Safety & Security ACTION PLAN

Quarter 1 2026 Update

Metropolitan Council

May 27, 2026

Metro Transit

Agenda

Part 1: Safety & Security Action Plan update

- Customer satisfaction survey *(Area of Work 3)*
- Bus and train operator survey *(Action Item 2.4)*

Part 2: Metro Transit Police Department update

- General police updates *(Action Item 3.12)*
- Staffing *(Action Item 1.1)*
- Crime data and analysis *(Action Item 3.11, 3.12)*

Metro Transit

FORWARD

Connecting People • Strengthening Communities • Improving Lives

Our 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.

ADVANCING METRO TRANSIT FORWARD IN 2026 WILL MEAN:

Building ridership

Increasing employee, rider, and community satisfaction

Preparing for a flawless Green Line Extension launch in 2027

Metro Transit Forward is the shared strategic framework that states our priorities, shapes our decisions, and guides our actions.

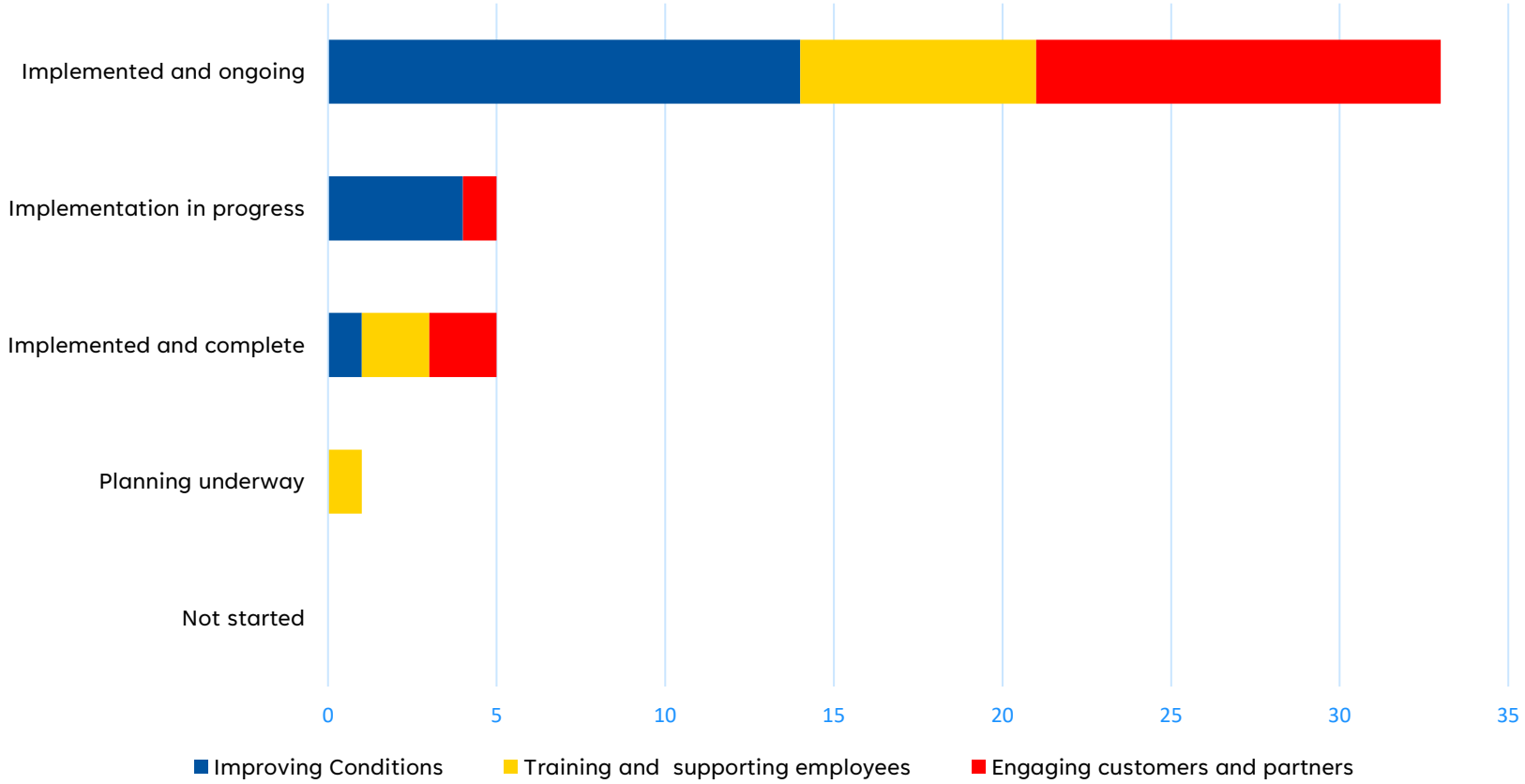
