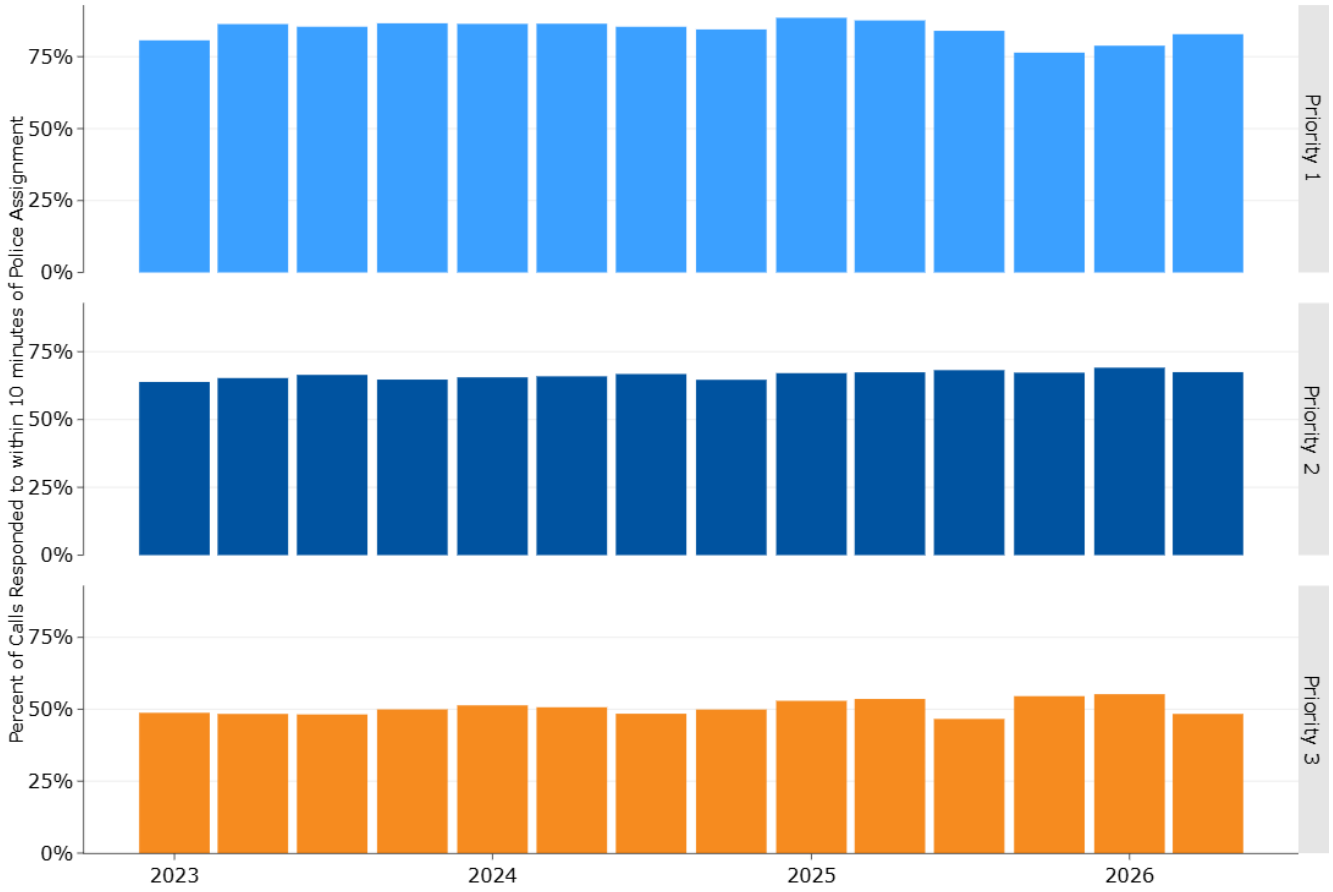
Plot 1: Median Response Times for Total Time, Time from TCC (Initial Call to Assignment), Time from MTPD (Assignment to Arrival) from January 2023 to June 2026



Plot 2: Police Response Time from MTPD Assignment to Arrival, Percent of Calls Responded to within 10 minutes by Priority by Month from January 2023 to June 2026. (NOTE: This does not include time from TCC (Initial Call to Assignment))



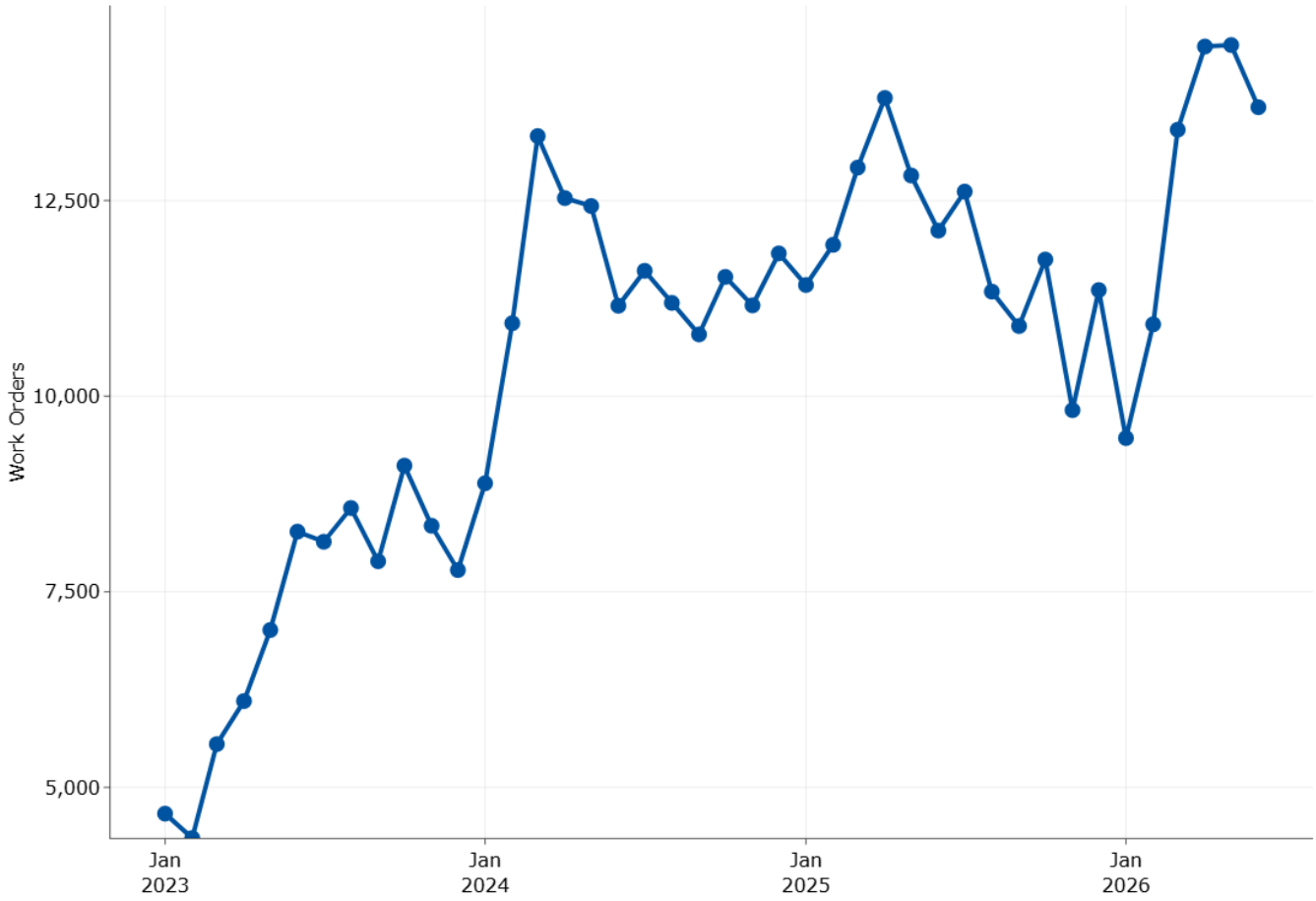
Plot 3: Police Response Time from MTPD Assignment to Arrival, Percent of Calls Responded to within 10 minutes by Priority by Quarter from January 2023 to June 2026. (NOTE: This does not include time from TCC (Initial Call to Assignment))



