



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

Motion 16554

Proposed No. 2024-0010.1

Sponsors Dembowski

1 A MOTION acknowledging receipt of a reimagining transit
2 safety and security report, in response to the 2023-24
3 Biennial Budget Ordinance, Ordinance 19546, Section 114,
4 Proviso P2.

5 WHEREAS, the 2023-2024 Biennial Budget Ordinance, Ordinance 19546,
6 Section 114, Proviso P2, states that \$1,000,000 shall not be expended or encumbered
7 until the executive transmits two reports: first, a SaFE reform community ambassador
8 scoping report; and second, a SaFE reform community ambassador results report, and the
9 proviso further requires that each report should be accompanied by a motion that should
10 acknowledge receipt of the applicable report, and

11 WHEREAS, the 2023-2023 Biennial Budget Ordinance, Ordinance 19546,
12 Section 114, Proviso P2, further states that upon passage of each motion required under
13 that proviso, \$500,000 is released for encumbrance or expenditure, and

14 WHEREAS, the Metro transit department, the Puget Sound region's largest public
15 transportation agency, is committed to providing safe, equitable and sustainable mobility,
16 and

17 WHEREAS, the Metro transit department is committed to becoming an antiracist
18 mobility agency, and

Motion 16554

19 WHEREAS, consistent with the 2023-2024 Biennial Budget Ordinance,
20 Ordinance 19546, Section 114, Proviso P2, the King County executive has transmitted to
21 the council a SaFE reform community ambassador scoping report;

22 NOW, THEREFORE, BE IT MOVED by the Council of King County:

23 The council acknowledges receipt of the SaFE reform community ambassador
24 scoping report proviso response, Attachment A to this motion.

Motion 16554 was introduced on 1/16/2024 and passed by the Metropolitan King
County Council on 4/16/2024, by the following vote:


Yes: 8 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Perry,
Upthegrove and von Reichbauer
Excused: 1 - Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:

E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:

8DE1BB375AD3422...
Melani Hay, Clerk of the Council

Attachments: A. Safety, Security, and Fare Enforcement (SaFE) Reform Community Ambassador
Scoping Report

Safety, Security, and Fare Enforcement (SaFE) Reform Community Ambassador Scoping Report

December 2023



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II. Proviso Text

P2 PROVIDED FURTHER THAT:

Of this appropriation, \$1,000,000 shall not be expended or encumbered until the executive transmits two reports: first, a SaFE reform community ambassador scoping report; and second, a SaFE reform community ambassador results report. Each report should be accompanied by a motion that should acknowledge receipt of the applicable report. Each motion should reference the subject matter, the Proviso's ordinance number, ordinance section and Proviso number in both the title and body of the motion. Upon passage of each motion, \$500,000 is released for encumbrance or expenditure.

A.1. There has been an increase in reported safety incidents, illegal activity, vandalism and littering on buses, as well as at and around transit stops and transit centers in many areas of King County. The Metro Transit Department's safety, security and fare enforcement ("SaFE") reform initiative implementation report, which was approved by the King County council through Motion 16128, established a goal of safe, accessible and equitable transit that is cocreated to support community well-being. To achieve that goal, the Metro transit department must engage local communities in a co-creative and collaborative approach, utilizing community organizing efforts and community ambassadors to coordinate safety efforts in the areas around transit stops and transit centers with communities, including stakeholders and leaders, residents, community-based organizations, local businesses, public agencies and jurisdictional partners.

2. For the purposes of this Proviso, the co-creative and collaborative approach to transit safety and security issues shall be referred to as the SaFE reform community ambassador effort.

3. For the purposes of the reports required by this Proviso, the SaFE reform community ambassador effort shall be focused in the following areas:

- a. the Aurora Village Transit Center;
- b. the Burien Transit Center;
- c. transit stops in the Skyway-West Hill community service area;
- d. transit stops on Third Avenue in Seattle between South Main Street and Broad Street;
- e. transit stops in the Chinatown/International District and Little Saigon;
- f. transit stops near Twenty-third Avenue South and South Jackson Street in Seattle; and
- g. other areas in which the level of safety incidents, illegal activity, vandalism or littering, either on buses or at and around transit stops and transit centers, as determined by the Metro transit department, indicates a need for improvement to foster greater community safety and security.

B. The SaFE reform community ambassador scoping report shall include, but not be limited to, the following:

1. A description of the number and purposes of meetings to address transit safety, security, cleanliness or SaFE reform initiative implementation, which Metro transit department staff led or attended or which were led or attended by representatives of community-based organizations under contract to King county, in the areas listed in subsection A.3. of this Proviso;

2. Identification of the community stakeholders and leaders, residents, community-based organizations, local businesses, public agencies, and jurisdictional partners that participated in the meetings identified in response in subsection B.1. of this Proviso; and

3. Narratives describing the following: how follow-up activities were addressed, methods used to ensure that issues regarding all or any areas listed in subsection A.3 of this Proviso were communicated to the respective participants in the meetings described in subsection B.1. of this Proviso, how strategies from the SaFE reform initiative implementation report approved by Motion 16128 have been implemented and what resources, such as community ambassadors to support safety

and security or measures to increase cleanliness at and around transit stops and transit centers, have been deployed.

C. The SaFE reform community ambassador results report, analyzing the impacts of the efforts in the areas listed in subsection A.3. of this Proviso, shall include comparative data by which the Metro transit department can determine if there is a measurable benefit gained by implementing SaFE reform initiative strategies, including community ambassadors and community organizing efforts. The data should include, but not be limited to, a summary of system-wide trends in safety incidents and illegal activities on buses and at transit centers and transit stops year-over-year from June 2018 through June 2023, as well as specific trend data for the areas listed in subsection A3. of this Proviso, and information on the Metro transit department's activities or efforts to maintain cleanliness at and around transit centers and transit stops in the areas listed in subsection A.3. of this Proviso.

