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# Safety & Security Action Plan

*Quarter 4 2025 Update*

Council Meeting | Feb. 25, 2026

A decorative graphic in the bottom right corner consisting of three overlapping chevrons pointing to the right. The outermost chevron is yellow, the middle one is white, and the innermost one is yellow. They are set against a solid yellow background that fills the bottom right portion of the slide.

# Agenda

## Part 1: Safety & Security Action Plan Action Item Updates

- Legislative reports
- Program updates
  - Peer Support
  - Transit Rider Investment Program (TRIP)
  - Transit Rider Social Services

## Part 2: Metro Transit Police Department update

- Staffing
- Crime data and analysis

**Our 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.

## ADVANCING METRO TRANSIT FORWARD IN 2026 WILL MEAN:



Building  
ridership

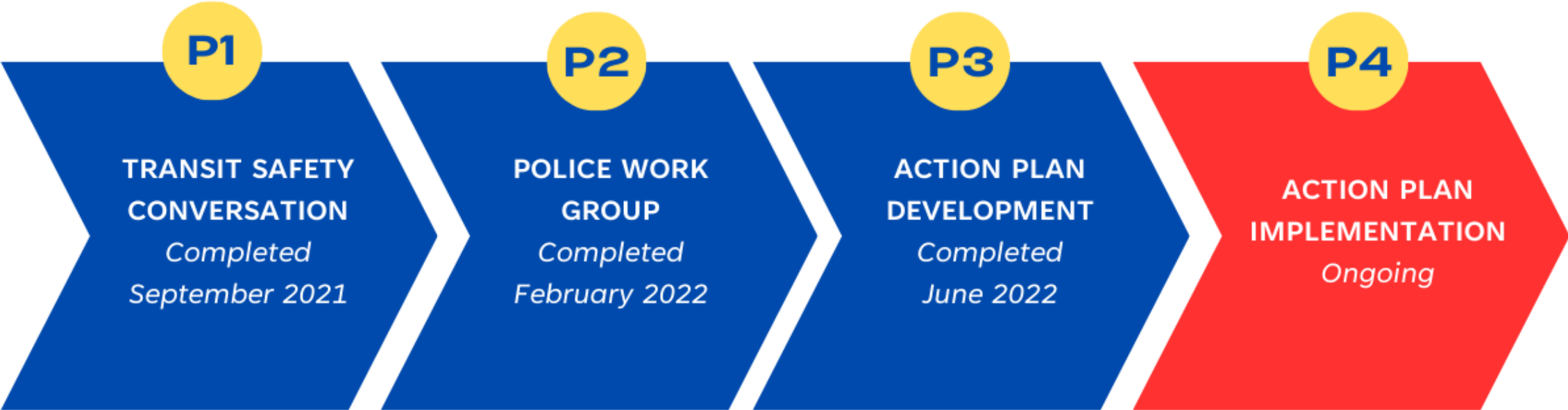


Increasing employee,  
rider, and community  
satisfaction



Preparing for a flawless  
Green Line Extension  
launch in 2027

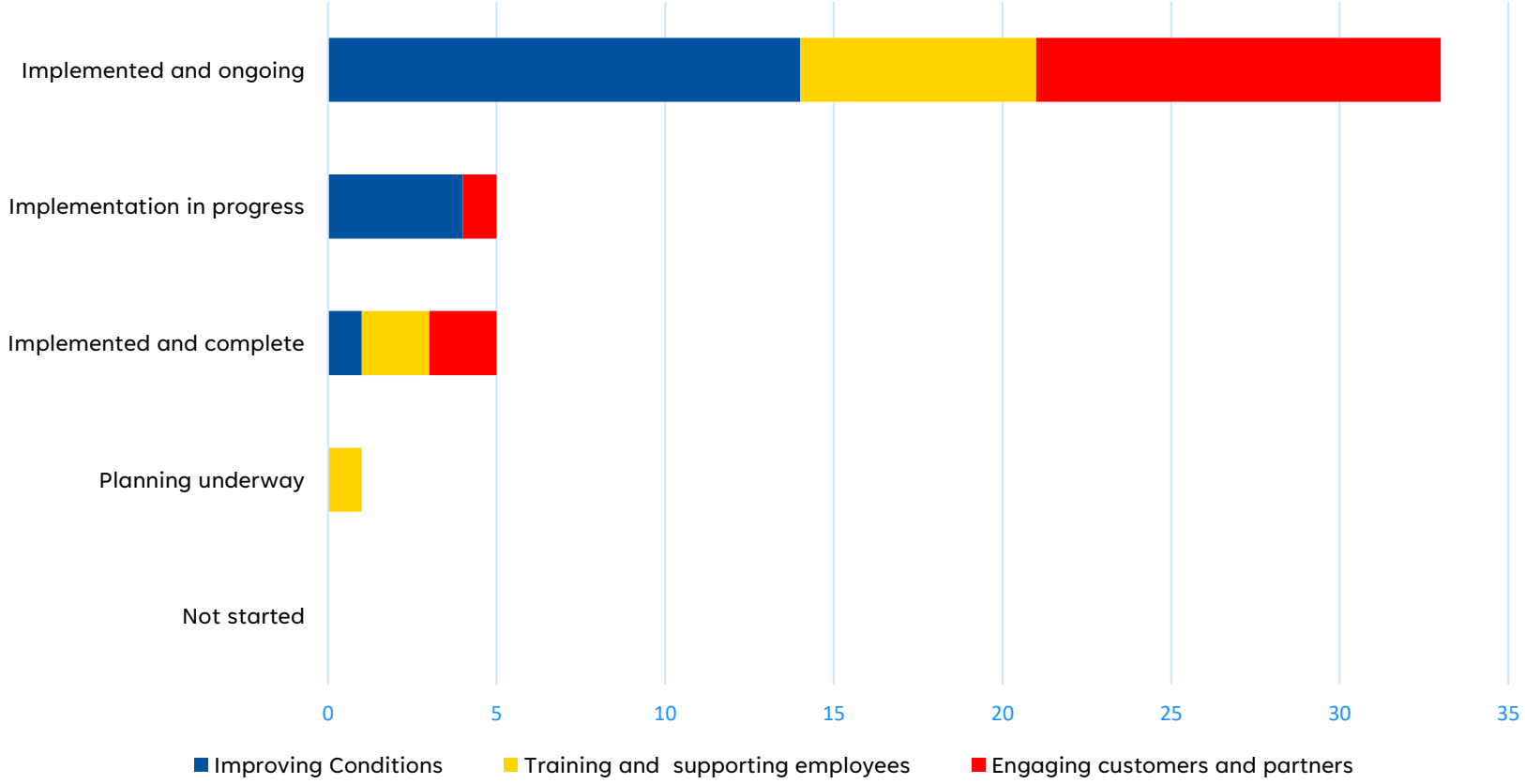
# Safety & Security Action Plan



**44 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



**Police Officers**

117



**TRIP Agents**

130



**Real Time Information Center**

6



**Community Service Officers**

28



**Security**

15 locations



**Safety Ambassadors**

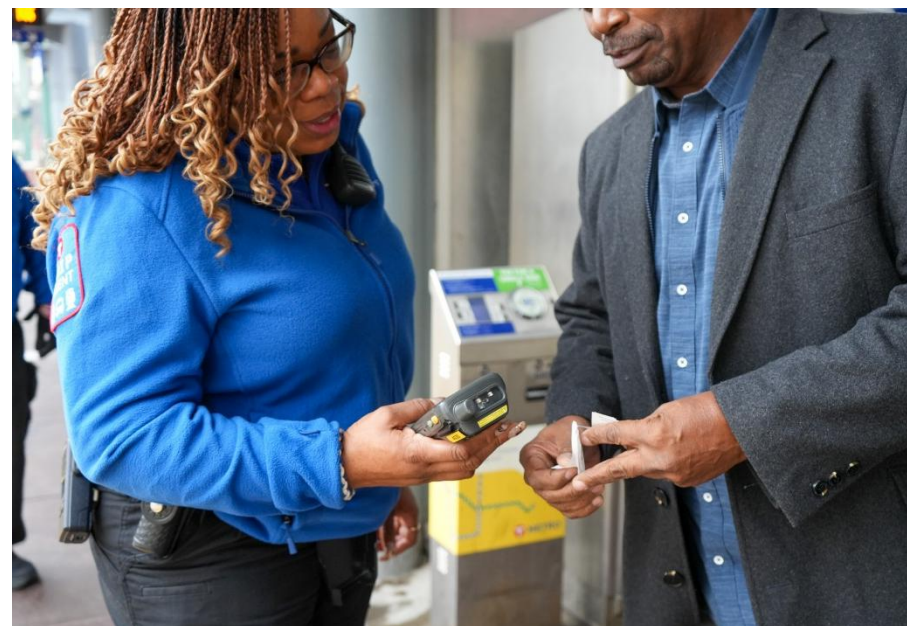
Downtown St. Paul

*as of Dec. 31, 2025*

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

