

# Safety & Security ACTION PLAN

**Quarter 3 2025 Update**

Council Meeting | Dec. 3, 2025



# Agenda

## Part 1: Safety and Security Action Plan Update

- Coordinated layers of presence update (Action Items 1.2 and 1.3)
- Winter Safety Plan

## Part 2: Metro Transit Police Department Update

- Staffing update
- Q3 Statistics

## Part 3: Communications

- Coordinated safety and security communications plan (Action Item 3.1)



Connecting People • Strengthening Communities • Improving Lives

## VISION AND MISSION

We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.

## STRATEGIC PRIORITIES

### Employees

We value employees and continuously improve how we attract, retain, develop, and support our workforce.

### Experience

We provide a consistently safe, clean, and welcoming experience on our system.

### Service

We offer service that is convenient, reliable, and environmentally sustainable.

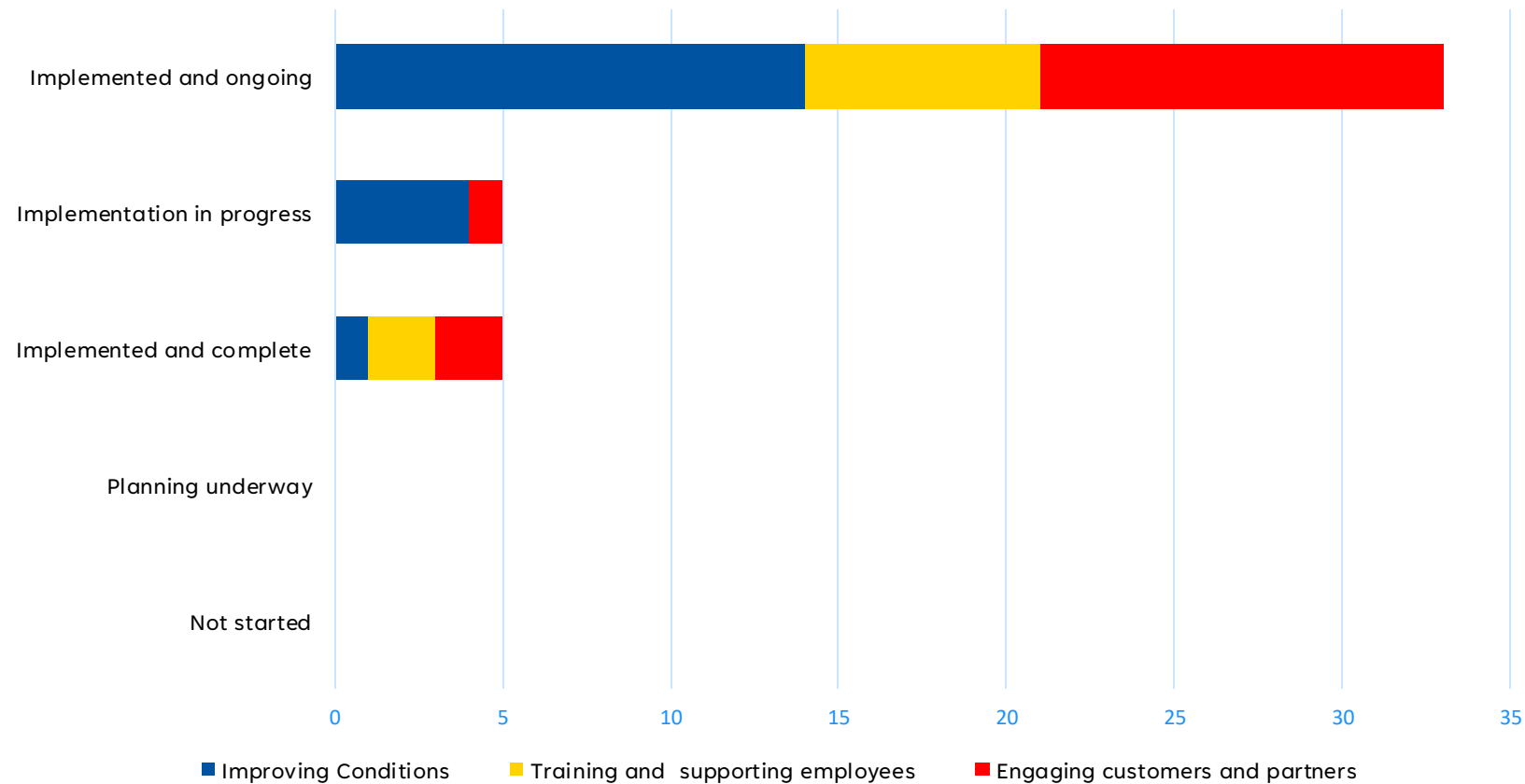
# Safety & Security Action Plan



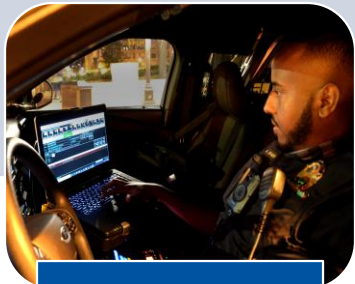
**43 action items in 3 areas of work**

Improving Conditions on the System 🤝 Training & Supporting Employees 🤝 Engaging Customers & Partners

