Safety & Security
ACTION PLAN

Metro Transit

Quarter 4 2025 Update

For the February 25, 2026 Metropolitan Council Meeting

Contents

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 4 2025 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 Q4 2025, 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.
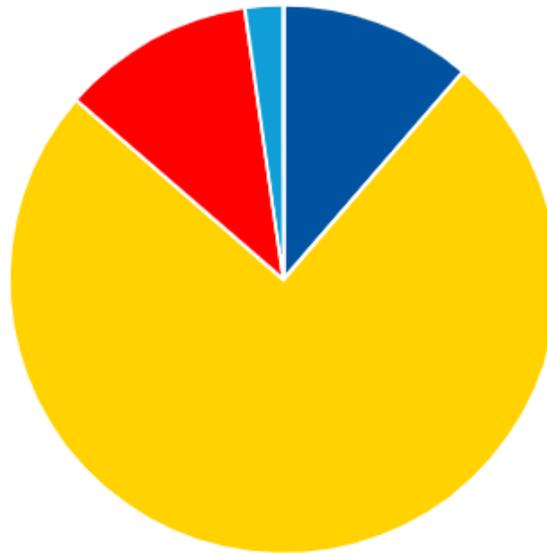
- Implemented and complete
- Implemented and ongoing
- Implementation in progress
- Planning underway
- Not Started

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	Q3 2025 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	During Q4, CSO Pathways cohort 4 concluded. In this cohort, 7 individuals completed the prep sessions and all 7 have continued through the interview process. MTPD attended 5 recruitment events in Q4. These events were focused on college students at Century College, the Hmong community, and the veteran community. Four officers graduated academy and moved to field training. MTPD welcomed 12 new employees, including 4 officers and 8 CSOs. MTPD Q4 2025 staffing numbers are 117 police officers (54 vacant), 4.8 part-time officers (5.3 vacant), 28 Community Service Officers (27 vacant), and 35 civilian support services (5 vacant). Part-time officers are calculated as full-time equivalent positions.	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 2025, Metro had over 130 TRIP Agents riding light rail and bus rapid transit lines.	Implemented and ongoing
1.3 Pilot the use of contracted security guards at transit facilities that frequently generate police calls	Inter-Con has been selected as the new security vendor, with the full transfer of services from Allied Universal on Nov. 30, 2025. The new contract expanded security presence at transit stations, with calls for service being one of the major metrics used to determine priority locations. Platform security now has a presence at the following stations: Warehouse, Nicollet, Fraklin Avenue, Lake Street LRT, 46th Street, Terminal 1, Terminal 2, Snelling Avenue, Hamline Avenue, Lexington Pkwy, Victoria St., Dale Street, Central Station, Brooklyn Center Transit Center, 1-35W and Lake Street stations.	Implemented and ongoing

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 Q4, Real Time Information Center (RTIC) staff logged 2,790 hours of service. RTIC staff continue to support MTPD and Metro Transit operations by actively responding to requests and actively 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 service improvements through 2027. Network Now identifies opportunities to provide more late-night service on select routes.	Implementation in progress
1.7 Improve conditions at high-traffic facilities, including the Franklin Avenue and Lake Street/Midtown stations through design changes	The bid opening for the Lake Street/Midtown Project yielded no results. Procurement and Engineering have gathered information from vendors as to why they did not bid and are using that information to set the plans for a re-bid in April 2026. The plans will be advertised again with the goal of construction in 2027 and 2028. The design team continues to advance plans while gathering significant input from community members. The plans are working towards 30%. The goal is for this	Implementation in progress

	work to also begin in 2027 while taking advantage of the Renew The Blue work.	
1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria	In 2025, light was added to 30 bus shelters. The annual lighting metric shows 51% of all bus boardings and 100% of rail boardings occurred at stops and stations with light available.	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 Q4 2025: • Incidents of graffiti were removed from public art at three locations • Mural on Blue Line crossing house at 73rd and 34th was completed • Mural at Woodlane Park and Ride elevator lobby was completed	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	During Q4, as part of the Great Workplace Program and with support from the Metro Transit Equity and Inclusion team, MTPD reviewed all policies using an equity lens. MTPD's policy analyst continued to work on updating policy and procedure.	Implemented and ongoing
1.11 Improve transit service reliability	With successful recruitment efforts, Metro Transit is at or above target operator staffing levels for current bus and rail service. Transportation is welcoming additional bus and train operators on an ongoing basis. In addition to these ongoing recruitment efforts, Metro Transit is advancing a variety of speed and reliability initiatives, including the implementation of new bus rapid transit lines like the METROE Line that opened in December 2025. In Q4 2025, over 99.9% of service was delivered successfully.	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. Field 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	Due to maintenance considerations, Operations is defaulting to 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. *Relates to 2023 legislation*	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 stations are potential signs that the presence of TRIP Agents is contributing to improvements in fare compliance. Metro Transit continues to communicate with peer agencies to develop a stronger understanding of industry best practices.	Implemented and ongoing
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	The Champion Facilities Committee continues to meet monthly to consider changes to problematic stops/facilities. The committee is now using an improved tracking tool that makes it easier to document conditions, recommendations, and status updates. During 2025, 21 facility modifications were made to improve conditions within and/or surrounding bus stops, transit centers, and other Metro Transit facilities.	Implemented and ongoing

operators, facilities workers, or MTPD as problematic.	Modifications are most often temporary, and facilities are monitored for many months and revisited by the committee when new data like police calls for service is available. Of the 21 modifications, three were removals of shelters and six were removal of benches and are currently being reviewed to establish if rider amenities can be reinstalled.	
1.16 Review Engineering & Facilities Project Execution Plan process to ensure MTPD input in facility design	Leaders from Engineering & Facilities 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 and in September 2024. The reports include standards for cleaning and repairs focused on improving the customer experience. The 2024 report addresses progress on cleaning and repairs, preliminary metrics, and other required reporting. A cross-departmental staff team is working to monitor progress and share best practices. The latest annual report was submitted in February 2026.	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 & close combined	Implementation in progress

Action Item		Status
	with the ultra-fine particles in odors from smoking and vaping.	
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 identifies 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	Q4 2025 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	During Q4, MTPD facility liaisons attended 23 events throughout Metro Transit. This included town halls, tabling sessions, and other events such as the manager's meeting, a Veterans' Day event and the new employee introduction to the Council.	Implementation and ongoing

about police practices and policies		
2.3 Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation	Position classification for the Peer Support Facilitator role was approved and an individual was hired in November 2025 to fill this role.

Through 2025, ongoing efforts (information gathering sessions at garages, 1 on 1 meetings with managers and other key stakeholders) were made to evaluate the existing peer support program and determine updates needed to best support the workforce.

Based on employee and key stakeholder feedback, two teams (Critical Incident Support and General Peer Support) were created within the program to better meet the needs of the workforce.

In November 2025, ATU and Metro Transit leadership signed an MOU that ATU members part of the Critical Incident Support team will be scheduled for on-call Peer Support shifts and compensated for their work. The creation of two teams and pay for shift work is expected to increase response time and consistency in providing support to frontline employees.

In February 2026, 28 frontline employees (bus, train, TRIP) completed a 40-hour training as part of the Peer Support team. The new program model is expected to launch its pilot year by the end of Quarter 1, 2026. | Implemented and ongoing |
| 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 operators completed a survey in fall 2025 that included questions about safety and security. A summary of results will be shared at town halls in early 2026. Reports are published to summarize findings and trends. | Implemented and ongoing |
| 2.5 Regularly update employees on Safety & Security Plan progress and | Employees continue to receive regular updates on efforts to improve public safety on transit through internal newsletters, quarterly Employee Town Halls, and digital | Implemented and ongoing |

provide opportunities for additional ideas and feedback	signage. Updates to organizational leaders are also provided as part of monthly Managers' Meetings. To support these efforts, a senior communications specialist focused on public safety was onboarded in February 2025.	
2.6 Review opportunities for MTPD employee training beyond required training to provide avenues for promotions and enrich careers	During Q4, MTPD logged 2,835.5 hours of training. These training courses included Academy, range, EVOC, IACP, CSO, Inservice, MAPET, MNJIS Basic Operator, BCA Narcotics, SWAT, Basic Forensic, FBI LEEDA, Sport and Special Event Risk Management, UOF Summit, Crime Intervention, MN Wellness Summit, Interview, NLPOA Conference, Investigations 101, NBPA MN Inservice, Search and Seizure, Korean LE Conference, Criminal Justice Mental Health, Active Shooter, Leading Beyond Compliance, Trust and Legitimacy, Budgeting and Staffing, Ballistic Shield Instructor.	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.	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.	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	Q4 2025 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 were held at boarding locations in May and September 2025 and will continue in 2026. Staff are 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	During Q4, HAT logged 24 hours of dedicated outreach services to support community-based partnerships in an approach to enhance safety and security on the transit system while providing resources to the community. HAT participated in 6 HAT outreach details. HAT continued to conduct 3-5 hour-long details as a part of the new Safe & Strong University Corridor Initiative on the Green Line. These details now consist of HAT and service provider partners taking the unit's MAV to an LRT station and working to provide unsheltered individuals with basic needs items, referrals to shelter, assistance with county benefits, treatment options, and more.	Implemented and ongoing
3.4 Continue to invest in the MTPD Homeless Action Team (HAT)	During Q4, there were 265 HAT calls for service that officers responded to. HAT received 10 more housing vouchers from Metro HRA. Mental Health MN continues to work with HAT regularly throughout the system.	Implemented and ongoing

	During Q4, HAT made 548 contacts during outreach and provided many different services and supplies.	
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*	In Q4, HAT has become a major part of the Safe & Strong University Corridor Initiative. HAT has led weekly outreach details with many service providers who have joined the initiative. Some new and returning ones are; Ramsey County Public Health Responders, Mental Health MN, Bridge To Basics, and Hennepin County LEAG. During this quarter HAT made 548 contacts during outreach.	Implementation in progress
3.6 Re-activate and expand the anti-sexual harassment campaign or other steps towards reducing sexual harassment	A new sexual harassment reporting tool is being marketed on vehicles and at stations and through in-person outreach events. Equity & Inclusion staff is monitoring information received through the reporting tool.	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 Q4, MTPD attended 39 community outreach events, reaching 7,600 community members.	Implemented and ongoing
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 Q4 2025 was 18.26 (Sept.- Dec.). Text for Safety had a total of 2,243 conversations for Q4 2025 compared to 2,960 in Q4 2024. We continue to see a downward trend when looking at total messages received in 2025 (20,127) vs 2024 (26,556). A key stat to note for 2025 is the increase in the number of calls from buses (+30.75%) and bus stops (+43.07%).	Implemented and ongoing