# Transit Safety & Rider Experience Legislative Report

- MN Statutes, [section 473.4077](#)
- Annual report to the Legislature on February 15
- Required elements:
  - Overview of safety issues and actions
  - Overview of Rider Code of Conduct
  - Overview of Transit Rider Investment Program (TRIP)
  - Fare inspections and administrative citations
  - Crime rates
  - MTPD and TRIP staffing
  - TRIP impacts
  - Recommendations



# 2025 Transit Safety & Rider Experience Highlights

- Expanded the Transit Rider Investment Program (TRIP)
- Increased investment in supplemental security
- Strengthened partnerships with community-based organizations
- Grew the Metro Transit Police Department
- Invested in capital improvements that enhance safety and rider experience





# Transit Cleaning & Repair Standards Legislative Report

- MN Statutes, section [473.412](#)
- Annual report to the Legislature on February 15
- Required elements:
  - Standards on cleanliness, repair of transit vehicles and stations
  - Public feedback
  - Expenditures
  - Frequency, type, and location of repairs
  - Strategies for high maintenance stations
  - Workforce strategies
  - Preventative measures against vandalism or graffiti



# 2025 Transit Cleaning & Repair Highlights

- Maintenance of three new bus rapid transit lines
- Expanded on-route vehicle cleaning programs
- Growing maintenance staffing
- Strategies to deter vandalism and graffiti
- New systems to manage cleaning and repairs





