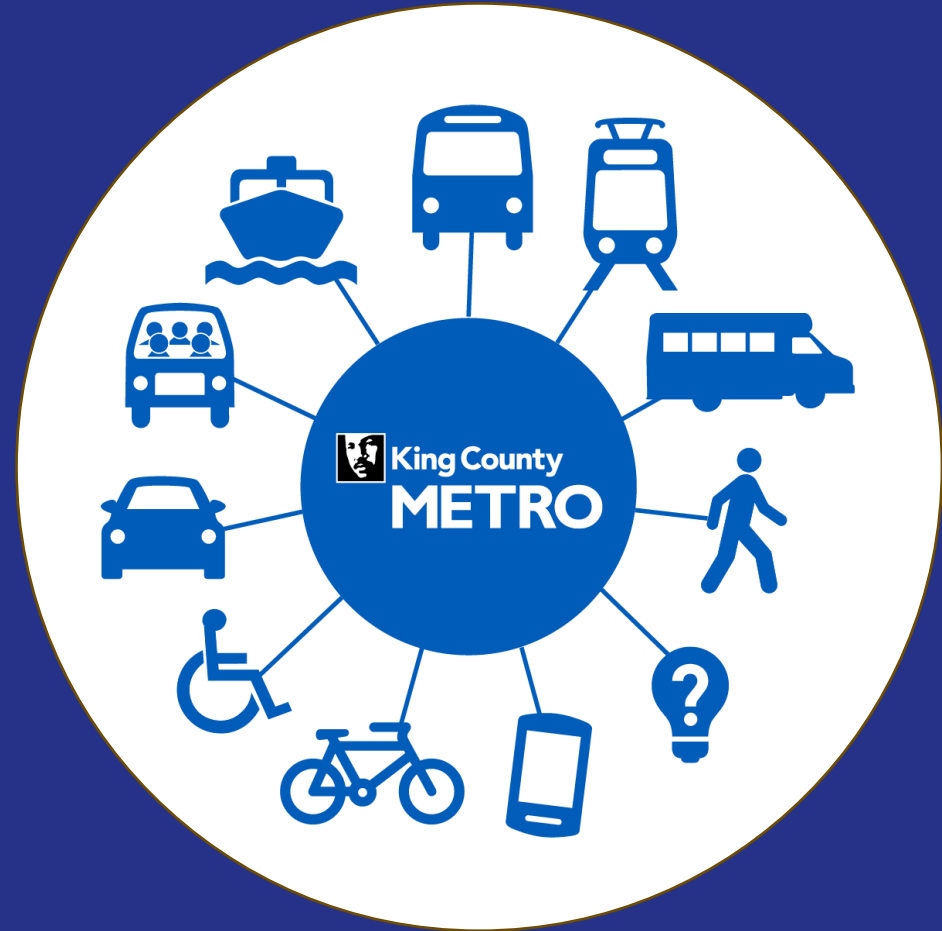


# Metro Safety

Regional Transit Committee

April 17, 2024



**Safe, clean, reliable**

# Overall Safety Trends

Trending CSRs Per Million Boardings

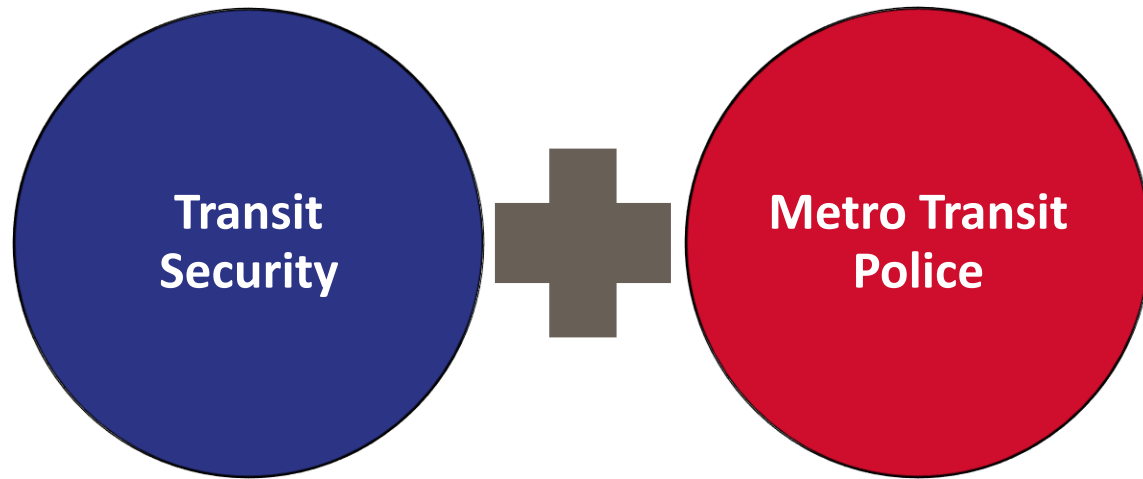


Coverage ● All Routes

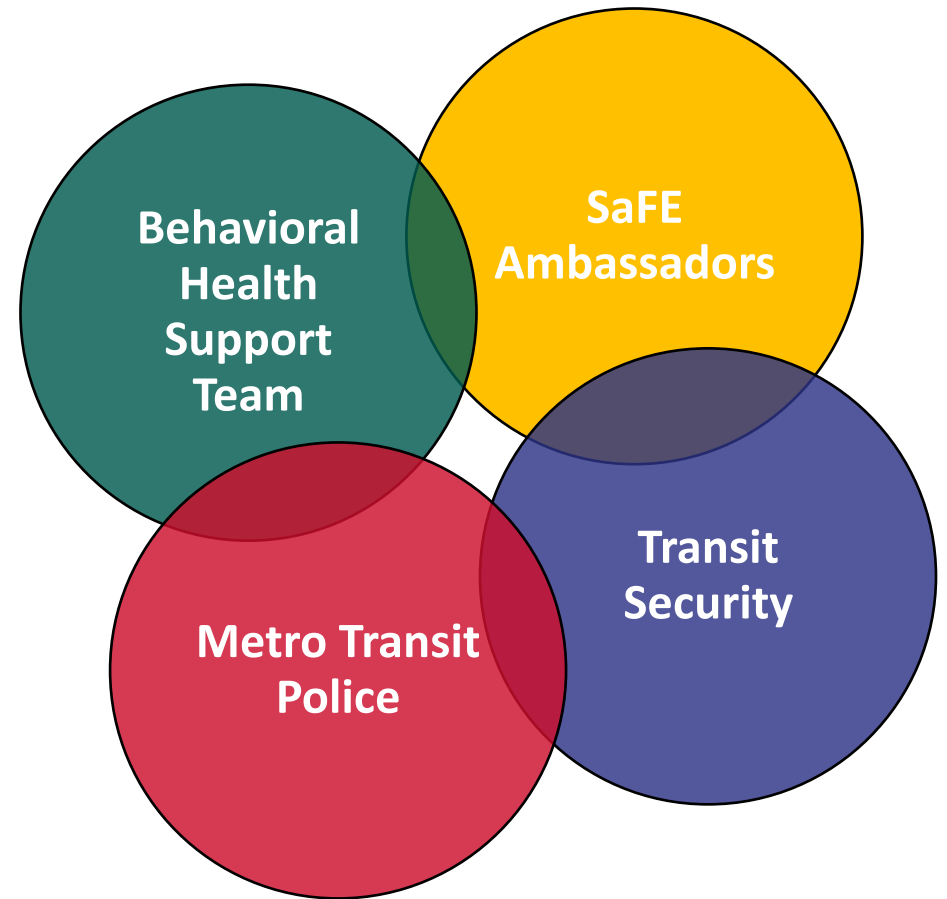


# Metro's safety model

# Public Safety Model



# Care and Presence Model



# Who works on safety at Metro?