# Action Item implementation update



## Coordinated layers of official presence (Nov. 2025)



**Police  
Officers**

116



**TRIP Agents**

100+



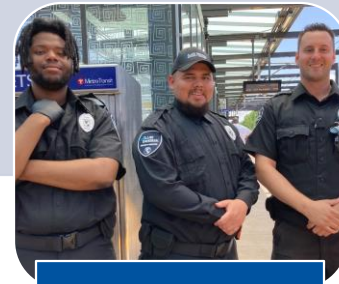
**Real Time  
Information  
Center**

6



**Community  
Service  
Officers**

28



**Security**  
*15 locations*



**Safety  
Ambassadors**

*Downtown St.  
Paul*

*Supplemented by law enforcement partners, police dispatchers, field staff, 24/7 Text For Safety coverage*





# Coordinated Layers of Presence

**Matt Broughton** | Assistant Director, Bus Transportation

**Antoinette Brasson** | Assistant Director, Field Operations

**Joseph Dotseth** | Interim Chief, Metro Transit Police Department



# Supplemental security

*Action Item 1.3: Pilot the use of contracted security guards at transit facilities that frequently generate police calls.*

- Handoff to Inter-Con Security effective Nov. 30
- Day 1 Summary
  - 948.5 hours of supplemental security and TRIP Agent service provided
  - 98.1% of scheduled post hours covered
  - 229 staff hired and trained during the transition
- Hiring and training will continue throughout the contract
- Sites will be monitored to inform deployment





# Transit Rider Social Services contract

**Action Item 3.5:** Review and seek options to expand contracting with social services organizations and fostering relationships with county case managers to connect riders in need of services. Relates to 2023 legislation.

- Seeking vendor(s) to provide outreach and intensive referrals on transit lines beginning in 2026
  - Focused on connecting people to housing, mental health, and chemical treatment services
  - Focus on late evenings and early morning
  - Coordination with MTPD's Homeless Action Team (HAT) and partners



# Transit Rider Investment Program (TRIP) Agent services

*Action Item 1.2: Review and adjust approach to increasing official presence with non-sworn personnel on the system.*

- Inspect fares, assist riders, uphold rules for riding, share resource information, perform CPR and administer Narcan.
- Currently a blend of Metro Transit and contracted staff
  - 67 Metro Transit employees, 40 contracted agents as of December 2025
  - Adding 57 Agents in 2026, plus supervisory positions
- New contract continue to provide contracted TRIP Agents and security officer support during daily operations.



*Metro Transit TRIP Agents*

# Winter Safety Plan

*Action Item 3.14: Inventory existing work and identify additional opportunities to participate in regional efforts to address systemic issues.*

- Significant increase in **coordinated presence on light rail** through winter
  - Periods of time where every sworn officer is on the system
  - All trains covered during surge details
  - TRIP Agents, Community Service Officers augmenting coverage on trains
  - Supplemental security focusing on facilities







# Metro Transit Police Department Update

Interim Chief Joe Dotseth





# BE THE DIFFERENCE

Honesty • Service • Respect

## Join Metro Transit Police



[metrotransit.org/joinMTPD](https://metrotransit.org/joinMTPD)



MTPD Goal	Q3 highlight
Employee development	Leadership training, supervisor/sergeant open house, recruitment officer, training officer
Recruitment, onboarding	CSO Pathways, marketing campaign, dedicated recruitment team established
Retention, employee satisfaction	Employee retention at 87%; increased employee training and utilization off employee feedback
Crime reduction Beat policing, Combined Enforcement Details, Using data informed decision making	Calls for service have decreased and officer-initiated calls have increased thanks to proactive enforcement, internal and external partners, and our crime analyst team
Community-focused policing: Expanding the use of RTIC and cameras	RTIC unit has coordinated with patrol to staff an officer in RTIC for special details and events
Increase visible presence	Focused details, beat policing
Exceptional service to internal partners	Town Halls, facility liaisons, TSTAT meetings expanded
Proactive community outreach	HAT received HRA vouchers, Safe and Secure University Outreach events have seen great success in reaching the community, we attended 30 community outreach events in Q3 reaching over 3,000 community members
Professional delivery of police service	Standard Operating Procedure Committee, Joint Power agreements, accreditation



 MetroTransit  
**FORWARD** 



Employees



Experience



Service

# Strengthening trust through values-based hiring

Collaborating with the *Center for Values-Based Hiring* to enhance trust by applying the principles of **procedural fairness** and identifying **shared values** among staff and community.