## Program highlights

**Patricia Hopkins-Smith** | Peer Support Supervisor

**Shamara Baggett** | Transit Rider Investment Program Manager

**Carol Gronfor** | Senior Contracts Administrator



# Peer Support Program

**Action Item 2.3** Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation.

- Critical incident support and general Peer Support teams
- Faster and more reliable response with Critical Incident Support
  - Collaboration with ATU and Metro Transit leadership for on-call shifts and compensation
- 28 new Peer Support counselors completed 40-hour training in mid-February
- Peer Support Facilitator position classified and hired in 2025



**Trisha**  
Program Manager  
Heywood Garage



**Brianne**  
Program Coordinator  
Heywood Garage



**Rhonda**  
Bus Operator  
South Garage



**Tamica**  
Mark-Up/Dispatch  
South Garage



**Chantal**  
Instructor/Operator  
Nicollet Garage



**Bill**  
Light Rail Operator  
Blue Line



**Anna**  
Manager  
IC/Heywood Garage



**Musa**  
Light Rail Operator  
Green Line



**Jessica**  
Instructor/Operator  
North Loop Garage

Not pictured: **LuAnn Dorn**, Markup/Dispatch, East Metro

# Transit Rider Investment Program

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.

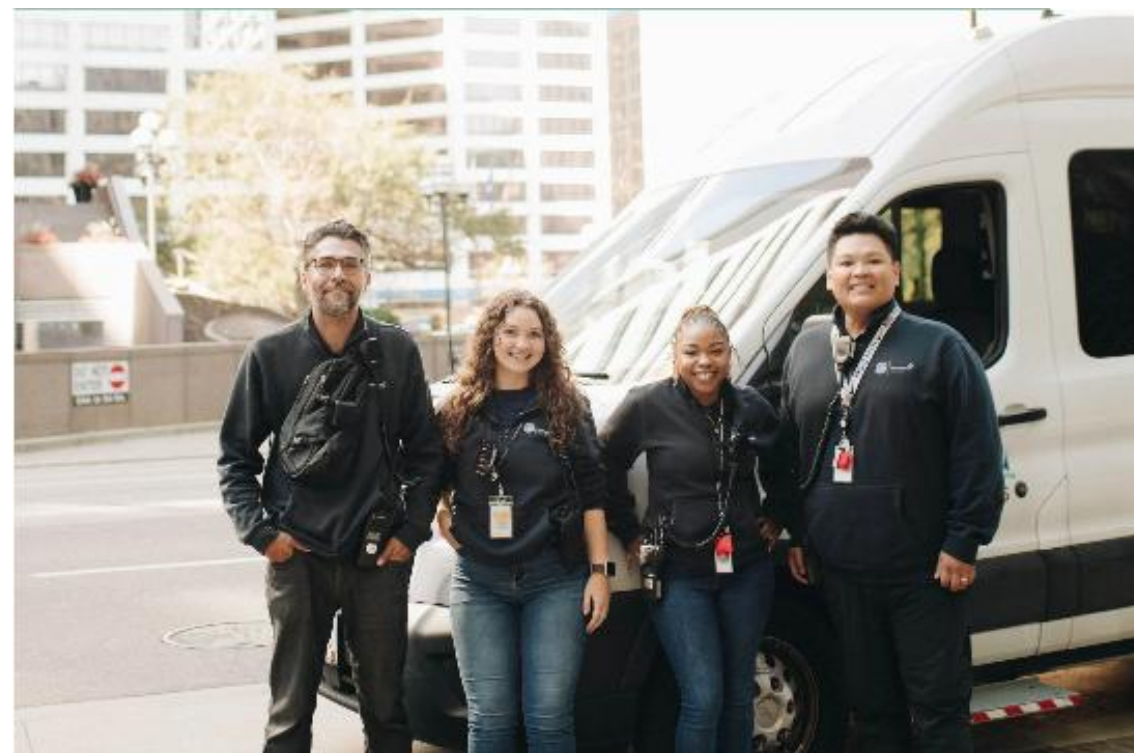
- Assigned to proof of payment lines – light rail and bus rapid transit
- Duties include inspecting fares, promoting rules for riding, providing transit information, and administering first aid
  - 2 million fare inspections since program began
- 130 TRIP Agents as of Dec. 31, 2025
  - 78 internal, 52 contracted



# What's next in 2026 - Transit Rider Social Services

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

- Selected vendor: Canopy Roots
- Will pilot the offering of behavioral health related services on the transit lines and stations
- Currently in contract negotiations, with service implementation anticipated spring of 2026





# Metro Transit Police Department Update

Interim Chief Joe Dotseth



Goal	Quarter Four Highlight
Crime reduction	<ul style="list-style-type: none"> <li>• Calls for service decreased and officer-initiated calls increased due to proactive enforcement, partnerships, and data analysis.</li> <li>• Permanent beats established for high-incident areas to increase visibility.</li> </ul>
Community-focused policing	<ul style="list-style-type: none"> <li>• Added a full-time officer to the Real Time Information Center</li> <li>• Hired police accountability liaison</li> </ul>
Increase visible presence	<ul style="list-style-type: none"> <li>• Focused details, beat policing, Transit Response Unit team</li> </ul>
Exceptional service to internal partners	<ul style="list-style-type: none"> <li>• Facility liaisons attended 23 events</li> <li>• Internal crime data sharing through TSTAT</li> </ul>
Proactive community outreach	<ul style="list-style-type: none"> <li>• Homeless Action Team received vouchers</li> <li>• University Avenue outreach events</li> <li>• Attended 39 outreach events, reaching over 7,600 community members</li> </ul>
Professional delivery of police service	<ul style="list-style-type: none"> <li>• Joint Power Agreements</li> <li>• MNLEAP accreditation process</li> <li>• Establishing close relationships with more partner agencies, counties, and communities.</li> </ul>



