



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

## Introduction

The SaFE engagement plan is designed to share power with community by co-creating recommendations for how Metro will reform safety, security, and fare enforcement. Metro understands the need to involve community in decision-making if it is to establish more equitable policies and practices and reduce inequities and disproportionate negative impacts due to systemic racism. For this reason, Metro is centering the voices of Black, Indigenous, and People of Color (BIPOC) who intersect with other marginalized and un(der)served communities such as:

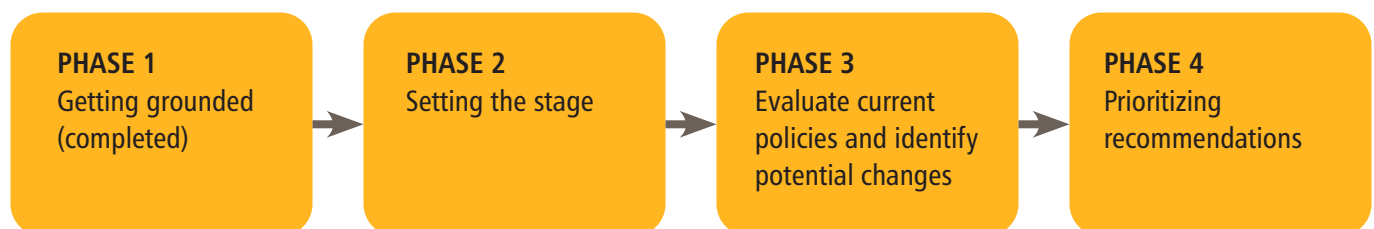
- Disability (physical, behavioral, cognitive)
- Senior
- Food insecure
- Unhoused
- Formerly incarcerated
- Women
- Immigrant and refugee
- Youth
- LGBTQIA
- Limited English speaking
- Low- or no-income

Special focus will also be placed on those impacted by Metro's fare enforcement policy.

Metro plans to engage with our internal and external communities together in the same process. Metro employees have a perspective as employees and are also part of their communities. Simultaneous engagement allows internal stakeholders to therefore participate as both employees and community members. Hence, in the following proposal, reference to community means both internal and external community/stakeholders.

## SaFE Reform Engagement Process

The SaFE Reform engagement plan consists of four main phases:



## Phase 1 – Getting Grounded

In Phase 1 of engagement, Metro spoke to over a dozen community organizations in one-on-one stakeholder interviews and conducted two focus groups with external partners and with Metro employees. This initial engagement helped Metro co-create the SaFE Reform engagement process from the beginning. In this first phase, Metro engaged the community to define key terms, set shared expectations, participate in trainings, and develop organizational structure.

## Phase 2 – Setting the Stage

Phase 2 will serve to set expectations, determine how decisions are made, and finalize the approach and scope of this effort. In this phase, we will co-define safety and security, develop a decision-making process, and create a shared vision of a safe and welcoming Metro.

### Co-defining safety and security

Metro will work with the SaFE teams to explore what the words safety and security mean to community by conducting stakeholder interviews, focus groups, and surveys.

### Co-creating a decision-making process and criteria for evaluation of recommendations

Metro will work to draft a decision-making process and criteria for evaluation of recommendations. Both the decision-making process and evaluation criteria will then be presented to community for transparency and to check for resonance as part of the community agreement.

### Creating a Vision for a Safe and Welcoming Metro

Once the community agreement is in place, the SaFE teams will create a vision for what a safe and welcoming Metro looks like by exploring shared outcomes for SaFE Reform, facilitating a visioning workshop, and creating a vision statement on what a safe and welcoming Metro looks like using input from the community.

## Phase 3 – Evaluate Current Policies and Identify Potential Changes

Phase 3 will determine which current policies and practices help and hurt the vision of what a safe and welcoming Metro looks like.

Metro will share current safety, security, and fare enforcement policies and practices and will engage the community to assess how well these policies align with the vision of a safe and welcoming Metro from Phase 2. Community will then provide recommendations for revising, replacing, or removing policies to better align with the shared vision.

## Phase 4 – Prioritize Recommendations

Phase 4 engagement will determine the feasibility of recommendations by providing the community with necessary context for each recommendation. Metro will package recommendations with context and historical information, estimated time and cost, any legislative needs, and Metro's prioritization and explanation. With a list of all feasible recommendations, Metro will conduct a community prioritization process using a voting system where community can help determine which recommendations move forward in Metro's implementation report.

## Post-Engagement

Upon completion of engagement, Metro will draft an implementation report in response to the SaFE reform proviso with the final recommendations that were prioritized by community. Finalized recommendations and plans for recommendations that are not included in the implementation report will be shared with community.