## STAFF REPORT

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| **Agenda Item:** |  | **Name:** | Mary Bourguignon |
| **Proposed No**.: | 2022-0067 | **Date:** | May 3, 2022 |

**SUBJECT**

Proposed Motion 2022-0067 would approve the Safety, Security, and Fare Enforcement (SaFE) Reform Initiative Implementation Report, required by a budget proviso.

**SUMMARY**

Metro provides safety and security services through the Metro Transit Police, a division of the King County Sheriff’s Office, which enforces the Transit Code of Conduct; Fare Enforcement, which conducts proof-of-payment inspections on Metro routes that allow off-board fare payment; and Transit and Facility Security Operations, which provides security for Metro facilities and park and ride lots.

As part of the Council’s review of the 2021-2022 biennial budget, the Council included a proviso[[1]](#footnote-1) that required Metro to transmit a scoping report and an implementation report outlining Metro’s efforts to reexamine, restructure, and reduce its security, fare enforcement, and law enforcement practices, partnerships, and resource allocation.

Proposed Motion 2022-0067 would approve the Safety, Security, and Fare Enforcement (SaFE) Reform Initiative Implementation Report, prepared in response to the proviso. (The required scoping report was transmitted and approved in 2021.[[2]](#footnote-2))

The implementation report states the SaFE Reform Initiative’s vision of “safe, accessible, and equitable transit that is co-created to support community well-being.” It describes safety and security pilot measures that have recently been implemented, including additional transit security officers on buses and at high-traffic transit centers. It then identifies proposed initial concepts for further engagement and analysis in the areas required by the proviso: Metro Transit Police, fare enforcement, other safety and security functions, non-police services, and ongoing engagement.

The implementation report provides estimates of staffing and budget needs for each of the proposed initial concepts but notes that additional engagement and analysis is needed prior to implementation.

**BACKGROUND**

**Metro safety, security, and fare enforcement functions.** The King County Metro Transit Department (Metro) is the largest provider of public transit in the Puget Sound region. Metro operates three safety and security functions:

* **Metro Transit Police** **(MTP)** is an 81-member division of the King County Sheriff’s Office (KCSO)[[3]](#footnote-3) under contract to Metro[[4]](#footnote-4) that enforces the Transit Code of Conduct.[[5]](#footnote-5) MTP focuses its efforts on Metro services in Seattle, South King County, North King County, and parts of unincorporated King County.[[6]](#footnote-6) It does not currently patrol the Water Taxi, Access, Rideshare, or Seattle Streetcar.

MTP staff patrol buses, routes, bus shelters, and park and ride lots, as well as Seattle’s central business district; undertake and support criminal investigations; provide anti-terrorism services; coordinate with schools in response to issues with students using Metro; and manage community-based programs such as the Operator Assault Program and Sexual Misconduct Reduction Program.

* **Fare Enforcement** operates on bus routes[[7]](#footnote-7) on which passengers can pay before boarding. Fare enforcement officers inspect each rider on a coach for proof of payment and issue warnings or violations for passengers who have not paid a fare. Fare enforcement is contracted out to a private company, Securitas, USA.

Metro has suspended fare enforcement operations during the pandemic, with fare enforcement officers deployed to Metro’s busiest routes to provide education and outreach to passengers about masking and social distancing and to share information about social services with passengers in need.

* **Transit and Facility Security Operations** provides patrol and security at Metro’s facilities and park-and-ride lots. Members of this team monitor security cameras and intrusion alarms at Metro facilities and enforce parking regulations and safety at park-and-ride lots. This function is contracted out to a private company, Securitas, USA.

**Recent changes to safety, security, and enforcement functions.** Over the last several years, in response to concerns raised by community members, the King County Auditor, and Council, Metro has changed its fare enforcement and security practices.