Metro Transit  
**FORWARD**



Employees



Experience



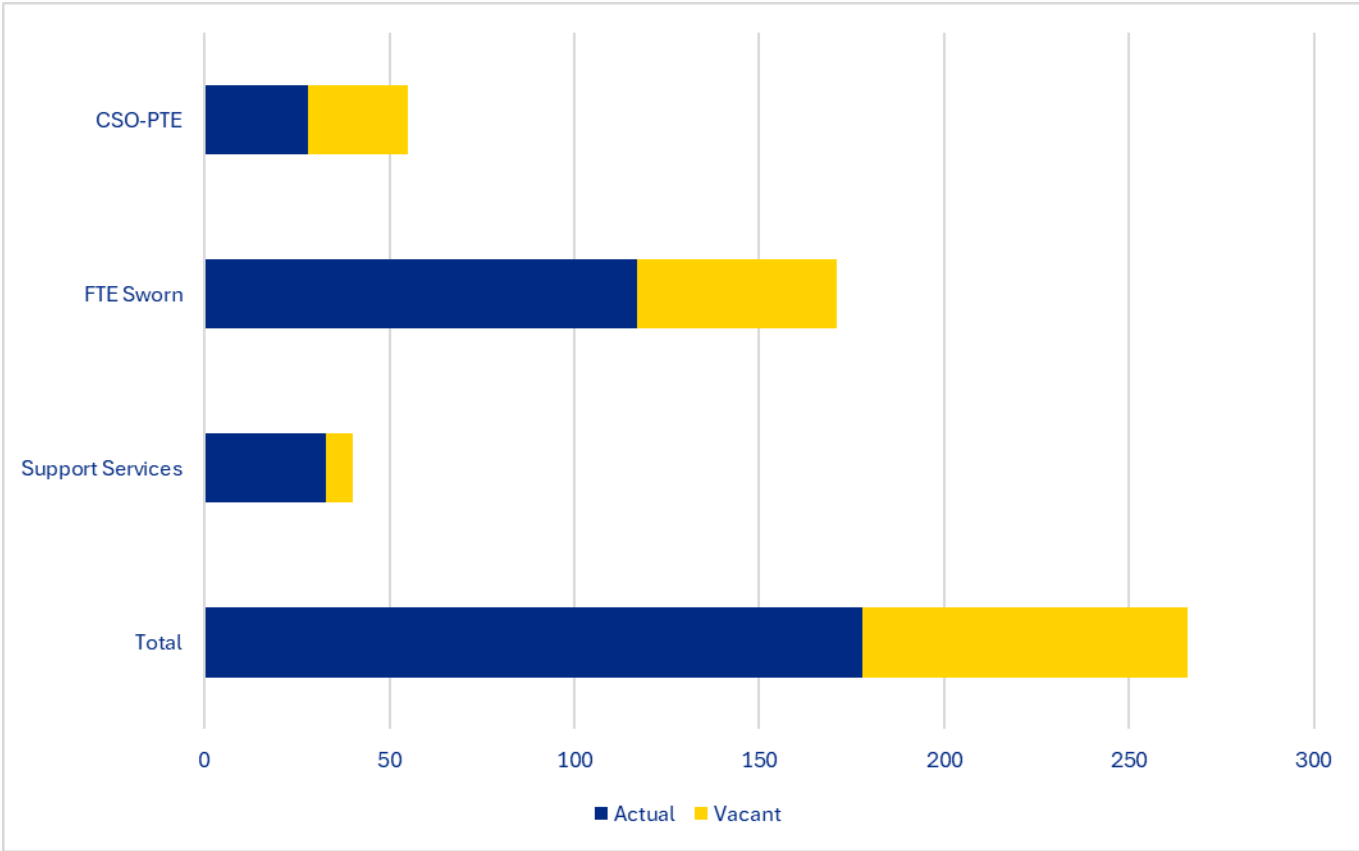
Service



# Metro Transit Police Department staffing

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

- 91% retention rate
- Goal of hiring 30 officers in 2025-26
- “Be the Difference” campaign
- Officer dedicated to recruitment