3.10 Relaunch Adopt-A-Stop program	In November 2024, Metro Transit and Listening House of Saint Paul began piloting an approach for Listening House clients to adopt multiple stops. The pilot partnership ended in August 2025. The Adopt-A-Stop program grew by 354 stops in 2025, with a total of 838 adopted stops. Of the 838, 35 stops are adopted by Metro Transit employees or workgroups. Social media advertising of the program spurred the large increase in adoptions this year. Adoptees have been excited to adopt new BRT stations as part of the launch of E and B Line, assisting with litter and snow removal, and reporting vandalism to Metro Transit to be addressed quickly.	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 Q4, MTPD held two Transit Statistics (TSAT) meetings providing crime and response data to partners within the Met Council. This is an ongoing in-person presentation on the last Wednesday of each month that allows for questions and collaboration with Council and Transit staff.	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 support and contribute to the action plan	During Q4, 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. MTPD leadership held numerous outreach meetings with law enforcement partners to discuss new projects and strategic initiatives.	Implemented and ongoing
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 Southwest Light Rail and 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 Q1 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 2021 through December 2025
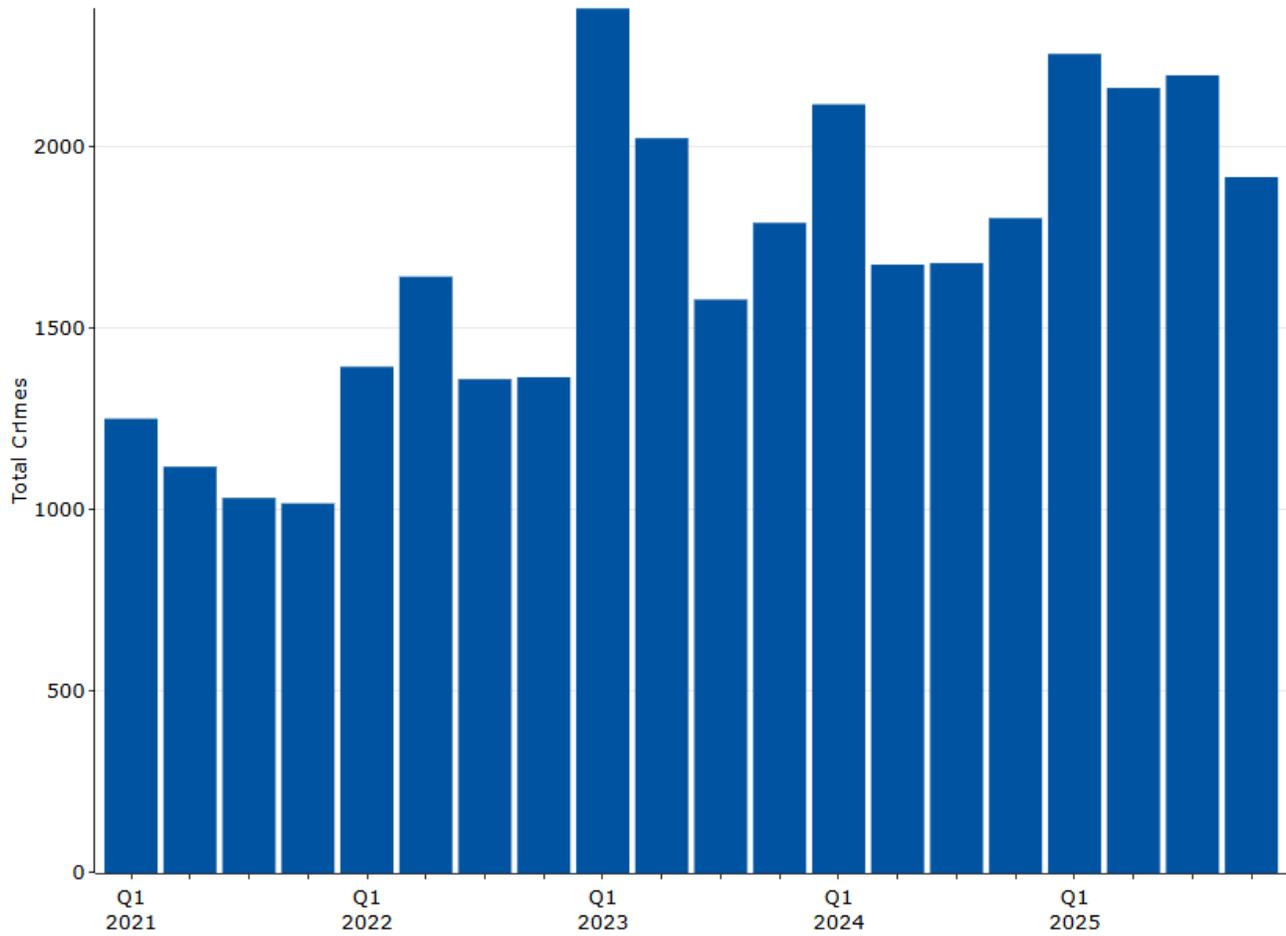
Metric: Count of Group A by quarter

Data source: TriTech Records Management System (RMS) administered by LOGIS, January 2021 through December 2025.
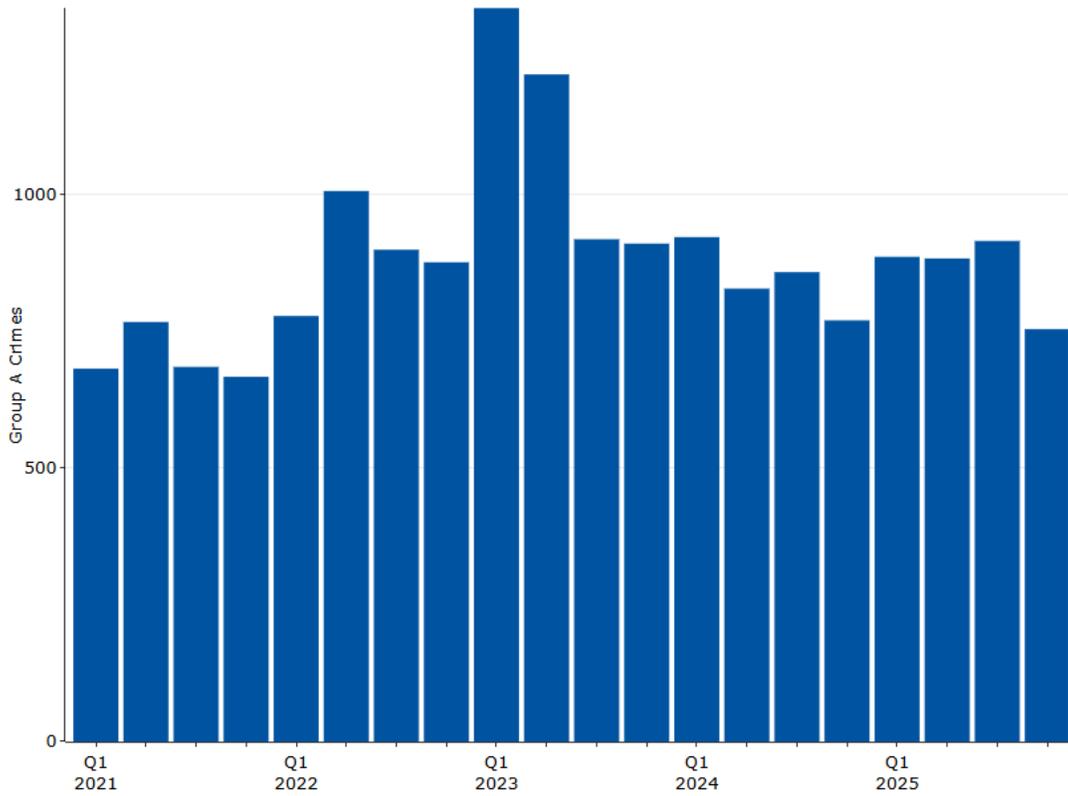
Metric: Count of Group A crime by month, disaggregated by call type.

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 2021 to December 2025
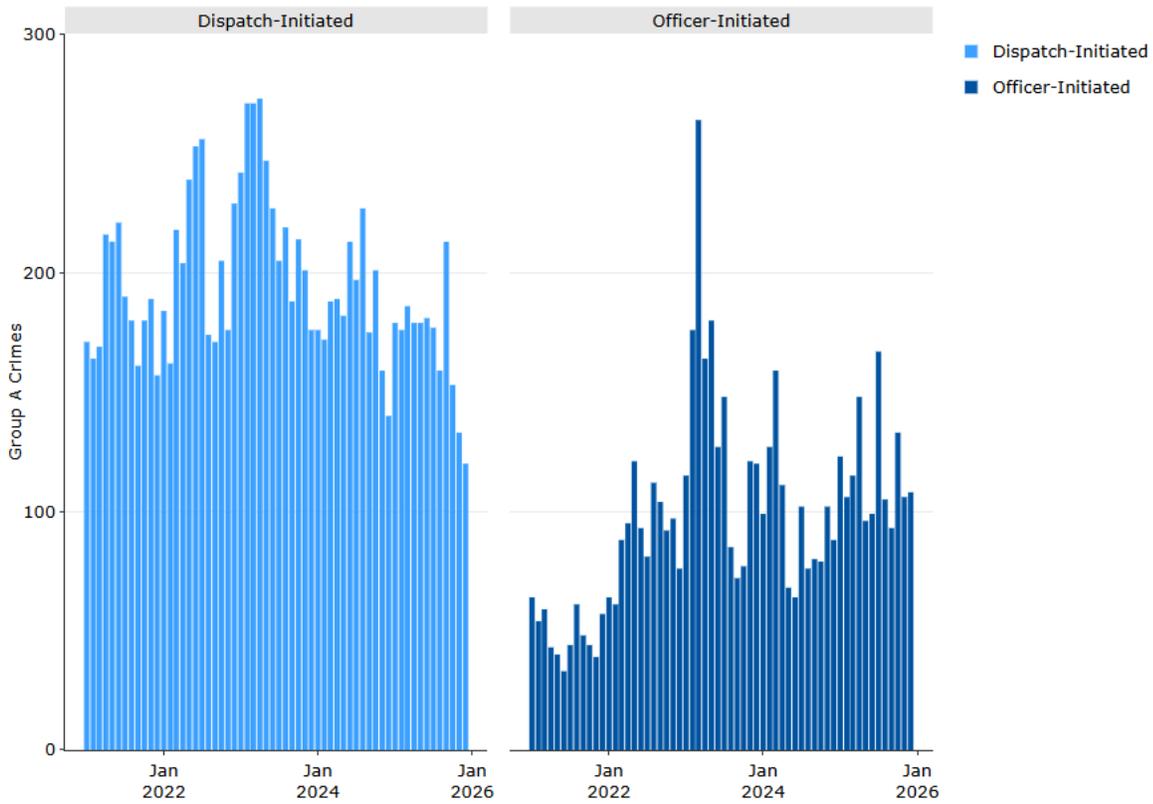
Measurable goal: Decreased violations of "Rules for Riding"

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 2021 to December 2025
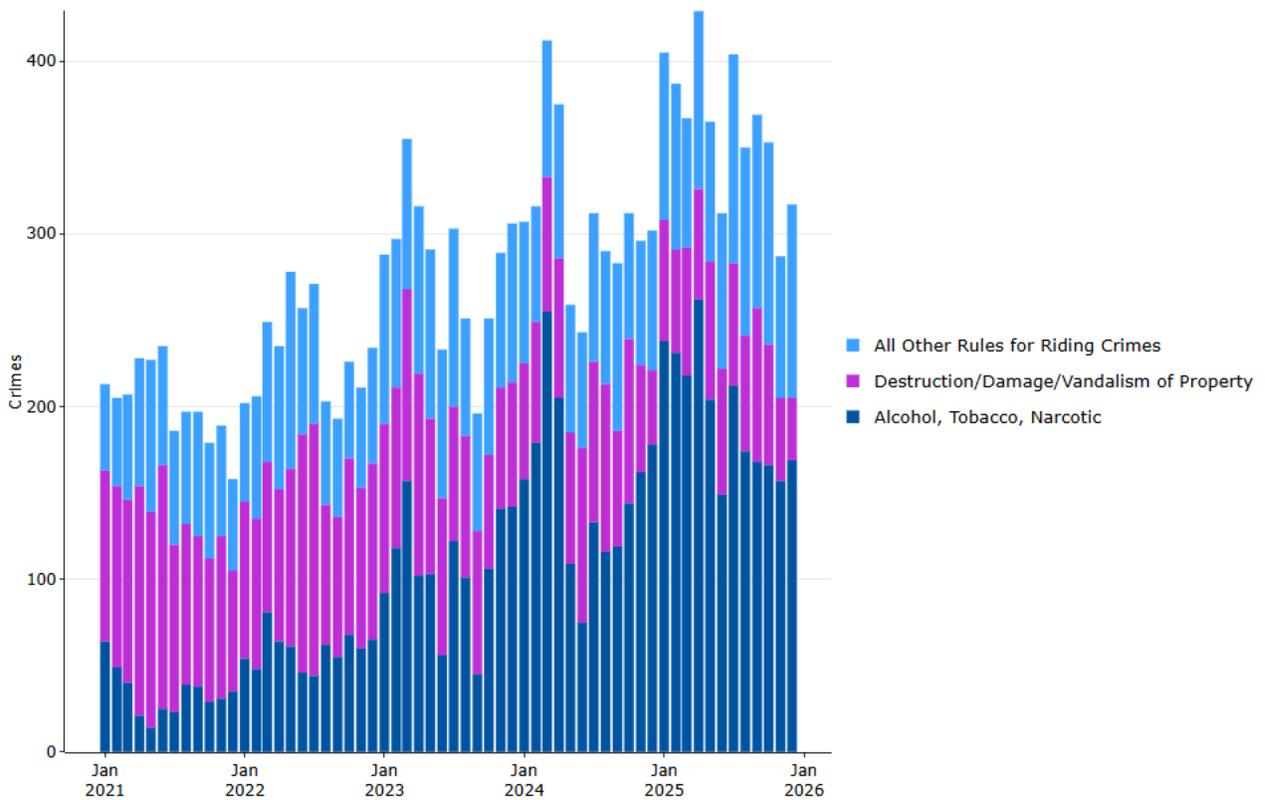
Measurable goal: Increased official presence on transit