- Leveraged insights from **community feedback sessions** and **internal engagement** with officers, civilians, operators, and TRIP Agents
- Comprehensive research identified MTPD's core values: **Honesty, Service, and Respect**

**This initiative translates shared values into a common language across the department, forming the foundation for integration into**

- Daily operations
- Hiring and training processes
- Annual performance evaluations
- Employee recognition programs





# A values-focused pathway to policing



We hire, train, and evaluate based on honesty, service, and respect — principles that demand transparency, equality, and accountability from all who lead.

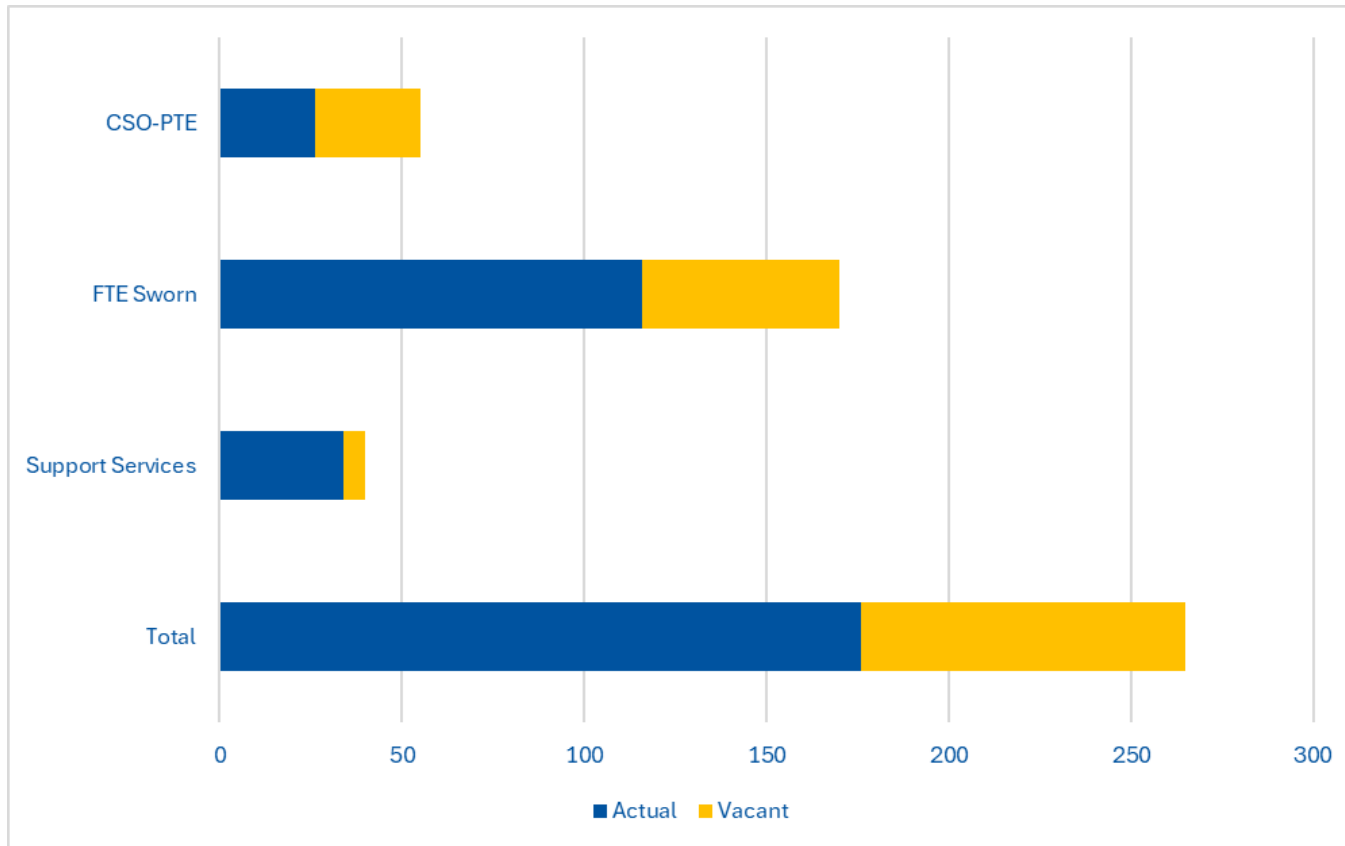
- Record number of Community Service Officers (26)
  - Students working toward degrees while working part-time at Metro Transit
  - Critical pipeline for recruitment
- Explorer Program starting in 2026
  - This will be the first step in the pathway to becoming a licensed police officer.





