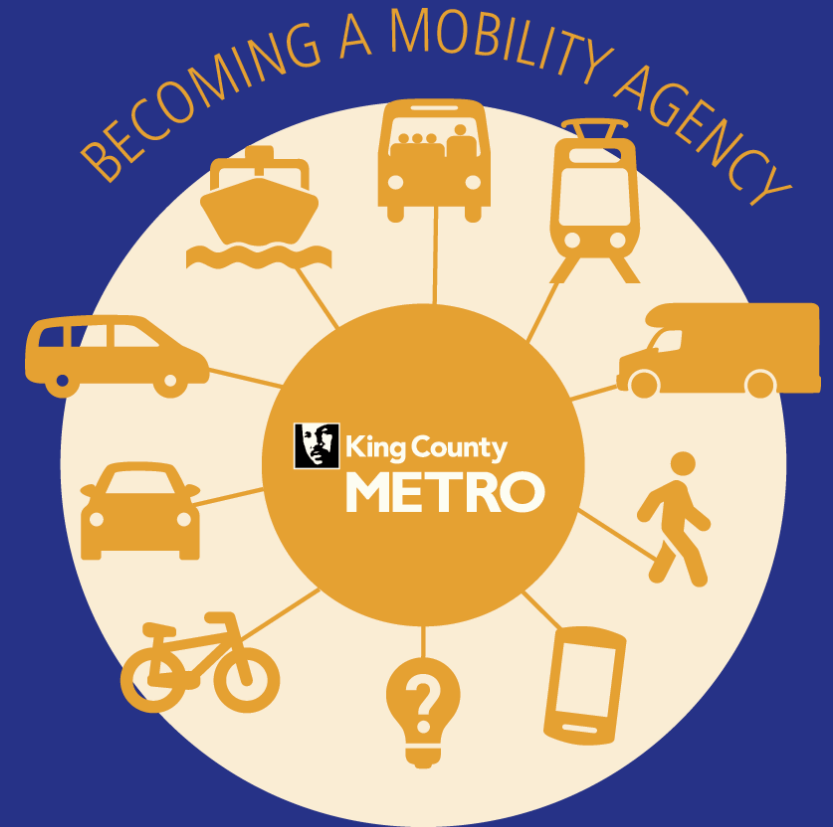


# Safety, Security, and Fare Enforcement Reform (SaFE)

Regional Transit Committee  
June 21, 2023



# Policy Alignment

Metro's Safety, Security and Fare Enforcement (SaFE) Reform Initiative aligns with:

- Metro Connects emphasis on Metro's core values of Safety, Equity, and Sustainability
- Metro's Strategic Plan for Public Transportation's goal to keep passengers, employees and communities safe
- King County's declaration of racism as a public health crisis

## SaFE Purpose

The Safety, Security, and Fare Enforcement (SaFE) Reform Initiative aims to accomplish the shared vision statement—developed through the engagement process with community—to reimagine and reform safety and security functions at Metro.

