

# Safety & Security ACTION PLAN

**Quarter 2 2025 Update**

Committee of the Whole | Aug. 6, 2025



# Agenda

## Part 1: Safety and Security Action Plan Update

This quarter's spotlights:

- De-escalation Training (Action Item 2.1)
- Crime Prevention through Environmental Design (Action Item 1.19)
- Supplemental Security Contract Update (Action Items 1.2 and 1.3)

## Part 2: Metro Transit Police Department Update



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.

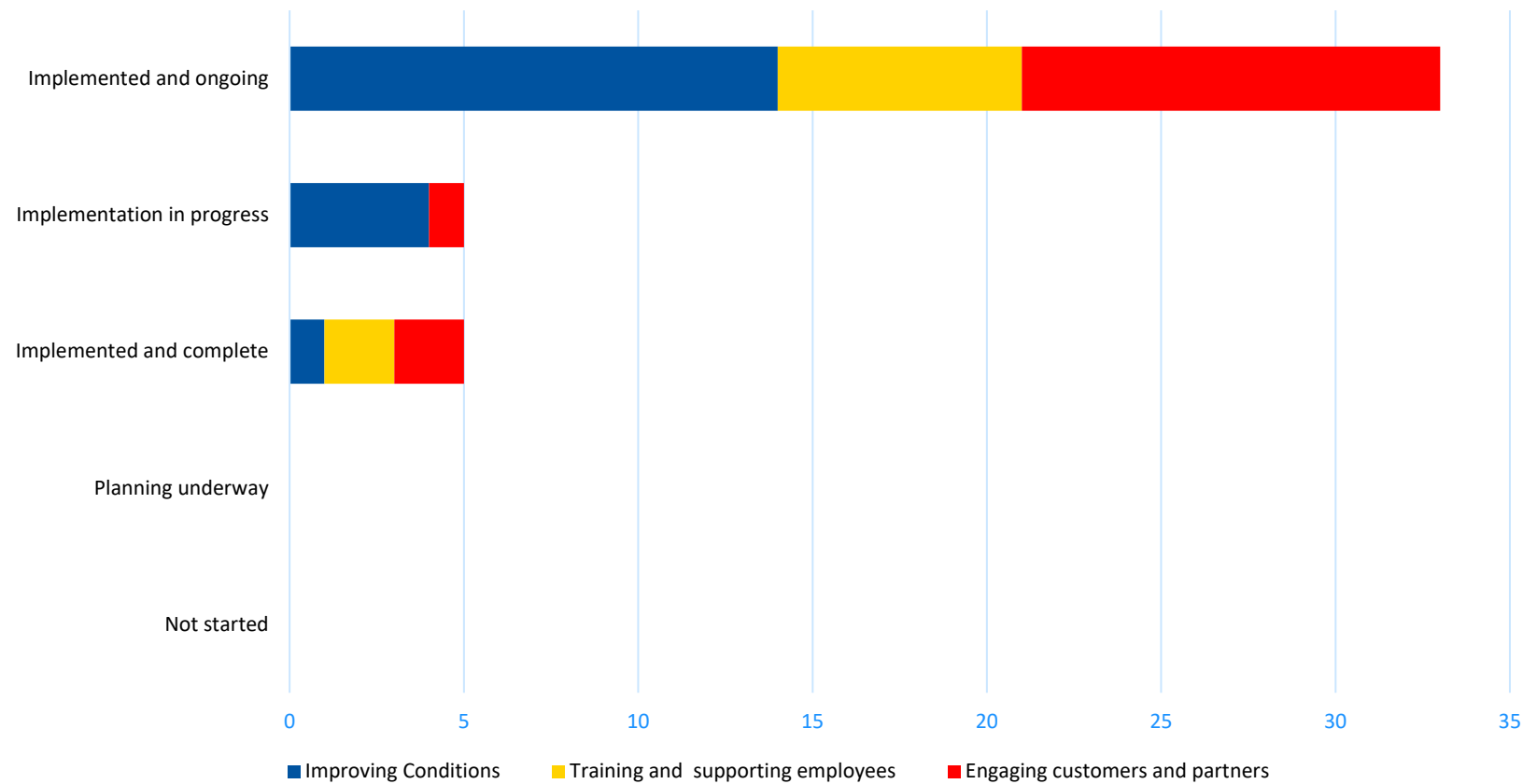
# Safety & Security Action Plan



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

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

# Action Item implementation update





## De-escalation Update

Dan Stoffer – Manager of Bus Instruction



# De-escalation training

*Action Item 2.1: Expand Red Kite program and employee training on topics including mental health, de-escalation, and personal safety to more frontline staff.*