# Staffing

**Action Item 1.1:** Assess efforts to hire and retain full-time police officers, part-time police officers, and Community Service Officers.



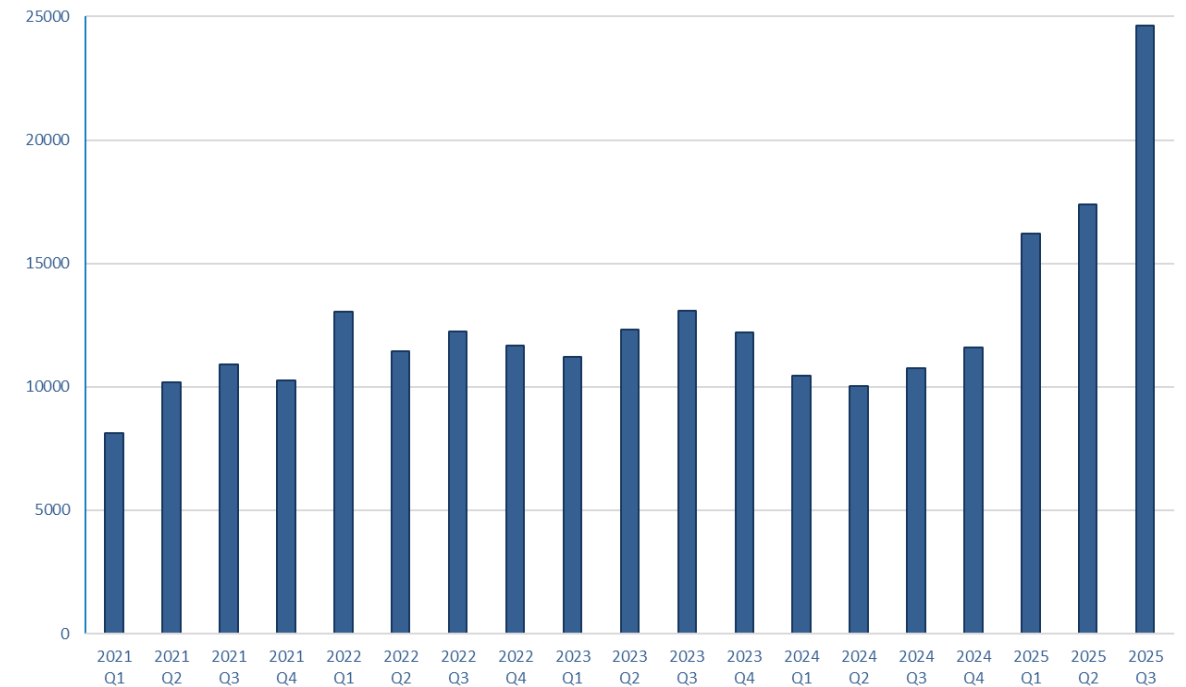
Position	Actual	Vacant
Police Officers	116	54
Community Service Officers (CSOs)	26	29
Support Services	34	6

- 87% retention rate department wide
- Goal of hiring 30 officers in 2025-26
- “Be the Difference” campaign
- Officer dedicated to recruitment