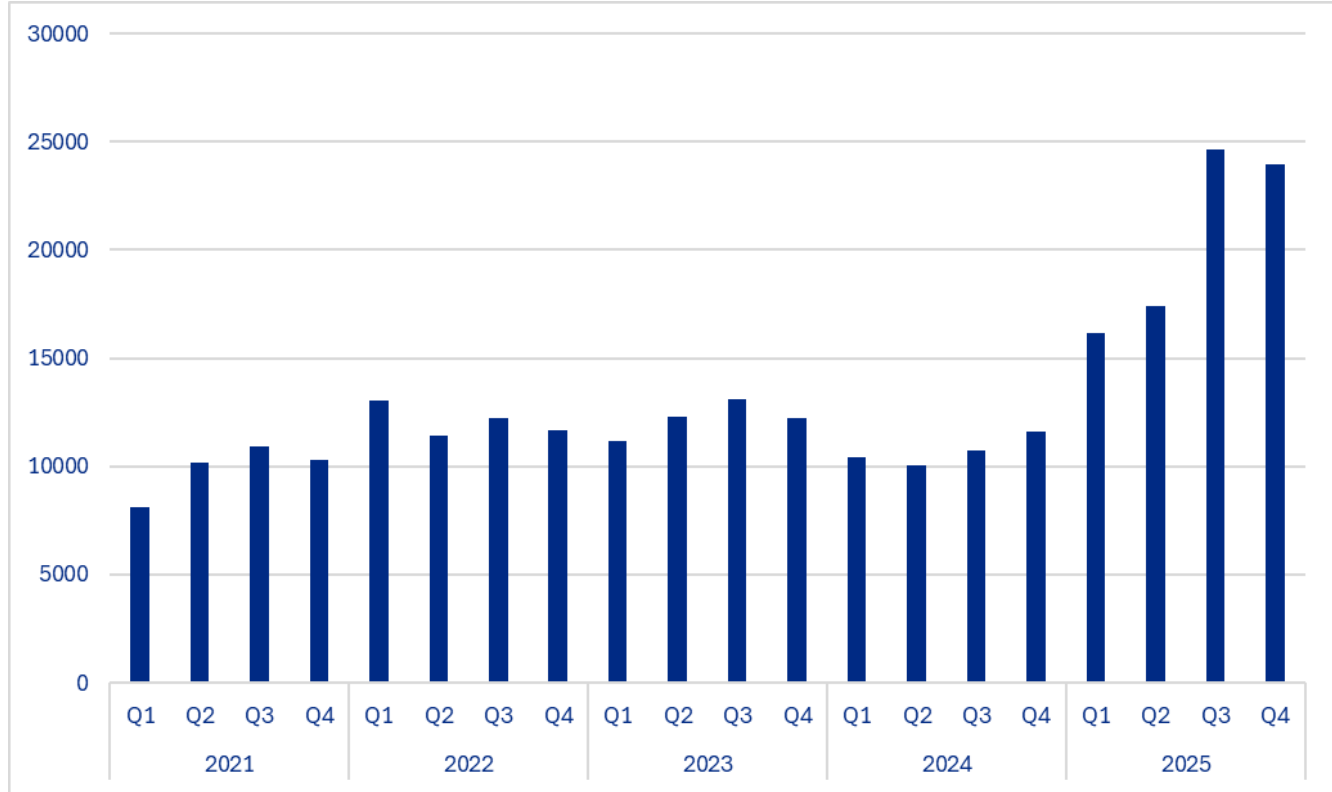


Position	Actual	Vacant
Police Officers	117	54
Police Officers (part-time, FTE equivalent)	4.8	8.2
Community Service Officers (CSOs)	28	27
Support Services	35	5

# Proactive patrols

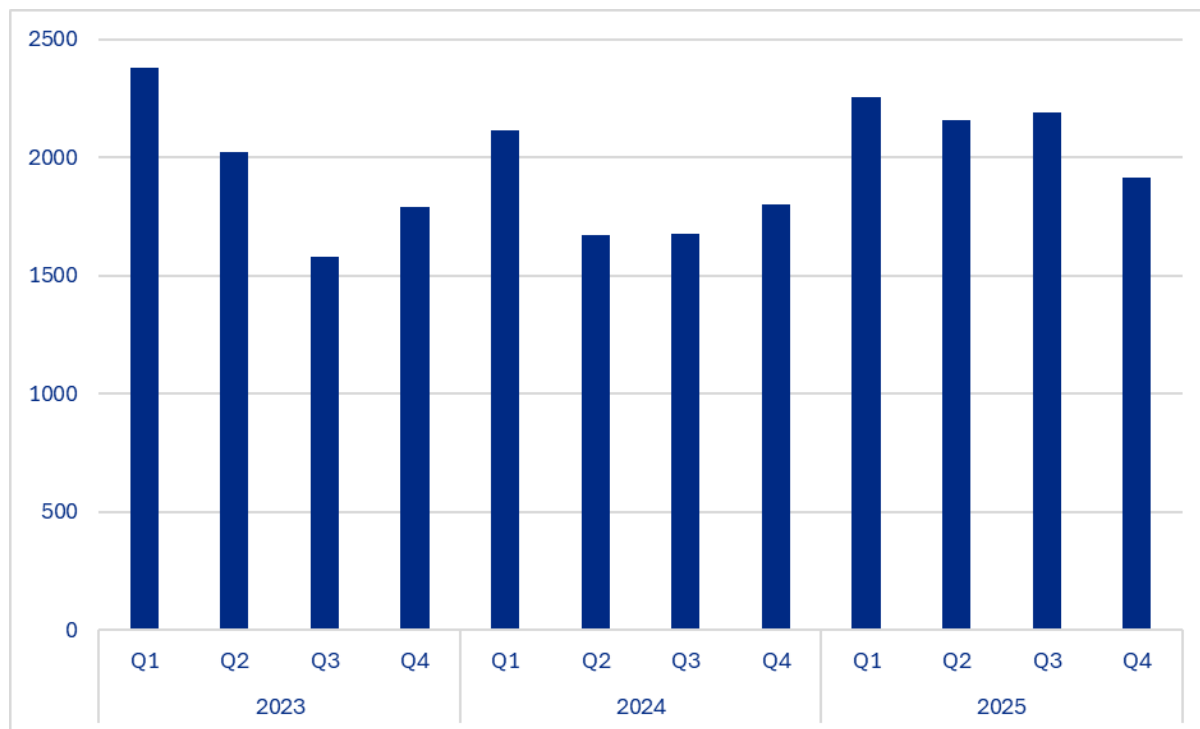
	Quarter 4 2025	Change (vs Q4 2024)
Proactive Police Calls for Service	23,967	+107%
Crimes addressed due to proactive patrolling	1,061	+16%
Police onboards	57,763	+107%