- Collaboration between Joint Labor and Management Safety Committee, Instruction Center
- Informed by peers, operator feedback
- Now available to all frontline workers and their managers
- 1,100 employees trained so far





# Crime Prevention Through Environmental Design Update

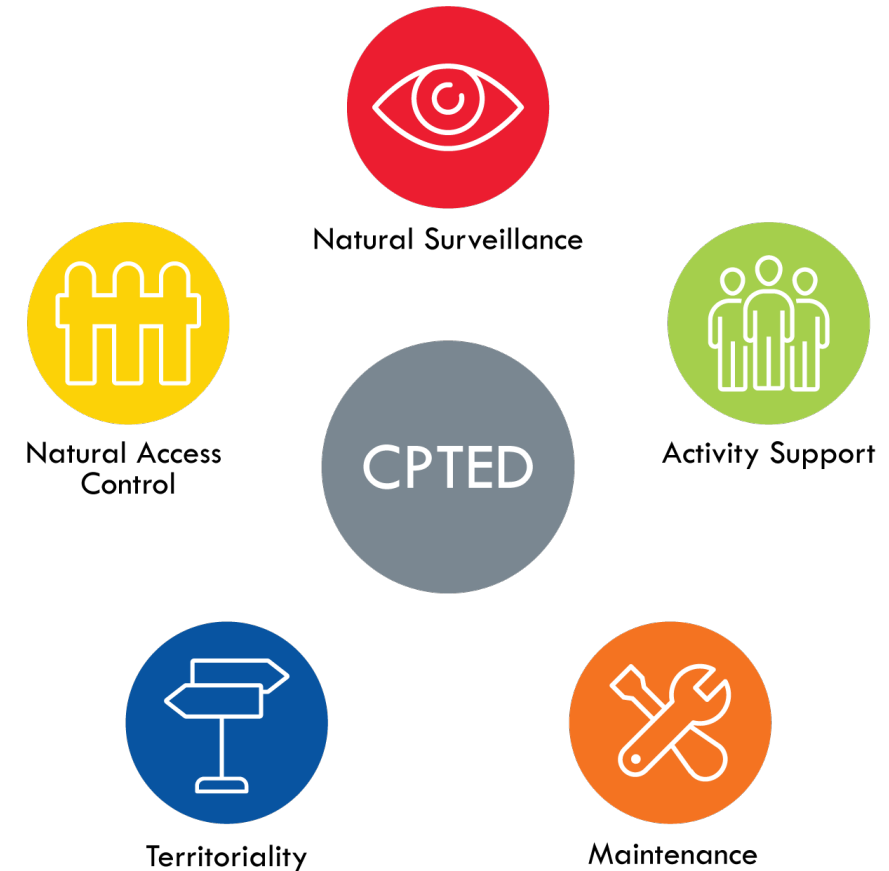
Liz Morice, Engineering & Facilities



# Crime Prevention Through Environmental Design

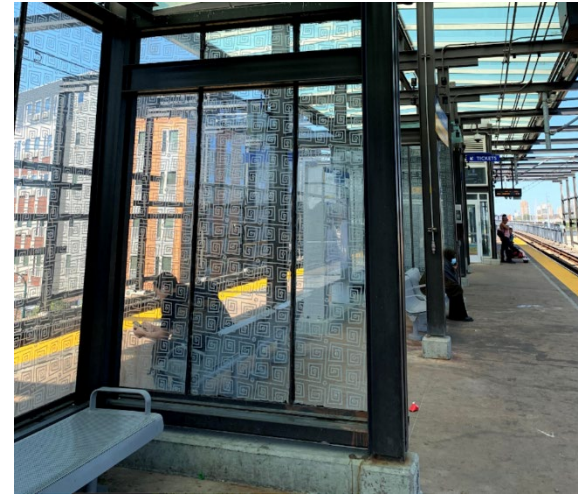
**Action Item 1.19:** Study potential infrastructure investments at existing light rail platforms to provide a safe and secure customer experience.

