

Business Item

Metropolitan Council



Committee Meeting Date: September 27, 2023

For the Metropolitan Council: October 11, 2023

Business Item: 2023-225 JT

Transit Rider Investment Program, Resolution 2023-19

| | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| District(s), Member(s): | All |
| Policy/Legal Reference: | Minn. Stat. § 473.4075/Transit Rider Investment Program |
| Staff Prepared/Presented: | Lesley Kandas, General Manager, 612-349-7513 Brian Funk, Deputy General Manager and Chief Operations Officer, 612-349-7514 David Hanson, Interim Deputy Chief Operations Officer, 612-349-7460 Leah Palmer, Interim TRIP Manager, 651-278-6772 |
| Division/Department: | Metro Transit |

Proposed Action

To comply with the Legislature's directives in the Transit Rider Investment Program (TRIP), that the Metropolitan Council:

- 1) Adopt Resolution 2023-19; and
- 2) Adopt the Transit Rider Investment Program Policy

Background

TRIP is a new program within Metro Transit established by the Legislature under Minnesota Statutes Section 473.4075, which calls for the establishment of non-sworn uniformed personnel who are responsible for a variety of duties that support a better rider experience, including enforcing fare compliance and providing support to customers. The statute also requires the creation of an administrative citation program that decriminalizes fare evasion, reduces the penalties and provides for alternative citation resolutions.

TRIP personnel are required to assist and connect passengers to appropriate social services; provide navigation assistance; accompany passengers who have a disability, are elderly, or request assistance; and advise customers regarding Metro Transit's code of conduct.

Rationale

State law requires the Metropolitan Council to adopt a resolution that establishes the TRIP program and establishes fine amounts. It also requires that the Metropolitan Council establish policies and procedures that govern the TRIP program, including authorizing and training personnel, establishing uniforms, issuing administrative citations, and contesting an administrative citation.

Thrive Lens Analysis

This action supports the following Thrive Outcomes:

- 1) **Providing for economic vitality** by creating a safer transit system that connects residents and visitors to their employment, schools, medical and social services, special

events in the downtown cores and other activities.

- 2) **Creating equity** by decriminalizing fare evasion which therefore keeps people out of the criminal justice system.

Funding

Funding is provided by Metro Transit's existing budget.

Small Business Inclusion

There are no direct impacts to small businesses with this action.





METROPOLITAN COUNCIL RESOLUTION NO. 2023-19

RESOLUTION AUTHORIZING THE ESTABLISHMENT OF THE TRANSIT RIDER INVESTMENT PROGRAM

WHEREAS, the Minnesota Legislature has authorized the Metropolitan Council to create a program that supports a positive transit customer experience;

WHEREAS, this legislation grants the Council the ability to issue non-criminal administrative citations;

NOW, THEREFORE, BE IT RESOLVED:

1. THAT the Council establish the Transit Rider Investment Program that provides for personnel to inspect fares, issue administrative citations, and assist customers.
2. THAT, as part of the Transit Rider Investment Program, the Council establishes a fine schedule for administrative citations that are issued for fare non-compliance.
3. THAT, in a rolling 12-month period, the following fine schedule applies:

| | FINE | ALTERNATIVES OR ENHANCEMENT |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| First violation | \$35 | Alternatives to payment: <ul style="list-style-type: none"> • Load \$20 to a stored-value card or onto mobile application • View a Transit School video and purchase a \$10 stored-value card or mobile application product • Load \$5 to a Transit Assistance Program (TAP) stored-value card (subject to eligibility requirements) Reduction of payment: <ul style="list-style-type: none"> • View a Transit School video to reduce fine to \$25 |
| Second violation | \$55 | |
| Third violation | \$75 | Enhanced penalty: Prohibited from accessing transit service for 60 days |
| Fourth and subsequent violations | \$100 | Enhanced penalty: Prohibited from accessing transit service for 120 days |
| Individuals wishing to contest the citation will be referred to a neutral party not associated with the Council's transit operations for resolution. | | |
| If, after 90 days, the individual does not contest the citation or pay the fine, the Council reserves the right to refer the debt to a collections process or agency. | | |

Adopted this _____ day of, _____ 2023.

Charles A. Zelle, Chair

Bridget Toskey, Recording Secretary