To address concerns about the treatment of youth accused of fare violations, the Council worked with Metro to change the Transit Code of Conduct to make non-payment of fare by an individual 17 years of age or less a civil infraction and to make trespass on transit property a misdemeanor. This effort also led to improved geographic equity of access to court for those cited with civil infractions for fare non-payment; and mitigated rider suspensions to limit impacts on riders’ ability to get to work, school, or other necessary destinations. As part of this effort, Metro was asked to increase its staff members’ developmental competence in working with young people.[[8]](#footnote-8)

To address concerns about negative impacts to riders suspended from using Metro services, the Council worked with Metro to amend the Transit Code of conduct to allow the Hearing Examiner to hear appeals of transit rider suspensions and to set timelines for reviewing appeals of transit rider suspensions.[[9]](#footnote-9)

To address concerns about Metro’s fare enforcement practices that had been raised by transit riders, stakeholders, and the King County Auditor,[[10]](#footnote-10) the Council worked with Metro to amend the Transit Code of Conduct to restructure the fare enforcement process by developing an internal process as an alternative to citing individuals with a civil infraction or a misdemeanor for non-payment of fare. This internal process includes warnings and notices prior to a violation; provides options to resolve a violation by paying a fee, adding value to an ORCA card, or performing community service; provides an opportunity to appeal a violation; and limits rider suspensions.[[11]](#footnote-11)

Following the fare enforcement restructure, the Council asked Metro to prepare an annual report on the program. Metro’s 2021 annual report[[12]](#footnote-12) states that from January 2019, when the new fare enforcement program was implemented, through March 15, 2020, when fare enforcement was suspended due to the pandemic, there were 11,760 warnings and 4,491 violations issued, with 442 (10 percent) of the violations resolved.

**Budget proviso.** As part of the 2021-2022 biennial budget, the Council included a proviso requirement that recognized “the vital importance of reimagining and reforming safety and security functions within King County, to reduce the role of law enforcement in transit safety and security functions and to advance the Metro Transit Department's commitment to become an antiracist mobility agency.”[[13]](#footnote-13)

The proviso asked Metro to transmit a scoping report and an implementation report outlining Metro’s plan to reexamine, restructure, and reduce its security, fare enforcement, and law enforcement practices, partnerships, and resource allocation. The proviso states:

P5 PROVIDED FURTHER THAT:

A. Of this appropriation, $5,000,000 shall not be expended or encumbered until the executive, in consultation with the sheriff and internal and external stakeholders including those identified at subsection C.2. and 3. of this proviso, transmits a reimagining transit safety and security scoping report and a reimagining transit safety and security implementation report and motions that should approve the reports and the motions approving the reports are passed by the council. The motions should reference the subject matter, the proviso's ordinance number, ordinance section and proviso number in both the title and body of the motion.

B. In recognition of the vital importance of reimagining and reforming safety and security functions within King County, to reduce the role of law enforcement in transit safety and security functions and to advance the Metro transit department's commitment to become an antiracist mobility agency, the county must reimagine transit safety and security, by reexamining, restructuring and reducing the department's security, fare enforcement and law enforcement practices, partnerships and resource allocation.

C. The reimagining transit safety and security scoping report shall include, but not be limited to, the following:

1. A description of the Metro transit department's safety and security functions and the goals to be achieved by reimagining, reexamining, restructuring and reducing those functions;

2. A proposal for internal engagement and cocreation with Metro transit department employees and stakeholders, including front-line Metro transit department employees, security and fare enforcement personnel and sheriff's office employees who serve as Metro transit police;

3. A proposal for external engagement and cocreation with community stakeholders including members of black, indigenous and people of color communities that have historically experienced negative impacts from policing, transit riders, jurisdictional and agency partners, human services providers and community-based organizations; and

4. A proposed timeline for the development of the reimagining transit safety and security implementation report based on the engagement and cocreation processes described in subsection C.2. and 3. of this proviso.

D. The reimagining transit safety and security implementation report shall include, but not be limited to, the following:

1. A summary of the goals to be achieved by reimagining, reexamining, restructuring and reducing Metro transit department's safety and security functions;

2. A description of the Metro transit police as currently structured, including:

a. the annual budget and FTE positions for the Metro transit police;

b. the current status of the contract between the Metro transit department and the King County sheriff's office;

c. the current duties of the Metro transit police; and

d. a monthly summary of trends of coordinator service reports and dispatched calls for service from January 2017 through March 2021;