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 2020 to December 2025
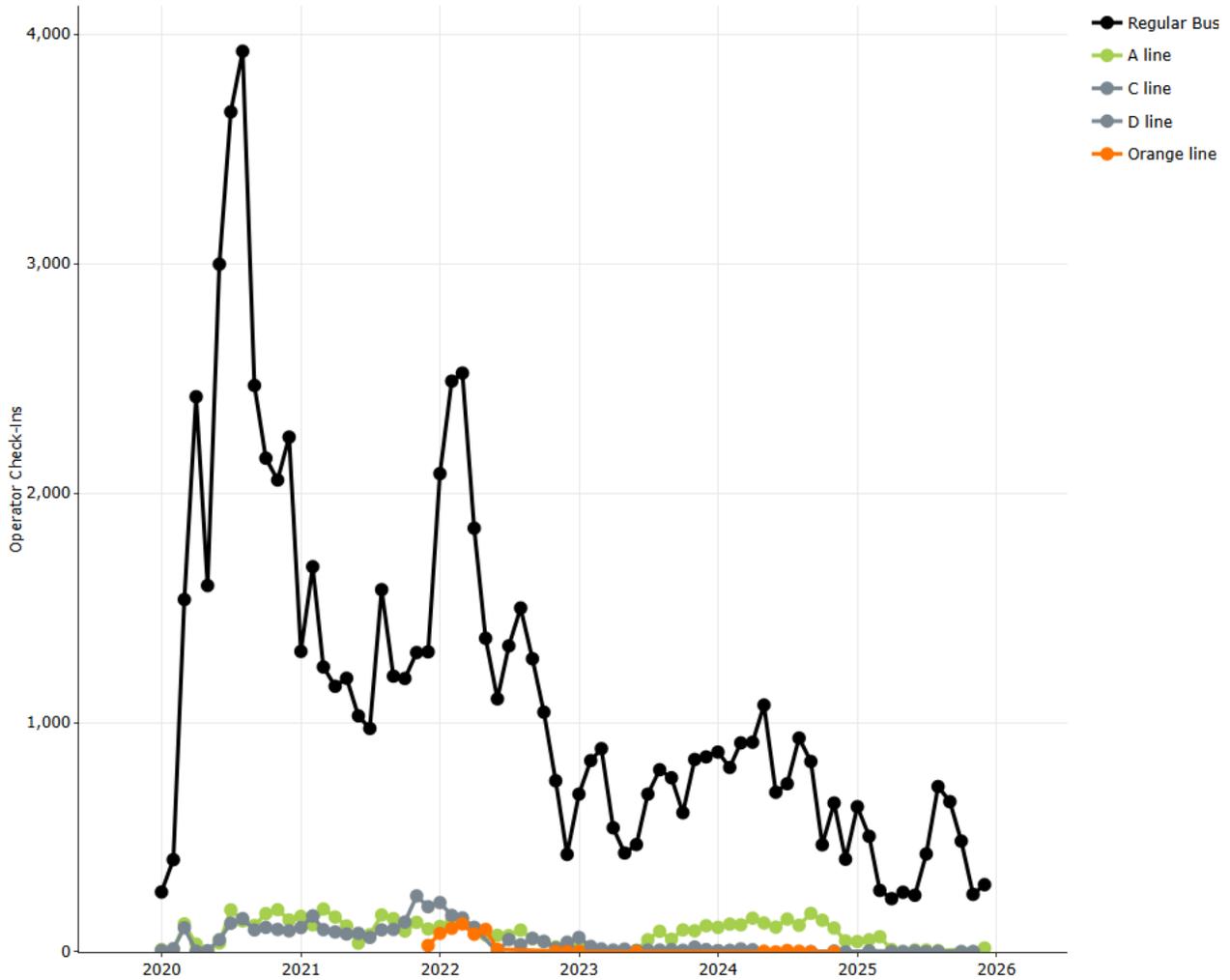
Metric 2: Count of on-boards on each METRO line by month. A vehicle onboard is when an officer records riding a BRT bus or train car. If officers enter 2 cars as part of the same train, it counts as '2' in this metric. Beginning in February 2024, TRIP Agent onboards are included.

Data source: E Log Police Activity Application, January 2020 to December 2025
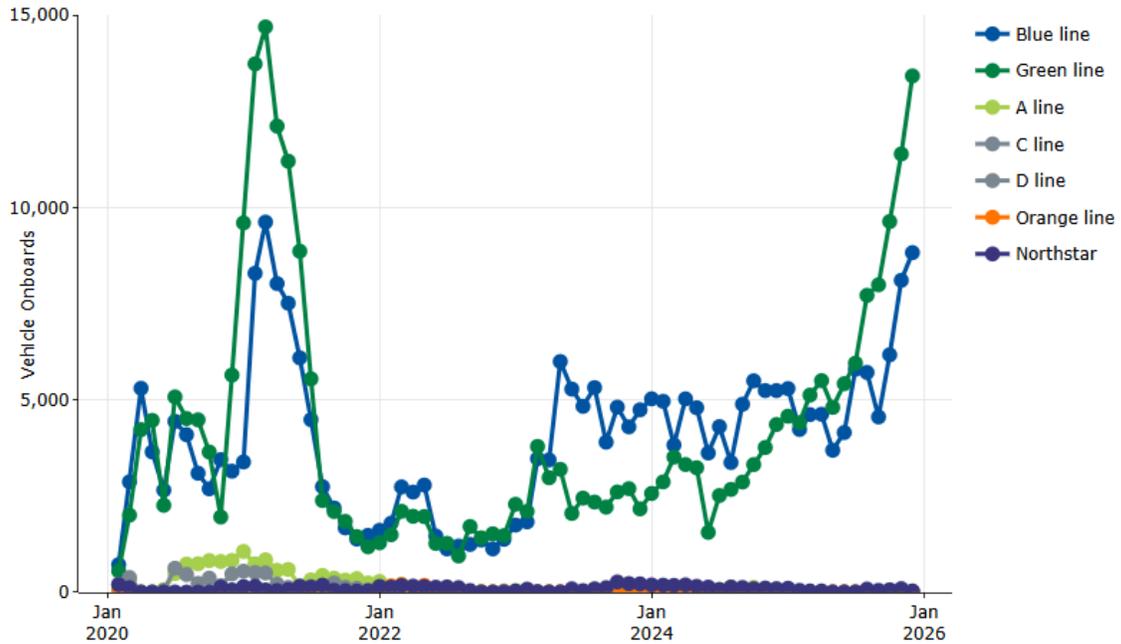
Metric 3: Count of regular fare checks on each METRO line by month.

Data source: E Log Police Activity Application, January 2017 to December 2025. TRIP data added beginning in February 2024.
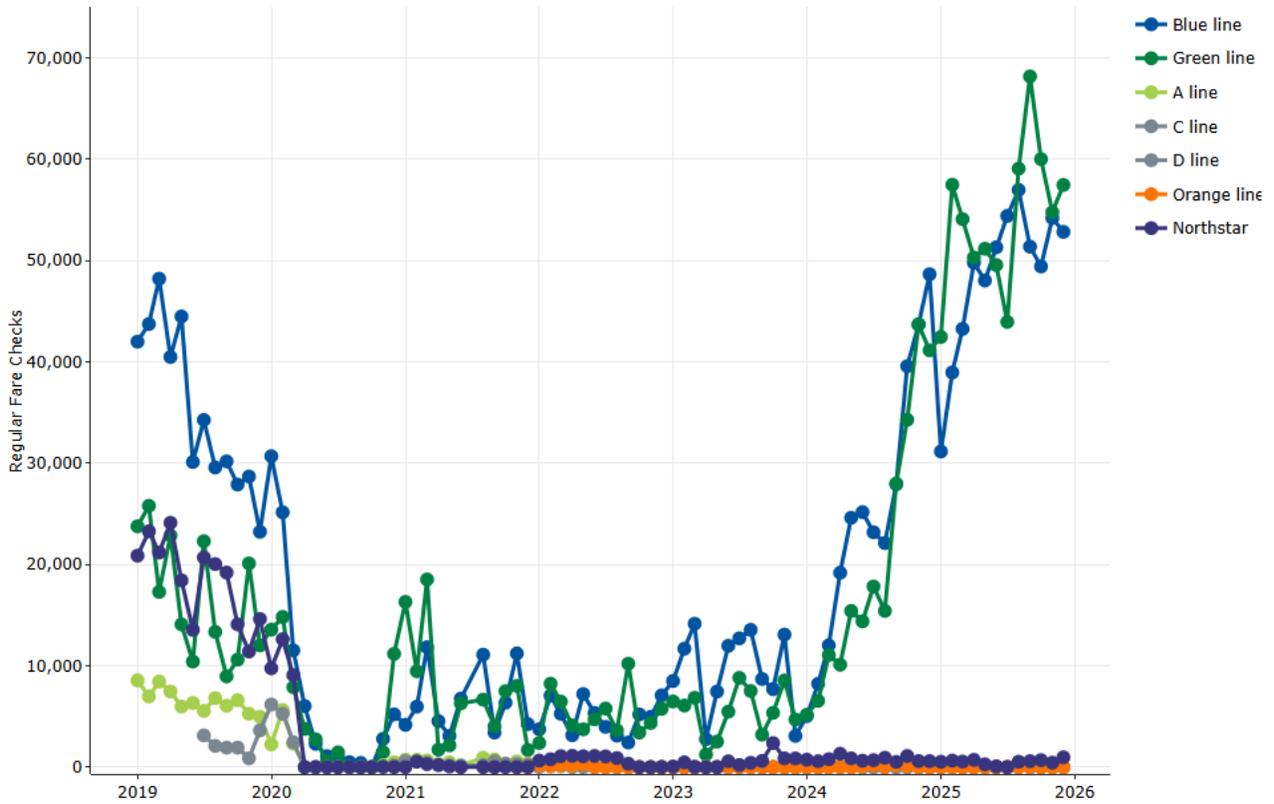
Metric 4: Count of police calls for service by month

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 2021 to December 2025
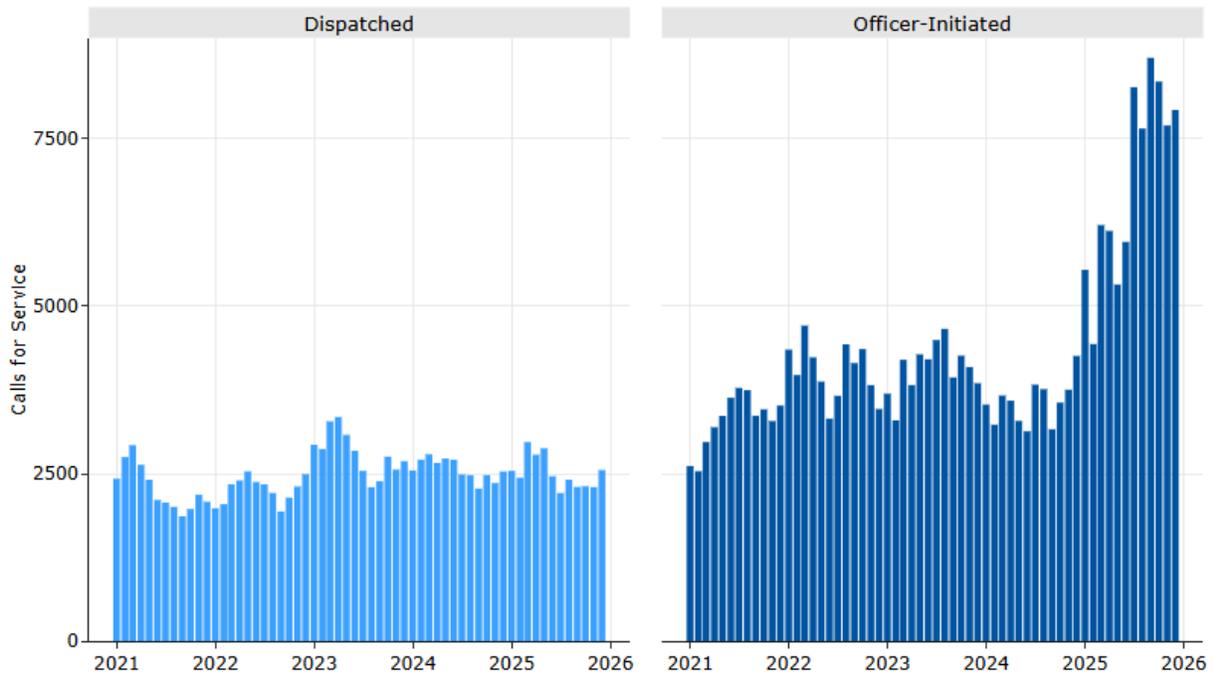
Metric 5: Count of police calls for service by quarter