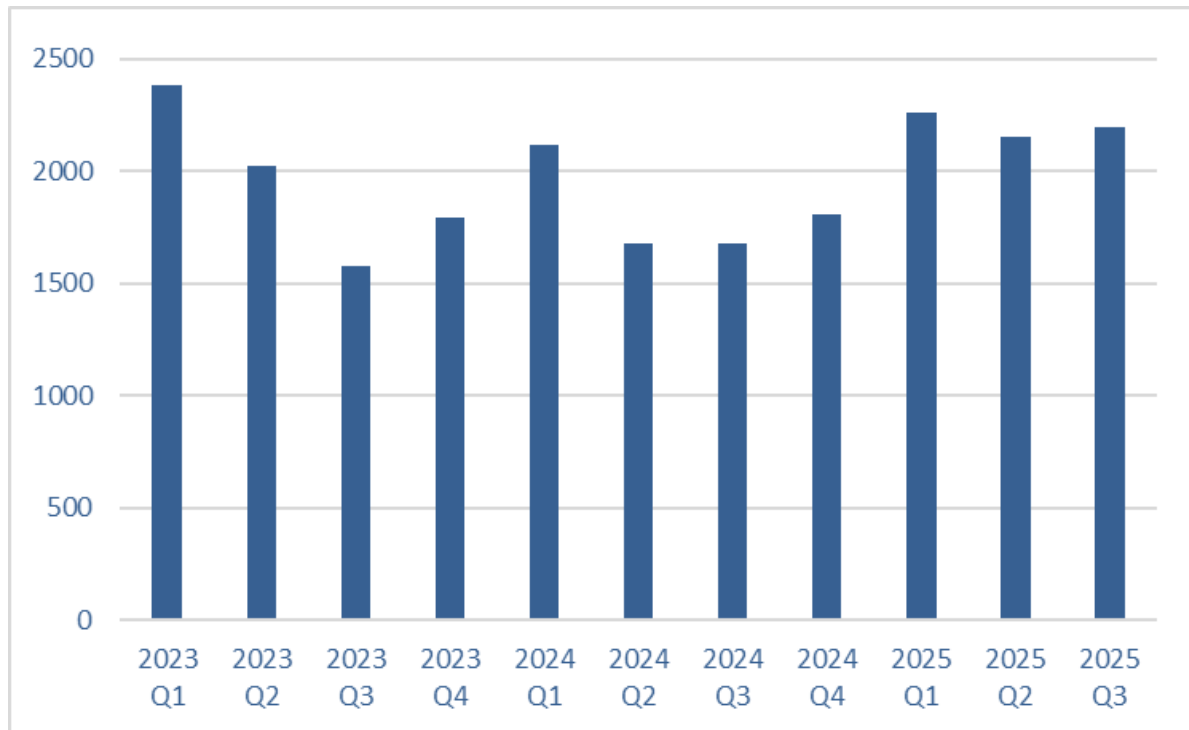
# Presence by the numbers

	Q3 2025	Change (vs Q3 2024)
Proactive Police Calls for Service	24,614	+129%
Crimes addressed due to proactive patrolling	1,279	+56%
Rules for Riding violations (alcohol, smoking)	1,120	+27%
Police onboards	37,587	+80%