Measurable goal: Response time to address facilities work orders meets standards

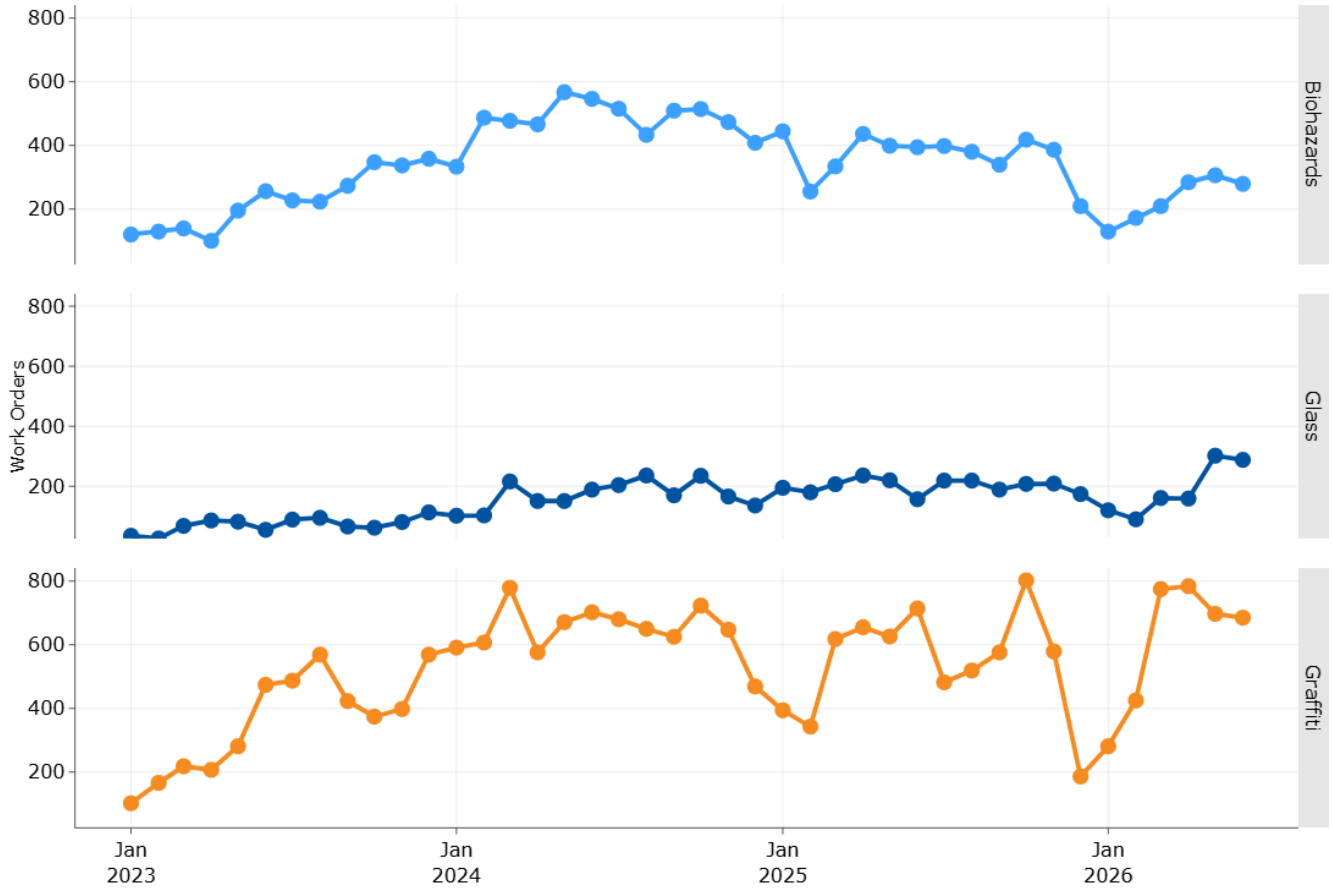
Metric 1: Count of public facilities work orders per month

Data source: TXBase, January 2023 to June 2026



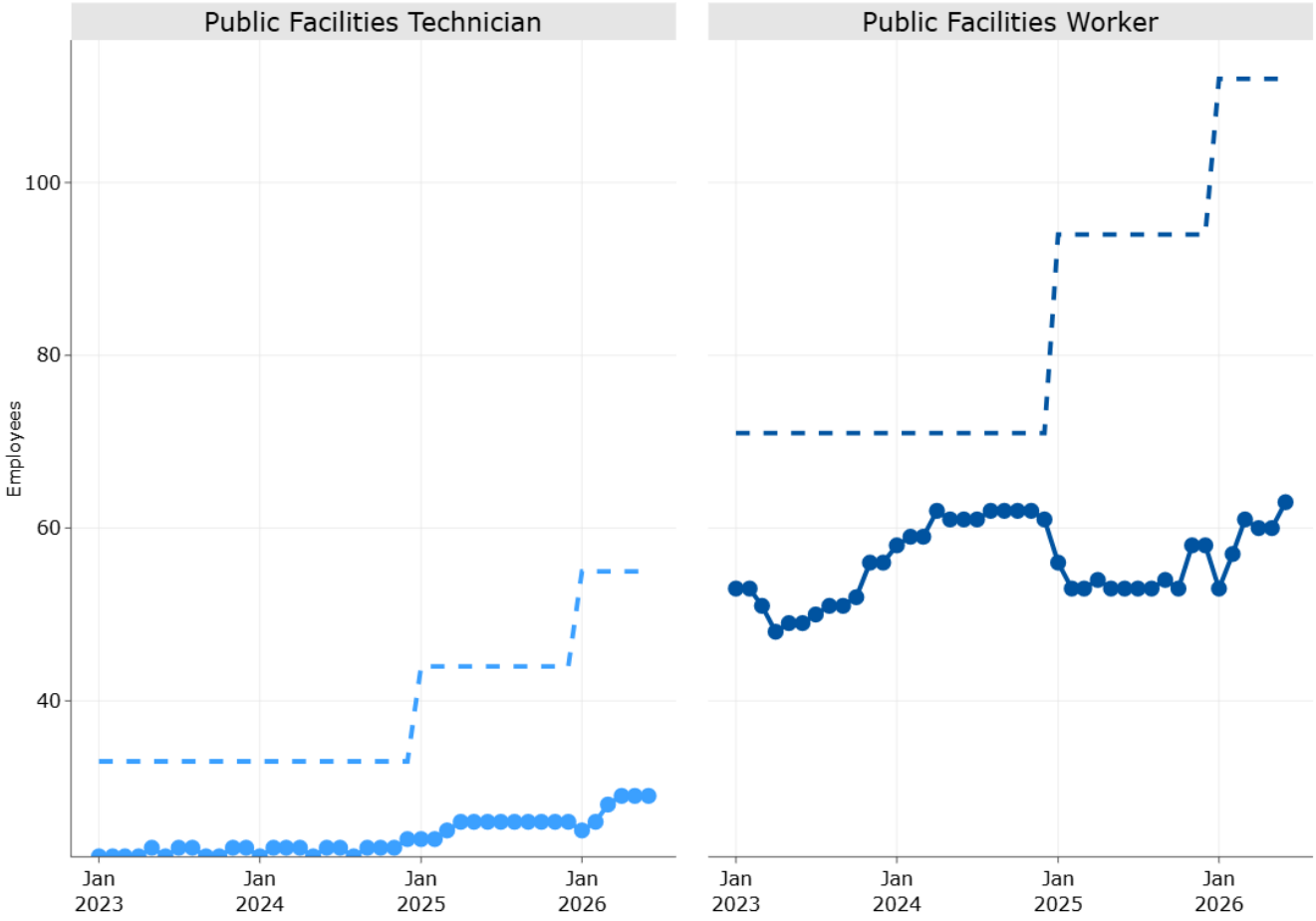
Metric 2: Count of graffiti, biohazards, and glass damage per month

Data source: TxBase Public Facilities Work Orders for Glass, Graffiti, and Biohazards per month, January 2023 to June 2026