Updated January 2026

Safety & Security Action Plan

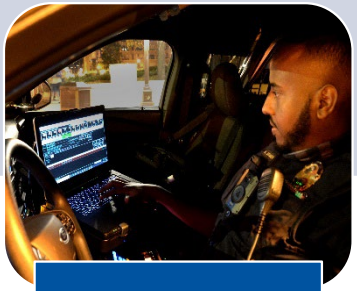
44 action items in **3 areas of work**

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

Action item implementation update

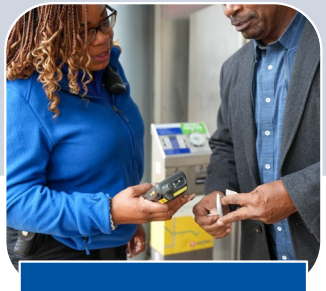


Coordinated layers of official presence



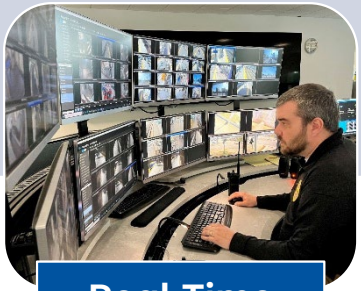
Police Officers

121



TRIP Agents

137



Real Time Information Center

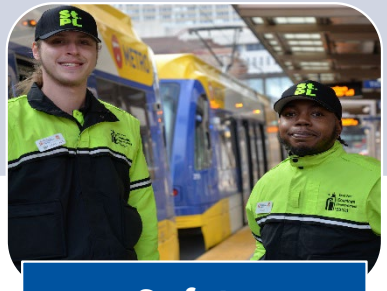
6

Community Service Officers

42

Security

15 locations



Safety Ambassadors

Downtown St. Paul

as of May 2026

Supplemented by law enforcement partners, police dispatchers, field staff, 24/7 Text For Safety coverage

2025 Customer Satisfaction and Operator Survey Results

Rachael Jones | Principal Researcher, Office of Performance

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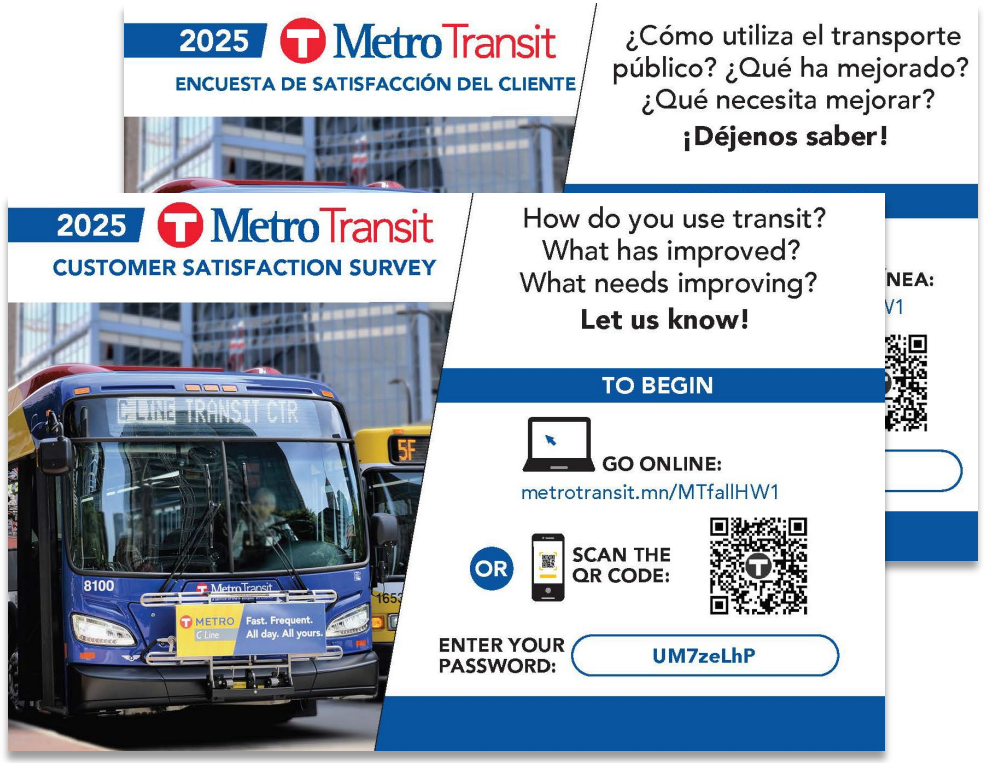
Connecting People • Strengthening Communities • Improving Lives