3. A description of the Metro transit department's fare enforcement processes, including:

a. the annual budget for fare enforcement;

b. the current status of the contract between the Metro transit department and the contractor that provides fare enforcement services;

c. the current duties of fare enforcement officers;

d. a description of the process that is used to resolve fare violations; and

e. a monthly summary of trends of fare violations and the resolution of those violations from January 2017 through February 2020 and from October 2020 through March 2021;

4. A description of other Metro transit department safety and security functions, not included in subsection D.2. and 3. of this proviso, such as parking enforcement, including:

a. the annual budget and FTE positions for other transit safety and security functions;

b. the current status of any additional contracts between the Metro transit department and contractors providing transit safety and security functions; and

c. the current duties of staff or contractors carrying out other transit safety and security functions;

5. A description of the internal and external engagement and cocreation processes that were used to develop recommendations to reimagine, reexamine, restructure and reduce transit safety and security functions, as well as a description of the ongoing plans to include, engage and cocreate with the internal and external stakeholders described in subsection C.2. and 3. of this proviso;

6. A proposal for ongoing measurement and reporting of transit safety and security processes and incidents;

7. A proposal for external or civilian oversight of transit safety and security functions;

8. Any legislation necessary to implement recommendations related to transit safety and security functions; and

9. Proposed recommendations to restructure or reduce transit safety and security functions provided by law enforcement agencies, including, but not limited, to Metro transit police and a timeline for implementation of the recommendations, with implementation to begin no later than July 2022, including, but not limited to:

a. a proposal, budget, transition plan and implementation timeline to restructure or reduce the duties, staffing, budgets and contracts for the Metro transit police;

b. a proposal, budget, transition plan and implementation timeline to restructure or reduce the duties, staffing, budget and processes for fare enforcement;

c. a proposal, budget, transition plan and implementation timeline to restructure or reduce the duties, staffing, budget and processes for other transit safety and security functions;

d. a proposal, budget and implementation timeline to increase the use of non-police services, such as mental health or homelessness navigation services, as an alternative to existing transit safety and security functions; and

e. a proposal, budget and implementation timeline for ongoing engagement and coordination with the internal and external stakeholders described in subsection C.2. and 3. of this proviso.

E. The executive should electronically file the reimagining transit safety and security scoping report and the motion required by this proviso no later than March 15, 2021, and the reimagining transit safety and security implementation report and the motion required by this proviso no later than ((~~September 30~~)) December 1, 2021, with the clerk of the council, who shall retain an electronic copy and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the law and justice committee, or its successor.

**Scoping Report.** The proviso asked Metro to transmit a scoping report by March 15, 2021. The scoping report was transmitted and approved.[[14]](#footnote-14) The scoping report, as required, addressed four issues from Section C of the proviso.

**Scoping Report Issue #1. A description of Metro’s safety and security functions and the goals for reimagining, reexamining, restructuring, and reducing those functions.**

The scoping report described the current functions and makeup of Metro’s three safety and security functions: Metro Transit Police, Fare Enforcement, and Transit and Facility Security Operations. The scoping report then included the goal statement for the SaFE Reform Initiative.

**Scoping Report Issue #2. A proposal for internal engagement and co-creation with Metro employees and stakeholders.**

The scoping report described a four-phase engagement and co-creation process. The first phase was completed to develop the scoping report.

**Scoping Report Issue #3. A proposal for external engagement and co-creation with community stakeholders.**

The scoping report noted that external engagement would be conducted concurrently with internal engagement. It stated that Metro would prioritize engagement with BIPOC[[15]](#footnote-15)-representing and -led organizations, as well as individuals and organizations representing other underserved groups.

**Scoping Report Issue #4. A proposed timeline for the development of the required implementation report.**

The scoping report proposed a timeline for the engagement process. As the engagement process continued, Metro sought and secured an amendment to the budget ordinance to delay the due date for the implementation report from September 30, 2021, to December 1, 2021,[[16]](#footnote-16) and then reached out to the committee Chair to request that the implementation report be delivered in 2022 to allow more time for engagement. Because the proviso’s due dates were written as “should,” the delay in transmitting the implementation report does not jeopardize the funds that have been encumbered by the proviso.

**Implementation Report.** The implementation report, which was transmitted as an attachment to Proposed Motion 2022-0067, addresses nine issues in Section D of the proviso.