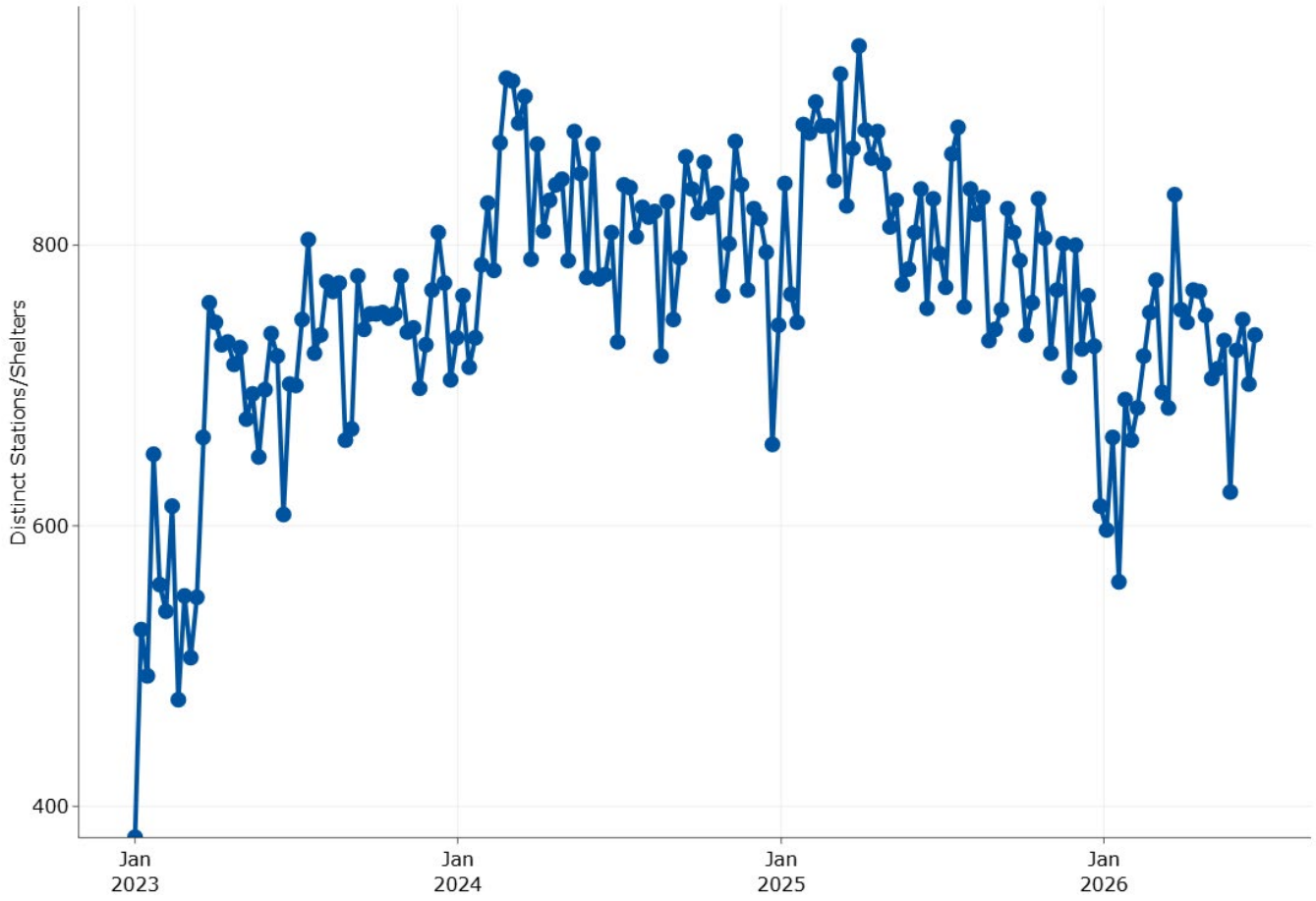
Metric 3: Number of Actual and Authorized Public Facility Employees by Job Classification

Data source: Engineering & Facilities, January 2023 to June 2026



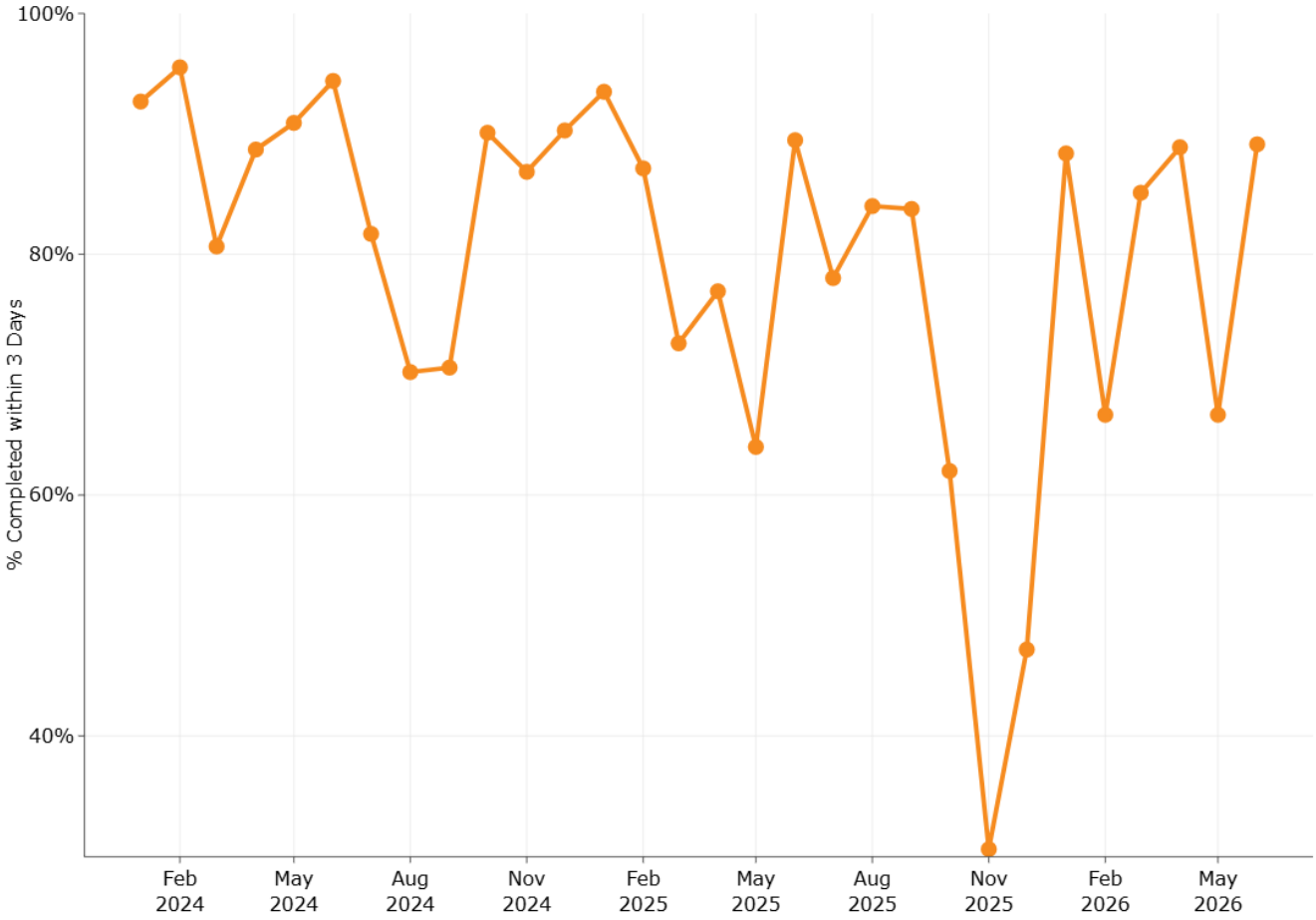
Metric 4: Number of Distinct Stations and Stops Visited Weekly by Public Facility Workers

Data source: TXBase, January 2023 to June 2026. Queries stored and managed by SI stored in Repo titled “MT_SSAPMetrics”



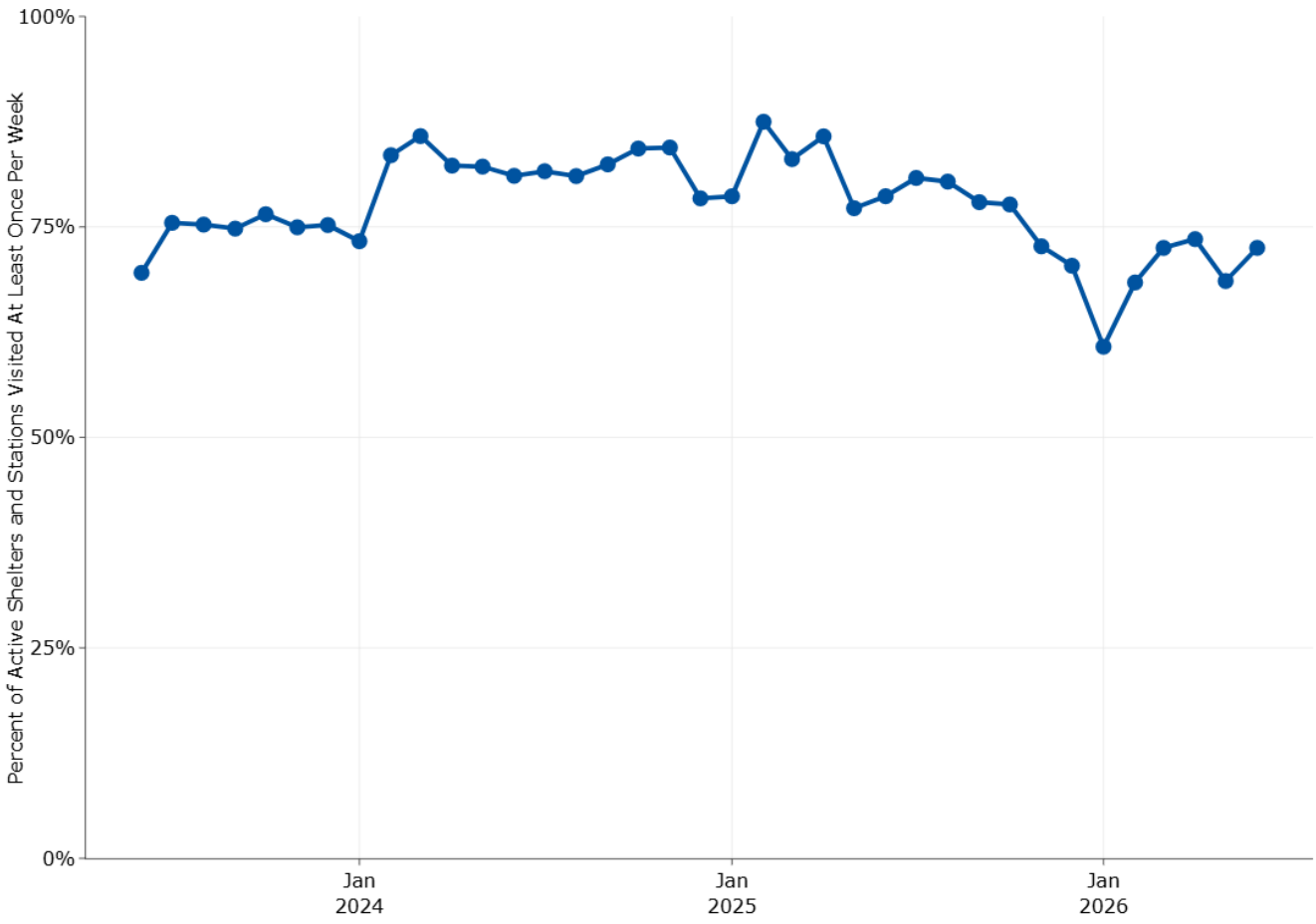
Metric 5: Percent of Broken Glass Work Orders Repaired Within 3 days