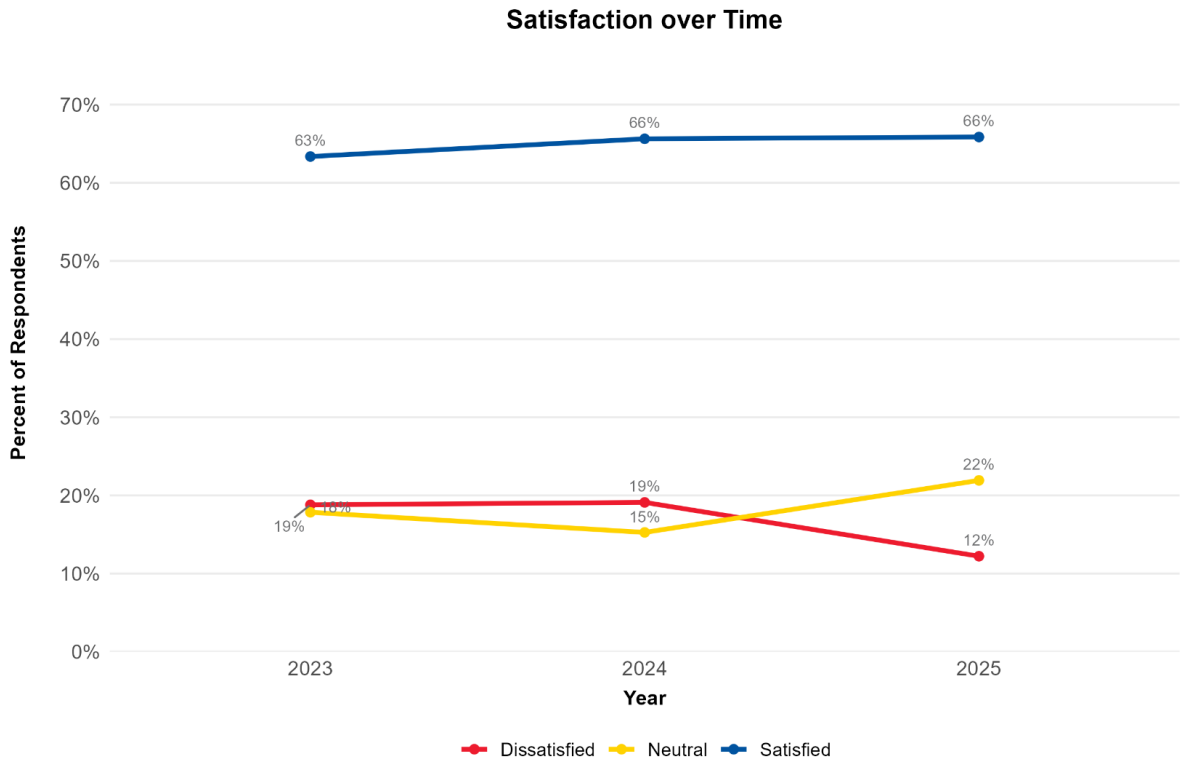
Customer satisfaction survey | Background



- Open November to December 2025
- Promoted using digital communications, in-person outreach, postcards
- 2,374 responses
  - Most respondents are frequent, recent riders
  - Results are representative of riders' demographics
- Topics
  - Satisfaction
  - Safety and security
  - Metro Transit past or upcoming initiatives

Customer satisfaction survey | Key takeaways

- **Satisfaction**
  - 66% satisfied or very satisfied with their Metro Transit experience
    - More neutral than dissatisfied responses
    - Biggest gains for light rail riders
- **Riding**
  - 50% riding more than a year ago
  - 38% expect to ride more in the next year



Customer satisfaction survey | Key takeaways

I feel safe and secure...

On buses

64%

Same as 2024
+ 3 from 2023

At bus stops

49%

+ 1 from 2024
+ 8 from 2023

On trains

49%

+ 8 from 2024
+ 16 from 2023

At train stations

44%

+ 8 from 2024
+ 15 from 2023

Customer satisfaction survey | Key takeaways

- **Cleanliness and Comfort**
  - 48% found vehicles clean and comfortable
    - + 6 from 2024 and 2023
  - 34% found stops and stations clean and comfortable
    - + 5 from 2024, + 9 from 2023
- **Witnessing Drug Use**
  - 24% often witnessed
    - - 14 from 2024, - 23 from 2023

Operator survey | Background

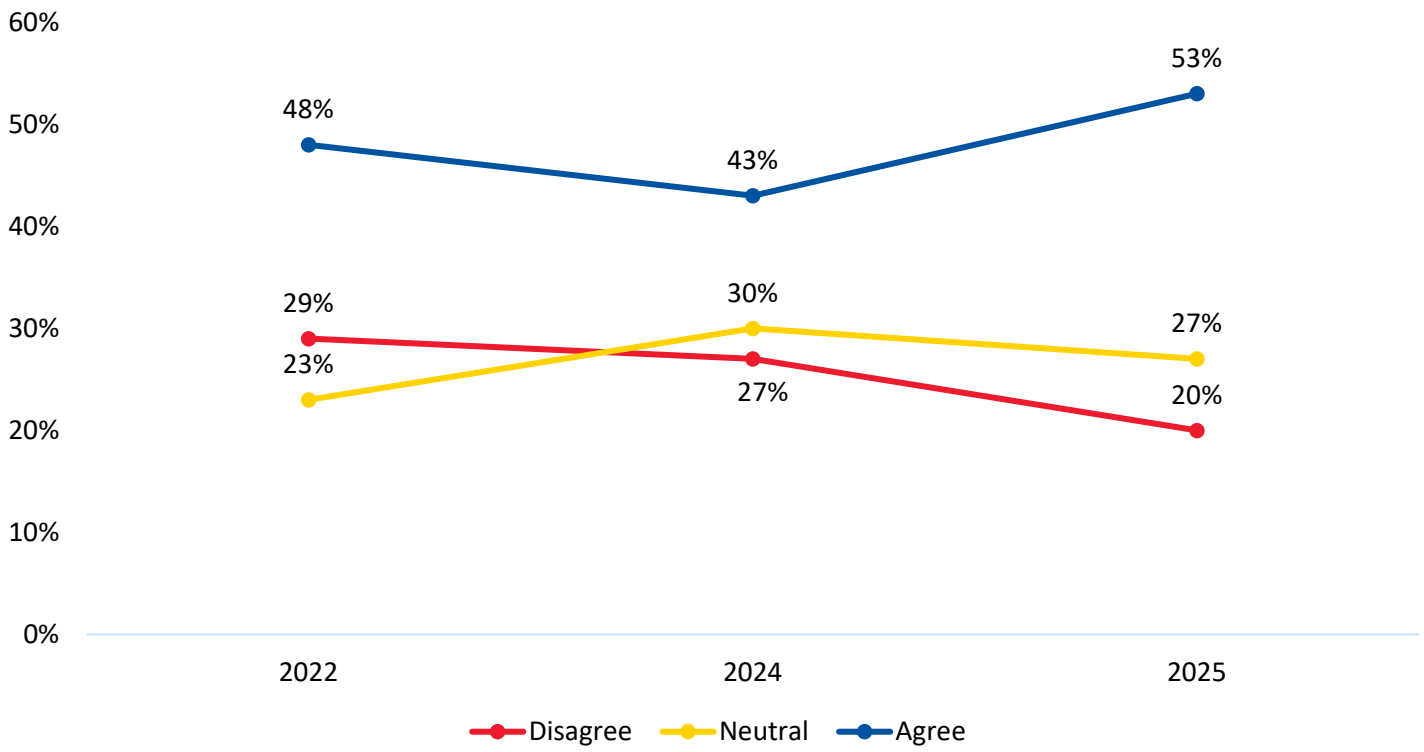
- Open September 2025 – February 2026
- Completed during mandatory training
- 1,192 responses
  - 1,075 bus operators
  - 117 light rail operators
- Topics
  - Employee satisfaction
  - Safety and security
  - Retention