*Proactive (officer-initiated) calls for service by quarter*



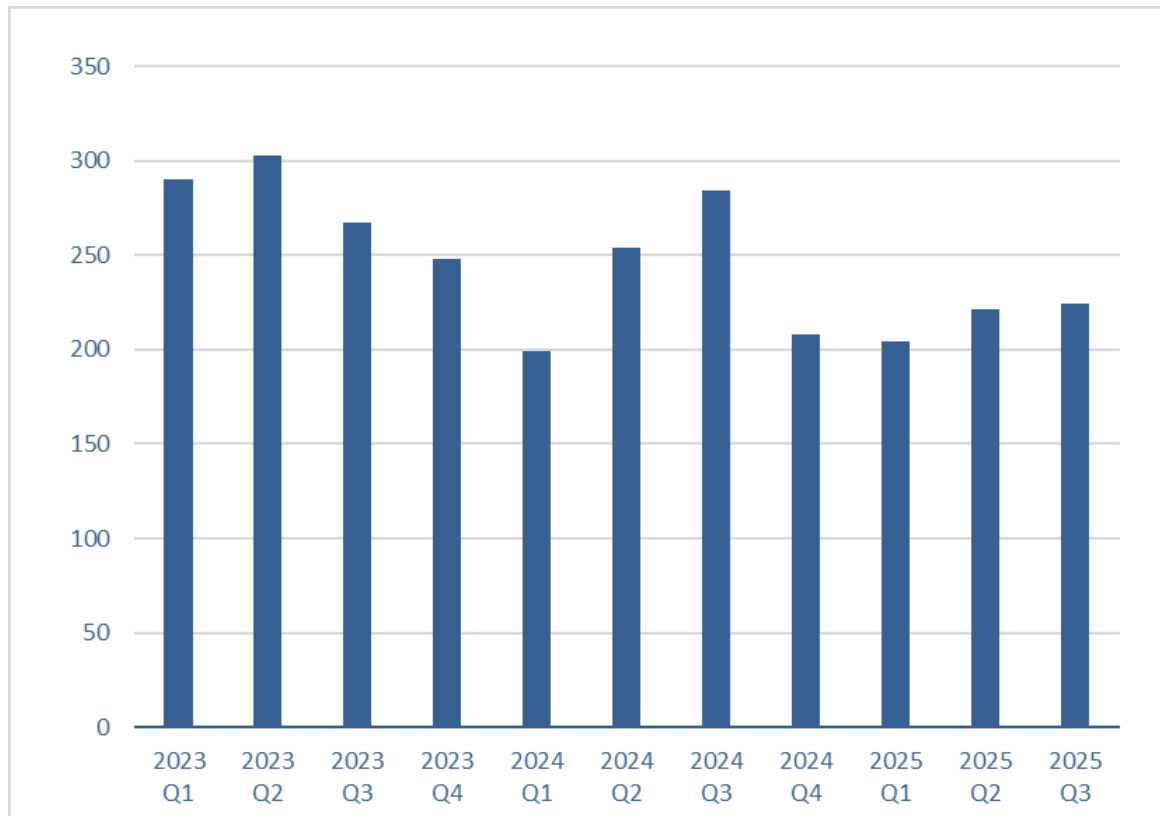
# Total reported offenses



	Q1	Q2	Q3	Q4	Total
2023	2,379	2,022	1,578	1,789	7,768
2024	2,115	1,675	1,678	1,807	7,275
2025	2,261	2,153	2,194		

- Top offenses: Smoking (357), Disorderly Conduct (237), Vandalism (227)
- 58% of Quarter 3 2025 offenses attributed to proactive patrols

## FBI top seven crimes



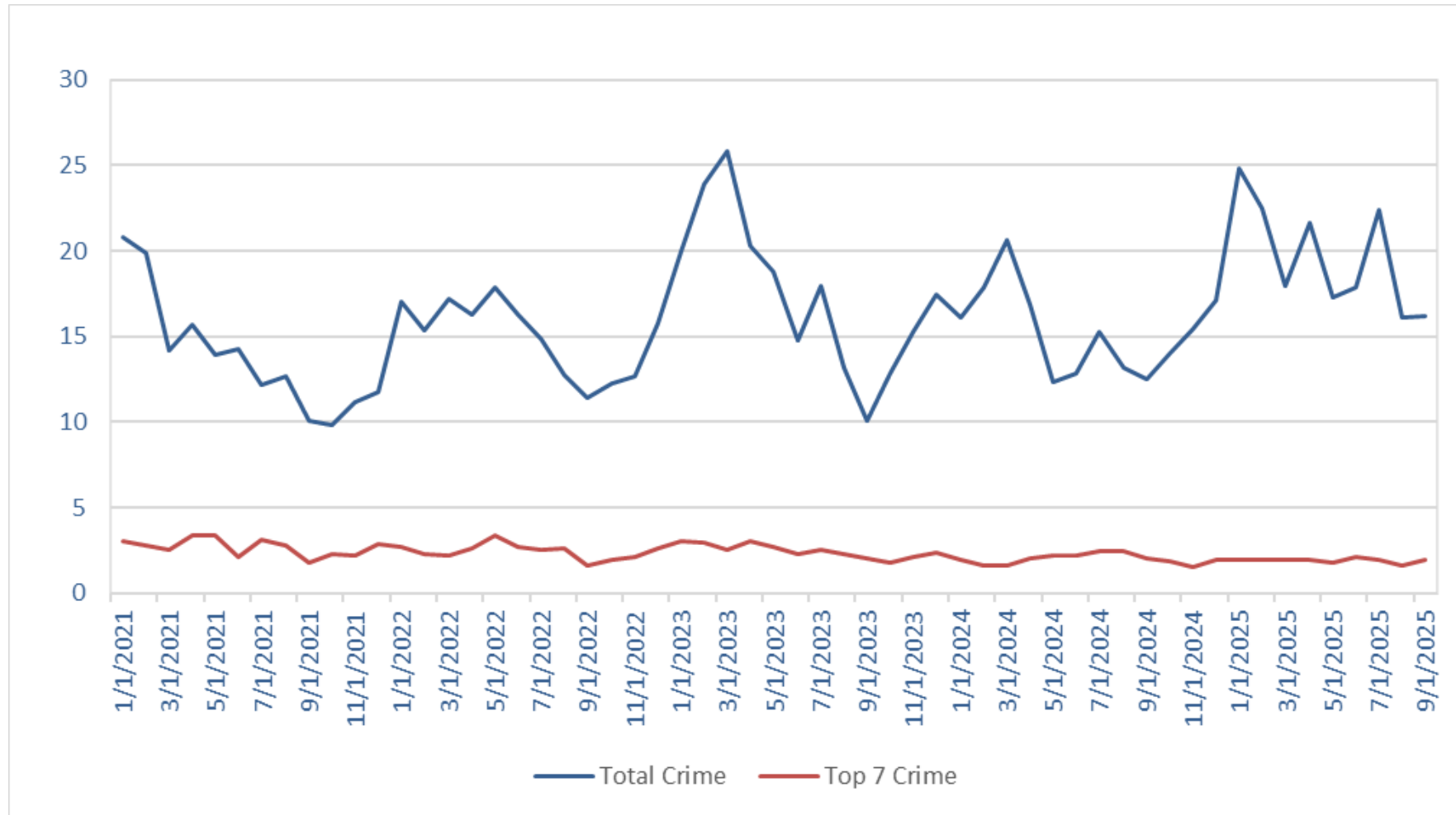
	Q1	Q2	Q3	Q4	Total
2023	290	303	267	248	1,108
2024	199	254	284	208	945
2025	204	221	224		

