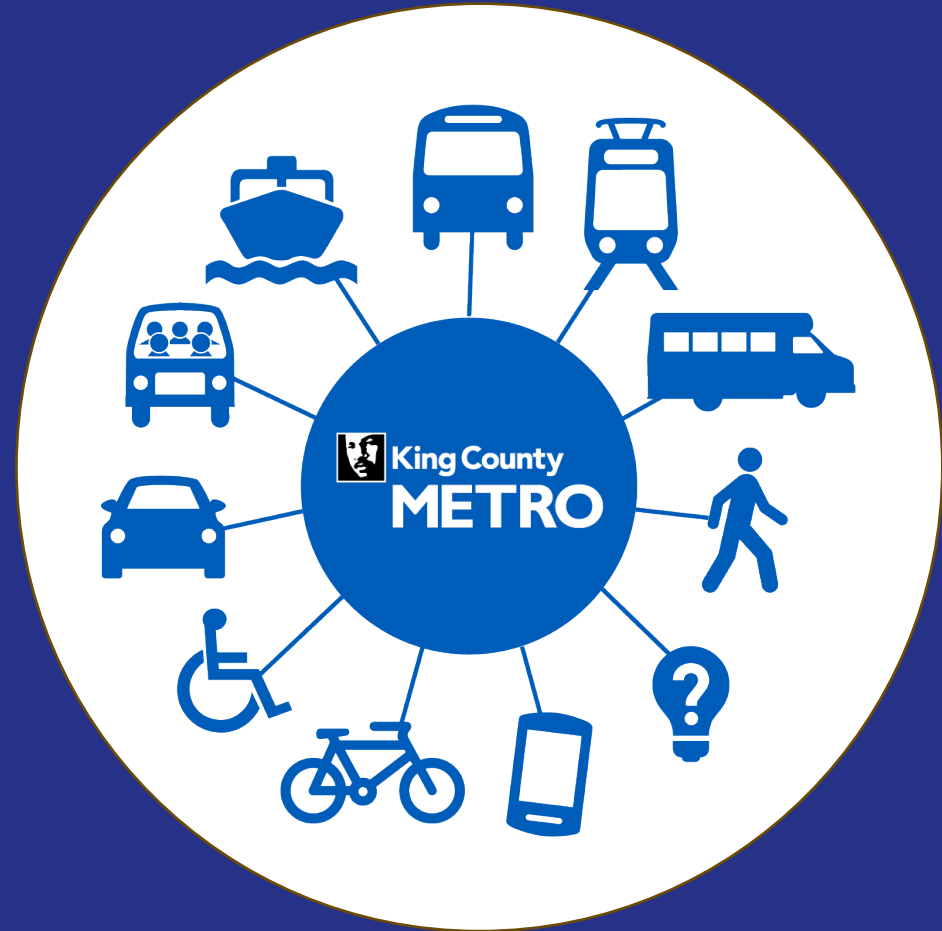


# Metro Transit Safety

Seattle City Council  
Transportation Committee  
February 18, 2025



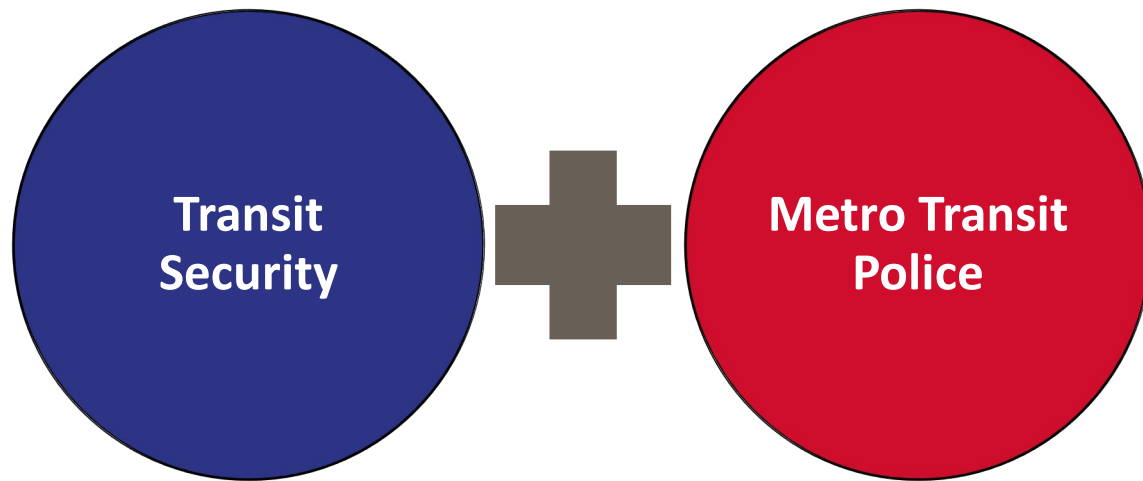


**Shawn Yim**

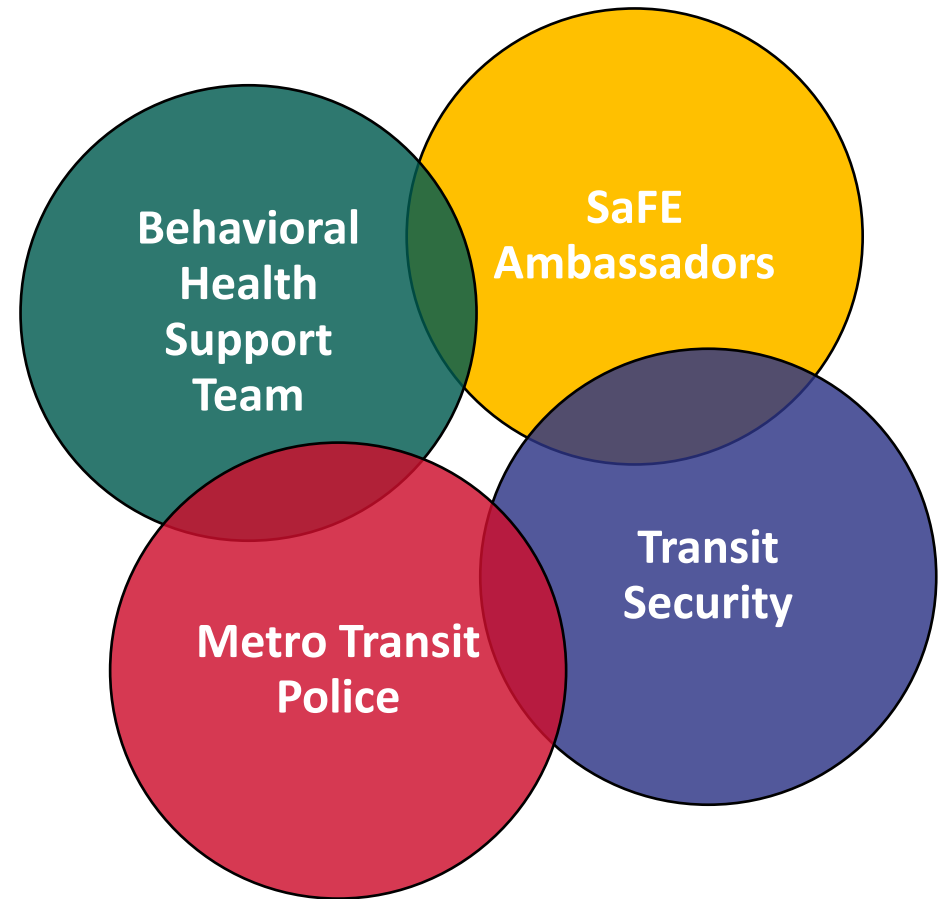
**1965–2024**

**#21882**

# Public Safety Model



# Care and Presence Model



# Overall Safety Trends

Trending CSRs Per Million Boardings



Coverage ● All Routes



# Resetting Rider Expectations

- **Updated Code of Conduct** on all buses, refreshed with visuals and clear language to prioritize what matters most to operators and riders.
- **Metro's fare education campaign** reminds riders that fares help keep transit moving and that we offer free or reduced fares for those who qualify based on ability, age, or income.
- **Fare Inspection and Enforcement** returns to uphold transit's fare collection in a safe, equitable way.

**Please follow Metro's Code of Conduct** 

 Pay the right fare.	 Be respectful.	 Wear headphones.	 Do not harass the driver or riders.
			 Do not smoke, vape, use drugs, eat, or drink alcohol.
			 Do not lie down.

Thank you for riding and reporting:

  **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**

**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** 

Don't have proof of payment?

 First and second times: Warning

 Subsequent times: Fines or alternative resolutions

# What Metro is doing to improve safety for operators

- **Hiring additional** Metro Transit Police and Transit Security Officers.
- **Installing operator safety partitions** that provide additional protection for bus operators.
- Better equipping operators with the tools to handle difficult situations through **training**.

Hiring Metro Transit Police and security personnel



Operator Safety Partitions



Training





## Operation Safe Transit





# What's next to improve safety at Metro



**\*New and Continued partnerships** with partners from around the region



**\*Scaled alternate responses** to match the needed support with the right response



**\*Investments in the Built Environment** continued cleaning, lighting, and maintenance investments around stops and stations for enhanced rider safety



**Community support** in resetting behavior on our transit system



**Participate** in the Regional Round Table on Transit Safety

*\*Current and future City of Seattle investments*