Operator survey | Key takeaways

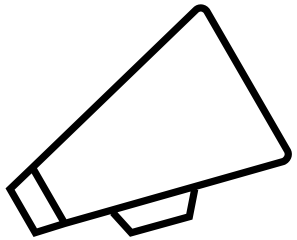
- **Satisfaction**
  - 74% enjoy their jobs
    - + 1 from 2024
  - 66% would recommend being an operator
    - + 5 from 2024
- **Retention**
  - 87% see themselves at Metro Transit in another year
  - 50% never think of leaving
    - + 6 from 2024

Operator survey | Key takeaways

- **Safety and Security**
  - 53% of all operators feel safe and secure at work
    - + 10 from 2024



Operator survey | Key takeaways

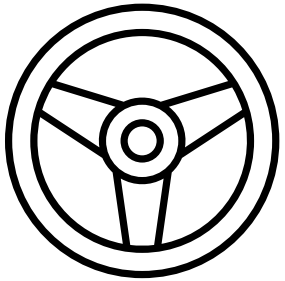


33%

frequently experience harassment or verbal assaults

Little change

+ 1 from 2024
- 8 from 2022

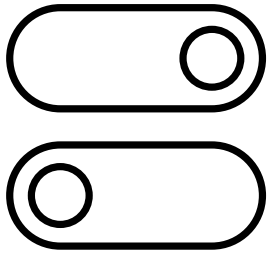


18%

frequently feel unsafe while operating a vehicle

Improved

- 5 from 2024
- 14 from 2022



16%

frequently felt unsafe while on a layover or making relief

No change

Same as 2024
- 8 from 2022

Operator survey | Key takeaways

Feel more safe (higher agreement)	>	Feel less safe (lower agreement)
Rail operators		Bus operators
Male operators		Female operators
BIPOC operators		White operators
Operators of less than 7 years		Operators of 7 or more years

Overall takeaways

- Customer satisfaction survey
  - 66% of riders are satisfied or very satisfied
  - Conditions, satisfaction, and perceptions of safety on light rail are improving

- Operator survey
  - Most enjoy being an operator and see themselves continuing at Metro Transit
  - Slightly over half feel safe and secure at work (+ 10 from 2024)

