



Transit Rider Investment Program

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Today's Agenda

- Overview of program
- Stakeholder engagement efforts
- Survey results
- TRIP personnel
- Administrative citations
- Measuring and reporting outcomes
- Implementation timeline

What is the Transit Rider Investment Program?

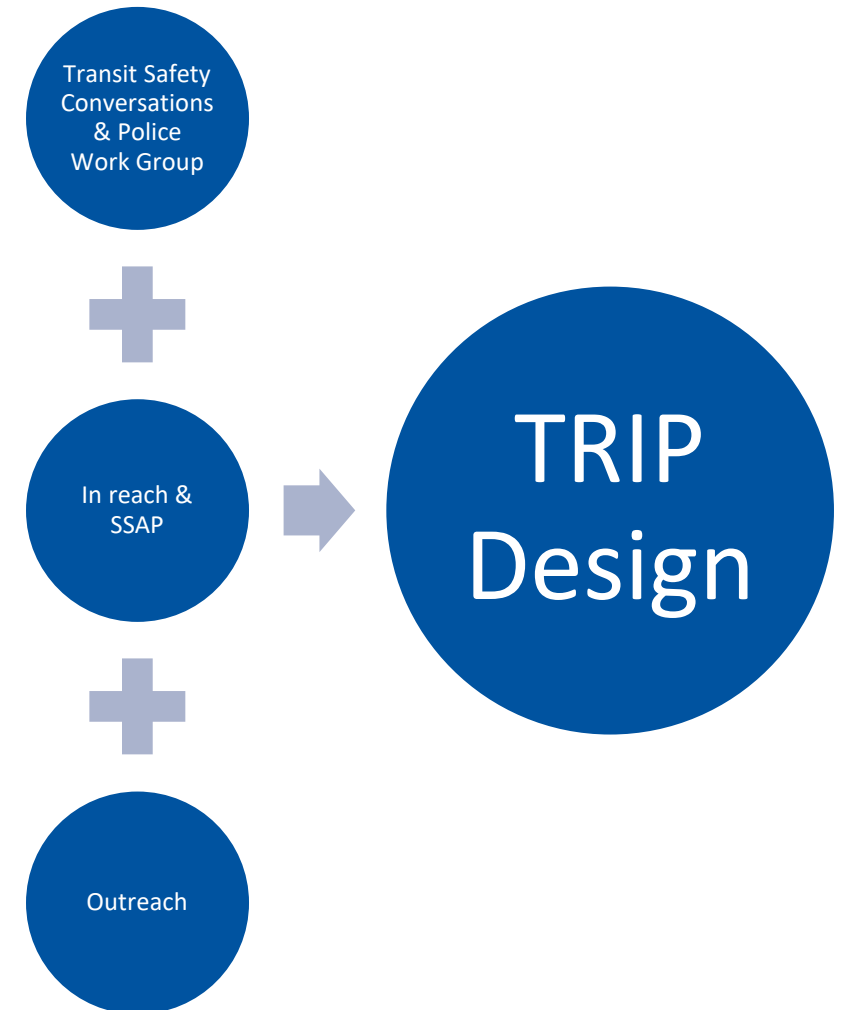
“Subject to available funds, the council must implement a **Transit Rider Investment Program (TRIP)** that provides for:

- **TRIP personnel deployment**
- **Fare payment inspection**
- **Administrative citation issuance**
- **Rider education and assistance,**
- **Improvements to the transit experience.”**



Stakeholder Engagement

- 2020-2021: Transit Safety Conversations
- August 2021-February 2022: Police Work Group
- March 2022-present: Safety & Security Action Plan
- Summer 2023: Great Day in Transit survey
- Ongoing: employee in reach
- Regular check-ins with customers and stakeholders



Great Day in Transit Survey

June and July 2023: Metro Transit engaged customers throughout the system inviting them to participate in a survey.

Customers were also reached using other methods like the [Connect](#) newsletter, on social media, and through intentional engagement at outreach events.

- Over 2,000 responses received
- Almost 60% of respondents ride at least a few times a week



Great Day in Transit Survey

Most riders want to see TRIP personnel on the light rail system.

Survey results ranked:

1. On board light rail trains
2. At light rail stations
3. At bus stops/transit stations
4. On board buses

**note that most of the in-person Great Day in Transit surveying was conducted at LRT stations.*

A majority of riders indicated that TRIP personnel should focus more on reporting issues and enforcing fares.