Data source: TXBase, January 2023 to June 2026

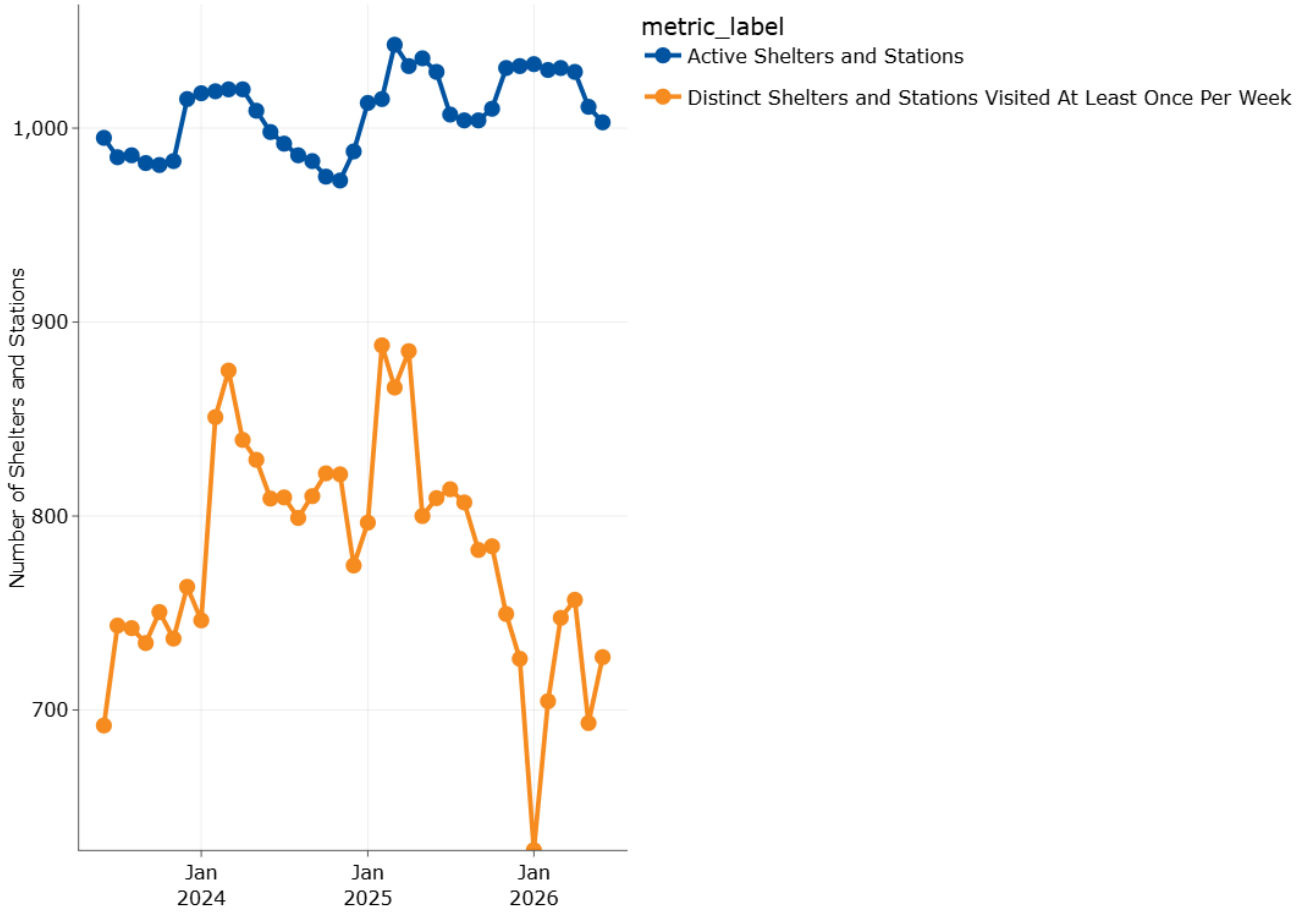


Metric 6: Percent of Active Shelters and Stations Visited At Least Once Per Week - Average for the Month

Data source: TXBase and Shelter Maintenance databases, June 2023 to June 2026



Metric 7: Average Count of Shelter Coverage by Public Facility Workers
Data source: TXBase and Shelter Maintenance databases, June 2023 to June 2026

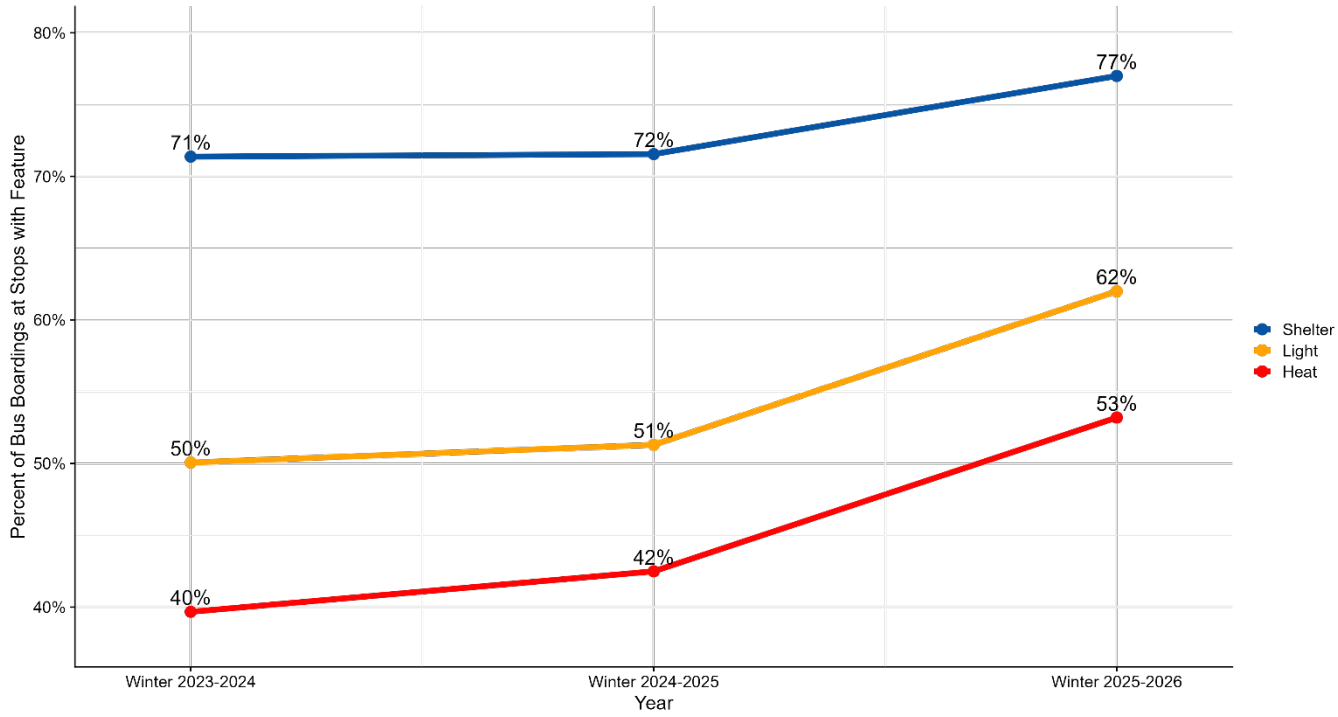


Measurable goal: Increased proportion of rides with lighting at their stop or station

Metric: Percentage of Bus boardings at locations with shelter, lighting, or heat

- **Data source:** Facility databases, APC ridership data, December 2025 to March 2026