Metro Transit Police Department Update

Chief Joe Dotseth

Metro Transit

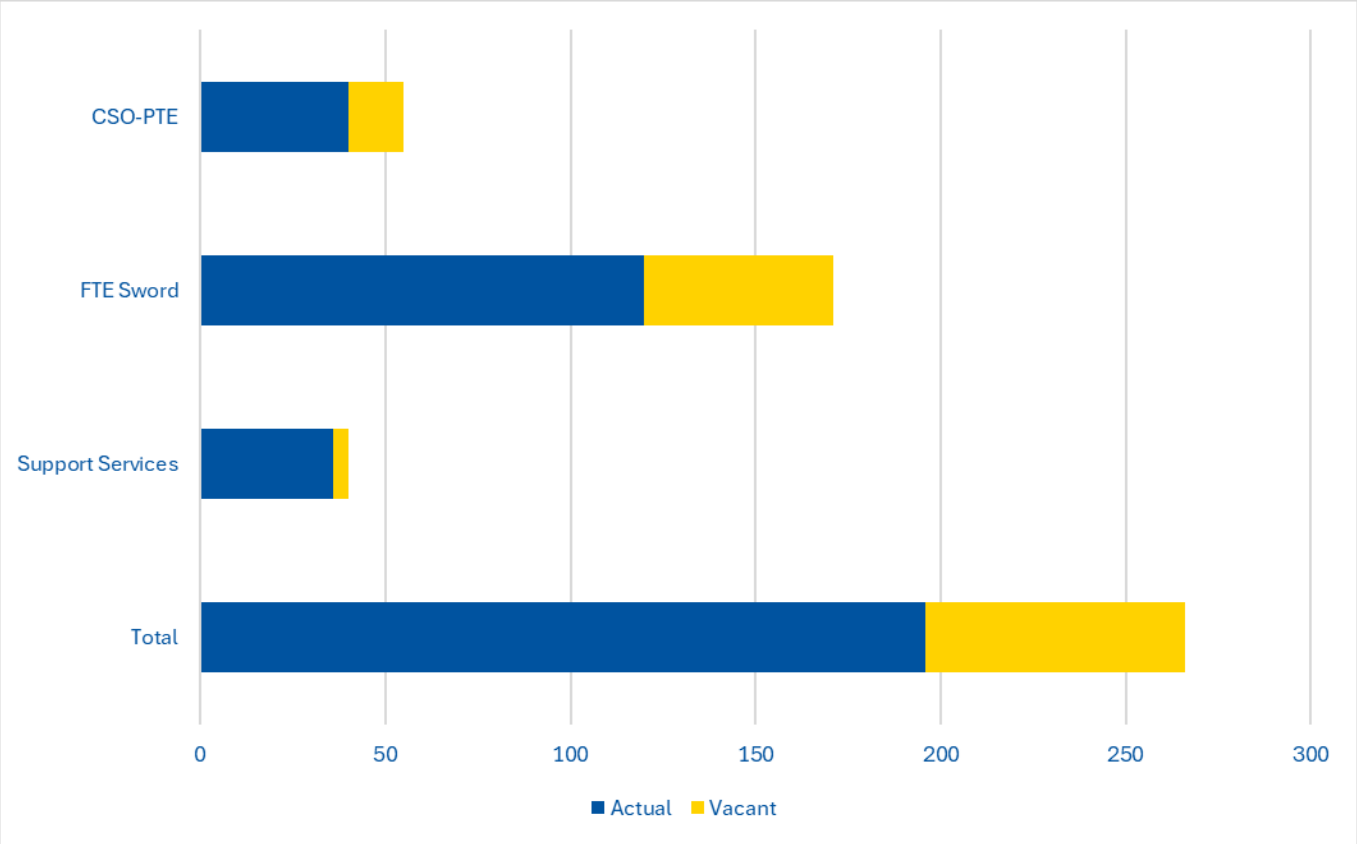
Goal	Quarter One Highlight
Crime reduction	• Dispatched calls for service decreased by 3.1% over Q1 2025 • Officer-initiated calls for service increased due to proactive enforcement, partnerships, and data analysis by 45% over Q1 2025 • Permanent beats established for high-incident areas to increase visibility.
Community-focused policing	• Using social media to connect with the community • RTIC utilizing light duty officers for more eyes on the system • Police accountability liaison
Increase visible presence	• Focused details, beat policing, Transit Response Unit • Joint details with TRIP agents and shared training • Record number of CSOs out on the system
Exceptional service to internal partners	• Facility liaisons attending internal events and trainings • Internal crime data sharing through monthly meetings (TSTAT) • Working with operations on transit worker assault process
Proactive community outreach	• Homeless Action Team prepares for Safe and Strong 2026 • HAT fulfilled 21 housing vouchers from Metro HRA • Attended 28 outreach events, reaching over 3,600 community members
Professional delivery of police service	• Building lasting relationships with partner agencies • MNLEAP accreditation process

Metro Transit FORWARD

Employees Experience Service

Metro Transit Police Department staffing

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



- 90% retention rate
- 95% first year retention rate
- Community Service Officer program fully staffed by second quarter 2026
- Goal of 141 full time officers by fourth quarter 2026

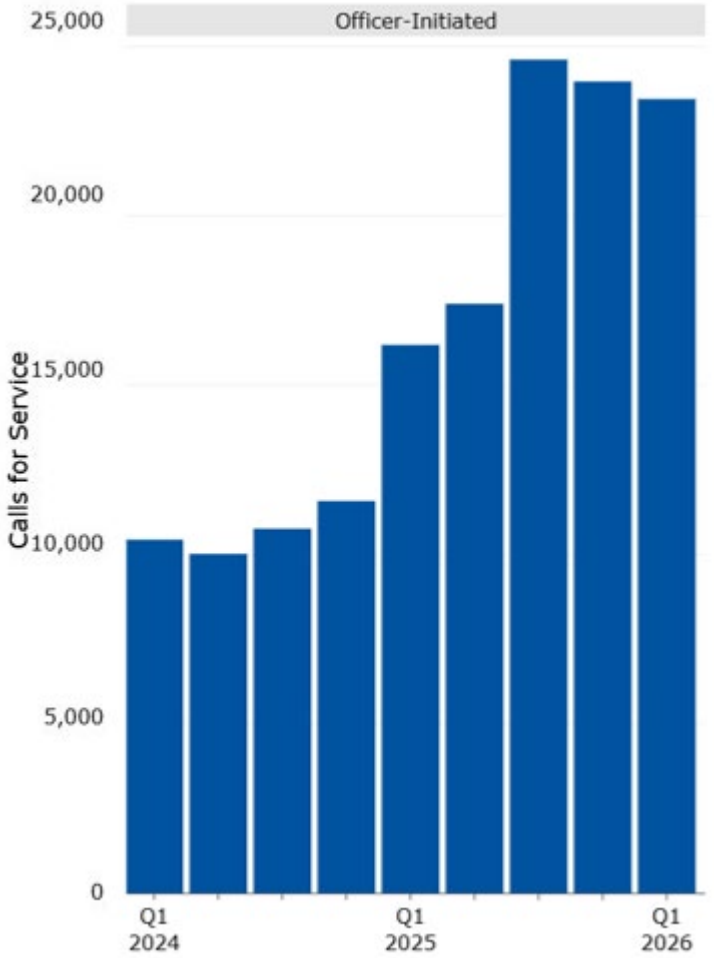
Position	Actual	Vacant
Police Officers	121	50
Community Service Officers (CSOs)	42	13
Support Services	36	4