**#1. A summary of the goals to be achieved by reimagining, reexamining, restructuring, and reducing Metro’s safety and security functions.**

The implementation report identifies two goals for the SaFE Reform Initiative:

* + Create a new vision for Metro’s safety and security functions; and
  + Eliminate disproportionately negative outcomes of safety and security policies and practices on customers and employees, especially BIPOC.

It then provides the vision statement for the SaFE Reform Initiative: “Safe, accessible, and equitable transit that is co-created to support community well-being.”

**#2. A description of the Metro Transit Police (MTP) as currently structured.**

The implementation report describes the makeup of the MTP, as well as the contract[[17]](#footnote-17) between the King County Sheriff’s Office and Metro of approximately $30 million for the biennium (see the Background section of this staff report for more information). It also provides the monthly totals for dispatched calls for service by MTP between January 2017 through November 2021: just over 28,000 calls for service, with monthly totals ranging from a low of 358 (January 2017) to a high of 632 (April 2020).

**#3. A description of Metro’s fare enforcement processes.**

The implementation report describes the guidelines for fare enforcement on Metro buses that allow for off-board payment,[[18]](#footnote-18) as well as Metro’s contract[[19]](#footnote-19) with Securitas USA, Inc. of $5.1 million for the biennium (see the Background section of this staff report for more information). The report notes that fare enforcement has been paused since March 2020, with fare enforcement officers currently providing support on busy routes with masking, physical distancing, and referrals to social services.

The report describes the process used by fare enforcement officers (when fare enforcement is taking place) to ask each rider for proof of payment, the process by which fare enforcement officers can issue a verbal warning or notice of violation, and the options to resolve fare violations, which include:

* Paying a penalty fine ($25 if paid within 30 days);
* Adding $25 in value to an ORCA card[[20]](#footnote-20) or $10 in value to an ORCA LIFT,[[21]](#footnote-21) Youth,[[22]](#footnote-22) or Regional Reduced Fare Permit (RRFP)[[23]](#footnote-23) card;
* Enrolling in ORCA LIFT or obtaining a Youth or RRFP card and adding $5 in value to the new card;
* Performing two hours of community service within 90 days of the violation; or
* Appealing the violation or requesting an alternative resolution option.

The report provides the monthly totals for warnings, citations, and citations resolved between January 2017 and March 2020, when fare enforcement was paused. During this time,[[24]](#footnote-24) 29,530 warnings and 10,934 citations were issued, with 550 of the citations (5.03 percent) resolved.

**#4. A description of Metro’s other safety and security functions.**

The implementation report describes Metro’s contract[[25]](#footnote-25) with Securitas USA, Inc.[[26]](#footnote-26) of $4.3 million for the biennium to provide security at Metro’s facilities and park and ride lots (see the Background section of this staff report for more information).

In response to the proviso’s request for information about the current duties of contractors carrying out transit safety and security functions, the report describes functions that include:

* Security monitoring services to track security cameras, intrusion alarms, and panic stations at Metro facilities;
* Dispatch services for security officers in the field, including coordination between security, Metro’s Transit Control Center, and emergency first responders;
* Campus patrol at Metro facilities, including bases and transit centers;
* Park and Ride patrol at Metro’s 37 park and ride lots, to provide parking enforcement functions; and
* Fare enforcement officers to manage the fare enforcement program.

In addition, the implementation report describes the COVID security pilot Metro has implemented to address safety and security issues including mask compliance and trespassing. This pilot program includes:

* 36 new FTE transit security officers deployed on bus coaches, including during Night Owl service (midnight to 5:00 am);
* Six additional transit security officers for 12 months to improve response times when bus operators need support with disruptive customer behavior; and
* 12 transit security officers at Aurora Village and Burien Transit Centers for 12 months to provide support to bus operators.

**#5. A description of internal and external engagement and cocreation processes.**

The implementation report describes the four-phase process Metro used to co-create the SaFE Reform Initiative:

* **Phase 1** defined co-creation and developed an engagement plan.
* **Phase 2** defined the community vision of safety and developed Metro leadership and community agreements, in preparation for identifying potential policy changes.
* **Phase 3** identified community and employee perceptions of existing policies and potential changes to achieve the community vision of safety. This was accomplished through surveys and focus groups on the topics of the SaFE vision statement, physical environment, Code of Conduct, fares, and security.
* **Phase 4** developed and analyzed draft concepts for change and prioritized proposed initial concepts. This was accomplished through workshops on evaluation and prioritization of proposed concepts.