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



55% of Quarter 4 2025 offenses attributed to proactive patrols

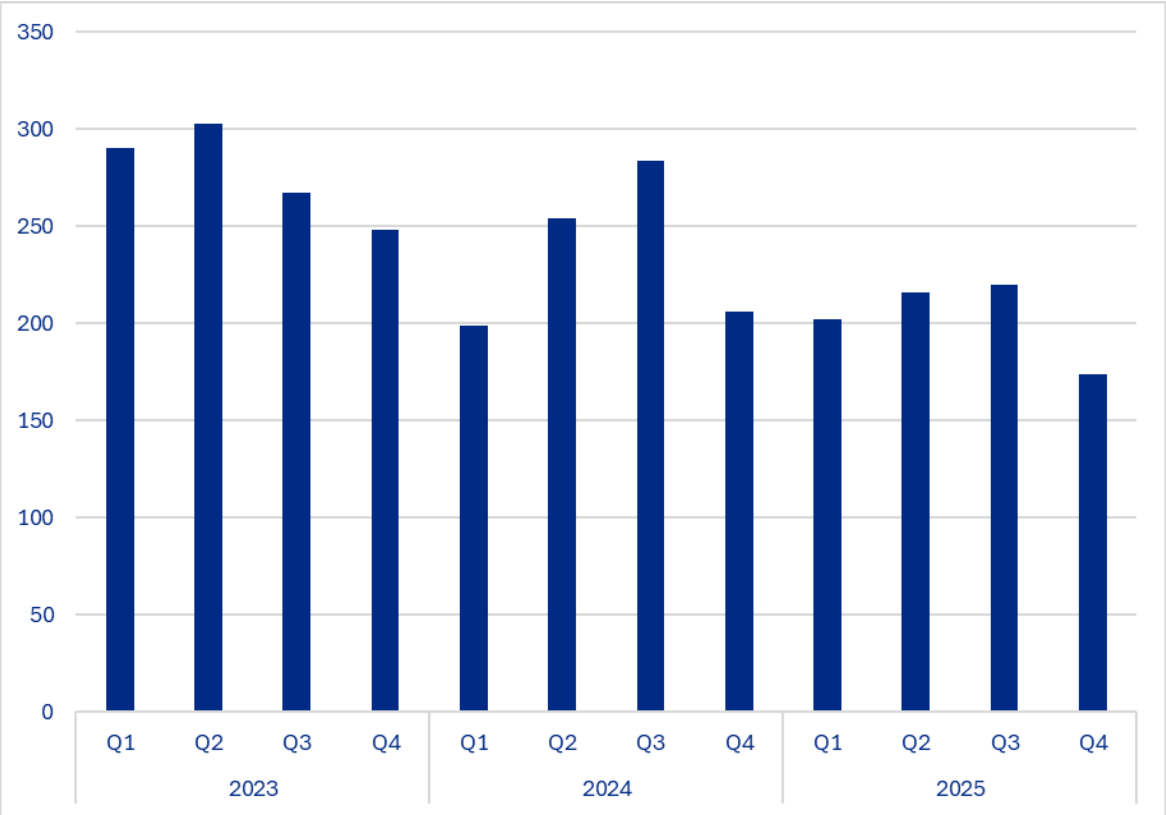
# Total reported offenses



	Q1	Q2	Q3	Q4	Total
2023	2,379	2,023	1,578	1,789	<b>7,769</b>
2024	2,115	1,674	1,678	1,802	<b>7,269</b>
2025	2,256	2,160	2,192	1,916	<b>8,524</b>

- Top offenses
  - Smoking (320)
  - Trespass/Curfew (249)
  - Disorderly Conduct (212)