- Emphasizes the use of structures, spaces, lighting, and people to prevent crime and:
  - Create a welcoming platform environment
  - Foster a sense of community order
  - Create a sense of ownership
  - Minimize potential for out-of-sight activity



# Station applications

- Lake Street/Midtown, Franklin Avenue redesigns
- Small-scale: Blue Line bench refurbishment, Cedar-Riverside shelters
- Blue Line Extension station design
- 46th Street Station (Blue Line)
  - Lighting improvements
  - Landscaping



# Snelling & University

- Installed clear shelter glass that is easier to see through, replace if needed
- Snelling Avenue Station repairs
  - Replaced plexiglass, glass frames
- University Avenue shelters removed with retirement of Route 21
- Future plans: Platform painting, pylon cleaning
- Official presence: Transit police, station adopters, facilities staff, supplemental security (upcoming)



Natural Surveillance



Maintenance



Activity Support





## Supplemental security

Matt Broughton | Assistant Director, Bus Transportation



## Coordinated layers of official presence



**Police  
Officers**

111



**TRIP Agents**

70+



**Real Time  
Information  
Center**

5+



**Community  
Service  
Officers**

21



**Security**  
*9 locations*



**Safety  
Ambassadors**

*Downtown St.  
Paul*

*Supplemented by law enforcement and community partnerships,  
dispatchers, field staff, 24/7 Text For Safety coverage*



# Supplemental security

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

- Piloted at two stations in Fall 2022
- Security officers now at nine locations, supporting Transit Rider Investment Program Agents
- Contract will extend security to 16 locations for up to three years:
  - 2-4 security officers per location
  - 20-24 hours per day
  - Roving end-of-service patrols at up to 12 locations
  - Locations selected based on ridership, police calls for service, facilities work orders, feedback



# TRIP Agent services

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

- TRIP Agents inspect fares, assist riders, uphold rules for riding, share resource information, and provide first aid.
- Currently a blend of Metro Transit and contracted staff
  - 49 Metro Transit employees 28 contracted agents as of July 2025
- Next contract would provide contracted TRIP Agents and security officer support when needed



*Metro Transit TRIP Agents*

# Procurement timeline

- May 18: Issue request for proposals
- June 18: Receive and begin reviewing proposals
- August 11 (planned): Transportation Committee
- August 27 (planned): Metropolitan Council
- Q4 2025: Execute contract
  - No interruption in service due to recent contract extension





# Metro Transit Police Department update

Interim Chief Joe Dotseth



MTPD Goal	Q2 highlight
Employee development	Training unit expansion
Recruitment, onboarding	CSO Pathways, dedicated HR staffing, marketing campaign
Retention, employee satisfaction	Ongoing culture work, 90% retention rate
Crime reduction	Transit Response Unit, joint enforcement details
Community-focused policing	Law enforcement partnerships, value-based hiring
Increase visible presence	Focused details, beat policing
Exceptional service to internal partners	Town Halls, garage liaisons, internal crime data sharing
Proactive community outreach	Homeless Action Team
Professional delivery of police service	Standard Operating Procedure Committee, Joint Power agreements, accreditation