This section of the report describes the internal and external stakeholders who were involved in each of the phases, including the efforts Metro took to center BIPOC voices, “especially those most affected by safety, security, and enforcement policies and practices on and near transit.”[[27]](#footnote-27)

**#6. A proposal for ongoing measurement and reporting of transit safety and security processes and incidents.**

The implementation report describes the safety and security information that is already available to Metro leadership and the public.[[28]](#footnote-28) It then proposes that Metro expand measuring and reporting efforts, including to investigate new safety and security measures, add new measures to existing dashboards, and streamline data reporting.

**#7. A proposal for external or civilian oversight of transit safety and security functions.**

The implementation report proposes using two existing advisory groups to provide ongoing oversight of transit safety and security: King County’s Public Safety Advisory Committee[[29]](#footnote-29) and the Transit Advisory Commission.[[30]](#footnote-30) The report also notes that the King County Office of Law Enforcement Oversight[[31]](#footnote-31) provides independent oversight of the King County Sheriff’s Office.

**#8. Any legislation necessary to implement recommendations related to transit safety and security functions.**

The implementation report states that the Executive is still in the process of analyzing potential legislation necessary to implement initial proposals related to transit safety and security functions. It notes that one potential item that would require legislation would be to revise the Transit Code of Conduct[[32]](#footnote-32) to decriminalize minor violations and provide greater clarity. The report notes that recommendations on proposed legislation are pending additional engagement and the preparation of the proposed 2023-2024 biennial budget.

**#9. Proposed recommendations to restructure or reduce transit safety and security functions provided by law enforcement agencies, and a timeline for implementation of the recommendations.**

The implementation report states that implementation of the proposed initial concepts will occur in phases that will be identified through future engagement. Specific initial concepts, in the areas of focus required by the budget proviso, are described below.

**#9a. Proposed recommendations to restructure or reduce transit safety and security functions provided by law enforcement agencies, and a timeline for implementation of the recommendations.**

The implementation report identifies four initial concepts related to MTP:

* + **Develop alternative enforcement.** Co-create with community an alternative enforcement approach to minor Code of Conduct violations to deter and resolve undesirable customer behavior without the threat of fines, citations, or expulsion. The report estimates this would require initial staffing of up to $200,000 and could be implemented between Fall 2022 and Fall 2023.
  + **Remove minor violations.** Revise the Code of Conduct to remove minor violations such as tobacco and smells. The report estimates this would require initial staffing of up to $200,000 and could be implemented between Spring 2022 and Fall 2022.
  + **Provide automatic messaging.** Use automatic messaging to uniformly educate customers and reduce the need for operators to provide this information. The report estimates this would require initial technology and programming of $900,000 and an annual cost of $450,000 for staffing, maintenance, and ongoing programming, and could be implemented between Spring 2024 and Fall 2025.
  + **Deploy community policing strategies.** Use transit resource officers or community security partnerships near transit centers as an alternative to traditional law enforcement personnel. The report estimates this would require up to $300,000 annually for staffing and could be implemented between Spring 2022 and Fall 2022.

**#9b. A proposal, budget, transition plan and implementation timeline to restructure or reduce the duties, staffing, budget, and processes for fare enforcement.**

The implementation report identifies four initial concepts related to fare enforcement:

* + **Develop alternative fare enforcement program.** Establish and pilot a fare enforcement replacement program to de-prioritize instances of citations. The report estimates this would require annual staffing costs of up to $2,000,000 and could be implemented between Spring 2022 and Fall 2023.
  + **Remove minor violations.** Revise the Code of Conduct to remove minor violations such as tobacco and smells, so that fare enforcement officers do not become involved in reporting on these issues. The report estimates this would require initial staffing of up to $200,000 and could be implemented between Spring 2022 and Fall 2023.
  + **Clarify standard operating procedures.** Update and clarify standard operating procedures for all employees who work in shared spaces with security and fare enforcement staff and provide fare enforcement officers with a clear understanding of how to escalate issues. The report estimates this would require an initial staffing investment of up to $200,000 and could be implemented between Spring 2022 and Fall 2023.
  + **Pilot a resource assistance program.** Develop a pilot program to provide resources (transit information, fare support, and crisis management) at transit centers in areas where needs are greatest. The report estimates this would require up to $400,000 annually for staffing two teams of three people each and could be implemented between Spring 2024 and Fall 2025.

