

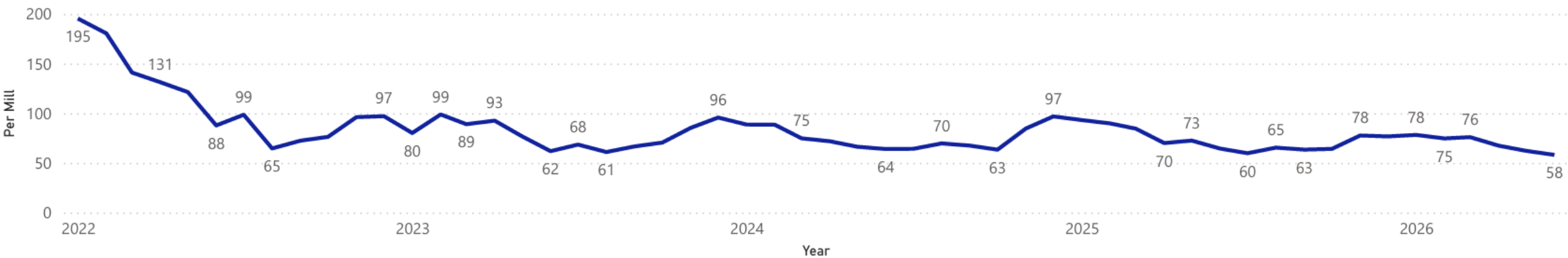
Metro's Transit Safety Planning and Regional Transit Safety Task Force update