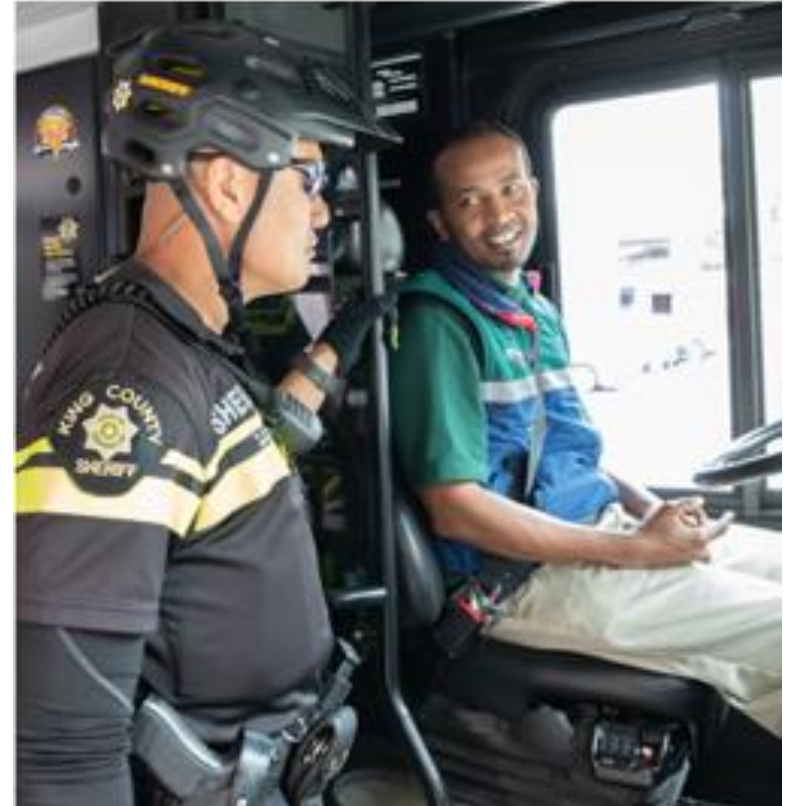
# Safety, Security and Quality Assurance (SSQA)

- Previously a section in Metro's General Manager's Office.
- Made a Metro division by King County Council in 2024.
- Oversees emergency management, industrial safety, operations safety, physical safety, quality assurance, and wellness.



# Metro Transit Police

- SSQA works with Metro Transit Police to ensure the safety and security of passengers and staff by patrolling, responding to emergencies, enforcing laws, and investigating criminal activities.
- Collaborative meetings and briefings with partner agencies including Sound Transit Police and the Seattle Police Department.