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 2021 to December 2025
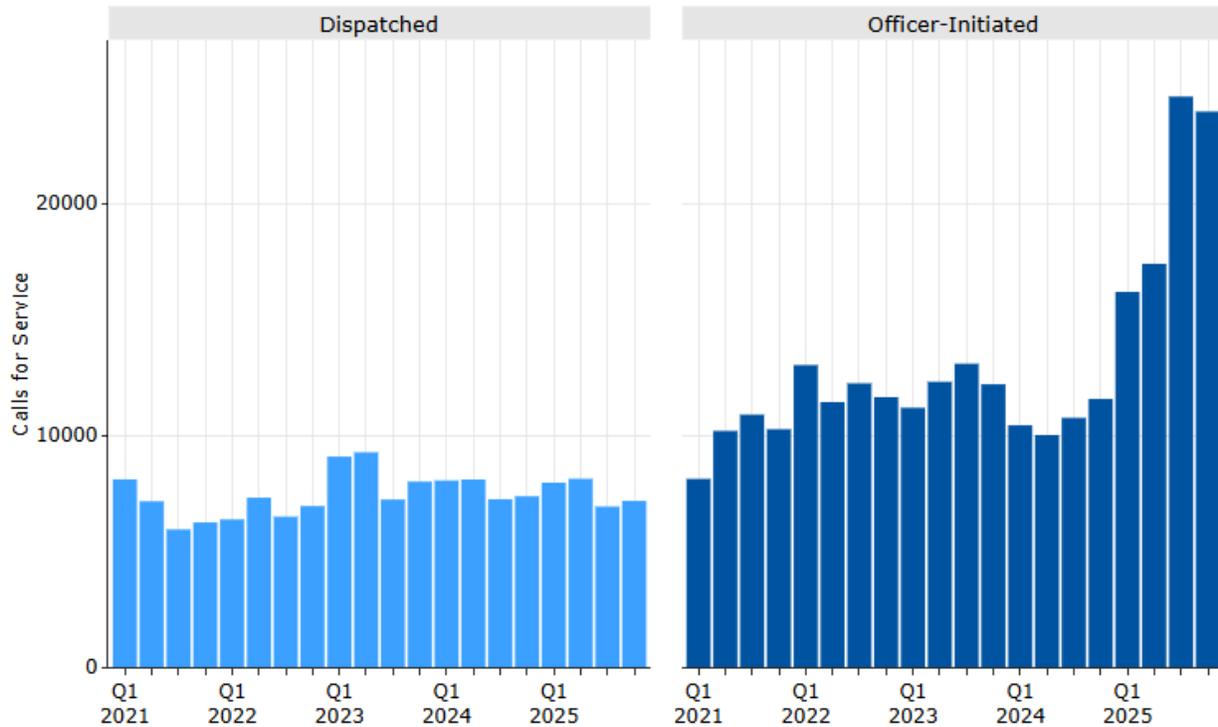
Measurable goal: Police response time meets standards

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 2021 to December 2025
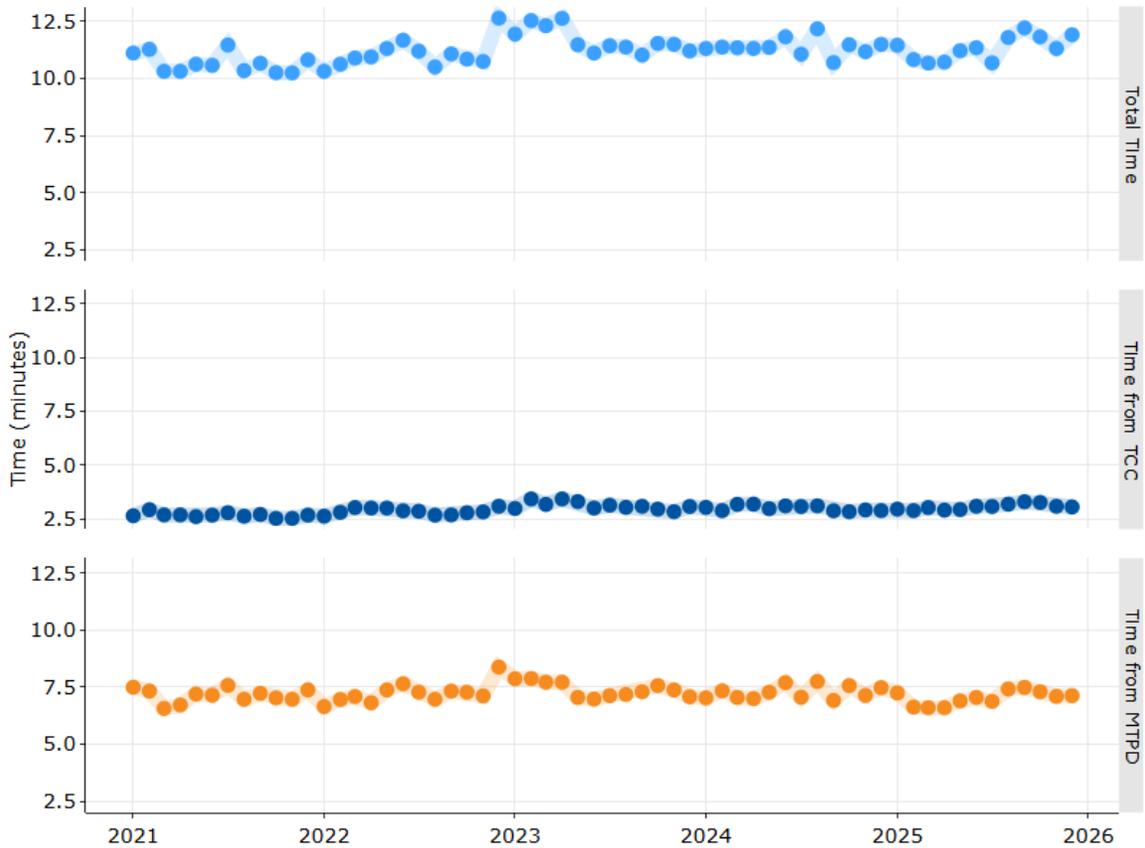
Plot 2: Police Response Time from MTPD Assignment to Arrival, Percent of Calls Responded to within 10 minutes by Priority by Month from January 2021 to December 2025. (NOTE: This does not include time from TCC (Initial Call to Assignment))
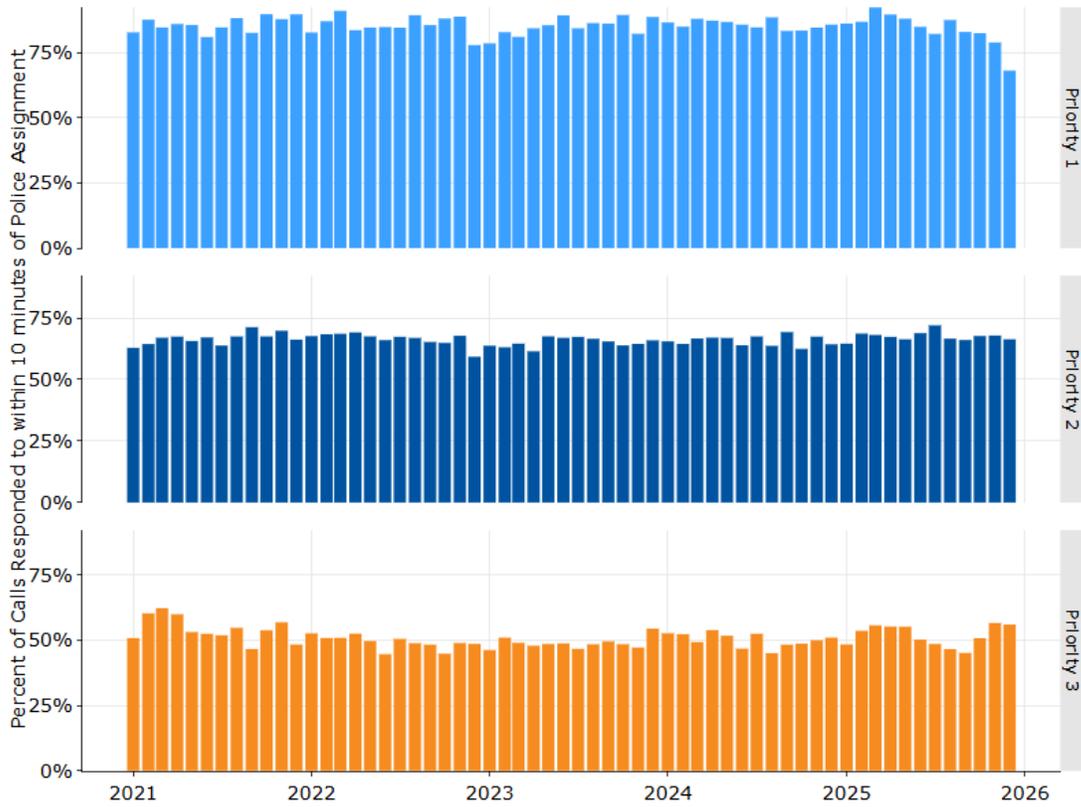
Plot 3: Police Response Time from MTPD Assignment to Arrival, Percent of Calls Responded to within 10 minutes by Priority by Quarter from January 2021 to December 2025 (NOTE: This does not include time from TCC (Initial Call to Assignment))
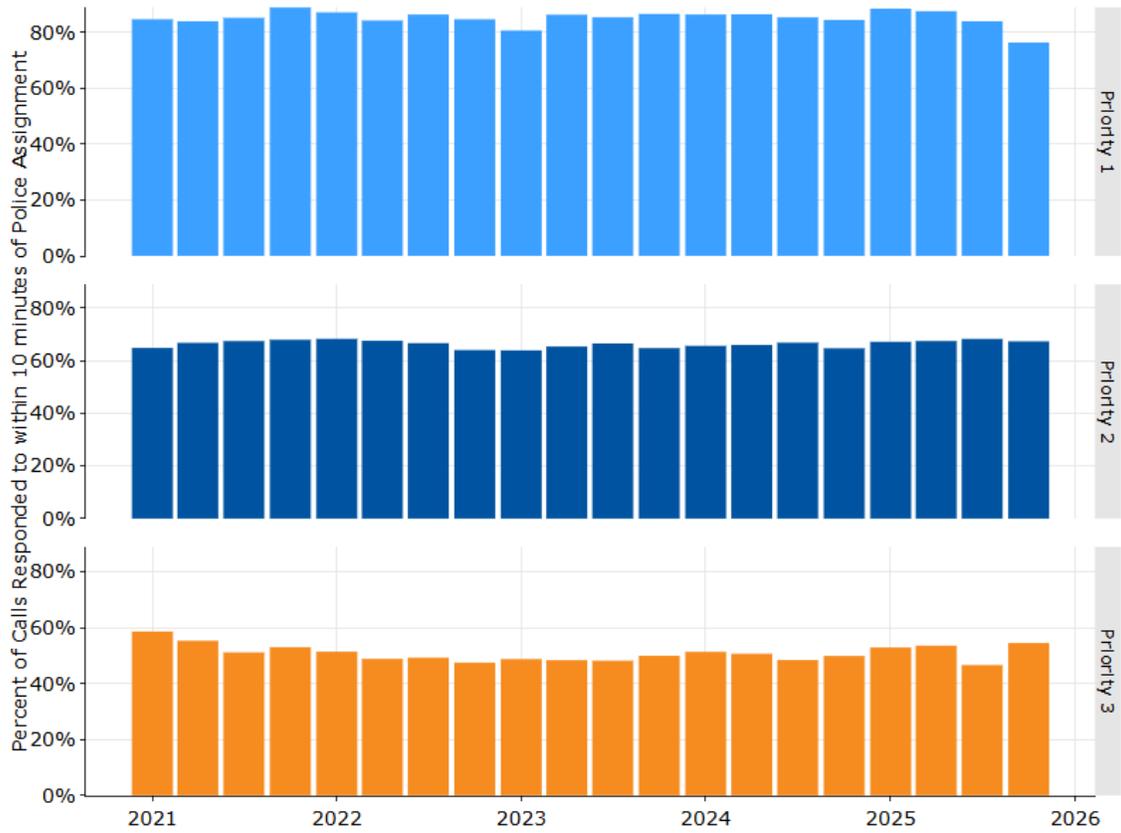
Measurable goal: Response time to address facilities work orders meets standards