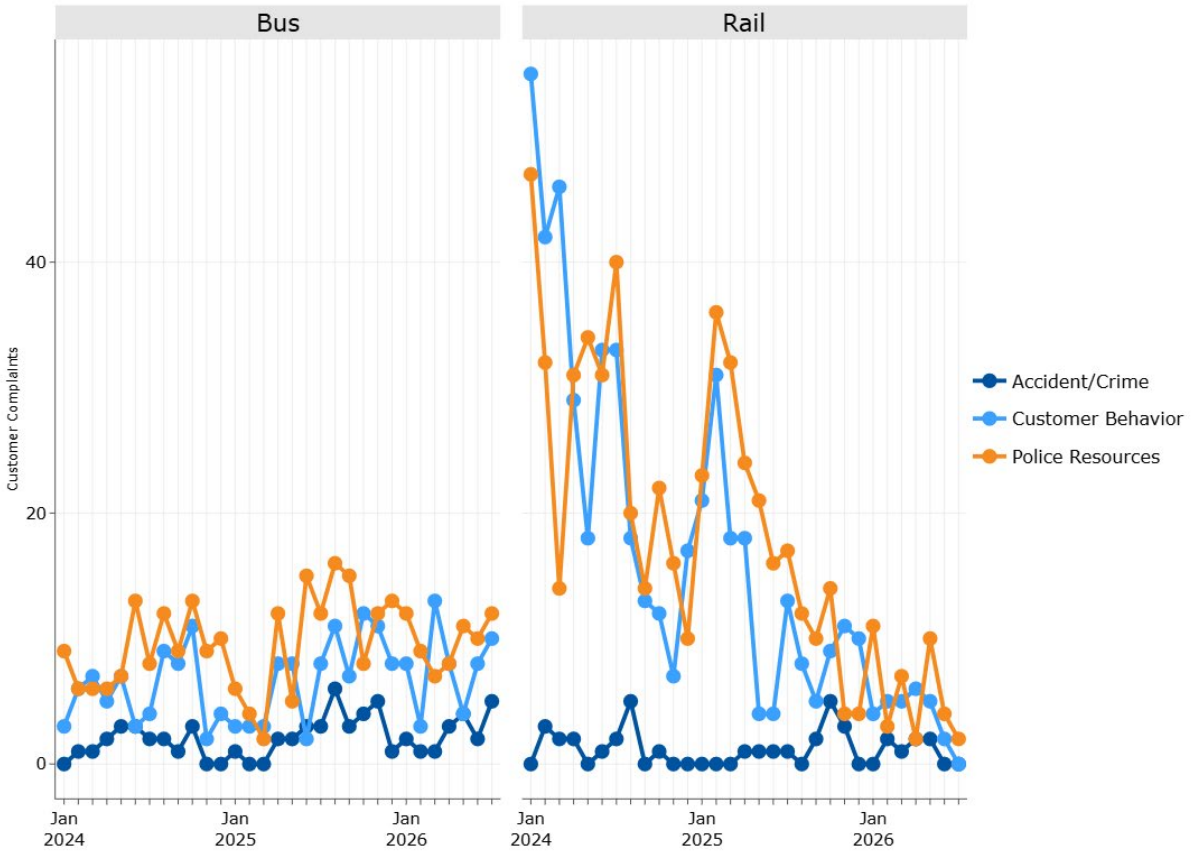
77% of bus boardings now occur at stops where there is a shelter; 62% of boardings occur at stops where shelters include light and 53% of boardings occur at stops where shelters include heat. 100% of rail boardings occur at stops with shelter, light and heat.



Measurable goal: Decreased customer complaints relating to public safety on transit

Metric: Monthly counts of customer complaints per incident category

Data source: Customer Relations Database recorded complaints forwarded to Police or Executive team coded as Accident Crime, Customer Behavior, or Police Resources between January 2024 to June 2026



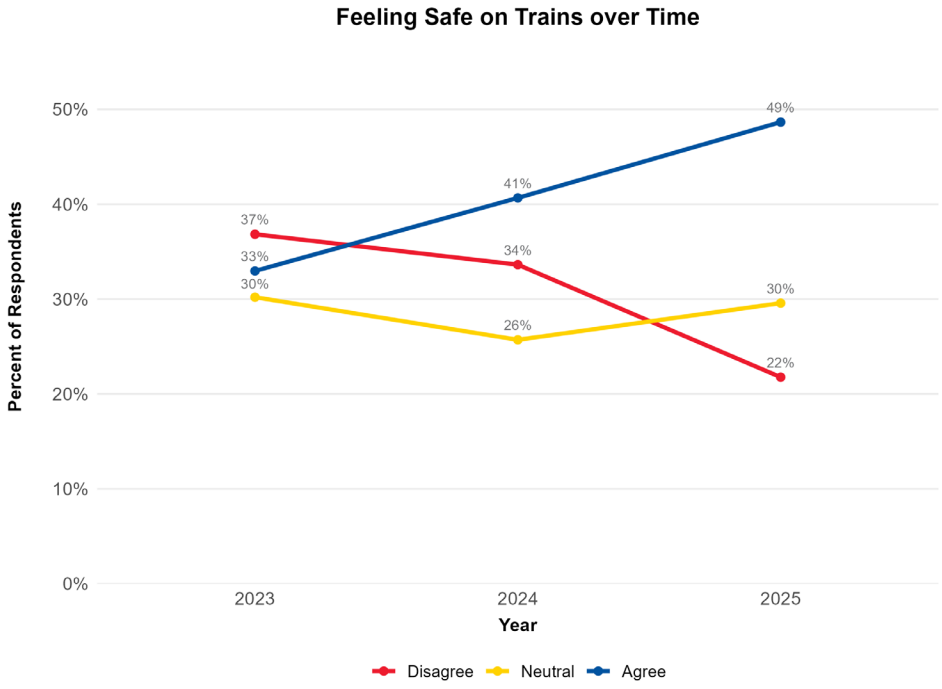
Measurable goal: Improved customer satisfaction relating to public safety on transit

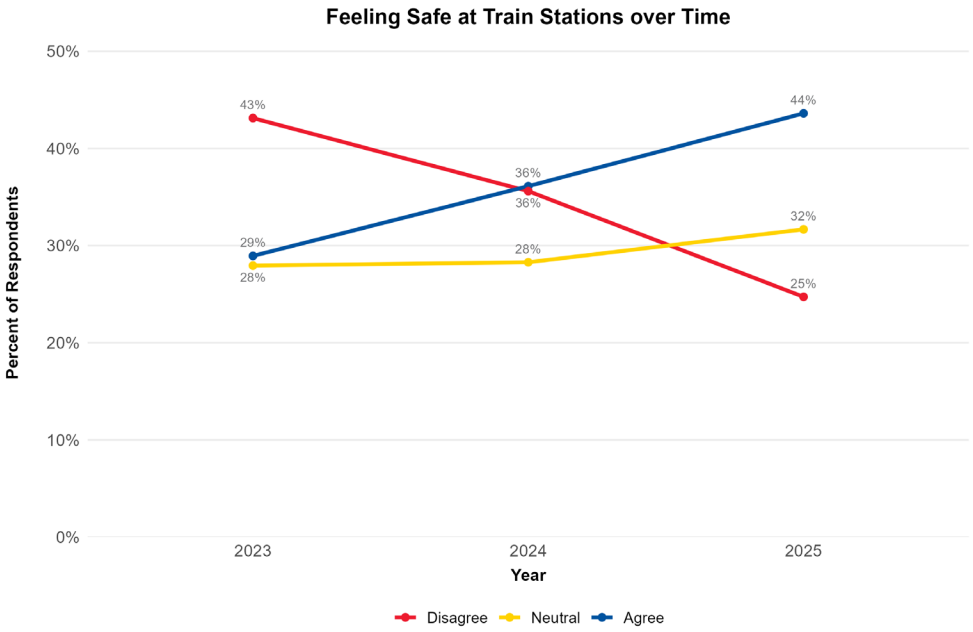
Metric: Customers Responses to Survey

Data source: Customer Satisfaction Survey, Fall 2025, analysis completed in Winter 2026.

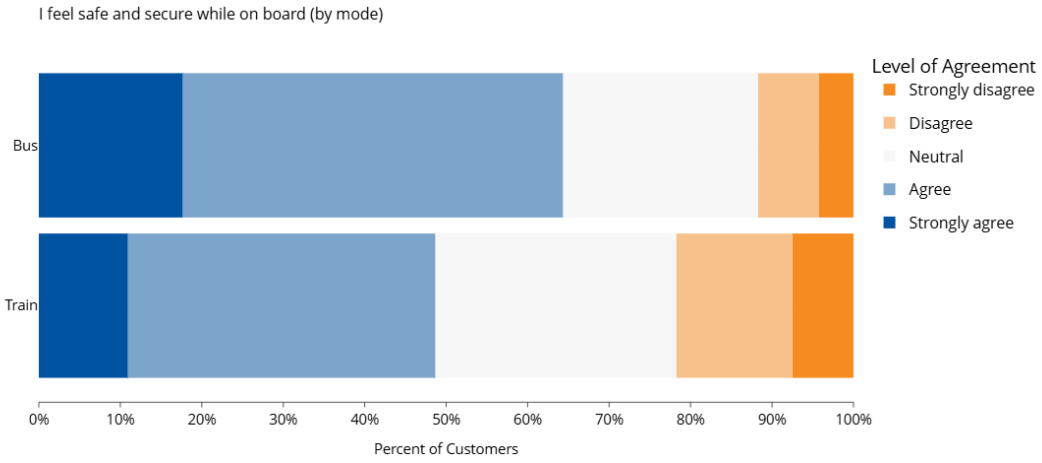
Summary of fall 2025 survey results:

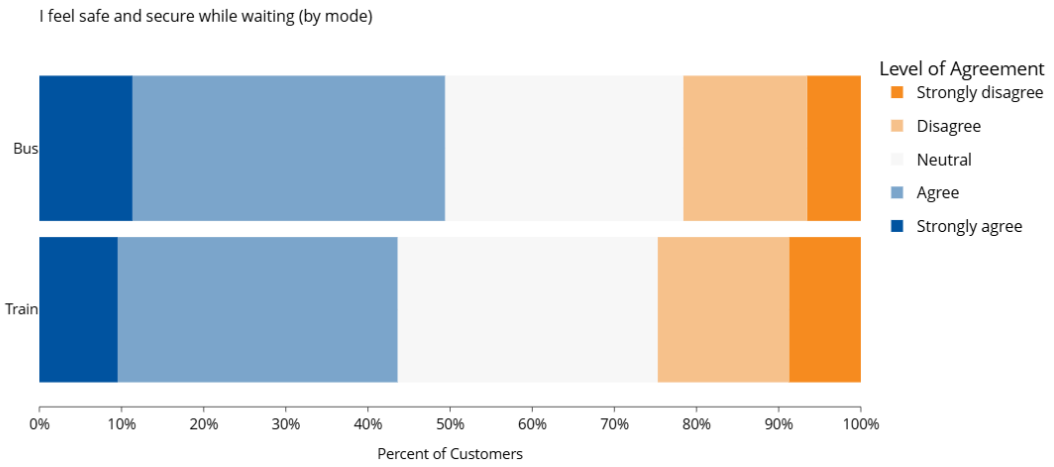
- Two of every three riders reported being satisfied or very satisfied with their Metro Transit experience, a metric that remained stable from 2024.
- While overall satisfaction remained stable, about half of respondents said they were more satisfied with Metro Transit in 2025 than they were in 2024. A third said they were equally satisfied.
- For the second year in a row, more riders said they felt safer on light rail and at light rail stations.





- Riders continued to feel safer using buses than light rail and safer on board vehicles as opposed to waiting for them at stops/stations.



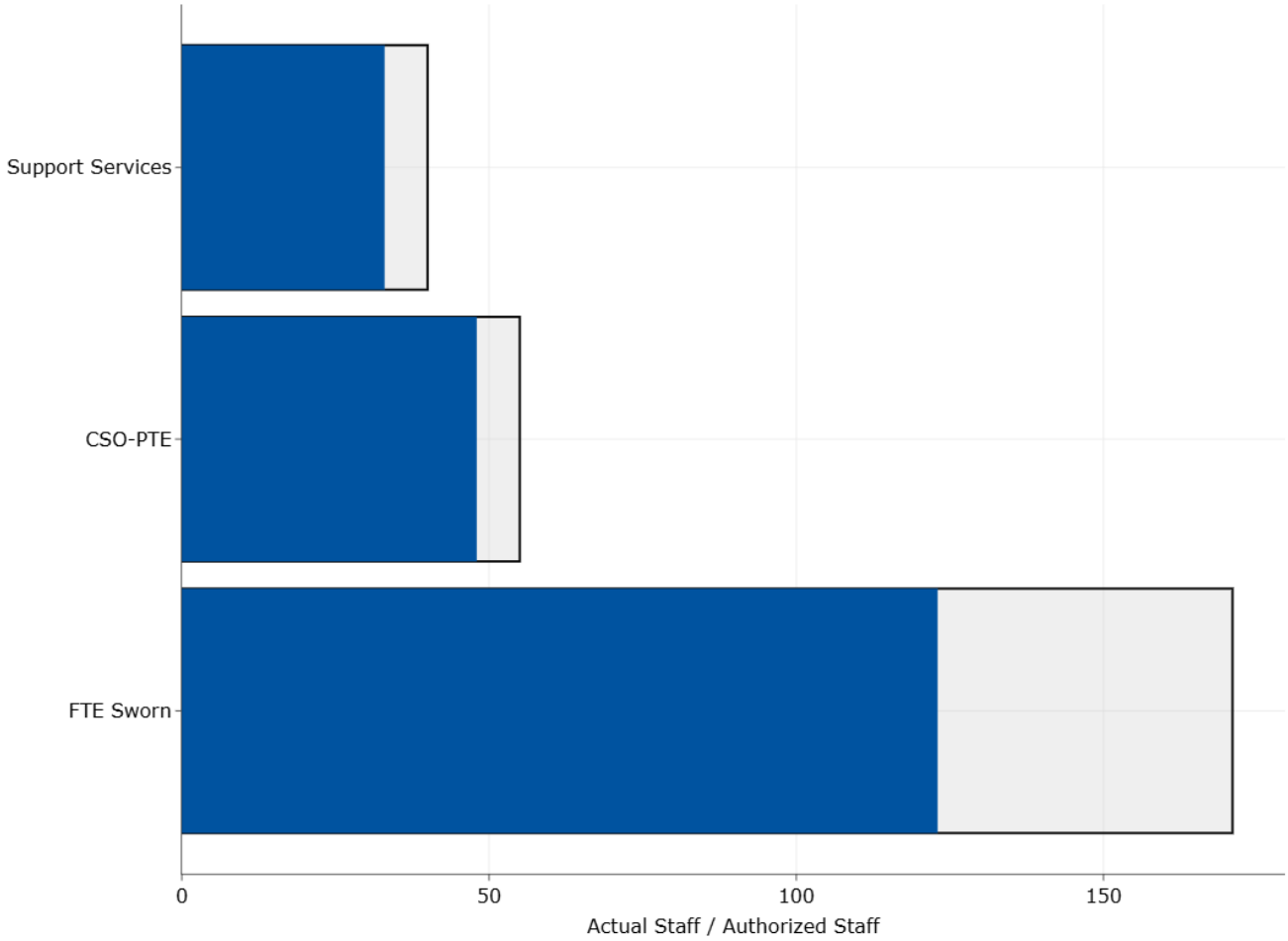


Riders are less likely than last year to see drug use often, but the amount of erratic behavior witnessed on the system is equal to the previous survey.

- Riders say they see MTPD staff frequently, and 68% agree that transit police make them feel safer.
- Almost 70% of light rail riders see TRIP agents at least some of the time they ride, and 66% agree that TRIP agents make them feel safer.
- About 40% of riders think vehicles and facilities are safer in Fall 2024 than 6 months before.

Measurable goal: Increased hiring and retention for officers and non-sworn personnel who provide presence

Metric: Number of Actual Police Staff and Authorized Police Staff by Type as of June 2026



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.

Potential measurable goals for training and supporting employees include:

- Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work
- Increased positive responses to employee satisfaction and engagement surveys relating to safety and security on transit

Increased structured interaction and cross-learning opportunities between police and other frontline employees