 MetroTransit  
**FORWARD** 



Employees



Experience

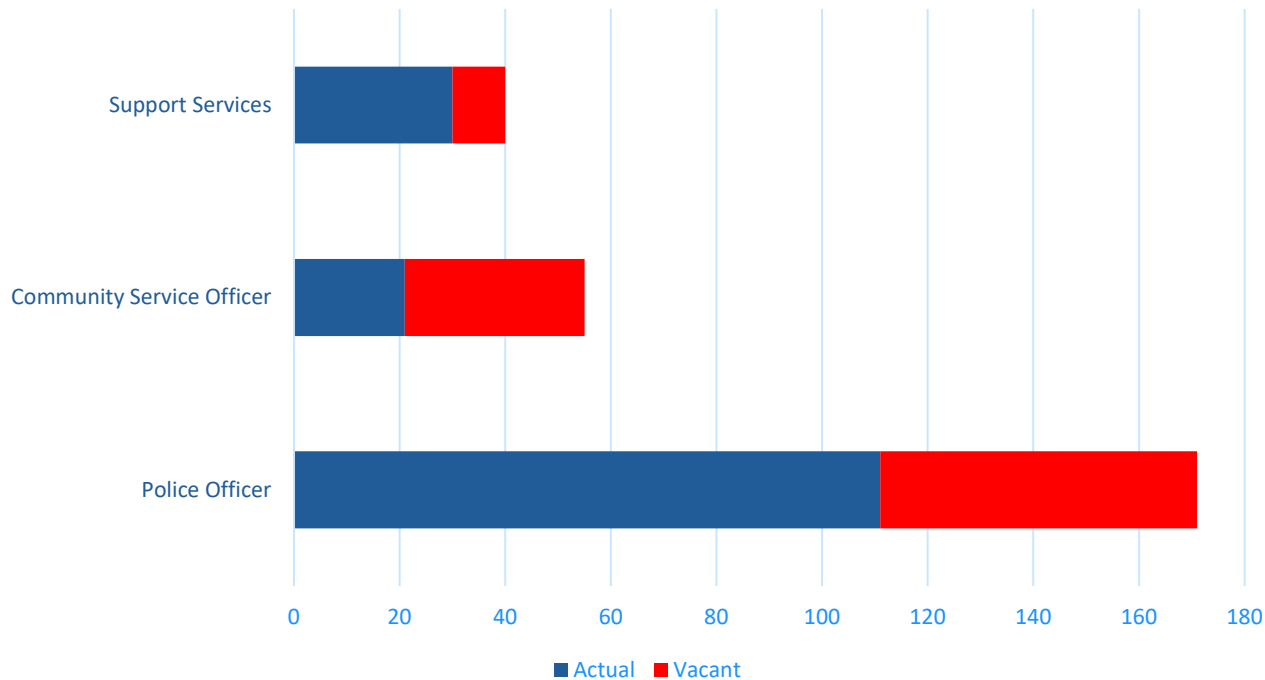


Service



# Staffing

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



As of June 1, 2025; vacancies based on adopted 2025 operating budget

Position	Actual	Vacant
Police Officers	111	60
Community Service Officers (CSOs)	21	34
Support Services	30	10

- 87% retention rate
- Goal of hiring 30 officers in 2025-26
- "Be the Difference" marketing campaign
- Officer dedicated to recruitment
- Explorer Program

# Community Service Officers

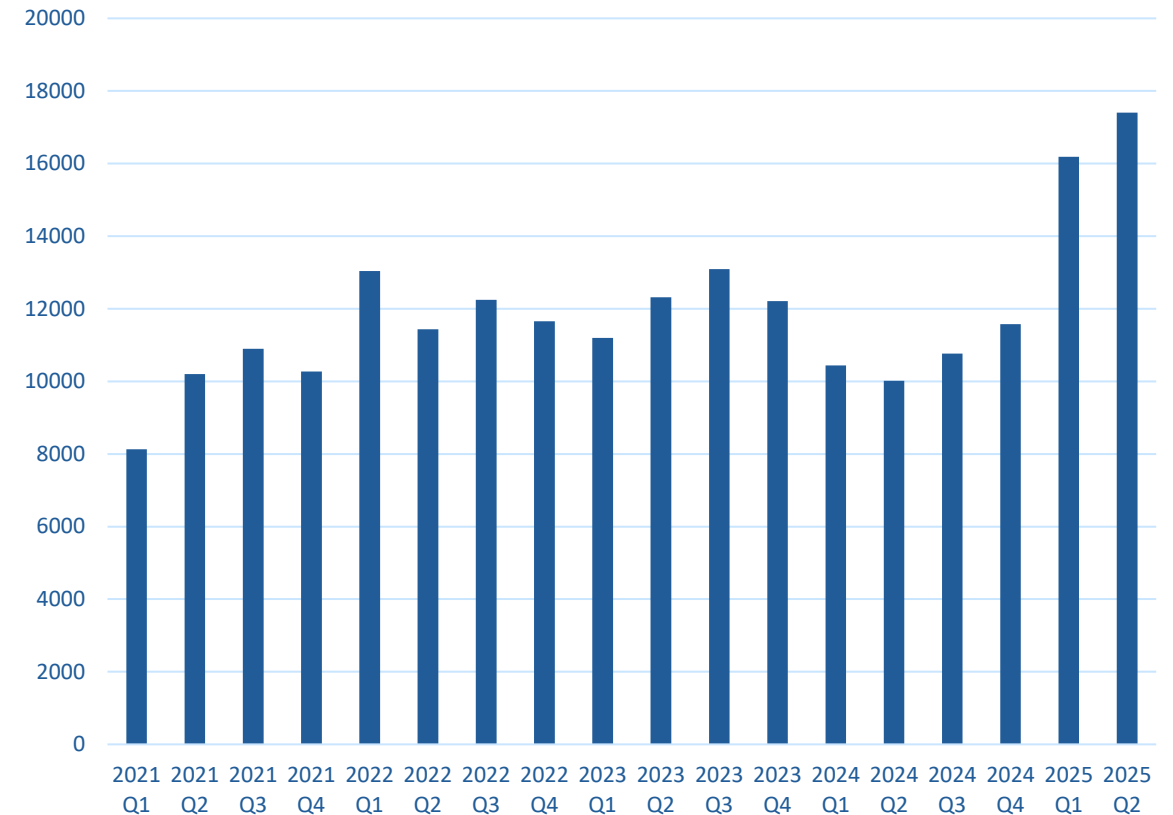
**Action Item 1.1:** Assess efforts to hire and retain full-time police officers, part-time police officers, and Community Service Officers.



