

Safety, Security, and Fare Enforcement (SaFE) Reform Engagement Summary - Phase 2

Safety, Security, and Fare Enforcement (SaFE) Reform engagement Phase 2 had three stages. First, Metro conducted a survey of community members' and employees' visions of safety on transit. Second, our community stakeholders and our employees created a vision statement. Third, Metro held focus groups on the vision statement. Participants included members of the Black, Indigenous, and People of Color (BIPOC) community and other communities.

Participants will use the vision in Phase 3 to guide changes policies and practices.

Visualization survey (July 12 to 25)

Metro conducted a survey of 5,641 community members and employees. Metro partnered with community-based organizations to center BIPOC voices, and voices that intersect with other marginalized and un(der)served communities. These partners guided survey collection, promotion, and analysis. The survey was available online and on paper, and in many languages. Metro paid respondents who took the survey through a community-based organization.

The engagement team went to bus bases and essential employee worksites. They discussed SaFE Reform with employees and encouraged them to take the survey. Employees received pay for their time to take the survey.

It was necessary to draft a vision and definitions in a short period of time for community review. To achieve this, Metro sampled 6% of total responses for review. Metro oversampled BIPOC respondents, and those with intersections with disability, experience being unhoused, LGBTQIA identity, linguistically diverse, low income, and youth.

There were debrief sessions of surveyors from community-based organizations, bus bases, and worksites. They shared the in-depth comments and themes they received from respondents.

Key themes identified through the survey

- 1 Metro needs to increase presence, so people feel safe on/at Metro. Employees want more security and community wants more ambassadors of information.
- 2 Metro should aim to better reflect the community it serves through staffing and design of infrastructure and provide increased lighting, clear, inclusive signage, and accessible amenities so all can feel safe.
- 3 Metro has created an environment where users expect operators to do much more than fulfill their primary role of operating the vehicle safely (such as act as social service provider, security, fare enforcement, and customer service). This has led to some operators wanting to refuse service to communities they deem as unable or unwilling to follow the code of conduct or are just "trouble."
- 4 A code of conduct to ride and operate needs to be identified, clearly communicated, and enforced so Metro employees and users feel safe. Application of codes cannot unfairly target certain groups of people based on perception of inability or unwillingness to follow codes.
- 5 Belief that Metro doesn't care about employees or community so create or perpetuate unsafe environments.



Drafting the vision of a safe and welcoming Metro (Aug. 3 to 10)

The SaFE Reform Equity and Core Teams include representatives from communities and from Metro's divisions, respectively. Team members received a summary of feedback from the Phase 2 engagement. They met for a total of 9 hours. Team members developed a vision and definitions for a safe and welcoming Metro.

Community resonance process (Aug. 16 to 20)

The community resonance process has two purposes:

- 1 Ensure the vision and definitions reflect the experiences and needs of groups of people who are disproportionately negatively impacted by safety, security, and fare enforcement policies.
- 2 Deepen understanding of common themes identified in the Phase 2 engagement.

Focus groups were held the week of August 16th. There were 90-minute discussions with groups including: BIPOC youth, BIPOC seniors, BIPOC who identify as LGBTQIA+, BIPOC with disabilities, organizations that serve people who have recently/or are currently experiencing housing instability, and Metro Transit Police and Fare Enforcement staff.

Vision of safety

The vision statement that came out of the process is:

"Safe, accessible, and equitable transit that is co-created to support community well-being."

Definitions of key terms in this vision statement are as follows:

SAFE

Well-being that is supported through recognition of everyone's dignity.

ACCESSIBLE

Transit that is easy for community members of all backgrounds and abilities to use and provide.

EQUITABLE

Fair, complete, and equal access to transit environments that support the ability to thrive.

COMMUNITY

An interconnected collective of people, places, and things that make transit work as it should.

CO-CREATED

Shared ownership of creation with the understanding that the process and relationship with community is continuous.

Looking ahead to Phase 3

In the next phase, community and employees will look at Metro's safety and security policies. Participants will assess how well the policies align with the vision and definitions. Respondents will make recommendations for changing the policies to uphold the vision.