Regional Transit Committee
July 15, 2026



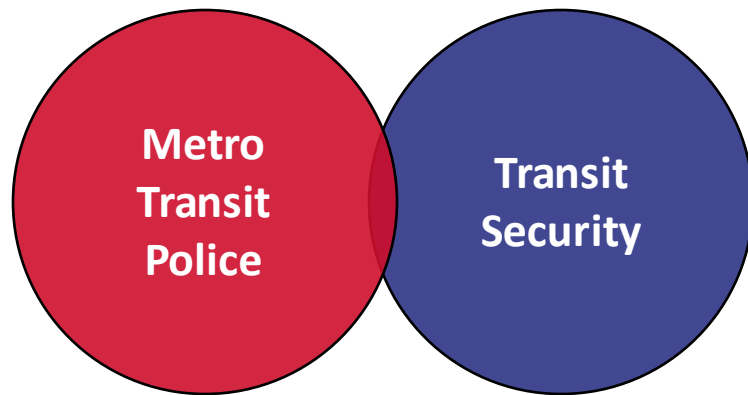
Overall Safety Trends

Incidents Per Million Boardings - System Wide



Presence on Metro's System

Public Safety Model

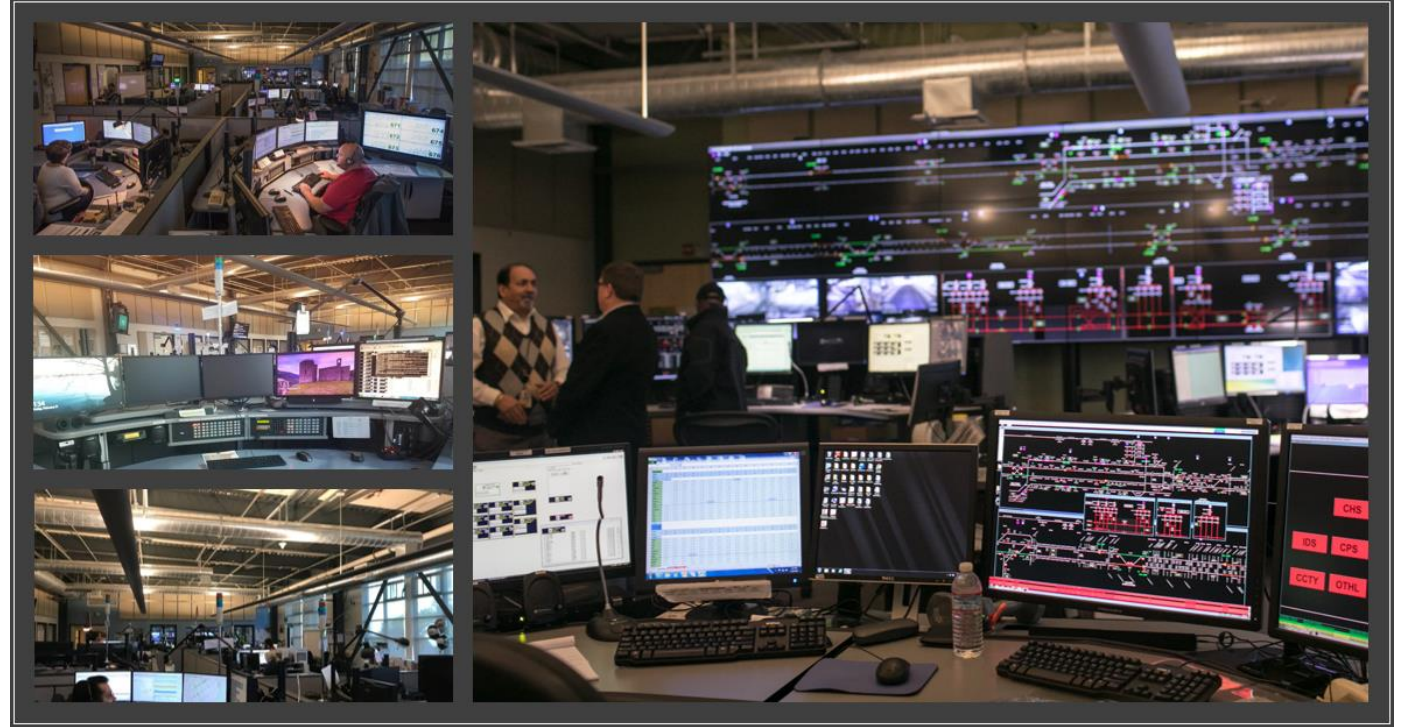


Care and Presence Model



Transit Control Center

- **Daily Work:**
 - Monitoring service operations
 - Responding to calls for assistance
 - Providing supervisory direction, organizing and directing responses
 - Communicating with internal and external parties
 - Dispatching appropriate resources



Service Quality Supervisors

- **Daily Work:**
 - Mitigating impacts to transit operations and the community through planning, support and action
 - Monitoring service operations
 - Responding to calls for support from operators, as dispatched by the Transit Control Center
- **Appearance:** Black and safety green shirt, or blue vest



Metro Transit Police

- **Daily Work:**
 - Conducting proactive and reactive policing
 - Collaborating with other jurisdictions to provide policing services
 - Transit Resource Officers work with local CBOs and non-profits to connect non-destinational riders with services
- **Appearance:** Black Sheriff's Office uniform with "Metro" on badge



Transit Security Officers

- **Daily Work:**
 - Providing presence on Metro buses, transit centers, and shelters to deter and report unsafe or illicit activities
 - Providing customer service to riders who may need assistance
 - De-escalating when necessary
 - A portion of Transit Security Officers serve as Fare Enforcement Officers
- **Appearance:** black and bright yellow uniform, headwear optional



Behavioral Health Support

- **Daily Work:**
 - Crisis prevention through relationship building
 - Assisting riders who are sheltering on coaches with compassion and connection to appropriate resources
 - Offering amenity packages with snacks, water, and cold weather items
 - De-escalating in place of Transit Security and Law Enforcement when able
- **Locations:**
 - Burien Transit Center
 - Aurora Village Transit Center
 - Eastgate Park & Ride
- **Appearance:** non-uniformed, plain clothes