- Achieving target rates for operator check-ins and on-boards by MTPD

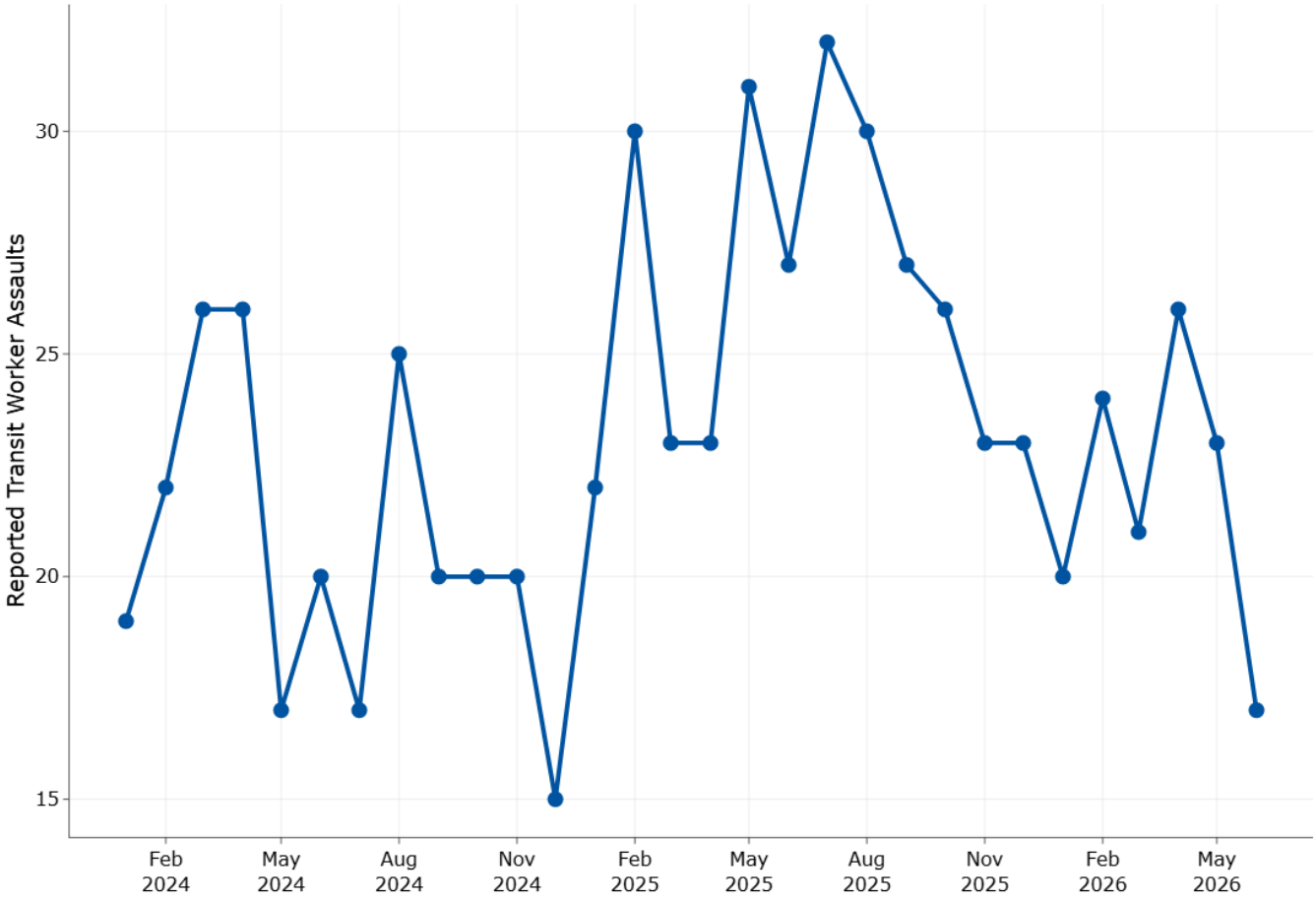
Data not available for this report

- Increased number of trainings relating to public safety, mental health, de-escalation, and related topics
- Increased utilization rates for optional training

Measurable goal: Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work

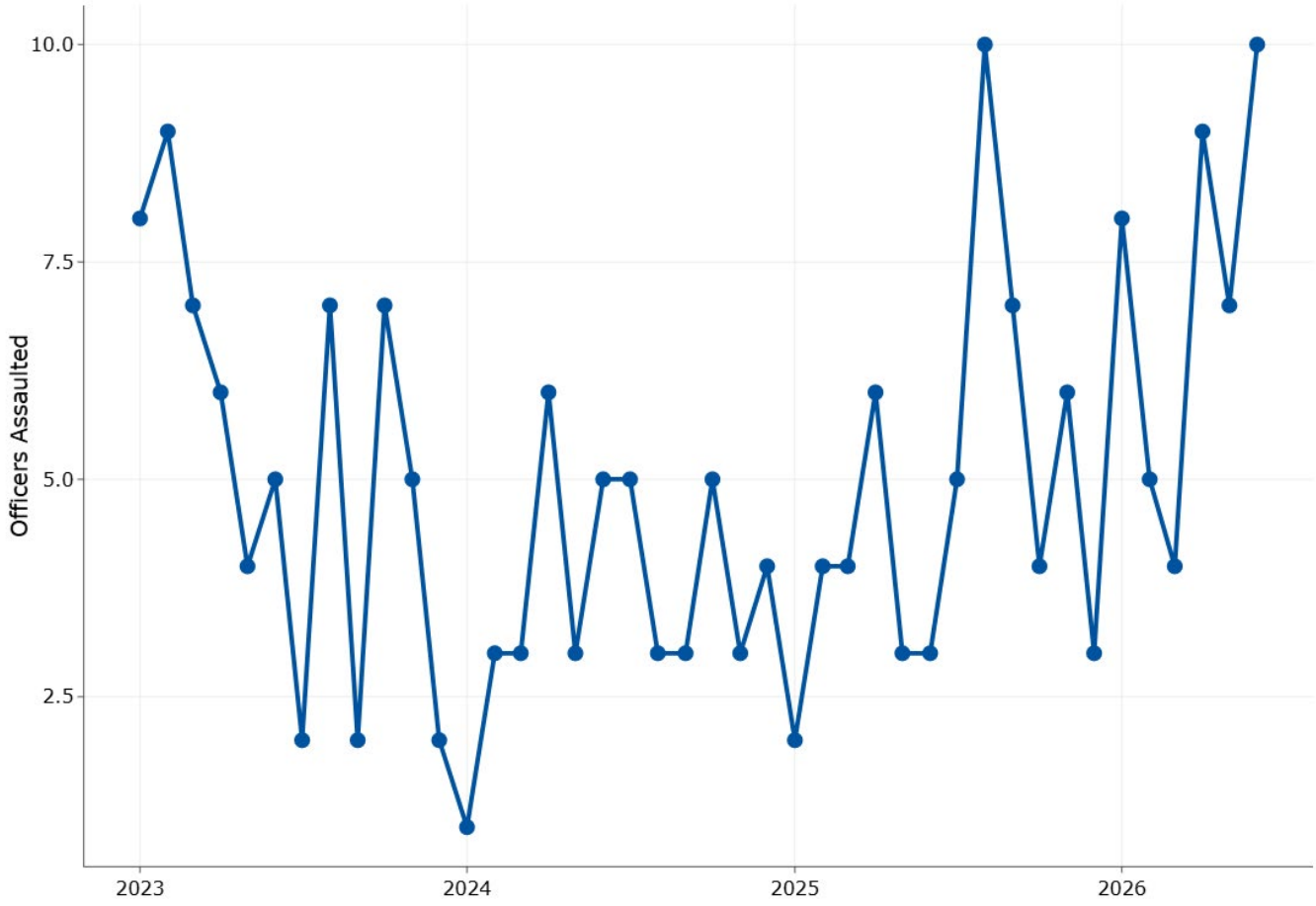
Metric 1: Monthly counts of operation employee assaults reported to TCC or RCC.

Data source: MT_Safety Database, Transit Worker Assaults Table, January 2024 to June 2026



Metric 2: Number of Metro Transit Police Officer assaults reported

Data source: MTPD counts September 2023 to June 2026

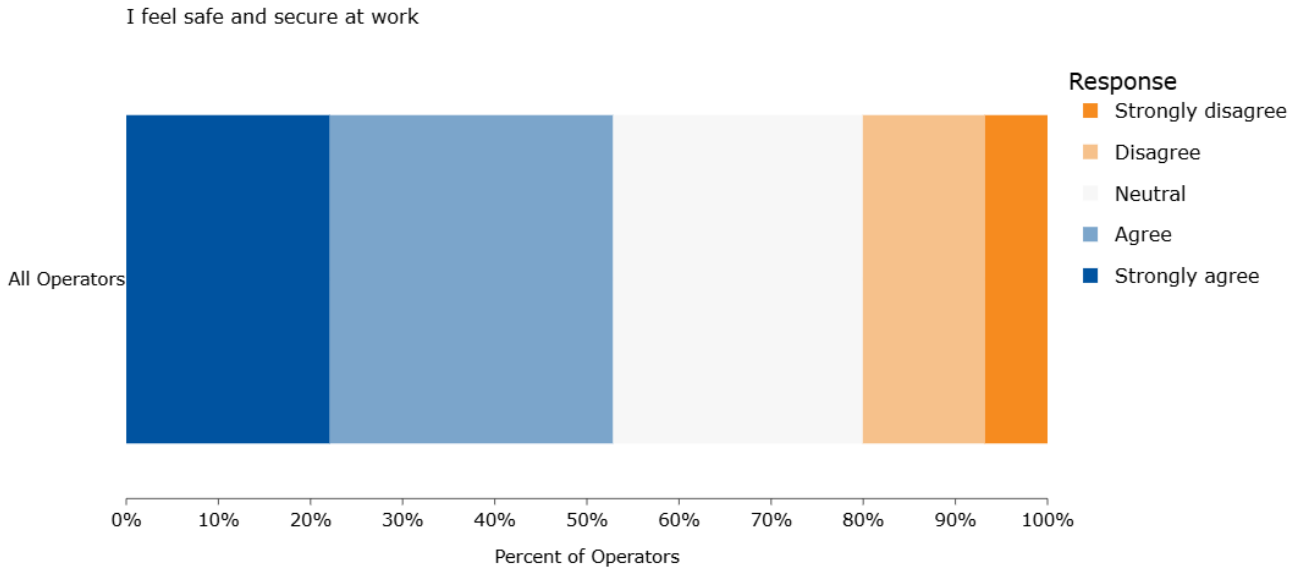


Metric 3: Operator Survey responses related to safety and security while at work.