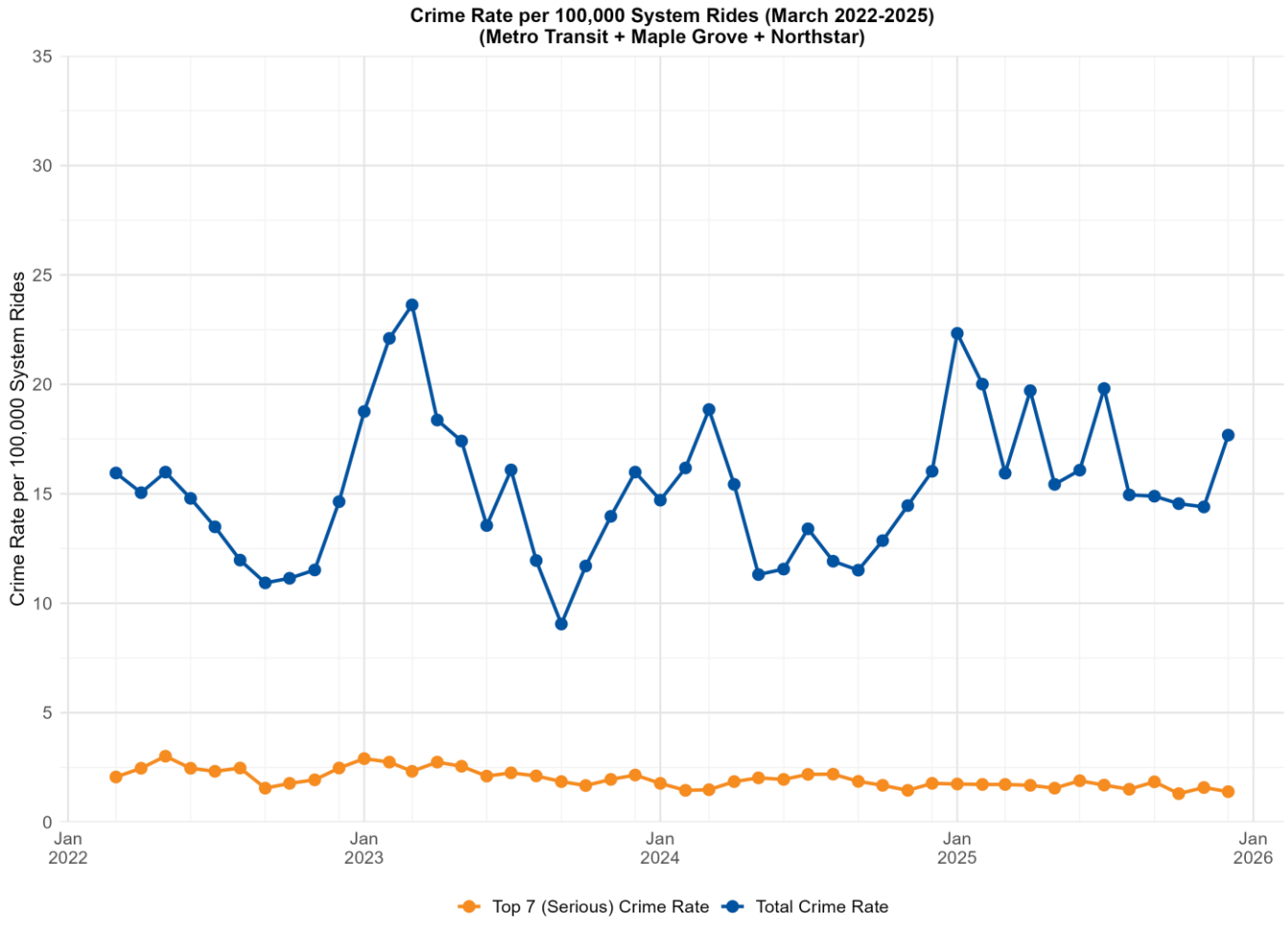
# FBI top seven crimes



	Q1	Q2	Q3	Q4	Total
2023	290	303	267	248	<b>1,108</b>
2024	199	254	284	206	<b>942</b>
2025	202	216	220	174	<b>816</b>

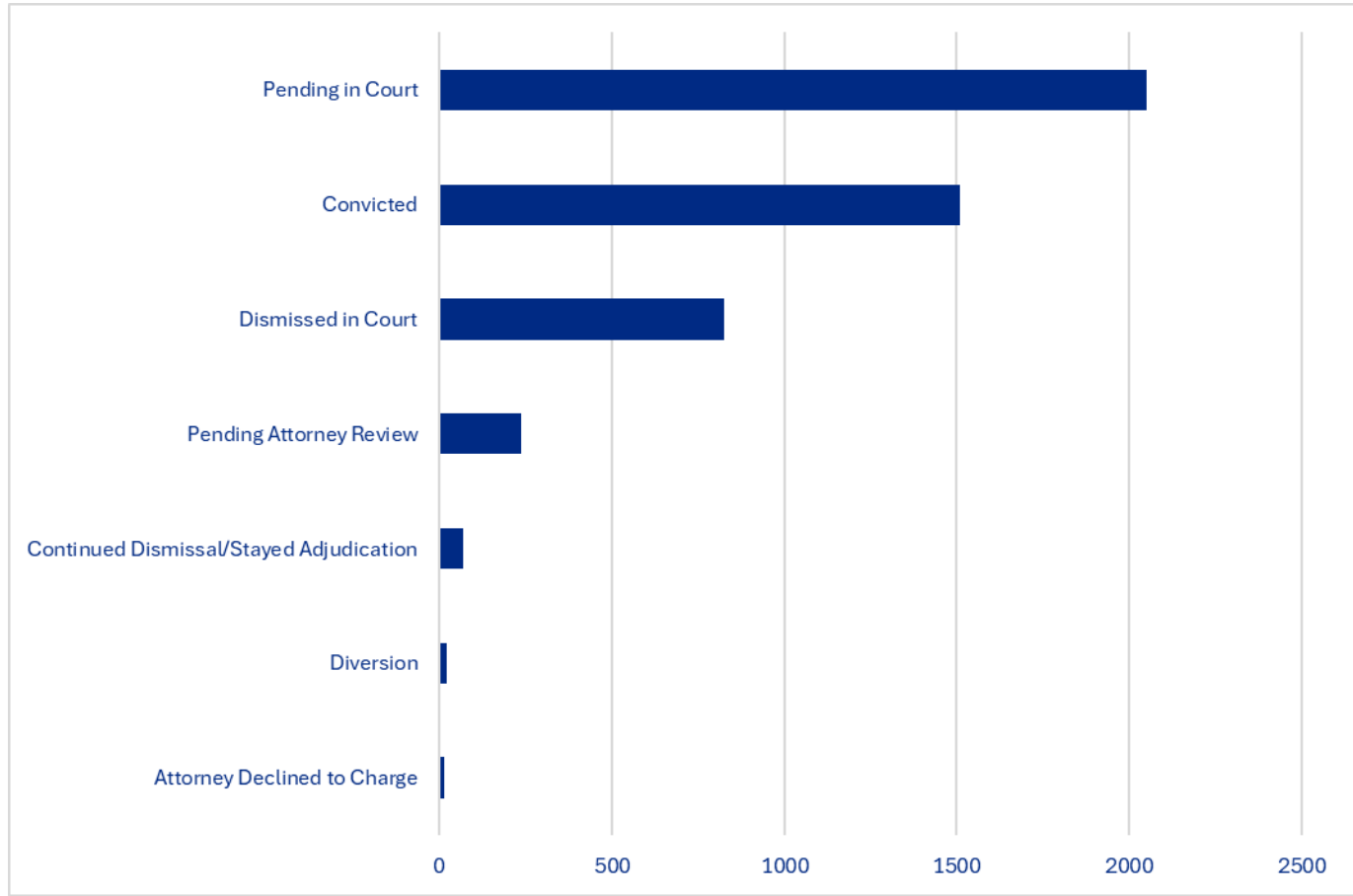
FBI top seven crimes include robbery, assault, homicide, sex offenses, larceny or theft from person, motor vehicle theft, and burglary or breaking and entering

