

POLICY

Transit Rider Investment Program Policy

Reference #

Category: Regional and Foundational Policies

Business Unit Responsible: MT: Operations

Policy Owner: Metro Transit, Deputy Chief Operations Officer

Policy Contact: Leah Palmer, Transit Rider Investment Program Interim Manager

Synopsis: This policy establishes the Transit Rider Investment Program pursuant to Minnesota Statutes section 473.4075.

POLICY

The Metropolitan Council will implement the Transit Rider Investment Program (TRIP) and deploy personnel to educate and assist riders, improve the transit experience, perform fare inspections, and issue administrative citations in accordance with Minnesota Statutes section 473.4075. The Council authorizes staff to establish procedures to govern training TRIP personnel, TRIP personnel uniforms, issuing administrative citations, and contesting administrative citations.

PURPOSE & SCOPE

In support and furtherance of the Council's commitment to providing safe and reliable public transportation, the Minnesota legislature created TRIP, which was signed into law by Governor Walz during the 2023 legislative session.

This law requires the Council to establish a program that includes personnel whose authorized responsibilities are as follows: to aid customers who may need assistance using the transit system; to inform customers regarding Metro Transit's code of conduct; to equitably enforce fare compliance and issue administrative (non-criminal) citations for fare non-compliance as appropriate; and to connect individuals experiencing homelessness, chemical dependency, and/or mental health issues with the appropriate social services.

IMPLEMENTATION & ACCOUNTABILITY

The Council's Metro Transit division is responsible for implementing this policy in accordance with applicable state laws. TRIP procedures for personnel training and operations, as well as administrative citation issuance and resolution, will be based on community and stakeholder input, national best practices, and discussions with other transit agencies and professional organizations.

Metro Transit will:

- Ensure that TRIP personnel are wearing the designated uniform
- Establish a fine schedule for administrative citations by resolution
- Establish a process for individuals to contest an issued citation and fine by identifying an administrative citation Hearing Officer to review contested citations and determine a resolution. An authorized Hearing Officer for the contested Metro Transit citations will not be an employee of Metro Transit.

The Council will provide a comprehensive report on TRIP activities to the designated legislative committees by February 15 of each year, beginning in 2024.

PROCEDURES

- Procedure Title (#) with hyperlink
- Procedure Title (#) with hyperlink

RESOURCES

Statutory Resources

- Minn. Statute section 473.4075

HISTORY

Version 2 – Approval Date (Business Item xx-2020)

Date Approved – Insert high level comments of changes made.

Version 1 – Approval Date

Original Creation Date

Last Reviewed Date

Last Periodic Review Date

Next Content Review Date

Next Periodic Review Date

Former Reference

X-X

Version

Version