Metric 1: Count of public facilities work orders per month

Data source: TXBase, January 2020 to December 2025
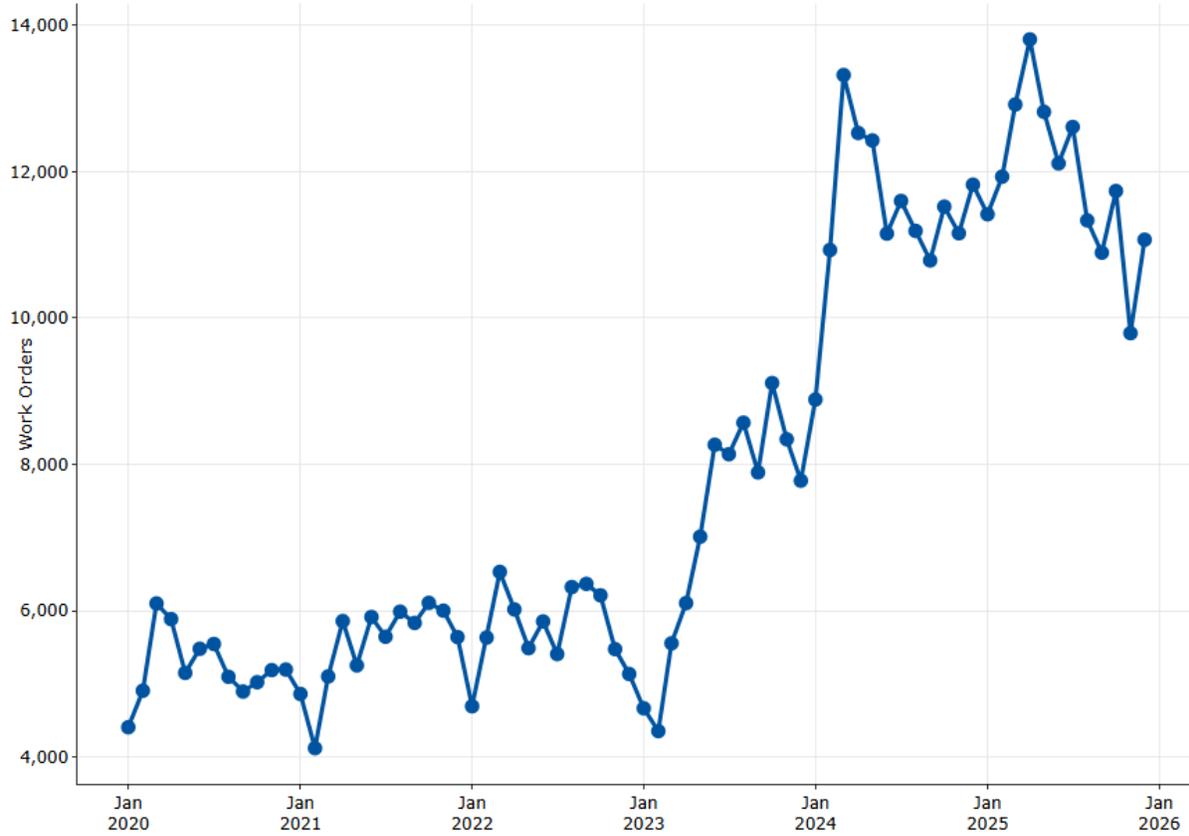
Metric 2: Count of graffiti, biohazards, and glass damage per month

Data source: TxBase Public Facilities Work Orders for Glass, Graffiti, and Biohazards per month, January 2020 to December 2025
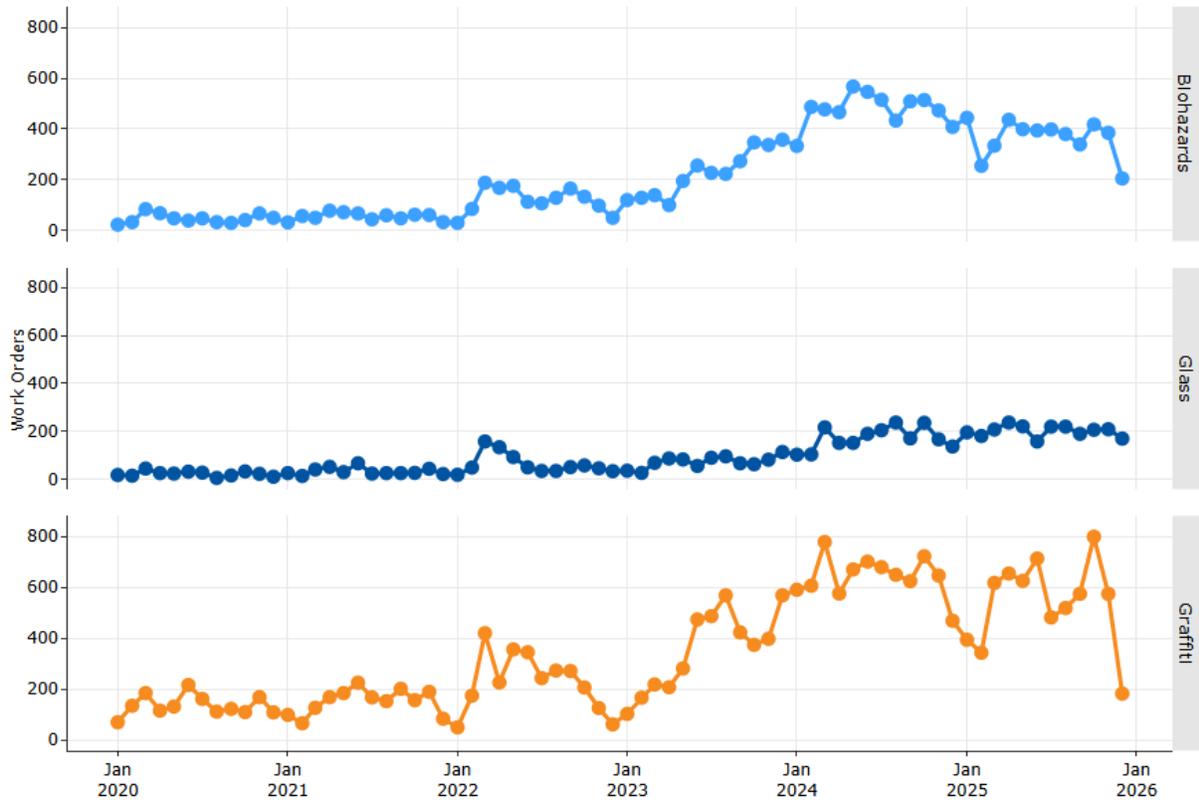
Metric 3: Number of Actual and Authorized Public Facility Employees by Job Classification

**Data source**: Engineering & Facilities, January 2020 to December 2025
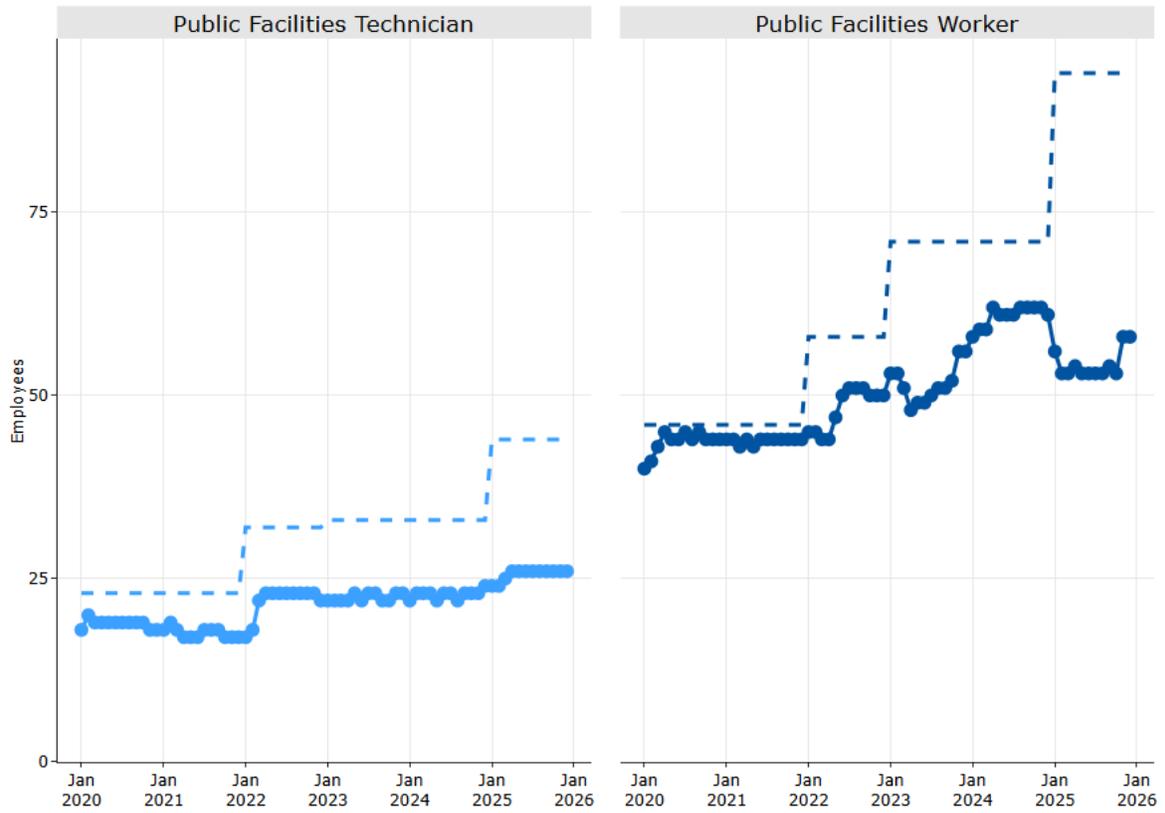
Metric 4: Number of Distinct Stations and Stops Visited Weekly by Public Facility Workers

