

# Metro Safety Updates

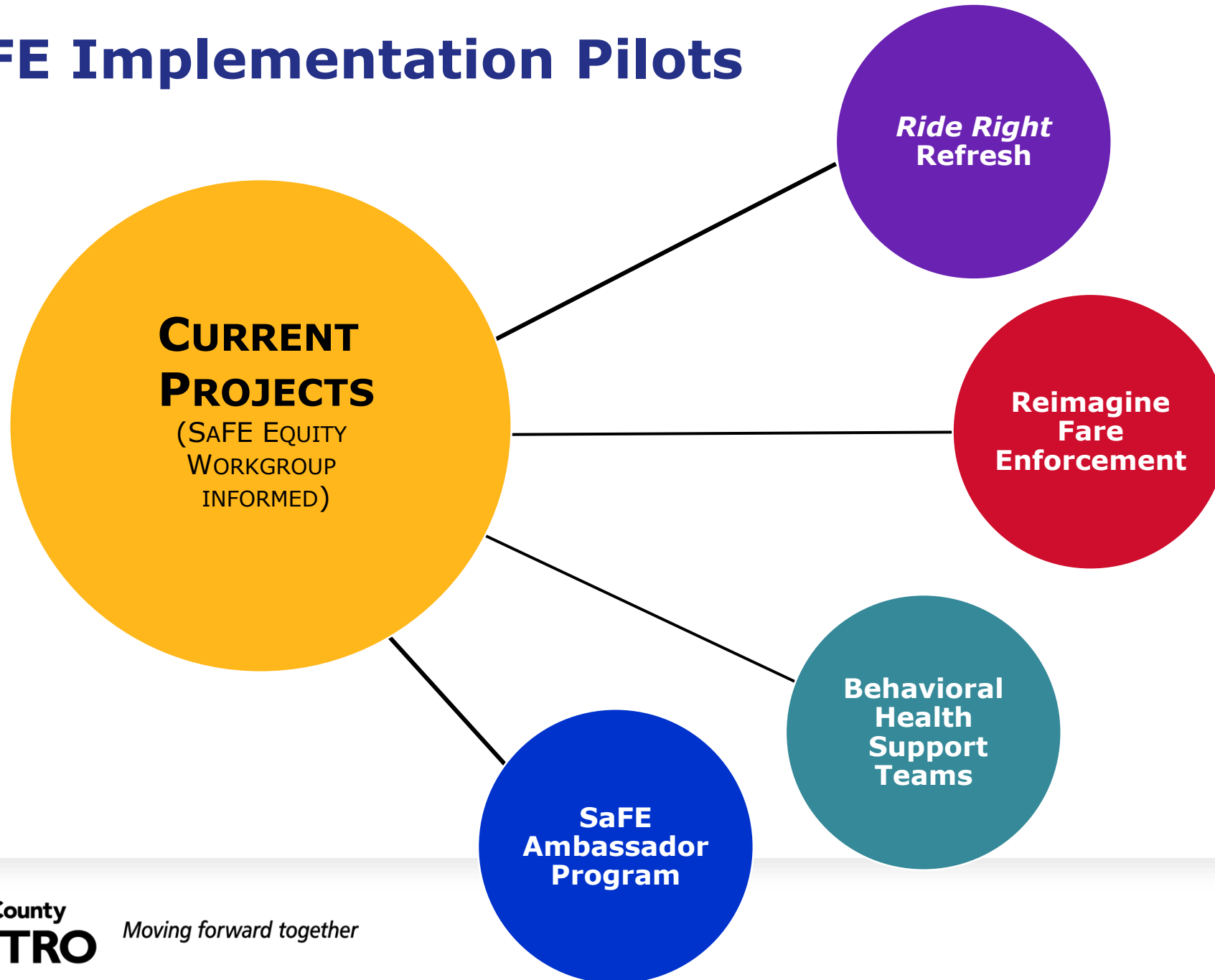
# Agenda

- Intros
- SaFE Reform Initiative
- Fare Enforcement
- Safety Emphasis
- Regional Transit Safety Task Force

# 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 Ambassadors

- **Appearance:** bright blue polos or jackets that say "King County Metro"
- **Daily Work:**
  - Helping customers figure out where they're going, how to pay fares, and if there is a service change or delay
  - Checking in with operators to see how their days are going
  - Make customers feel safer
- **Locations:**
  - 3rd & Bell to Seattle Center
  - Jackson St, 5-23rd
  - Mount Baker Transit Center to Columbia City PCC
  - Renton Transit Center to Skyway Library



# Behavioral Health Support

- **Appearance:** non-uniformed, plain clothes
- **Daily Work:**
  - Connect with and build trust with customers on and off transit
  - Offer services and referrals
  - Offer amenity packages with snacks, water, and cold weather items
  - De-escalate in place of Transit Security and Law Enforcement when able
- **Locations:**
  - Burien Transit Center



# Return of Fare Enforcement

King County Metro will ask you for  
proof of fare payment starting  
March 31, 2025



## Fares help pay for transit

Every time you remember to pay, you  
improve Metro service for everyone!

Visit [kingcounty.gov/metro/FareEducation](https://kingcounty.gov/metro/FareEducation)



## Find the fare that's right for you

You may qualify for a reduced fare based on  
ability, age or income.

Visit [ReducedFare.kingcounty.gov](https://ReducedFare.kingcounty.gov)

REMEMBER  
TO PAY



## March 31<sup>st</sup> through May 30th

- Riders will be asked for proof of fare payment
- Riders will get friendly, verbal reminders if they did not pay, as well as information about reduced fares and how to apply
- Riders will be provided with information on the return to fare inspection

# Starting May 31st

- First and second violations:
  - Written warnings
- Third and subsequent violations:
  - \$40 payment, reduced to \$20 if paid within 30 days
  - Enroll in a reduced fare program or register for a Youth Pass (if applicable)
  - Add money to an existing card (for ORCA
  - Perform 2 hours of community service
  - Appeal with Fare Adjudicator
- Youth who do not have proof of payment will not face a fine or alternative resolution and will instead receive information on how to enroll in the Free Youth Transit Pass.

# Safety Emphasis Coordination



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

# Safety Emphasis

- In key areas of our system, we're looking at options to improve safety through the following:
  - Outreach
  - Enforcement
  - Presence & Activation
  - Maintenance & Cleanliness
  - Built Environment
  - Communications
- These options include both what Metro can individually do, as well as what we can do with our jurisdictional partners

# Regional Transit Safety Task Force

- The Regional Transit Safety Task Force will:
  - Align the many stakeholders
  - Provide a collaborative forum
  - Determine data-supported interventions in the short-, medium- and long-term
  - Coordinate on budget and police
  - Ensure accountability.
- Our shared goal is measurable and sustained safety improvements that will make a difference in the lives of our employees and riders.

