

# Metro Transit Police Department Community Service Officers

Last Revised 06.2024



*Community Service Officers are now eligible for up to \$18,000 in tuition reimbursement.*

Metro Transit Police Department's Community Service Officers (CSOs) program helps young adults who are studying for law enforcement careers gain experience by working in a department focused on the safety and security of the state's largest transit system.

MTPD is authorized for 70 CSO positions. These individuals assist with various tasks across the transit system, including:

- Monitor conduct and provide security onboard Metro Transit buses and trains, and at transit facilities.
- May issue fare non-payment citations on light rail and Bus Rapid Transit lines.
- May transport evidence or paperwork to a crime lab, court, prosecutor's office, etc.
- May complete police reports that don't require a sworn officer to complete.
- Perform crowd control at large events such as Twins and Vikings games.
- Perform clerical and maintenance support as needed.
- Serve as department representatives at community outreach and recruitment events.

CSOs receive 40 hours of classroom instruction that covers topics like: handling traffic and crowd control, best practices in responding to people in mental health crisis, how to conduct fare inspection equitably, and standards for customer service. Afterwards CSOs receive 80+ hours of hands on field training. In addition, they use scenario-based learning for de-escalation techniques. CSOs are partnered with sworn officers so they may receive the experience and guidance to prepare them for a future in law enforcement.

CSOs are recognizable in their yellow or grey shirts and navy pants. They are equipped with radios and also wear the same body-worn cameras as MTPD's sworn officers.

CSOs are enrolled in an accredited law enforcement program and working toward a two- or four-year degree in law enforcement. Upon graduation, they may apply to become full-time police officers with the MTPD.



You can learn more or apply to become a MTPD Community Service Officer at [metrotransit.org/joinmtpd](https://metrotransit.org/joinmtpd).

