

SaFE Reform Engagement Summary – Phase 1

For Phase 1 of the SaFE Reform process, King County Metro spoke to more than a dozen community organizations in one-on-one meetings and conducted two focus groups with external partners and Metro employees. The goal of these discussions was to involve community stakeholders in shaping our approach to community engagement from the very beginning. During these discussions, Metro asked participants a series of questions to help us identify shared goals and collectively define the terms “co-creation” and “inclusive engagement.”

Below is a summary of those responses.

What does co-creation mean to you? How could Metro achieve co-creation based on your definition?

- Create authentic and intentional relationships with community
- Co-create the decision-making table – don't just invite stakeholders to a pre-determined one
- Value participants' time and feedback – don't ask just to ask, know why you are asking
- Language matters – how things are communicated is important
- Community needs to be able to hold Metro accountable
- Don't create limits before ideas can be explored

What does inclusive engagement look like?

- Tailor messages/communication tools to community
- Lead without bias or predetermined solutions
- Emphasize that engagement shouldn't just be a process to validate a predetermined solution
- Remove barriers to access
- Understand cultural norms

If we got to the end of this process, and you felt thrilled about the results, what would we have achieved?

- Metro services are accessible
- Metro buses, shelters/stations, and facilities are welcoming places
- Metro's response to safety issues is holistic and appropriate to the particular situation
- Metro leadership commits to the outcomes of this process
- Metro has learned from past mistakes and will incorporate learnings in the future

Metro will incorporate these findings into the remaining phases of the community engagement process. It also used them to create the co-defined definitions below:

Co-creation: shared ownership of a vision of what safe and welcoming service looks and feels like to those most impacted by Metro's current enforcement policies and practices, both internal and external to Metro, and the creation of policies and practices that will work to achieve that vision. With the understanding that the process is continuous – as the environment changes, policies should change with it – and will require a continued relationship with community.

Inclusive engagement: a tailored, accessible, and transparent planning and decision-making process that creates trust with specific communities through open dialogue, respect for the value every stakeholder brings to creating a safe and welcoming Metro, and shared ownership and commitment to action.