*Positions Budgeted vs Actual as of 05/04/2026

Proactive patrols

	Quarter 1 2026	Change (vs Quarter 1 2025)
Proactive Police Calls for Service	23,449	+45%
Crimes addressed due to proactive patrolling	1,303	+16%
Police onboards	88,232	+210%

Proactive (officer-initiated) calls for service by quarter



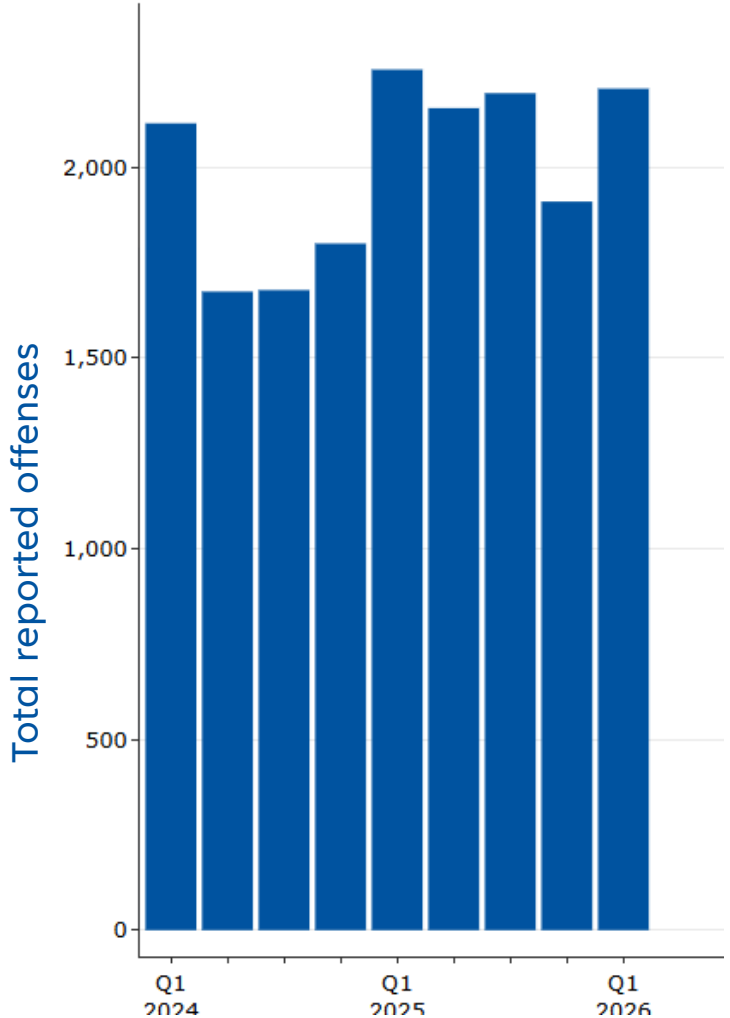
59% of Quarter 1 offenses attributed to proactive patrols

Total reported offenses

	Q1	Q2	Q3	Q4	Total
2024	2,115	1,674	1,678	1,800	**7,267**
2025	2,256	2,155	2,193	1,909	**8,513**
2026	2,205				**2,205**