# Crime rates per 100,000 rides



- Proactive policing is driving overall reported offenses
- Serious crime on the system remains low

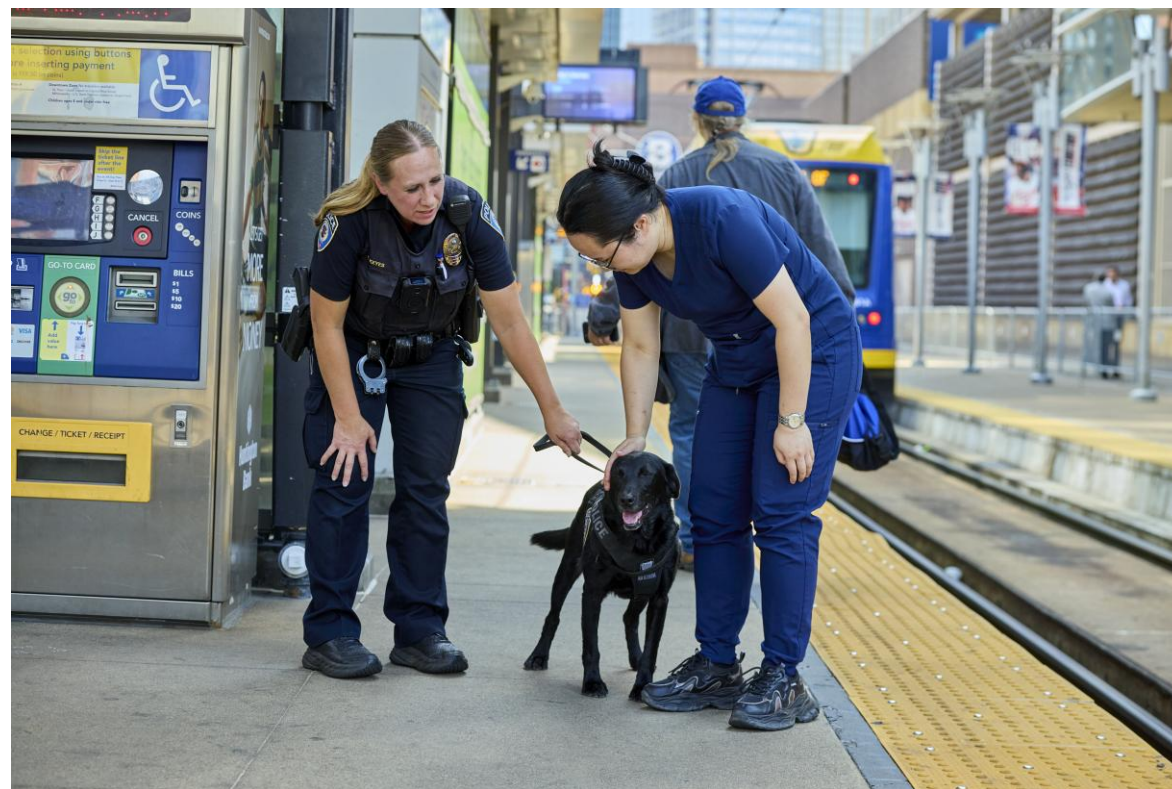
# 2025 year to date prosecution summary



# What's next 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
- Transit employee assault reduction
- Expanded career development opportunities
- Civilian victim's advocate and police accountability liaison
- Completing Law Enforcement Administrative Professionals accreditation
- Expanding beats program
  - Brooklyn Center Transit Center



# Discussion