**FBI top seven crimes decreased 21% in Q3 2025 vs. Q3 2024**

FBI top seven crimes include robbery, assault, homicide, sex offenses, larceny or theft from person, motor vehicle theft, and burglary or breaking and entering

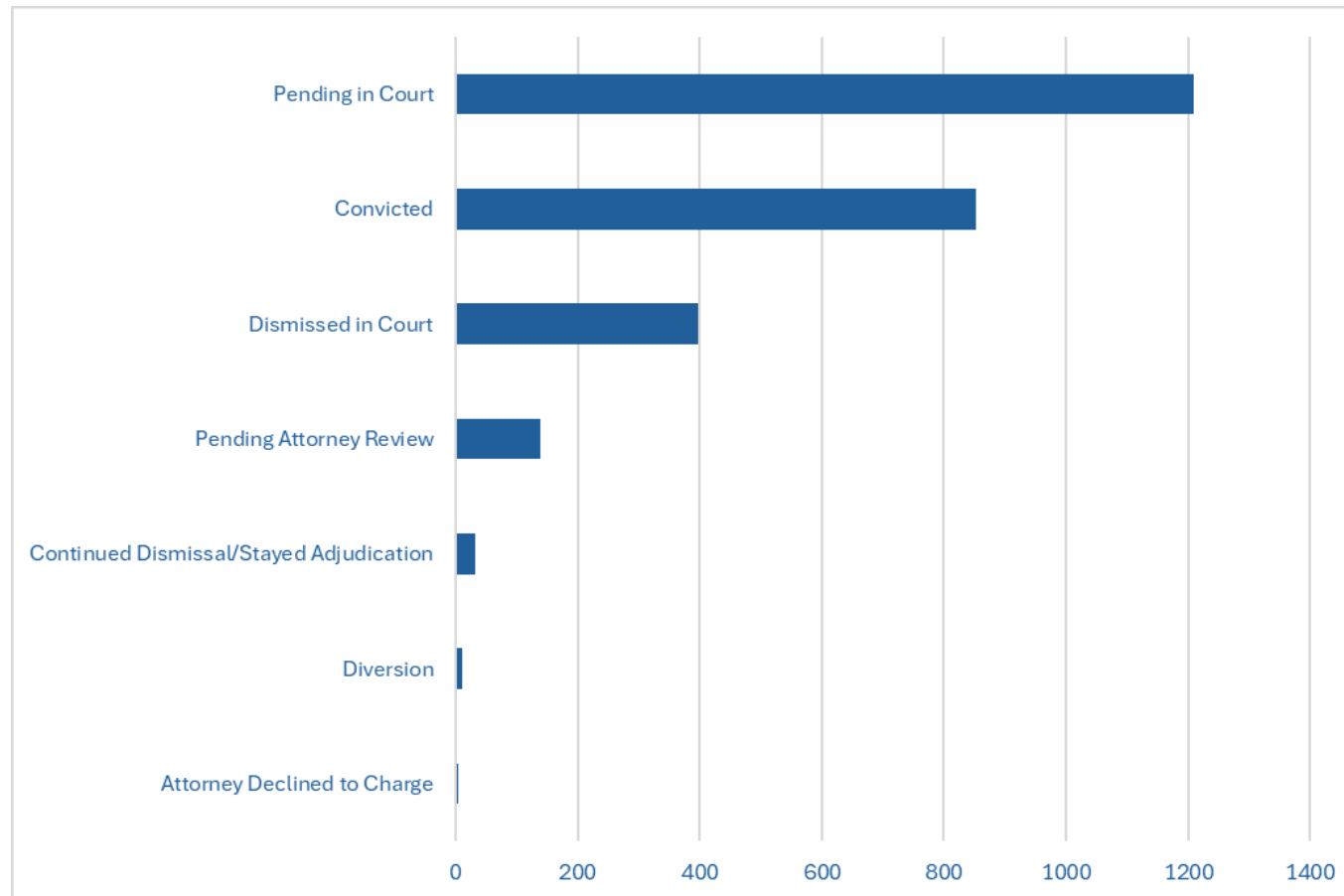


## Crime rates per 100,000 rides



- Proactive policing continues to drive overall offense
- Serious crime on the system remains low and stable