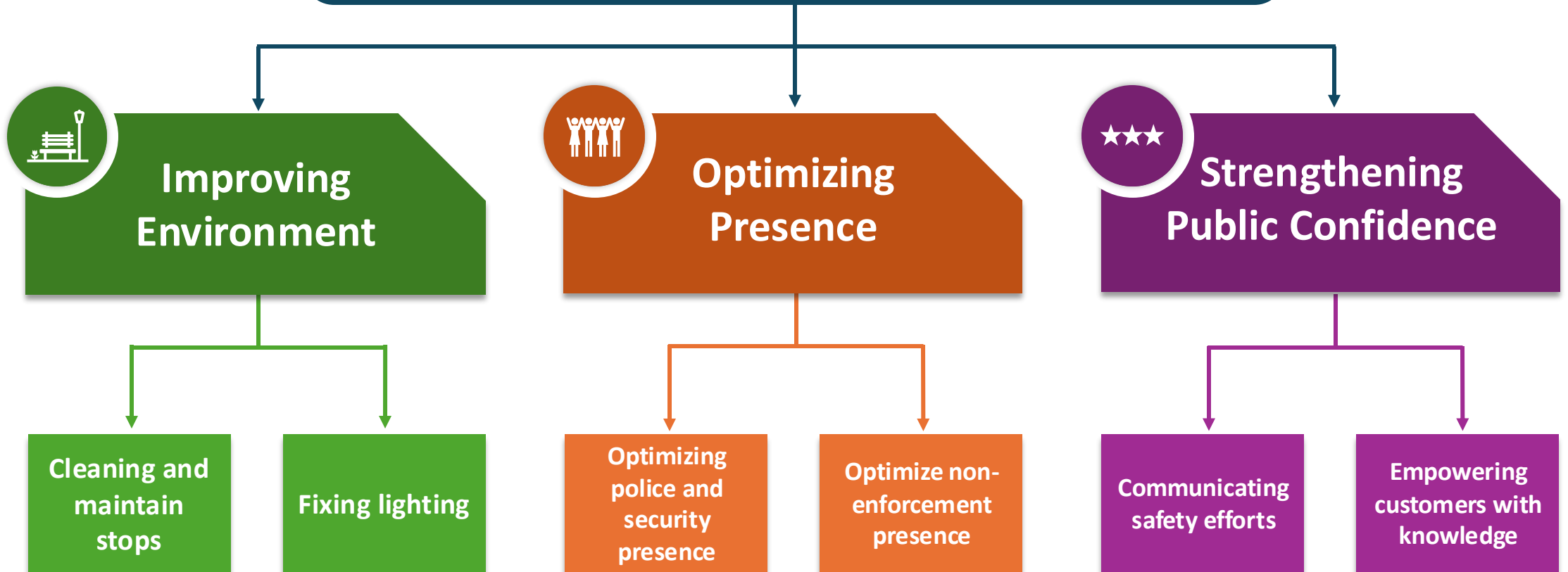
SaFE Ambassadors

- **Daily Work:**
 - Helping customers navigate 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
 - Helping customers feel safer
- **Locations:**
 - 5th & Jackson/23rd & Jackson
 - Mount Baker
 - University District
 - Renton Transit Center to Skyway Library
- **Appearance:** King County Metro-branded blue uniforms with identification badges.



Metro's Safety Emphasis Program

Improving Safety Emphasis Areas



Regional Transit Safety Task Force

Implementation Plan → 2026 Planned Actions



Previous Progress

Established solutions
roadmap

- » **60** Regional
Alignment-focused
- » **98** Transit Agency-
focused



Current Status

Established
Implementation
Partners that
prioritized 20 regional
solutions

Progressed on transit
agency focused
solutions



Looking Forward

Establish working
groups

Continue to
transparently share
progress

Combating Human Trafficking

Partnership Campaign

Human traffickers hide among fans and force people into
theft, fraud, and exploitative work.

 *Businesses Ending Slavery & Trafficking can help you protect your business's assets, staff, and customers by equipping your staff to counter human trafficking.*

Every public-facing business is at risk of being leveraged by traffickers.

Don't let traffickers co-opt your business:
Kickoff your anti-human trafficking game plan with BEST today!

Safeguard your business now before crowds gather this summer.

Brought to you by the Seattle Hotel Association

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Ways to Help Improve Safety

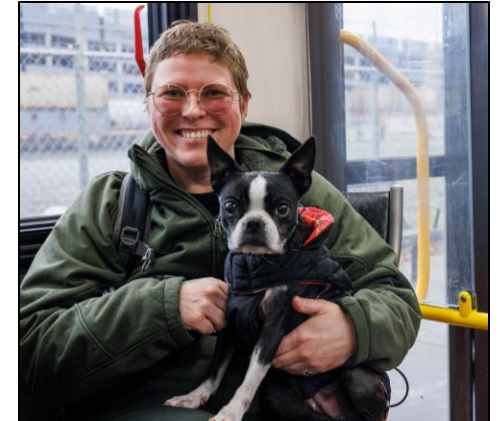
How to Ride and Report

RIDE: The more riders, the safer the experience.

- Plan your trip
- Prepare
- Be aware

REPORT:

- Tell your driver
- Go to kingcounty.gov/metro/contact-us or call 206-553-3000
- Call or text 911 if there is an emergency



Partnership Opportunities

- Share ways for your constituents to report
- Identify safety coordination point of contact(s) for your jurisdiction
- Reach out to Metro with safety coordination requests:
 - **Maria Jimenez-Zepeda**,
Safety Emphasis Manager
maria.jimenez-zepeda@kingcounty.gov
 - **Amanda Pleasant-Brown**,
Government Relations Supervisor –
Jurisdictions and Interagency Partnerships Unit
apleasant-brown@kingcounty.gov

Thank you for riding and reporting



Emergency? Call or text 911



Non-emergencies? Call 206-296-3311



Unsafe situation on your ride? Tell your driver



kingcounty.gov/metro/safety



Is there a Metro bus stop or bus that needs repairs or cleaning?



206-553-3000



kingcounty.gov/metro/contact

Feedback is sent to the teams responsible for cleaning and maintaining buses and bus stops. We respond to urgent issues within 24 hours and aim to address other issues within two to seven days.

Safety Contact Cards available upon request

Closing and Questions