- Students working toward degrees while working part-time at Metro Transit
- 21 Community Service Officers as of July 2025, highest number since program began.
  - More in application/background process
- Critical pipeline for recruitment

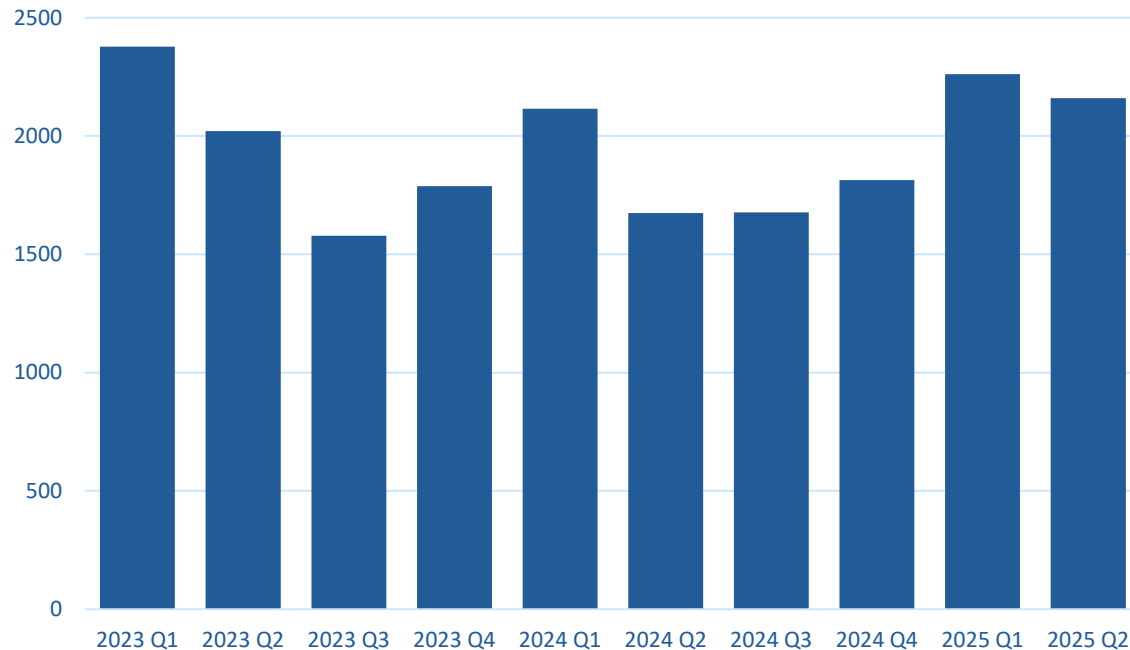
# Presence by the numbers

	Q2 2025	Change (vs Q2 2024)
Proactive Police Calls for Service	17,403	+74%
Crimes addressed due to proactive patrolling	1,146	+60%
Rules for Riding violations (alcohol, smoking)	1,125	+28%
Police, TRIP onboards	28,025	+27%