# Metro Transit Security Officers

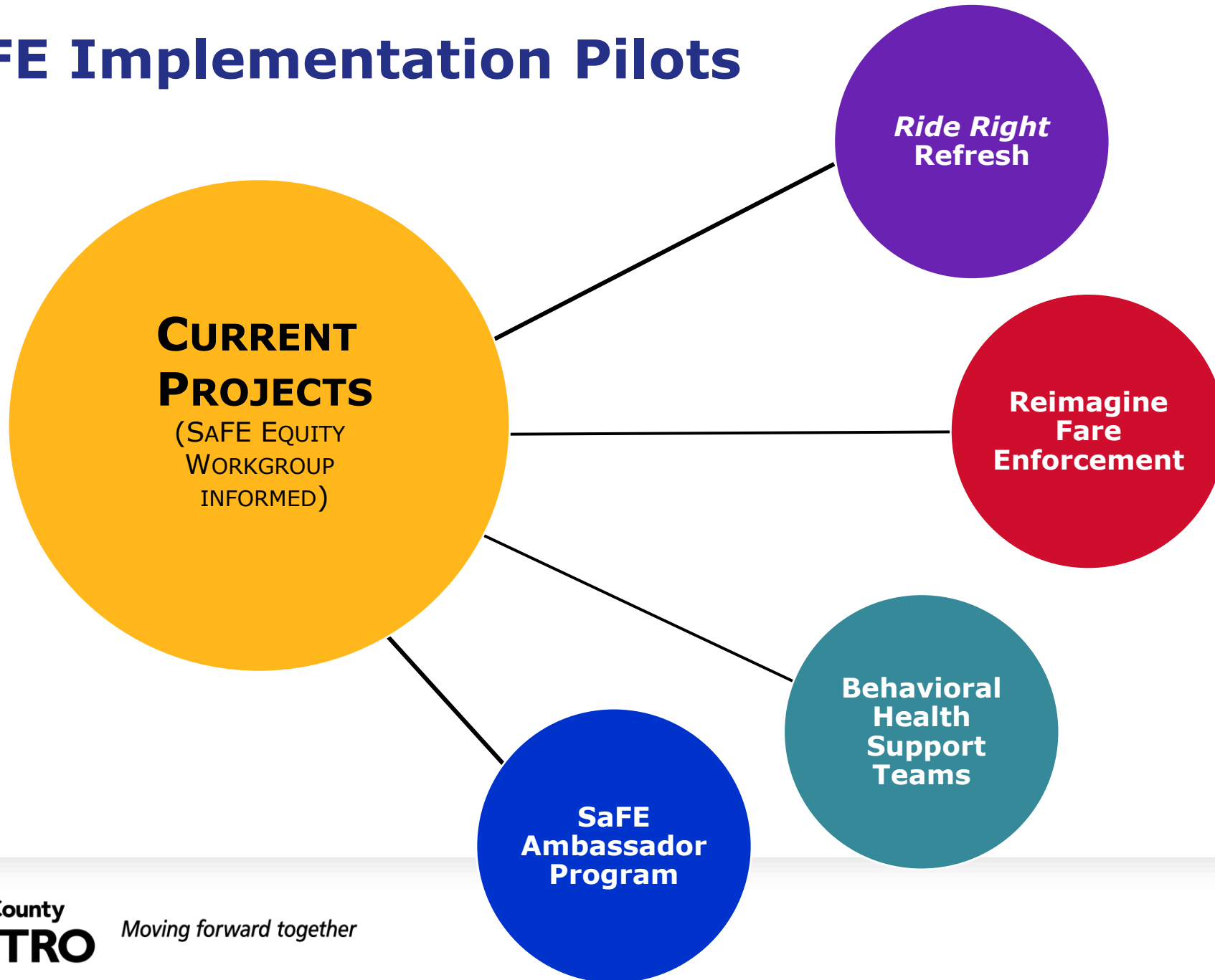
- SSQA oversees the Transit Security Officers (TSOs) that provide presence, deter incidents, monitor activities, address behavioral issues, and assist customers and operators with questions and life safety concerns.
- Pilot that began in March 2023.
- Coverage by approximately 140 TSO's includes:
  - 24/7 coverage at Aurora Village and Burien Transit Centers
  - Final stops at end of bus routes
  - 3<sup>rd</sup> Ave & Jackson Ave
  - Bus ridealongs
  - Monitoring cameras



