

Providing consistently safe, clean, and welcoming experiences on transit



Everyone deserves a consistently safe, clean, and welcoming transit experience. That's why Metro Transit is increasing our official presence on transit, stepping up cleaning and repairs, and strengthening community partnerships to address broader issues like unsheltered homelessness that can become visible on transit. Our collective efforts are guided by our Safety & Security Action Plan, with more than 40 actions centered around three objectives:

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

KEY PUBLIC SAFETY INITIATIVES

» **Increasing our official presence on the system.**

We continue to add to our talented team of Metro Transit police officers, and in 2026 we aim to have more than 150 people employed in our Transit Rider Investment Program (TRIP) to help inspect fares, assist customers and uphold the rules for riding. We also expanded the number of light rail stations and other boarding locations with supplemental security officers and increased hours of coverage. For the latest information, visit metrotransit.org/public-safety.

» **Strengthening partnerships with community-based organizations.**

In 2026, we are partnering with Canopy Roots to pilot on-demand, rapid, mobile, in-person response to calls for service precipitated by a behavioral health concerns. Our Homeless Action Team continues to work closely with service providers to connect individuals to resources, including housing vouchers.

» **Investing in our system with a focus on safety and experience.**

We continue to make targeted improvements to ensure that our riders have safe and welcoming spaces to board our trains and buses. This includes expanding the use of public art and durable materials. These investments come in addition to planned renovations of the Lake Street/Midtown and Franklin Avenue stations that will occur in 2026/2027.

Safety & Security ACTION PLAN



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

BY THE NUMBERS

- » **13% decrease** in the most serious crimes comparing 2025 to 2024
- » **1.5 million** regular service fare inspections in 2025
- » **197** Transit Rider Investment Program (TRIP) Agents as of June 2026
- » **120 MTPD officers and 49 Community Service Officers**, highest staffing level since 2021
- » **92% increase** in proactive calls for police service comparing 2025 to 2024

LAYERS OF PRESENCE



Police Officers



CSOs



TRIP Agents



Supplemental Security



Community-Based
Organizations



Safety Ambassadors

**Here's who you'll see on transit, and the role each group plays while on the system.
For more information, visit metrotransit.org/presence.**

- » **Police Officers:** Metro Transit police officers respond to and investigate all crimes reported on transit and at transit facilities throughout the region. They also work with and assist partner law enforcement agencies in the communities we serve.
- » **Community Service Officers:** CSOs are part-time members of the Metro Transit Police Department on their way to law enforcement careers. Their duties include educating customers about the rules of riding, inspecting fares, and assisting customers.
- » **Transit Rider Investment Program Agents:** TRIP Agents are primarily responsible for inspecting fares, assisting riders, and upholding the rules for riding; they can also provide first aid and provide information about social services.
- » **Supplemental security officers:** Supplemental security officers monitor high-traffic locations, including those with higher levels of police service calls. Security officers discourage behaviors like smoking and littering and contact police when they observe or suspect illegal behavior.
- » **Community-based organizations:** To address issues like unsheltered homelessness and substance use disorders that can show up on transit, representatives from community-based organizations provide outreach services on light rail.
- » **Safety Ambassadors:** Safety Ambassadors with the St. Paul Downtown Alliance spend time at downtown St. Paul light rail stations and adjacent bus stops, acting as another set of eyes for public safety professionals while cleaning up trash and assisting visitors with wayfinding.

24/7 COVERAGE

All Metro Transit vehicles, light rail stations, and bus rapid transit stations are equipped with emergency telephones that connect directly to emergency responders and security cameras that staff monitor 24/7. Our Real Time Information Center proactively monitors activities and helps police respond swiftly, safely, and effectively.

Customers also can report suspicious or unwanted behaviors they observe on a bus, on a train, or at a transit stop or station, by texting our Text For Safety service. Our staff can respond and coordinate the appropriate response 24/7. To use Text For Safety, text 612-900-0411.