# 2025 year to date prosecution summary

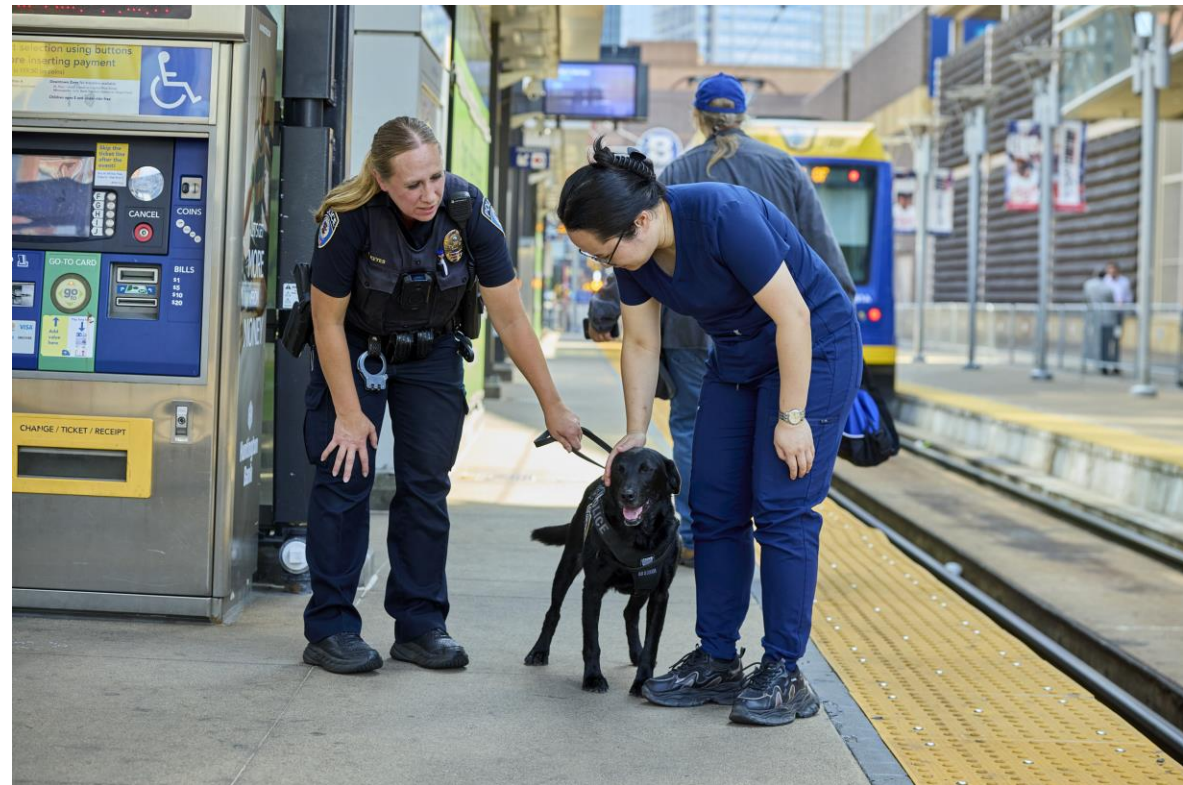


- Strong cases are leading to a high conviction rate in court

# New in 2026

*Action Item 3:13: Identify opportunities and potential approaches for partnering with local governments or other partners to improve conditions near transit.*

- Dedicated wellness officer
- Expanded career development opportunities
- Growing chaplain program
- Civilian victim's advocate and Police Accountability Liaison
- Completing MN Law Enforcement Administrative Professionals accreditation
- Expanding beats program – Franklin/Cedar, downtown St. Paul







# Coordinated Safety and Security Communications Plan

Jeremy Zoss, Principal Communications Specialist, Public Safety





# Enhanced communications, outreach

**Action Item 3.1:** Develop approach to regular public engagement regarding public safety on transit, including strategies to engage youth.

- **Build awareness of Safety and Security Action Plan**
  - Utilize social media, earned media to regularly and proactively communicate action item progress, particularly coordinated layers of presence
- **Rider testimonials**
  - Frequently highlight positive rider experiences on social media
- **Engagement activities**
  - Continue Great Day in Transit, Listening Sessions, community meetings
  - Explore new in-person, online opportunities (Reddit AMA)



# Discussion