Data source: TXBase, January 2020 to December 2025. Queries stored and managed by SI stored in Repo titled "MT_SSAPMetrics"
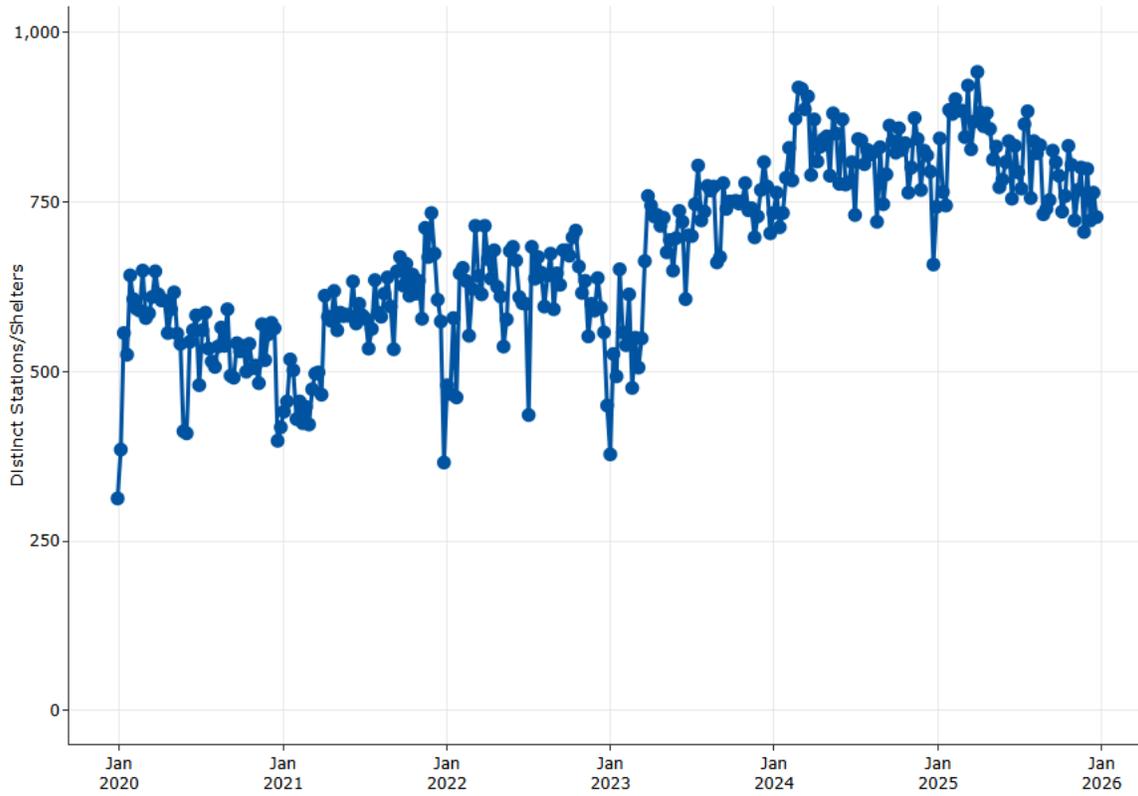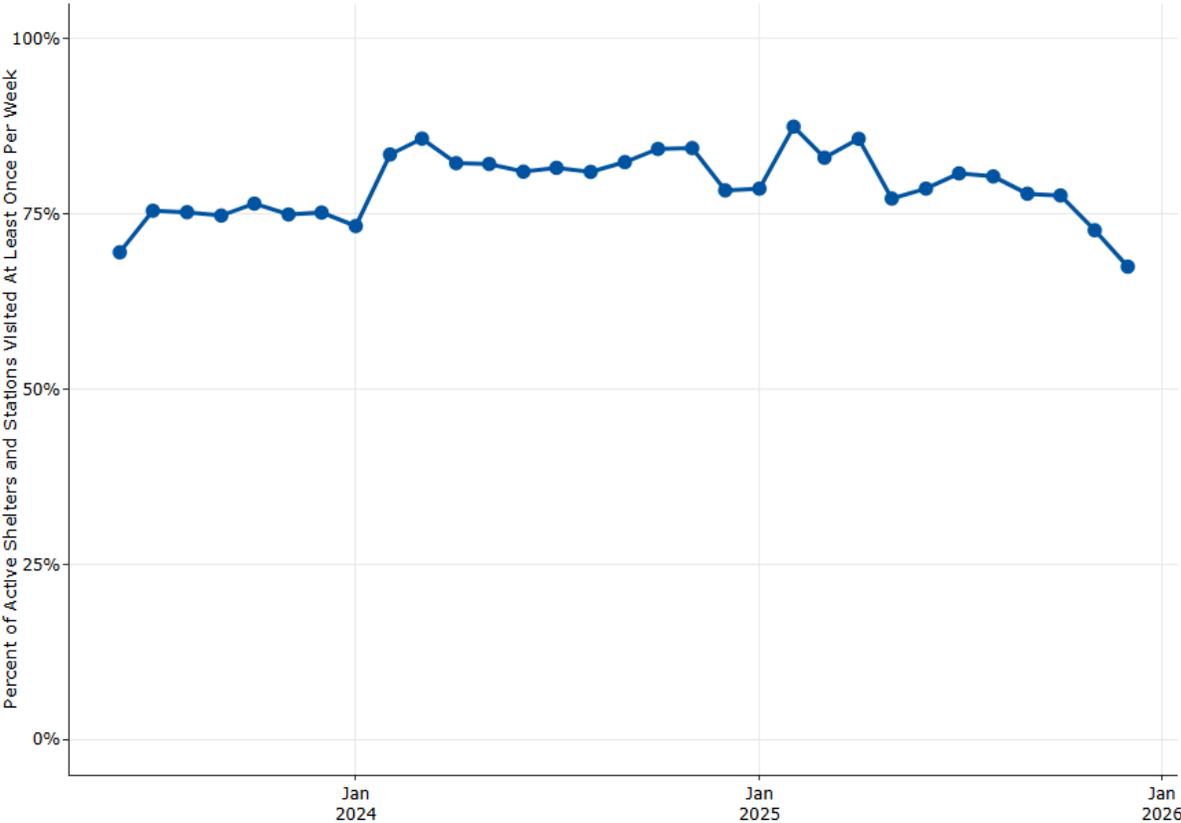
Metric 5: Percent of Broken Glass Work Orders Repaired Within 3 days

**Data source:** TXBase, January 2020 to December 2025
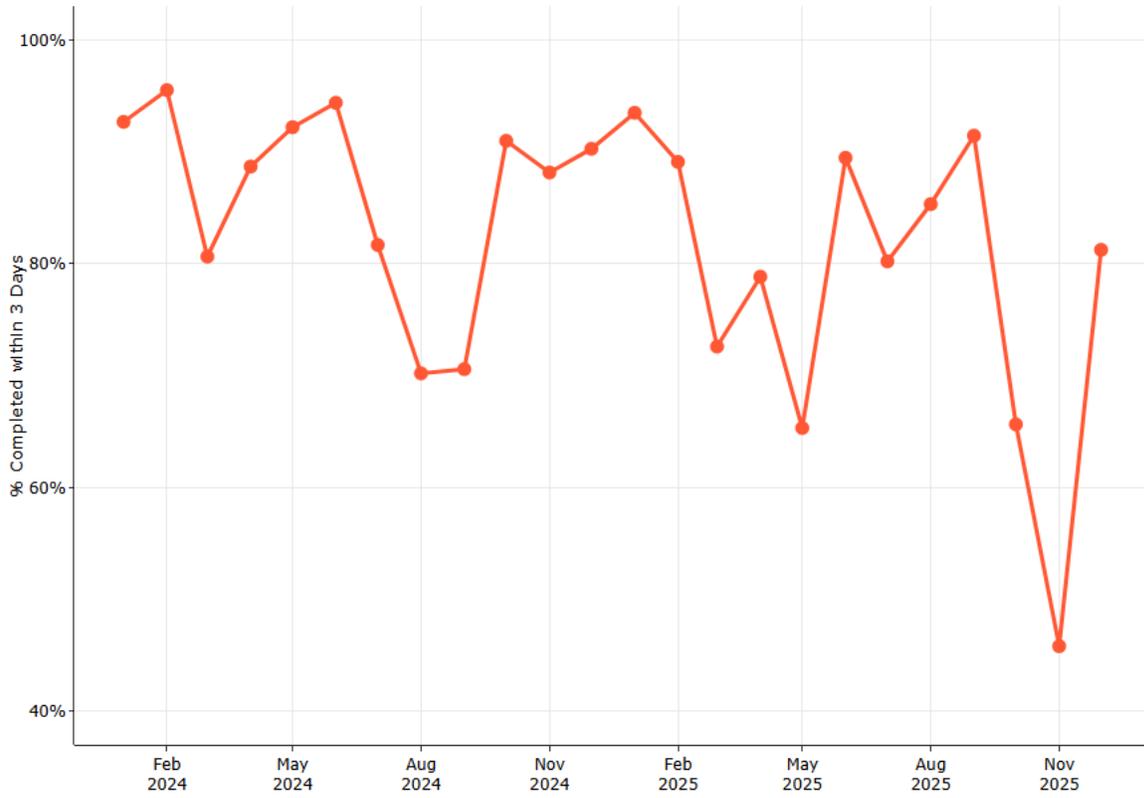
Metric 6: Percent of Active Shelters and Stations Visited At Least Once Per Week - Average for the Month

Data source: TXBase and Shelter Maintenance databases, June 2023 to December 2025

Metric 7: Average Count of Shelter Coverage by Public Facility Workers
Data source: TXBase and Shelter Maintenance databases, June 2023 to December 2025
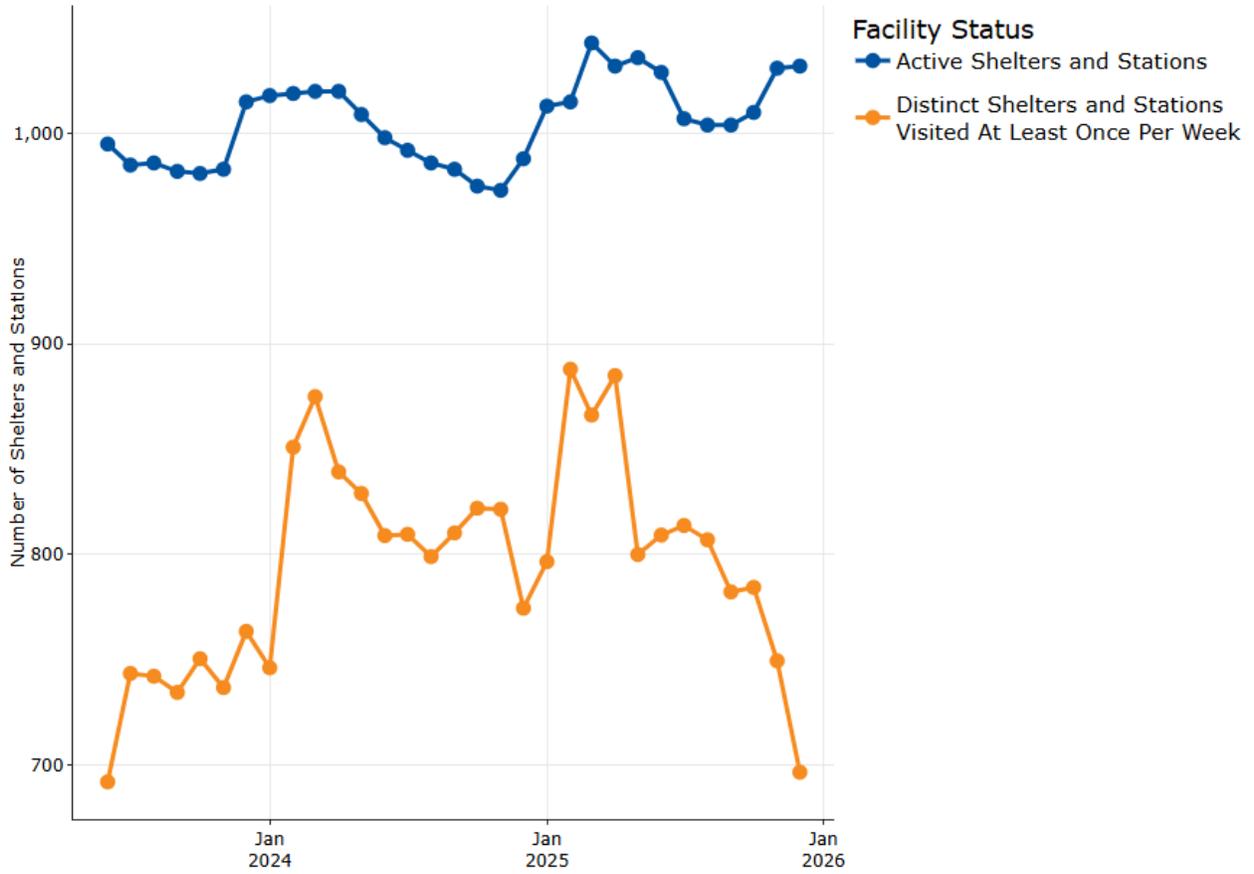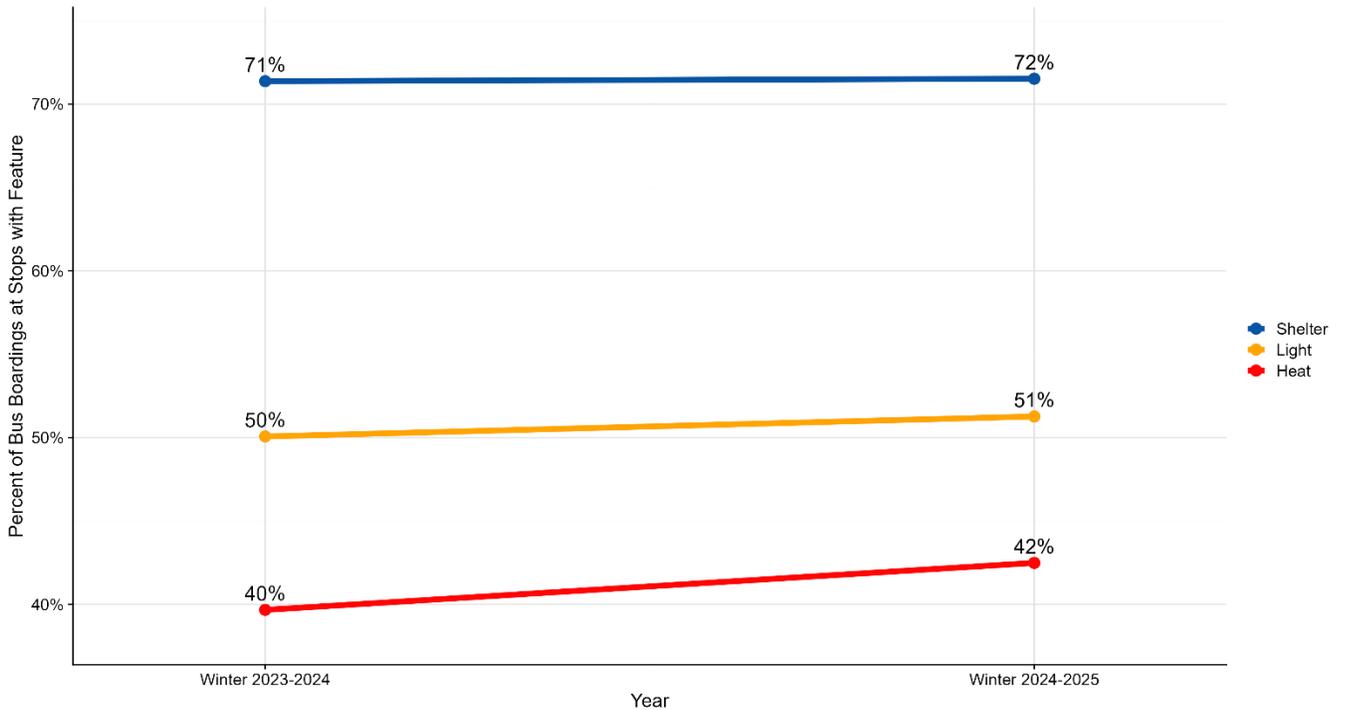
Measurable goal: Increased proportion of rides with lighting at their stop or station