**#9c. A proposal, budget, transition plan and implementation timeline to restructure or reduce the duties, staffing, budget, and processes for other transit safety and security functions .**

The implementation report identifies three initial concepts related to other transit safety and security functions:

* + **Pilot support teams.** Pilot support teams, including security, fares, and social service professionals, to assist customers in crisis in the transit system. The report estimates this would require an initial investment for facility improvements and staffing of up to $1.15 million and annual staffing costs of up to $800,000 and could be implemented between Spring 2022 and Summer 2023.
  + **Station security officers at transit centers.** Pilot stationing security officers at transit centers to increase presence and deter misconduct. The report estimates this would require annual staffing costs of up to $400,000 and could be implemented between Spring 2024 and Fall 2025.
  + **Provide resources at transit centers.** Provide reliable access to customer services and resources at transit centers in areas where needs are greatest. The report estimates this would require annual staffing costs of up to $400,000 and could be implemented between Spring 2024 and Fall 2025.

**#9d. A proposal, budget, and implementation timeline to increase the use of non-police services, such as mental health or homelessness navigation services, as an alternative to existing transit safety and security functions.**

The implementation report identifies three initial concepts related to increasing the use of non-police services:

* + **Increase Metro’s role in regional social services.** Increase Metro’s representation and participation in regional social services and human services coordination to improve understanding of current and future regional work to address social and human services issues. The report estimates this would require annual staffing costs of up to $100,000 and could be implemented between Spring 2022 and Fall 2024.
  + **Develop social services partnerships.** Establish partnerships with service providers to restructure and improve non-transit resources available to transit customers. The report estimates this would require annual contracting costs of up to $740,000 to partner with up to three social services organizations and could be implemented between Spring 2022 and Fall 2023.
  + **Pilot support terms.** Pilot support teams, including security, fares, and social services professionals, to assist customers in crisis. The report estimates this would require an initial investment for facility improvements and staffing of up to $1.15 million and annual staffing costs of up to $800,000 and could be implemented between Spring 2022 and Summer 2023.

**#9e. A proposal, budget and implementation timeline for ongoing engagement and coordination with the internal and external stakeholders.**

The implementation report proposes ongoing engagement with the internal and external stakeholders:

* + **Continue SaFE co-creation process.** Continue and expand the SaFE engagement process, including into the implementation phases of initial concepts, and expand participation for BIPOC communities. The report estimates this would require annual support of up to $250,000 and could be implemented between Spring 2022 and Fall 2025.

**ANALYSIS**

The implementation report, as transmitted, complies with the terms of the proviso by responding to each of the required issues and providing budget and implementation estimates for each of the proposed initial concepts.

The report does note that Metro plans to conduct additional engagement prior to developing legislation to implement the proposed initial concepts.

Table 1 summarizes the proposed initial concepts identified in the implementation report.