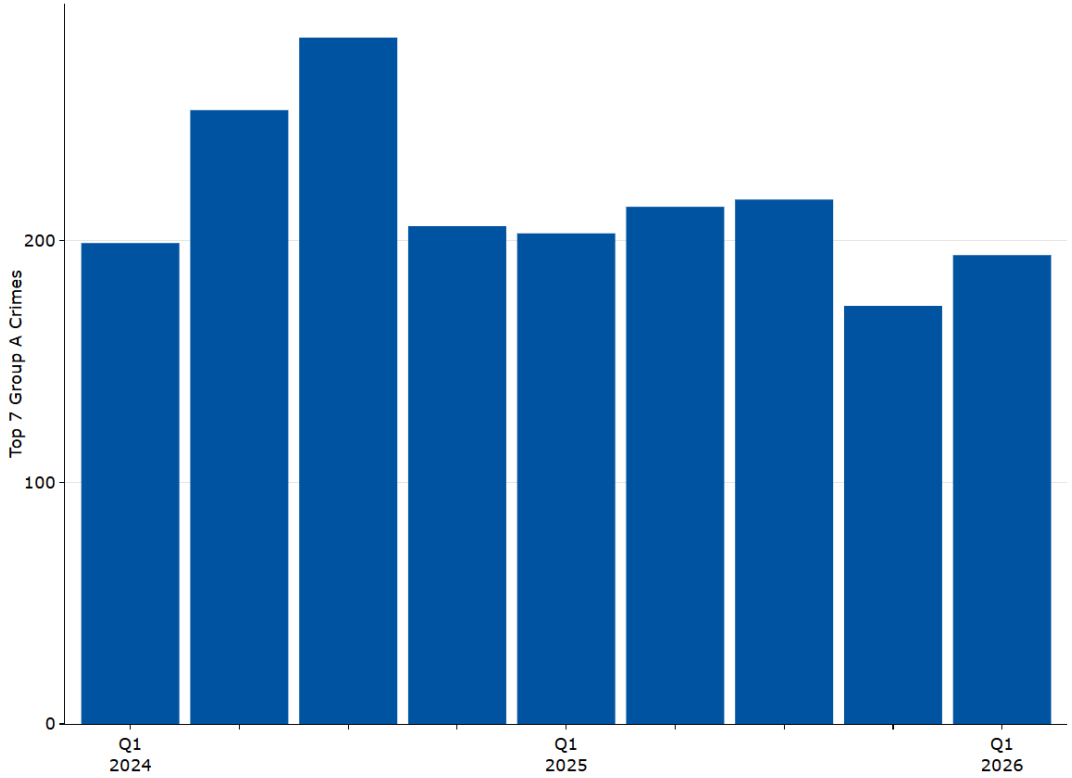
Top reported offenses in Quarter 1 2026

- Smoking – 499
- Trespass/Curfew – 369
- Disorderly Conduct – 256



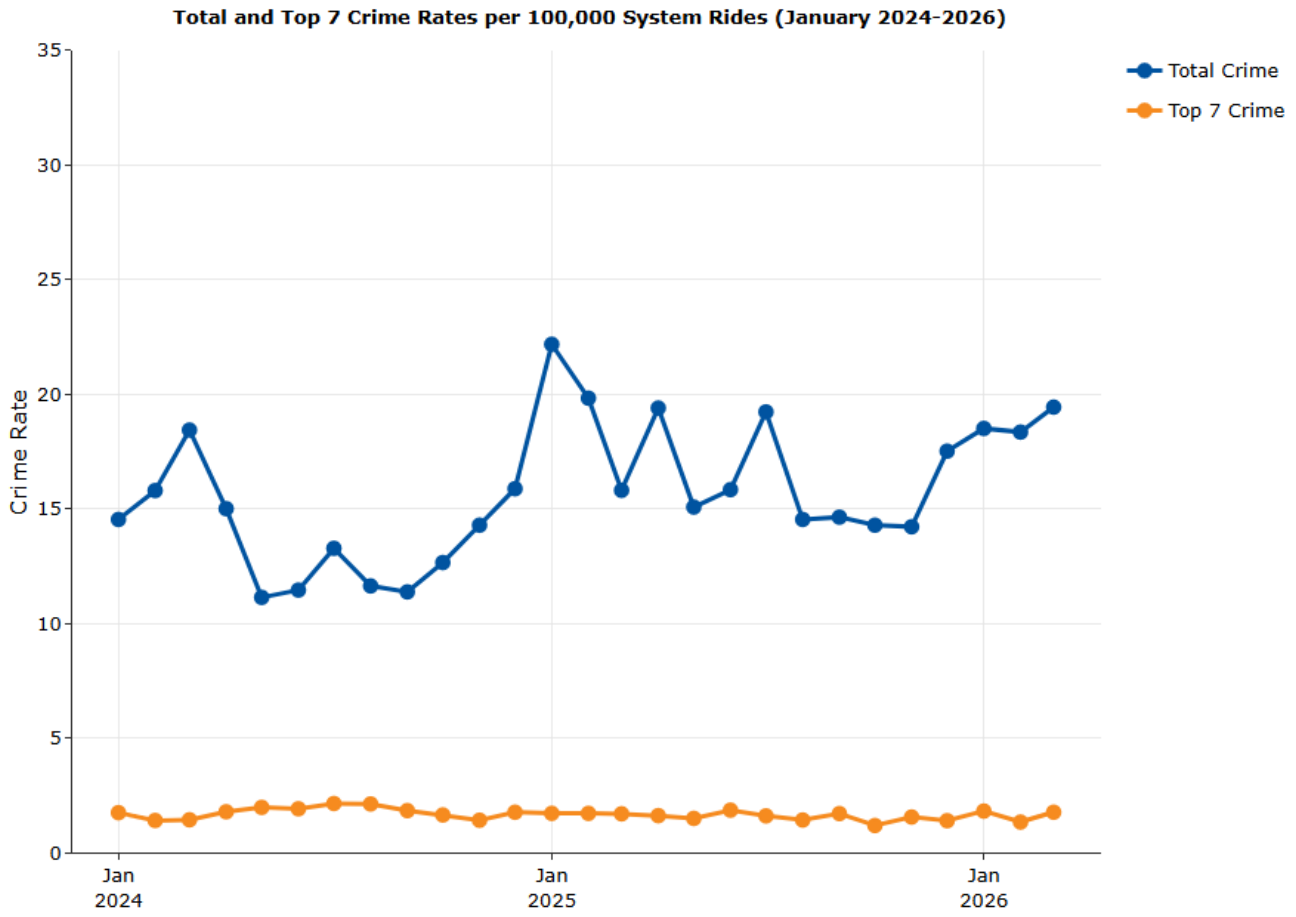
FBI's Top Seven Crimes

	Q1	Q2	Q3	Q4	Total
2024	199	254	284	206	**943**
2025	203	214	217	172	**806**
2026	192				**192**