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

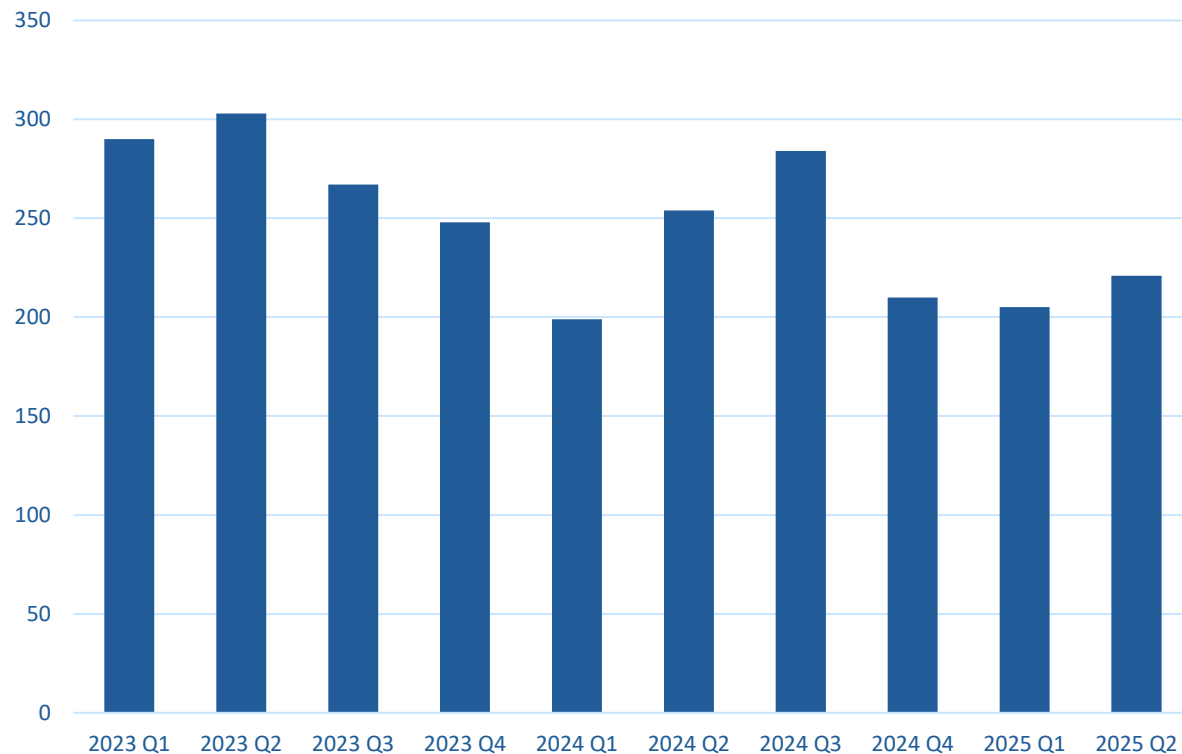
# Total reported offenses



	Q1	Q2	Q3	Q4	Total
2023	2,384	2,023	1,578	1,792	7,777
2024	2,119	1,682	1,681	1,822	7,304
2025	2,273	2,160			

- Top offenses: Smoking (389), trespass (344), vandalism (218)
- 53% of Q2 offenses attributed to proactive patrols