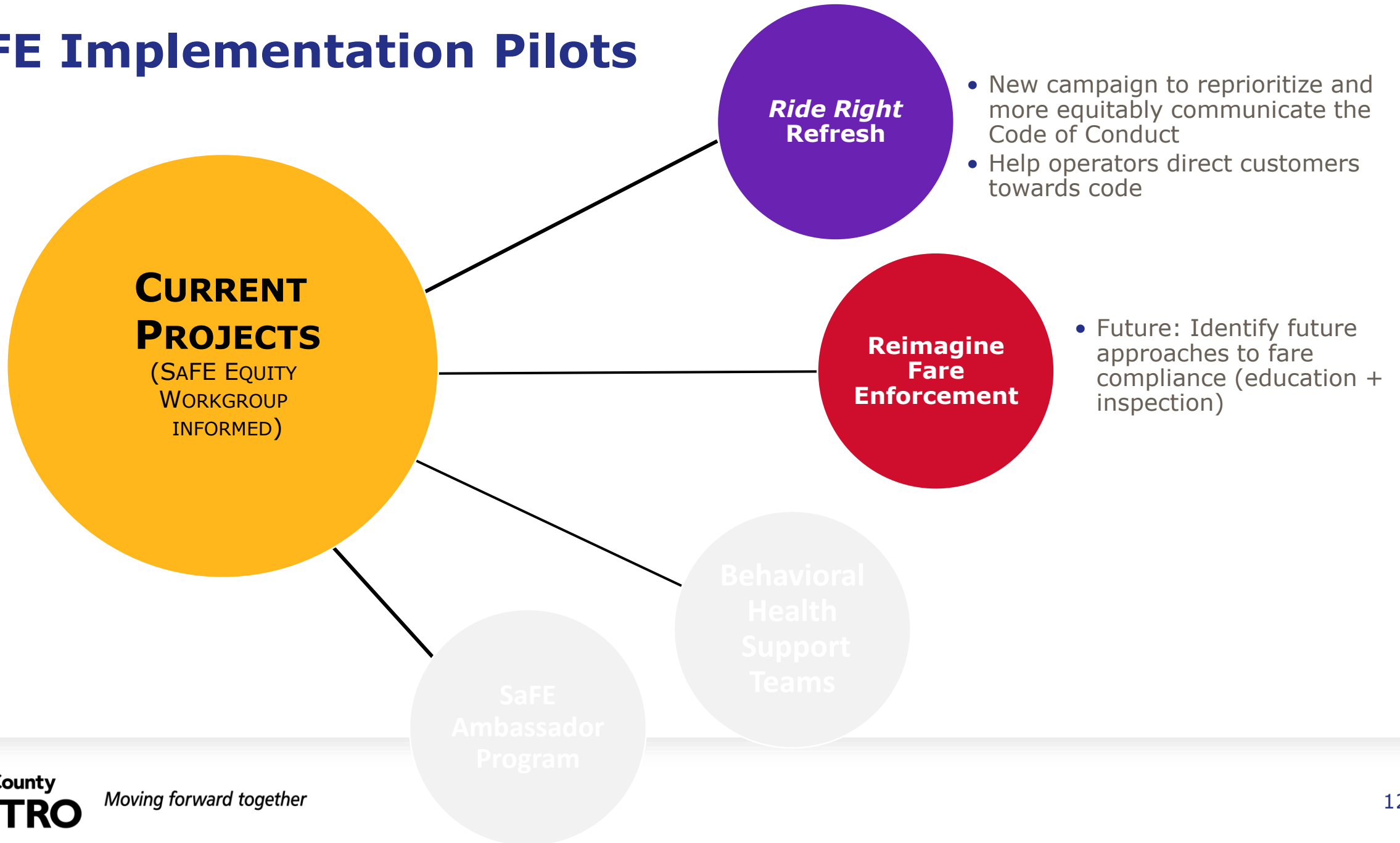
# Safety, Security, and Fare Enforcement (SaFE) Reform

*"Safe, accessible, and equitable transit that is co-created to support community well-being."*