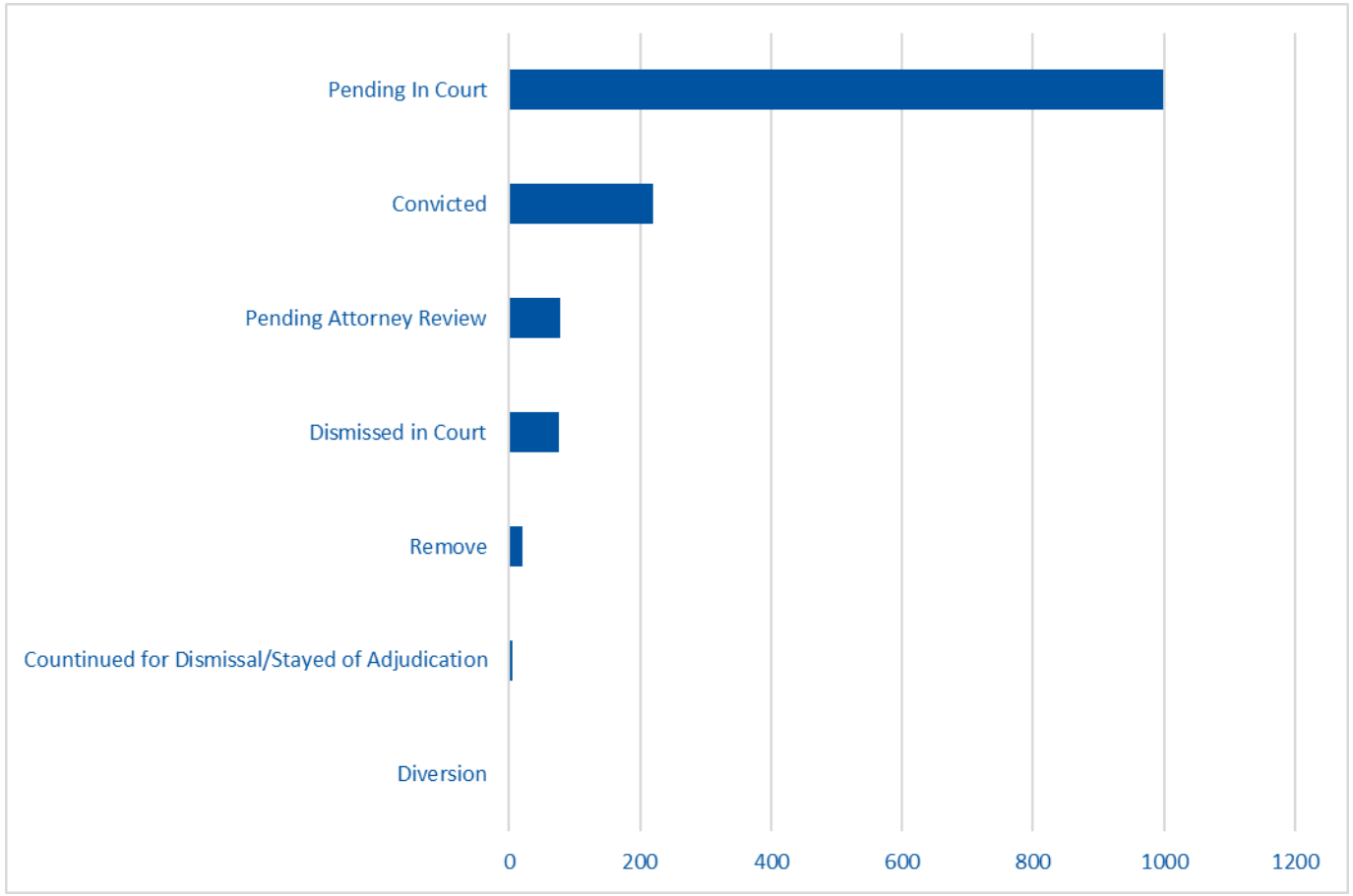
FBI top seven crimes include robbery, assault, homicide, sex offenses, larceny or theft from person, motor vehicle theft, and burglary or breaking and entering

Crime rates per 100,000 rides



- Proactive policing driving overall reported offenses
- Serious crime remains low

Quarter 1 2026 prosecution summary



What's next in 2026

- Green Line Extension planning
- Transit employee assault reduction
- Bus on-board team
- Law Enforcement Accreditation
- Expanding beats program
  - Brooklyn Center Transit Center
  - Northside Community Engagement Team
  - Southside Minneapolis beat

Discussion