## FBI top seven crimes



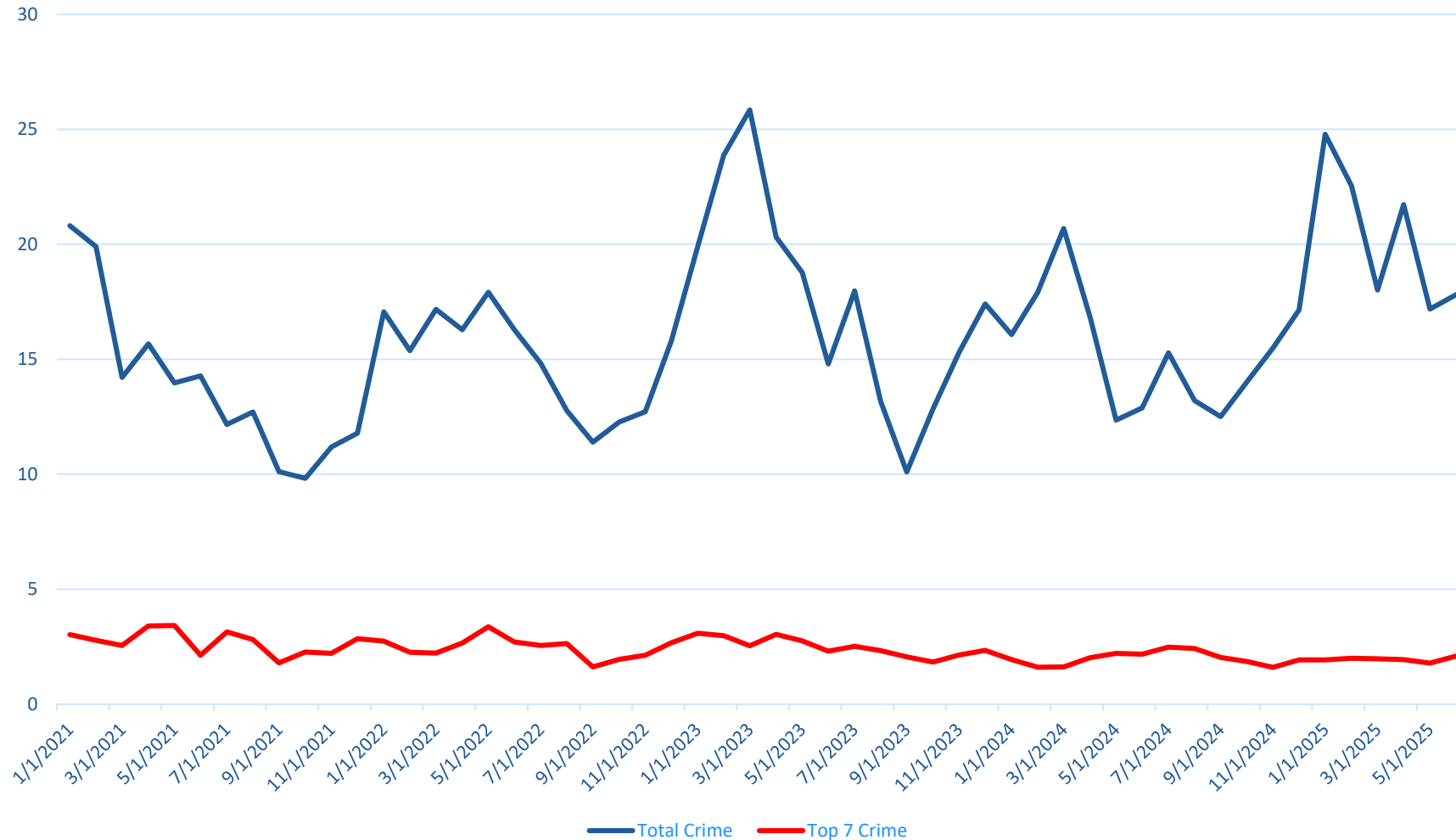
	Q1	Q2	Q3	Q4	Total
2023	291	302	267	249	1,109
2024	200	257	283	212	952
2025	211	221			