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

- **Data source:** Facility databases, APC ridership data.

72% of bus boardings now occur at stops where there is a shelter; 51% of boardings occur at stops where shelters include light and 42% of boardings occur at stops where shelters include on-demand 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 2022 to December 2025

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

**Metric:** Customers Responses to Survey

Data source: Customer Satisfaction and Safety Survey, Fall 2024, analysis completed in February 2025.

Summary of fall 2024 survey:

- 2 out of 3 respondents are satisfied with their Metro Transit experience. Customer satisfaction and safety have remained stable since last survey.

- A greater share of riders feel safe on the system than the previous survey.

- Riders feel less safe on trains than buses and encounter inappropriate behaviors more often there, although the number of riders feeling safe on trains improved over the previous survey.

- 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 December 2025
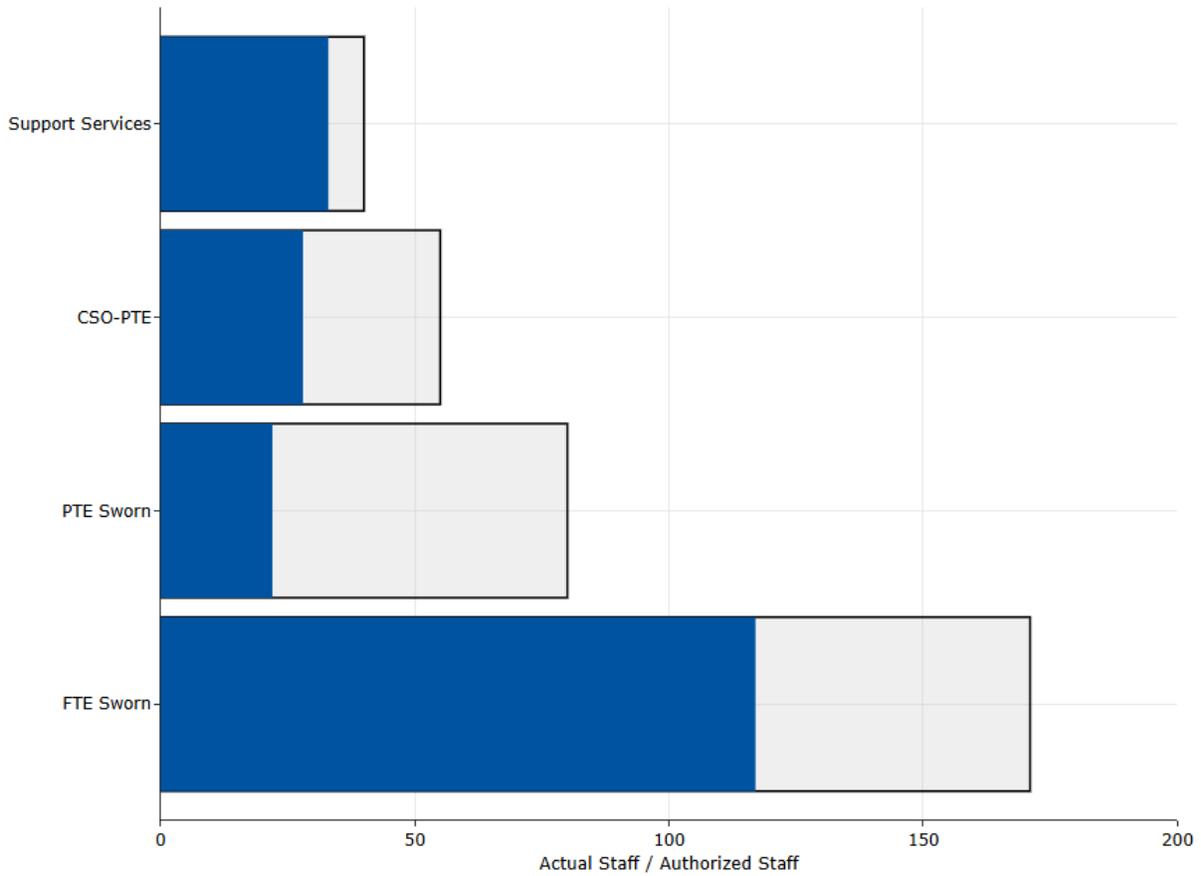
Area of Work 2: Training and Supporting Employees

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 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
- Increased positive responses to employee satisfaction and engagement surveys relating to safety and security on transit

Measurable goal: Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work
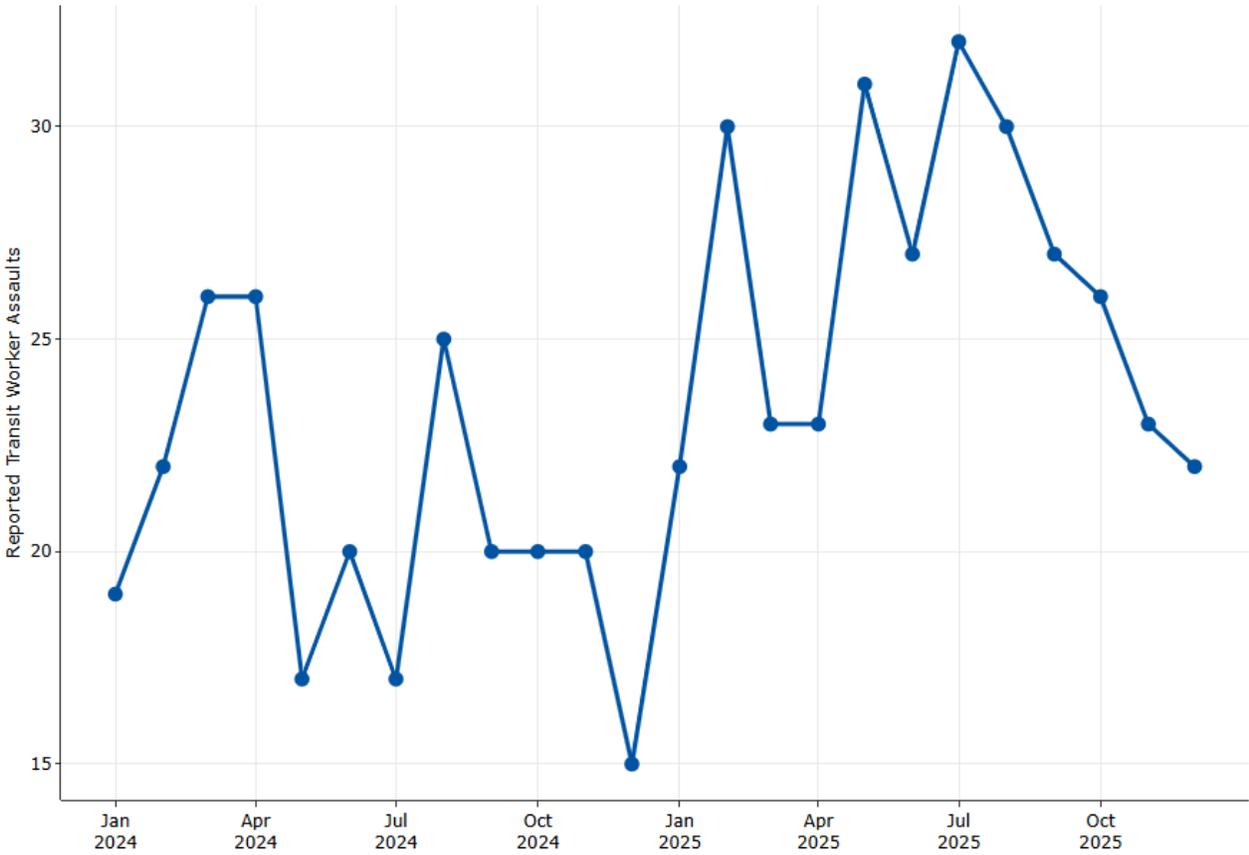
Metric 1: Monthly counts of operation employee assaults reported to TCC or RCC.