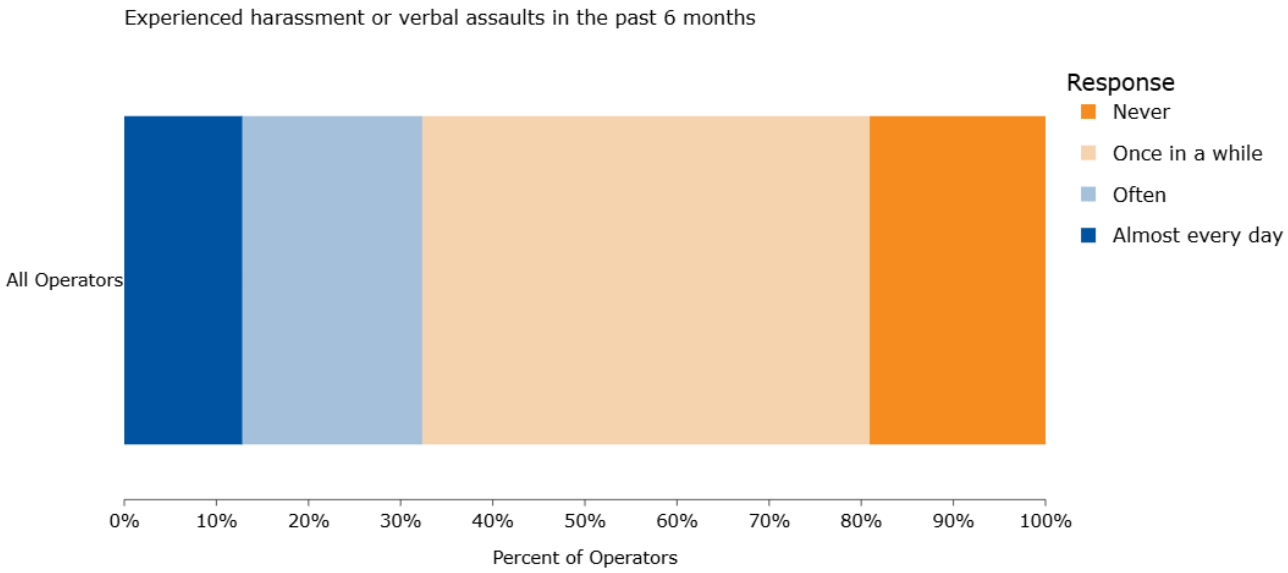
Data source: Operator Training Survey questions related to safety and security.

Plot: Operators' Agreement with Feeling Safe at Work, Fall 2025

This survey was given to bus operators during mandatory training in Fall 2025, and to light rail operators in January/February 2026. Data shown is from 1,155 responses; 37 respondents skipped this question. More than half of operators agree that they feel safe at work, an increase of 10 percentage points from 2024. A slightly higher percent frequently experienced harassment compared to the previous year, whereas the percent feeling unsafe operating a vehicle decreased. The percent who frequently felt unsafe on layover remained the same compared to the previous year.

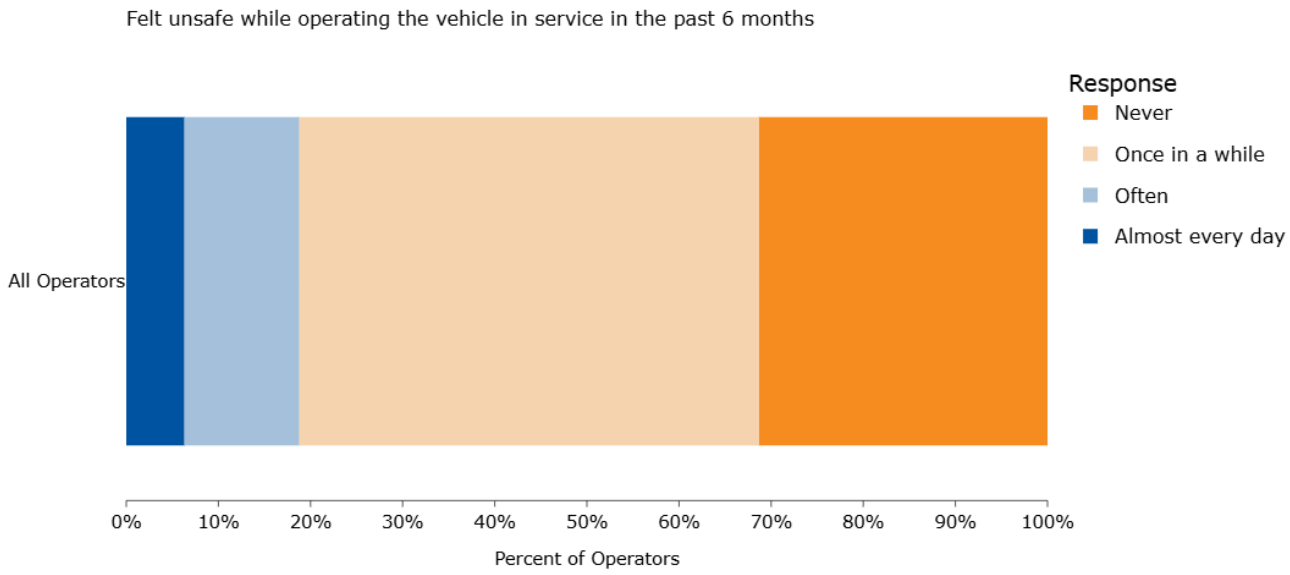


Plot: Frequency of Operators' Experiences of Harassment or Verbal Assault, Fall 2025



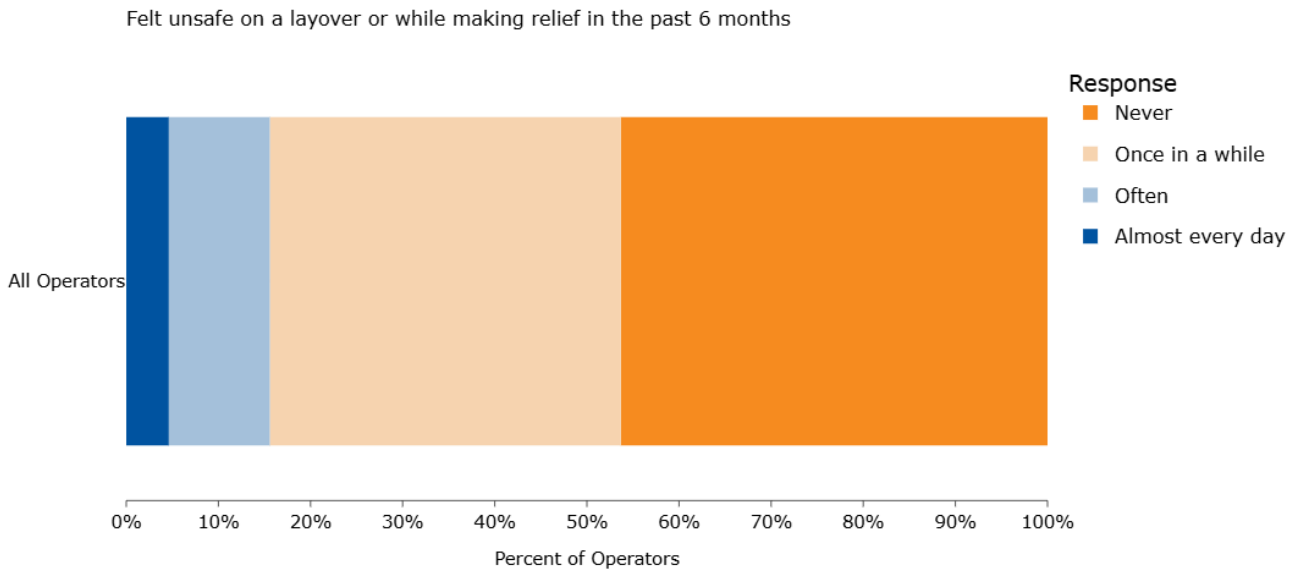
Survey given to bus and light rail operators during mandatory training in Fall 2025 and Winter 2026. Data shown is from 1,147 responses; 45 respondents skipped this question.

Plot: Frequency of Operators' Perceptions of Lack of Safety while Operating Vehicle, Fall 2025



Survey given to bus and light rail operators during mandatory training in Fall 2025 and Winter 2026. Data shown is from 1,145 responses; 47 respondents skipped this question.

Plot: Frequency of Operators' Perceptions of Lack of Safety while on Layover or Making Relief, Fall 2025



Survey given to bus and light rail operators during mandatory training in Fall 2025 and Winter 2026. Data shown is from 1,149 responses; 43 respondents skipped this question.

Area 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.

Potential measurable goals for engaging customers and partners include:

Some data available for this report

- Increased availability of information about Metro Transit's approach to safety and security, including providing transit public safety data on metrotransit.org and in quarterly reports publicly presented to Metropolitan Council Members

Data not available for this report

- Tracking participation in interactions and activities with regional partners designed to collaboratively address systemic issues, including violence, untreated mental illness and chemical addiction, and unsheltered homelessness
- Decreased numbers of people experiencing homelessness on the transit system for shelter purposes and not for transportation purposes
- Achieving target response time to public safety-related comments submitted to Metro Transit Customer Relations
- Increased frequency of opportunities for people to provide input on public safety and transit issues and learn the results of that input

Measurable goal: Increased availability of information about safety and security efforts

Metric: Qualitative information on how Metro Transit shares safety and security information

Recent work to increase availability of this information includes:

- **Adding crime data on website**. In October 2022, Metro Transit added Group A crime data to our website at www.metrotransit.org/performance.

- **Adding quarterly Safety & Security Action Plan updates and other safety and security information to the website**. Metro Transit makes these quarterly reports available on the webpage created in June 2022 to communicate about the action plan: www.metrotransit.org/public-safety.