**FBI top seven crimes decreased by 13% in Q2 2025 vs. Q2 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

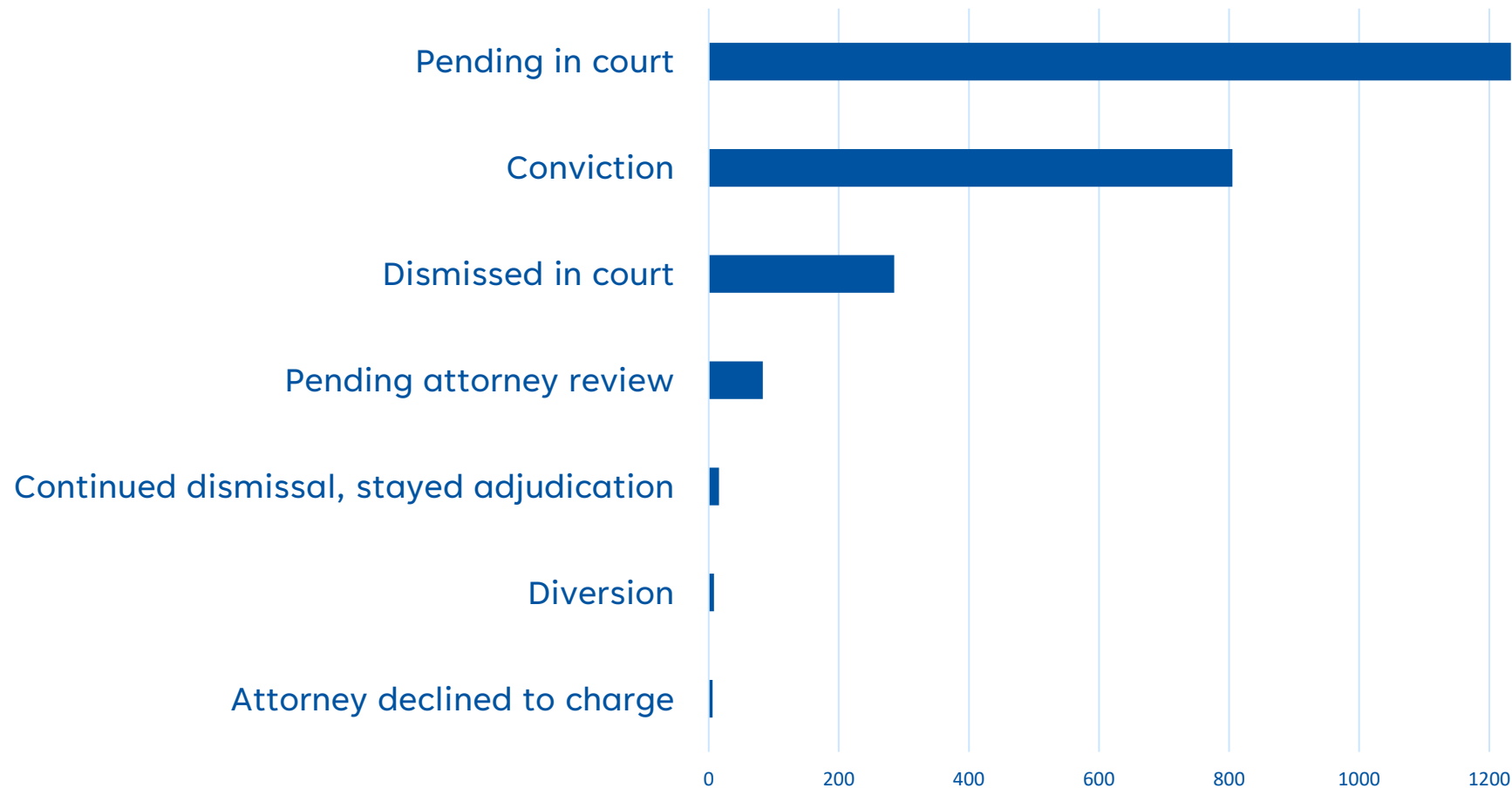


## Crime rates per 100,000 rides



- 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

# Return of Police Beats



## Downtown Minneapolis

Focused on light rail platforms, bus rapid transit stations, Hennepin Avenue, Nicollet Mall



## Hamline/Midway

Focused on University Avenue between Fairview and Lexington



## MSP Airport

Focused on Terminals 1, 2

# Internal outreach

*Action Item 2.2: Create regular channels to improve communication between MTPD and frontline staff.*

*Action Item 3.8: Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel.*

- Officers dedicated to Metro Transit support facilities through liaison program
  - Regular drop-ins, first point of contact
- Proactively sharing crime data with staff
- Civilian position focused on internal, external victim support





# Continued partnerships and collaboration

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

- Workgroup meetings continue with municipalities along transitways
- Developing plans for staffing and supporting future extensions





# Safe and Strong University Avenue

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

- Collaboration between police, service providers, prosecutors
  - Late May through end of July
- 700+ Homeless Action Team contacts
  - Shelter, treatment referrals
  - Distribution of basic supplies
- Focused enforcement efforts
  - 486 directed patrols
  - 2,879 Officer-initiated Calls for Service (+53% compared to seven weeks prior)
  - 14 Arrests, 18 Citations



*"We continue to show up and so do they."*

# Discussion