Data source: MT_Safety Database, Transit Worker Assaults Table, January 2024 to December 2025
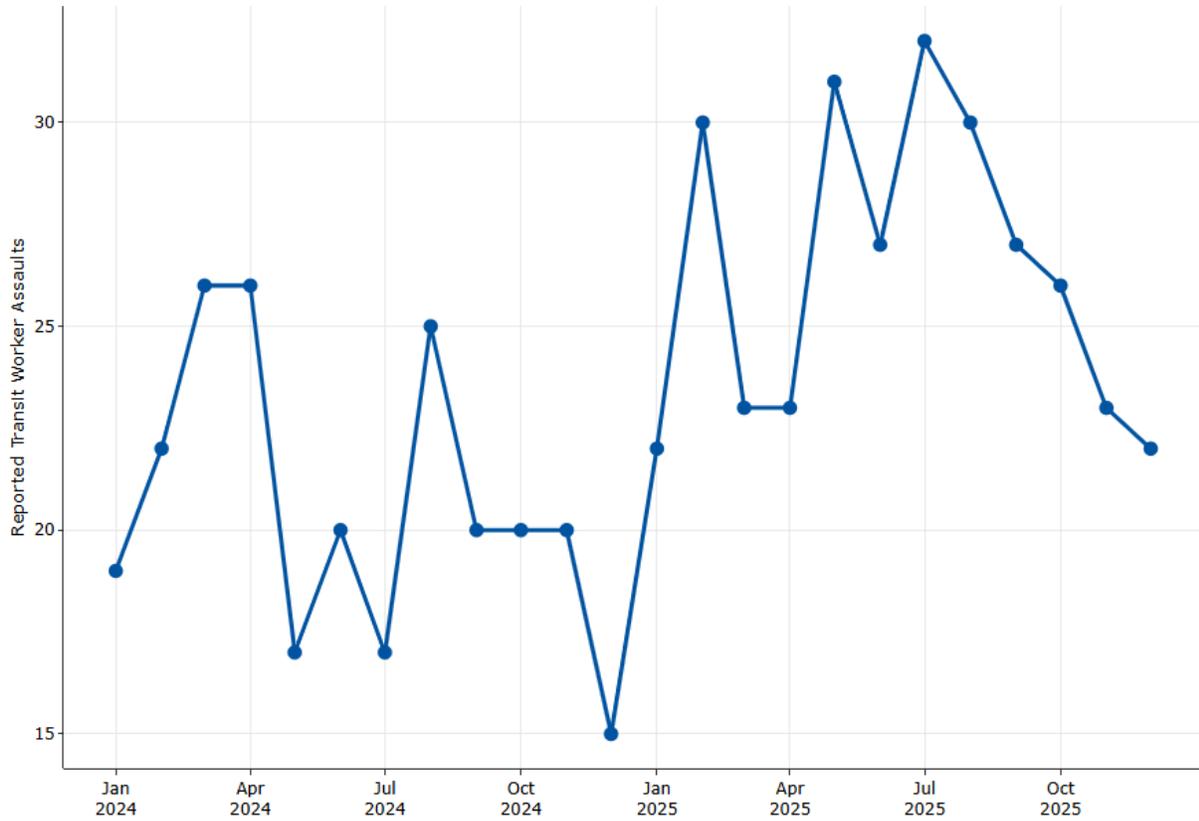
Metric 2: Number of Metro Transit Police Officer assaults reported

**Data source:** MTPD counts September 2020 to December 2025

Metric 3: Operator Survey responses related to safety and security while at work.
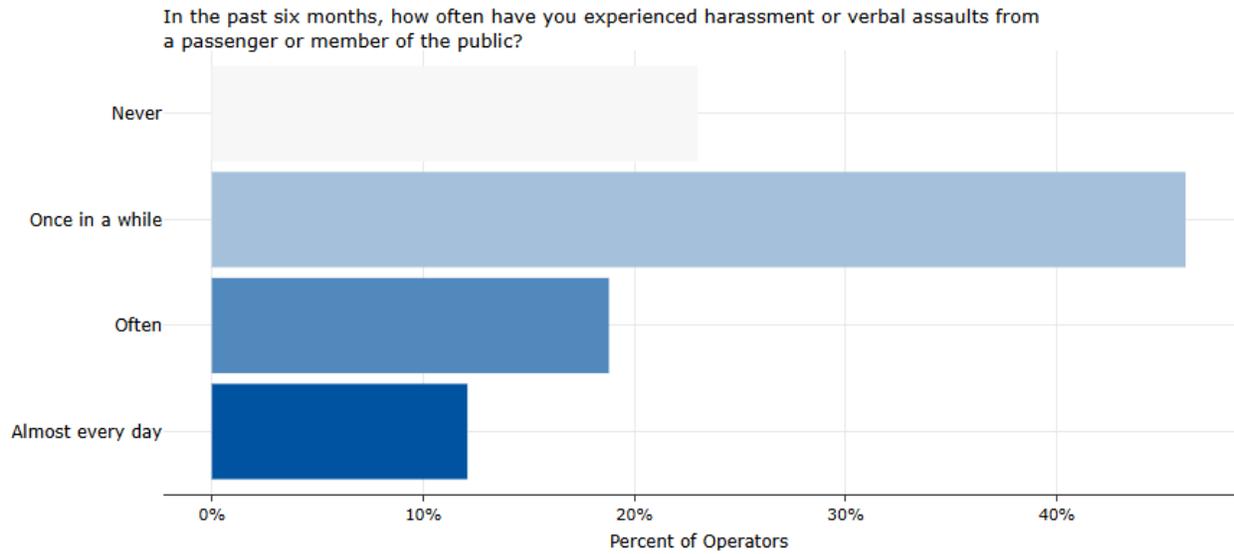
Data source: Operator Training Survey questions related to safety and security.

Plot: Operators' Agreement with Feeling Safe at Work, Fall 2024

This survey was given to bus and light rail operators during mandatory training in Fall 2024. Data shown is from 1,405 responses; 75 respondents skipped this question. Less than half of operators agree that they feel safe at work but fewer frequently experienced harassment or felt unsafe compared to the previous year.

I feel safe and secure at work
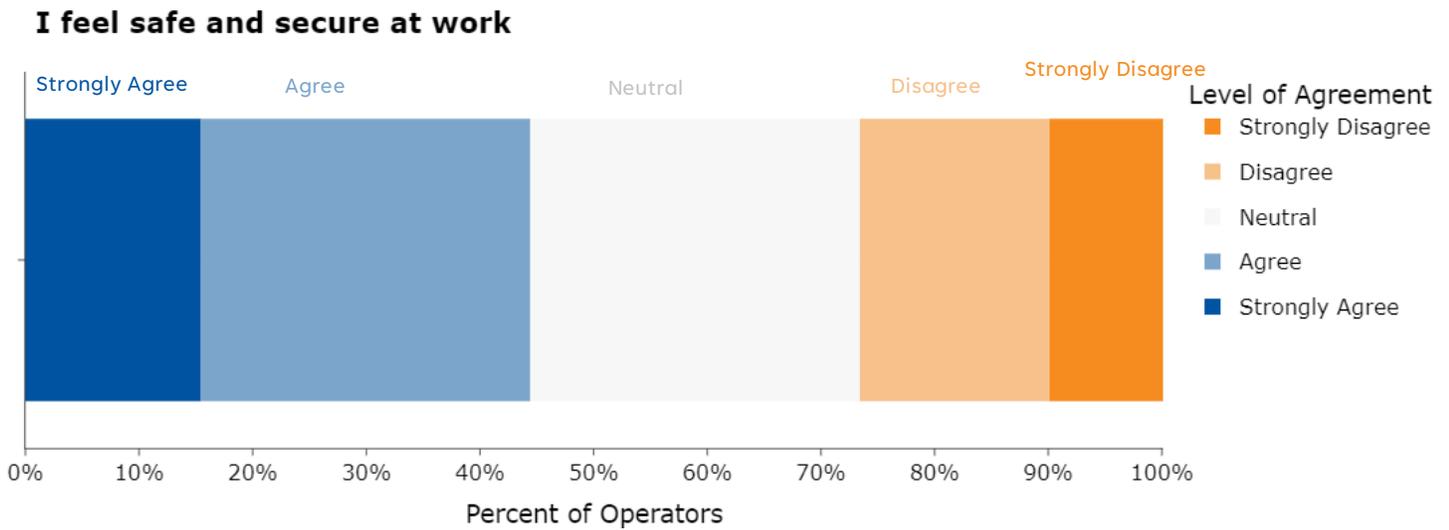
Plot: Frequency of Operators' Experiences of Harassment or Verbal Assault, Fall 2024

In the past six months, how often have you experienced harassment or verbal assaults from a passenger or member of the public?

Survey given to bus and light rail operators during mandatory training in Fall 2024. Data shown is from 1,436 responses; 44 respondents skipped this question.

Plot: Frequency of Operators' Perceptions of Lack of Safety while Operating Vehicle, Fall 2024
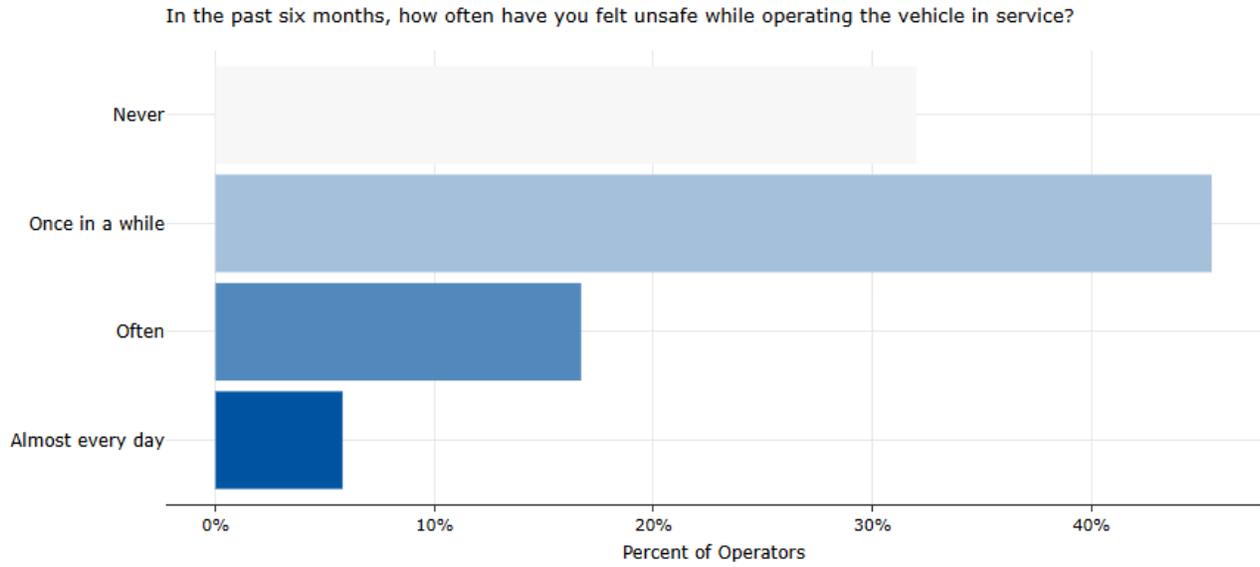
In the past six months, how often have you felt unsafe while operating the vehicle in service?

Survey given to bus and light rail operators during mandatory training in Fall 2024. Data shown is from 1,393 responses; 87 respondents skipped this question.

Plot: Frequency of Operators' Perceptions of Lack of Safety while on Layover or Making Relief, Fall 2024

In the past six months, how often have you felt unsafe while on a layover or while making relief?
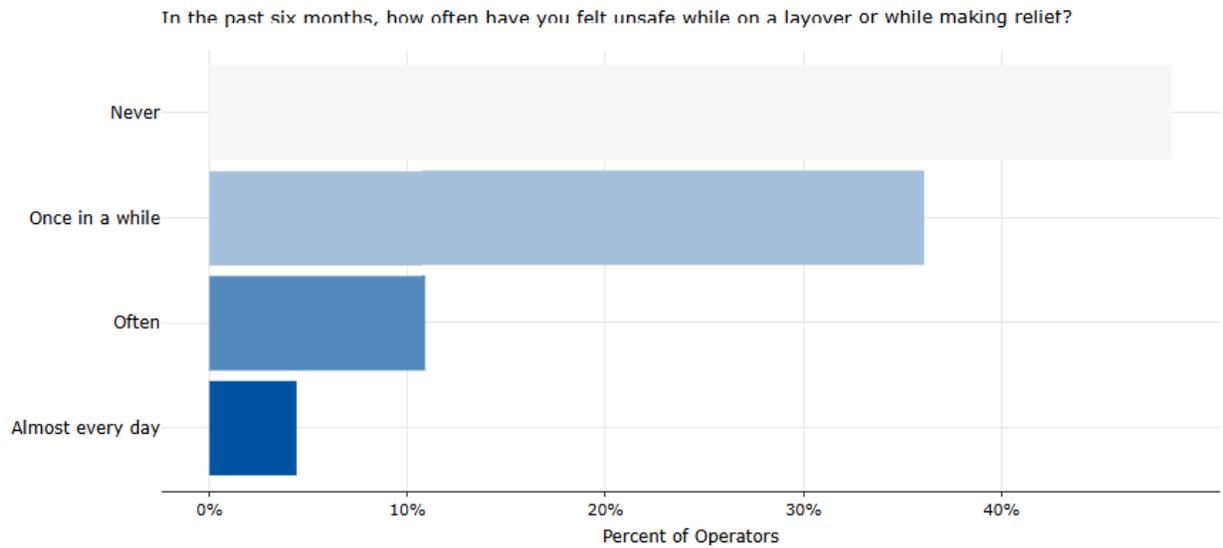
Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 1,387 responses; 93 respondents skipped this question.

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.