**Table 1. Proposed Initial Concepts**

**SaFE Reform Initiative Implementation Report**

| **Item** | **Projected Cost** | **Projected Timeline** |
| --- | --- | --- |
| **#9a. Proposed recommendations to restructure or reduce transit safety and security functions provided by law enforcement agencies, and a timeline for implementation of the recommendations** | | |
| **Develop alternative enforcement** Co-create with community an alternative enforcement approach to minor Code of Conduct violations to deter and resolve undesirable customer behavior without the threat of fines, citations, or expulsion. | $200,000 Initial staffing investment | Fall 2022- Fall 2023 |
| **Remove minor violations** Revise the Code of Conduct to remove minor violations such as tobacco and smells | $200,000 Initial staffing investment | Spring 2022- Fall 2022 |
| **Provide automatic messaging** Use automatic messaging to uniformly educate customers and reduce the need for operators to provide this information. | $900,000 Initial technology  and programming  $450,000 Annual staffing, maintenance, programming | Spring 2024- Fall 2025 |
| **Deploy community policing strategies** Use transit resource officers or community security partnerships near transit centers as an alternative to traditional law enforcement personnel | $300,000 Annual staffing | Spring 2022- Fall 2022 |
| **#9b. A proposal, budget, transition plan and implementation timeline to restructure or reduce the duties, staffing, budget, and processes for fare enforcement** | | |
| **Develop alternative fare enforcement program** Establish and pilot a fare enforcement replacement program to de-prioritize instances of citations | $2,000,000 Annual staffing | Spring 2022- Fall 2023 |
| **Remove minor violations** Revise the Code of Conduct to remove minor violations such as tobacco and smells, so that fare enforcement officers do not become involved in reporting on these issues | $200,000 Initial staffing investment | Fall 2022- Fall 2023 |
| **Clarify standard operating procedures** Update and clarify standard operating procedures for all employees who work in shared spaces with security and fare enforcement staff and provide fare enforcement officers with a clear understanding of how to escalate issues | $200,000 Initial staffing investment | Fall 2022- Fall 2023 |
| **Pilot a resource assistance program** Develop a pilot program to provide resources (transit information, fare support, and crisis management) at transit centers in areas where needs are greatest | $400,000 Annual staffing | Spring 2024- Fall 2025 |
| **#9c. A proposal, budget, transition plan and implementation timeline to restructure or reduce the duties, staffing, budget, and processes for other transit safety and security functions** | | |
| **Pilot support teams** Pilot support teams, including security, fares, and social service professionals, to assist customers in crisis in the transit system | $1,150,000 Initial facility improvements  and staffing  $800,000 Annual staffing | Spring 2022- Summer 2023 |
| **Station security officers at transit centers** Pilot stationing security officers at transit centers to increase presence and deter misconduct | $400,000 Annual staffing | Spring 2024- Fall 2025 |
| **Provide resources at transit centers** Provide reliable access to customer services and resources at transit centers in areas where needs are greatest | $400,000 Annual staffing | Spring 2024- Fall 2025 |
| **#9d. A proposal, budget, and implementation timeline to increase the use of non-police services, such as mental health or homelessness navigation services, as an alternative to existing transit safety and security functions** | | |
| **Increase Metro’s role in regional social services** Increase Metro’s representation and participation in regional social services and human services coordination to improve understanding of current and future regional work to address social and human services issues | $100,000 Annual staffing | Spring 2022- Fall 2024 |
| **Develop social services partnerships** Establish partnerships with service providers to restructure and improve non-transit resources available to transit customers | $740,000 Annual  contracting costs | Spring 2022- Fall 2023 |
| **Pilot support terms**  Pilot support teams, including security, fares, and social services professionals, to assist customers in crisis | $1,150,000 Initial facility improvements  and staffing  $800,000 Annual staffing | Spring 2022- Summer 2023 |
| **#9e. A proposal, budget and implementation timeline for ongoing engagement and coordination with the internal and external stakeholders** | | |
| **Continue SaFE co-creation process** Continue and expand the SaFE engagement process, including into the implementation phases of initial concepts, and expand participation for BIPOC communities | $250,000 Annual support | Spring 2022- Fall 2025 |

Note that some concepts are described for multiple issues, so the costs are not cumulative.

Although none of these concepts are proposed for implementation immediately, there would eventually be policy and budget considerations for the Council to determine whether the concepts would address safety and security issues related to Metro in ways that respond to evolving conditions and meet the needs of Metro’s diverse workforce, as well as the diverse communities Metro serves.