# SaFE Implementation Pilots



# SaFE Implementation Pilots



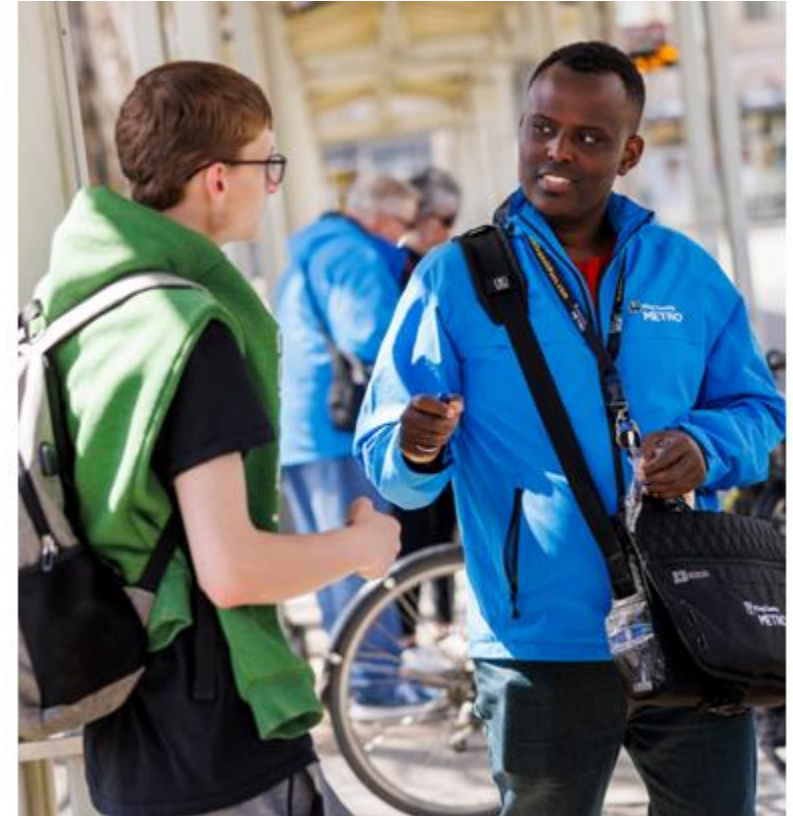
# Behavioral Health Support Pilot

- Provide basic needs for customers in crisis (cold weather supplies, food, hygiene items) and provide connection or referral to shelters/housing, medical care, and case management.
- 6 Behavioral Health Specialists offer assistance and resources on-site at Burien Transit Center.
- Partnership with King County Department of Community and Human Services.
- Since launch, the team has only requested police three times during its 4,504 total contacts and 213 crisis response/de-escalation events.



# SaFE Ambassadors Pilot

- Provide in-person customer service, interacting with both the public and bus operators, and report issues such as garbage, vandalism, or maintenance needs.
- 12 light-duty bus operators working as Ambassadors create a welcoming presence and offer a broad knowledge of the system.
- In-language assistance in over 140 languages.



# How is safety work coordinated across Metro teams, partner agencies, and jurisdictions?

# Safety Emphasis Coordination



Improving transit safety is a responsibility shared across Metro, King County, jurisdictions, partner agencies, and communities.



# Safety Emphasis Coordination

- **Near-term:**
  - Understand and bring together all the internal and external players responsible for maintenance, cleaning, outreach, and security at and around the transit stops/areas.
  - Fill in gaps and improve efficiency of coordination.
- **Longer-term:**
  - Increase coordination with other areas in our transit region.
  - Create consistency across Metro on how we respond to various issues.
  - Connect with human services providers.

# What resources are available to employees?

# Employee Resources

## Transit Control Center



Image courtesy of Seattle Transit Blog

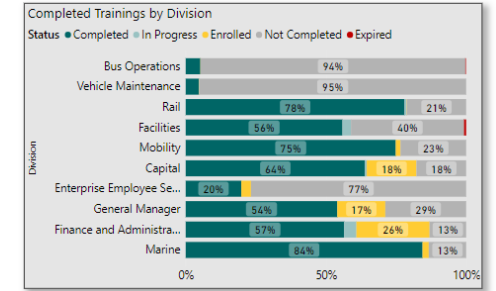
## Whole Employee Care



## Building Life Safety



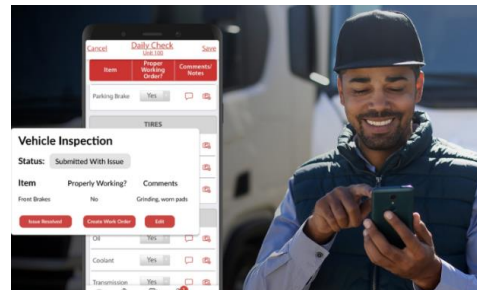
## De-escalation Training & Operator Safety Partitions



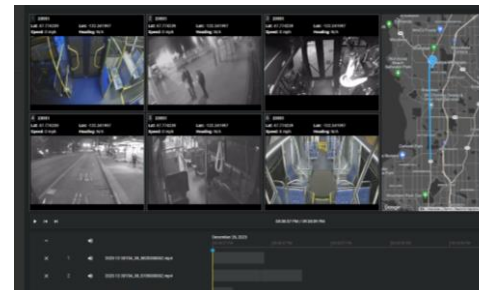
## Pathways Program



## Pre-Trip Inspection Technology



## Video Management System Technology (on coach)



## Base Security Improvements



# What resources are available to riders?

# Ride and Report

- **RIDE:** The more riders, the safer the experience.  
Plan your trip  
Prepare  
Be aware
- **REPORT:**  
Tell your driver  
Go to [kingcounty.gov/metro/ride](https://kingcounty.gov/metro/ride)  
or call 206-553-3000  
Call or text 911 if there is an emergency



# Closing and Questions