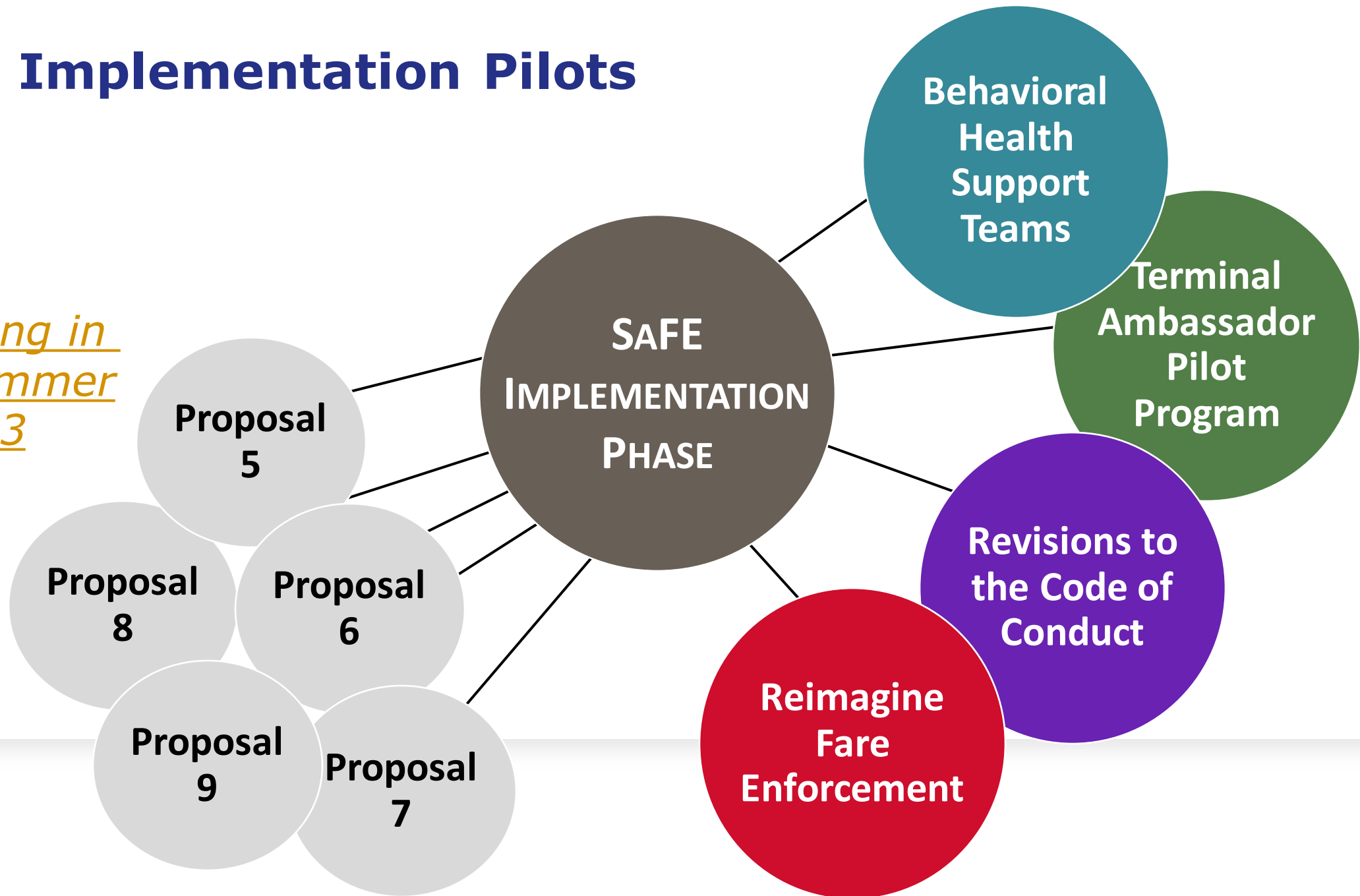
Fare Enforcement, Transit and Facility Security, and Metro Transit Police all contribute to Metro's ability to address customers' and employees' safety and security needs. These public safety resources help Metro uphold the transit Code of Conduct on and around its services. As established by King County Code, the Code of Conduct addresses "quality of life" and safety issues as needed on transit. Restructuring the role of transit safety and law enforcement practices is critical to King County Metro's advancement to becoming an anti-racist mobility agency.

# Building the approach and the strategies with the communities we serve

- Year-long co-creation process guided by community expertise
- Four engagement phases (nearly 6,000 participants in survey alone)
- From the start, community stressed the importance of:
  - **Co-creating the decision-making table and not just inviting community to an existing table**
  - **Participating without bias or predetermined solutions**
  - **King County leadership committing to the outcomes**
- Close coordination with community-based organizations
- Co-creation with community often results in unexpected approaches and solutions—as it should
- SaFE Vision Statement: **"Safe, accessible, and equitable transit that is co-created to support community well-being."**

# SaFE Implementation Pilots

Identifying in  
Late Summer  
2023



## **SaFE: Implementation Phase: First Four Pilots**

- **Terminal Support Teams** – Live April 2023
- **Terminal Ambassadors** – Live March 2023
- **Code of Conduct Reform** – Development Memo to KCM Leadership
- **Fare Enforcement Reform** – Engagement Process design

# SaFE Ambassador Overview

## Terminal Ambassador Pilot Program

- Provide a welcoming Metro presence, ideally from light-duty operators, due to their unique understanding of the system
- Provide customer support and information
  - Give directions and help riders transferring between systems
  - Wait with people to help them feel safe
  - Raise awareness of the Code of Conduct
  - Be knowledgeable about fares: Metro's fare structure and mechanisms
  - Be involved with the community/Meet business workers & CBOs

## METRO MATTERS

News that connects you

NEWS

PEOPLE

COMMUNITY

PROJECTS

HAVE A SAY

PEOPLE

### 'People need us out there' Metro Ambassadors engage and inform



Metro Ambassadors are out to answer questions and assist riders (l-r: Dominique Blanchard, Abdiwahab Adan, Kathy Maddux, Royce Williams, Danny Gilbert, Breaumond Rhodes)



# SaFE Behavioral Health Specialists (BHS) Overview



## Behavioral Health Support Teams

- Trained behavioral support specialists with lived experiences
- Offer assistance and resources on-site at transit centers
- Teams are located at Aurora Village and Burien Transit Centers
- Burien Team – 7 days; 6pm – 2a
- Aurora Village Team – 5 days; 6pm-2a (*until one additional hired is complete*)

# Closing and Questions