**ATTACHMENTS**

1. Proposed Motion 2022-0067 (and its attachments)
2. Transmittal Letter

1. Ordinance 19120, Section 113, Proviso 5, as amended by Ordinance 19364, Section 86, Proviso P5 [↑](#footnote-ref-1)
2. Motion 15878 [↑](#footnote-ref-2)
3. Members of the MTP are commissioned police officers. [↑](#footnote-ref-3)
4. Motion 11711 approved Transit Security Policies that included guidance on the staffing model for the Metro Transit Police. [↑](#footnote-ref-4)
5. KCC 28.96 [↑](#footnote-ref-5)
6. Metro reports that MTP maintains a small presence in incorporated East King County area when extreme circumstances are present. When calls come into 911 to report a crime on transit property, local police departments often take the lead on responding as they are better positioned to be the first to arrive. [↑](#footnote-ref-6)
7. Metro does not provide fare enforcement for Sound Transit, even for those services operated by Metro under contract to Sound Transit. [↑](#footnote-ref-7)
8. Motions 14441 and 14675, Ordinance 18332 [↑](#footnote-ref-8)
9. Ordinance 18709 [↑](#footnote-ref-9)
10. King County Auditor’s Office, RapidRide Fare Enforcement: Efforts Needed to Ensure Efficiency and Address Equity Issues, April 4, 2018, <https://kingcounty.gov/depts/auditor/auditor-reports/all-landing-pgs/2018/rapidride-2018.aspx> [↑](#footnote-ref-10)
11. Ordinance 18789 [↑](#footnote-ref-11)
12. 2021-RPT0040, King County Metro, Annual Report on King County Metro Fare Enforcement & Fare Violation Programs, April 2021 [↑](#footnote-ref-12)
13. Ordinance 19120, Section 113, Proviso 5, as amended by Ordinance 19364, Section 86, Proviso P5 [↑](#footnote-ref-13)
14. Motion 15878 [↑](#footnote-ref-14)
15. BIPOC = black, indigenous, and people of color [↑](#footnote-ref-15)
16. Ordinance 19364, Section 86, Proviso P5 [↑](#footnote-ref-16)
17. The current 2021-2022 contract expires December 31, 2022 [↑](#footnote-ref-17)
18. KCC 28.96, RCW 35.58.580(2) [↑](#footnote-ref-18)
19. The current contract was implemented April 2019 and expires April 2024 (with two one-year extensions possible) [↑](#footnote-ref-19)
20. One Regional Card for All (ORCA) is the region’s transit fare payment system ([link](https://myorca.com/)) [↑](#footnote-ref-20)
21. ORCA LIFT cards offer reduced fares for people with low incomes ([link](https://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/lift.aspx)) [↑](#footnote-ref-21)
22. Youth ORCA cards offer reduced fares for youth ages 6-18 (children 5 and under ride free with an adult) ([link](https://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/youth.aspx)) [↑](#footnote-ref-22)
23. RRFP cards offer reduced fare for seniors and people with disabilities ([link](https://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/reduced-fare-permit.aspx)) [↑](#footnote-ref-23)
24. Note that no warnings were issued during August and September 2018 and no citations were issued between August and December 2018 to educate customers about the new fare enforcement program. [↑](#footnote-ref-24)
25. The current contract was implemented April 2019 and expires April 2024 (two one-year extensions are possible). A separate contract ($120,000 for 2021-2022) provides security services at Pier 51 to support the Marine Division. [↑](#footnote-ref-25)
26. Metro employs 3.0 FTEs to support the Securitas contracting and fare violation program, budgeted at $850,000 for the biennium. [↑](#footnote-ref-26)
27. Proposed Motion 2022-0067, Attachment A, p. 35 [↑](#footnote-ref-27)
28. Metro Safety and Security Monthly Performance Measures ([link](https://kingcounty.gov/depts/transportation/metro/about/accountability-center/performance/safety-security.aspx)), Strategic Plan Performance Dashboard ([link](https://kingcounty.gov/depts/transportation/metro/about/accountability-center/strategic-plan-dashboard.aspx)) [↑](#footnote-ref-28)
29. Ordinance 19249 ([link](https://kingcounty.gov/elected/executive/constantine/initiatives/public-safety-advisory-committee.aspx)), as currently constituted, the PSAC expires upon confirmation of a new Sheriff. [↑](#footnote-ref-29)
30. KCC 2.124.010 ([link](https://kingcounty.gov/depts/transportation/metro/about/advisory-groups/transit-advisory-commission.aspx#:~:text=The%20King%20County%20Transit%20Advisory,boards%20concerning%20transit%20policy%20issues.)) [↑](#footnote-ref-30)
31. King County Charter §265 ([link](https://kingcounty.gov/independent/law-enforcement-oversight.aspx)) [↑](#footnote-ref-31)
32. KCC 28.96.010 [↑](#footnote-ref-32)