Survey results: Average balance respondents wanted of TRIP agent duties

- 61% of duties on reporting safety issues and enforcing fares
- 39% of duties on helping customers find their way and pay their fare



TRIP Personnel Duties

In addition to inspecting fares and issuing administrative citations, the legislation requires that TRIP personnel will:

- Educate riders about the code of conduct
- Connect passengers to social services as appropriate
- Assist with routes, wayfinding and directions
- Provide aid to passengers with disabilities, are elderly or who request assistance
- Administer basic first aid, naloxone and call for medical help

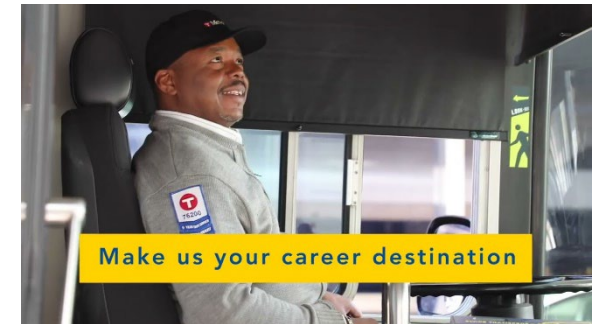
Personnel

Staffing

- Negotiations with ATU began in January 2023 and are continuing
- Recruitment will be focused on riders & underserved communities, as required by the legislation
- Hiring up to 22 FTEs; future growth to follow

Training

- Instructors are subject matter experts from Metro Transit & our community
- Classroom, scenarios, and field training
- Modules required by legislation include:
 - Fare products & administrative citations
 - Identification of people in need of social services & making referrals
 - First aid/CPR/naloxone administration
 - Crisis intervention, conflict de-escalation & personal safety



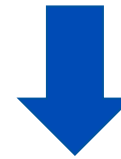
Personnel

The legislation calls for a deployment plan that:

- Puts TRIP personnel in teams
- Focuses on times & locations with known concentrations of activity such as fare evasion and activity that negatively impacts the customer experience

This will be accomplished by:

- Data-driven patrol assignments based on customer & employee feedback, calls for service, police data
- Coordinating with transit police to ensure safety for all
- Primary focus on proof-of-payment lines, as the legislation focuses in large part on fare inspection



Fare Compliance

Goal: Frequent, visible inspections to enforce fare expectations

Old law:

- Misdemeanor criminal citation
- Only enforceable by sworn police
- \$180 fine

New law:

- Administrative citation (non-criminal)
- Enforceable by TRIP personnel, peace officer, or community service officer
- \$35, tiered up to \$100 for second/subsequent violations
- Allows for alternatives to fines on first violation
- Requires a process for an individual to contest their citation



Fare Compliance

Goal: Frequent, visible inspections to enforce fare requirement

- Inspections may occur on platforms, on board vehicles, or at transit centers
- Equity in inspection and enforcement
- Cited individuals will be provided with information on payment and how to contest the ticket
- De-escalate if circumstances arise



Administrative Citations: Proposed fine schedule

Legislation provides for individuals to have 90 days to pay the ticket or request a hearing to contest it.
Unpaid fines may be referred to a collections process or agency.

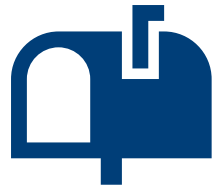
	FINE	ALTERNATIVES OR ENHANCEMENT	
First violation	\$35	Alternatives to payment: <ul style="list-style-type: none"> • Load \$20 to a stored-value card or mobile application • View a Transit School video will reduce fine to \$25 • View Transit School video + purchase a \$10 stored-value card or mobile application product • Load \$5 on a Transit Assistance Program (TAP) stored-value card (subject to eligibility requirements) 	Amount forgiven: <ul style="list-style-type: none"> • \$15 • \$10 • \$25 • \$30
Second violation	\$55	No alternatives or enhancements	
Third violation	\$75	Enhanced penalty: Fine + prohibited from accessing transit service for 60 days	
Fourth and subsequent violations	\$100	Enhanced penalty: Fine + prohibited from accessing transit service for 120 days	

Paying an Administrative Citation



Online: metrotransit.org

-or-



U.S. Mail

-or-

In person: Service Center



Location	Address	Store Hours
Downtown Minneapolis	719 Marquette Avenue	Monday - Friday: 8:30 a.m. to 4 p.m.
Downtown St. Paul	Skyway, US Bank Center 101 E. 5th Street	Monday - Friday: 8:30 a.m. to 11:30 a.m., noon to 3:30 p.m.

Administrative Citations: Proposed process for contesting ticket

1. Submit request via email or in person to citation clerk, who will arrange a hearing date.
2. Hearing may be via video conferencing or in-person.
3. Hearing officer* will listen to both the appellant and the TRIP representative.
4. Written decision will be made and provided to all parties.



**Per legislation, hearing officer may not be an employee of Metro Transit.*

Program Evaluation

- Hours & locations on system by transit mode
- Fares inspected & compliance rate
- Citations
 - Issued
 - Paid
 - Reduced as defined in fine schedule
 - Contested & related outcome
 - Referred to collections
- Riders assisted (wayfinding, physical, social service referrals, other)
- TRIP personnel, staff, and customer feedback to assess changing perceptions



Current Implementation Timeline

September 2023	October 2023	Q4 2023	Q1 2024
<ul style="list-style-type: none">• Business item presented to Transportation & Management Committees	<ul style="list-style-type: none">• Request Council action to establish program, policy & fine schedule	<ul style="list-style-type: none">• Finish development of administrative citation program<ul style="list-style-type: none">• Citation (written)• Tracking• Payment• Routing to hearing officer as needed	<ul style="list-style-type: none">• Program implementation

Thank You!