The executive should electronically file the SaFE reform community ambassador scoping report and motion required by this Proviso no later than December 31, 2023, and the SaFE reform community ambassador results report and the motion required by this Proviso no later than June 20, 2024, 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, justice, health and human services committee or its successor.¹

¹ [Link to Ordinance 19546, Section 114](#)

III. Executive Summary

This SaFE reform community ambassador scoping report is provided as called for by Ordinance 19546, Section 114, Proviso 2.

[Metro Connects](#) is King County Metro’s 30-Year Strategic Plan and Service Guidelines and describes how Metro will work toward “a regional, innovative, and integrated mobility network that is safe, equitable, and sustainable.”² It was shaped in collaboration with partners and community workgroups including the [Mobility Equity Cabinet](#), demonstrating Metro’s commitment to equity and sustainability in strategic planning processes.³ Recently updated in 2021, Metro Connects continues to emphasize Metro’s long-standing commitment to safety, equity, and sustainability.⁴

Following the murder of George Floyd, the King County Executive declared racism as a public health crisis and announced a commitment to becoming anti-racist and accountable to BIPOC communities.⁵ This led Metro to reevaluate its programs to find ways to more equitably meet the needs of Black, Indigenous, and other people of color (BIPOC) King County residents and communities. Metro specifically reexamined internal policies and practices that could perpetuate inequitable practices that directly impact black and brown communities.

As a result of King County’s pro-equity work in 2021, Metro initiated the SaFE Reform Initiative, whose vision is for a safe, accessible, and equitable transit that is co-created to support community well-being.⁶ In its SaFE Reform work, Metro has prioritized engaging and elevating the voices of King County community members, customers, and Metro employees to identify what equitable safety practices mean to Metro’s riders.⁷

As called for by the Proviso, Metro staff facilitated a series of engagement activities at the following locations:

- Aurora Village Transit Center;
- Burien Transit Center;
- transit stops in the Skyway-West Hill community service area;
- transit stops on Third Avenue in Seattle between South Main Street and Broad Street;
- transit stops in the Chinatown/International District and Little Saigon;
- transit stops near Twenty-third Avenue South and South Jackson Street in Seattle, and
- other areas in which the level of safety incidents, illegal activity, vandalism or littering, either on buses or at and around transit stops and transit centers, as determined by the Metro transit department, indicates a need for improvement to foster greater community safety and security.

² [Metro Connects, 2](#)

³ The Mobility Equity Cabinet was established in 2019 and is made up of community leaders who represent low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, and people with disabilities.

⁴ [Metro Connects, 6](#)

⁵ [Racism as a Public Health Crisis](#)

⁶ [Racism as a Public Health Crisis](#)

⁷ [SaFE Reform Initiative](#)

The community engagement activities included walking tours, focus groups, and street outreach conducted by Metro staff. When needed, Metro's Partnership & Engagement team also conducted one-on-one meetings with community members. Metro connected with transit riders, community members, community-based organizations (CBOs), jurisdictional partners, and partner agencies to gather their feedback regarding experiences and perceptions of the safety and cleanliness of the transit hubs and transit stops listed in the Proviso.

Metro gathered recommendations from community member participants who attended engagement activities in each location regarding improving Metro's response to safety concerns, as summarized below.

- **Improve lines of communication between community organizations, local businesses, and Metro** – Metro received several questions surrounding the frequency of transit stop cleaning, the frequency of security surveillance at transit stops, and justification for bus shelter alterations. This demonstrated to Metro the community's desire to improve lines of communication between community organizations, local businesses, and Metro, so that everyone can stay informed and not feel as if Metro's practices occur at random.
- **Increase Metro's presence at the identified transit hubs** – Community members voiced an overarching desire for increased Metro presence at transit hubs to improve safety. Metro may need to evaluate and determine how to best distribute various security personnel across King County.
- **Specific transit stop/shelter improvements** – At the Skyway and Burien engagement events, community members vocalized a desire for improved conditions at Metro's bus shelters and pathways to transit hubs, including measures to reduce overgrown vegetation, increase visibility, improve lighting, and improve the cleaning of litter, graffiti, and sidewalks. The Skyway/West Hill community identified specific stops that were overgrown by vegetation, and the Burien community identified locations surrounding the transit center where vegetation and sanitation attention was needed. Along 3rd Avenue between South Main Street and Broad Street, members of the public communicated their preference for keeping existing bus shelters.
- **Enhance TSO training** – During the engagement events across all of the locations, community members said they want to ensure that security personnel are fully trained and equipped to respond to both security and behavioral health incidents that can occur at and around transit hubs and stops.
- **Restore and maintain transit center facilities** – Community members requested the removal of abandoned or vandalized structures and the addition of amenities to deter future vandalism and create more welcoming spaces. Specifically, at the Burien and Aurora Village Transit Centers, riders also voiced a desire to see structures and transit hubs re-activated, to mirror what those spaces looked like prior to the COVID-19 pandemic.

Following the engagement events, Metro shared a draft of the notes with participants to ensure what was captured by Metro was indeed accurate or to recommend edits to better reflect the feedback

shared during the engagement sessions. In cases where there was low participation at an engagement event, Metro conducted additional engagement efforts to hear from more community members. Additionally, when significant safety incidents occurred in one of the six locations referenced in the Proviso, Metro reached out to individuals in the community whom Metro had been in contact with either before, during, or after the walking tour hosted in that area.

Also, as outlined in Metro's Transit Stops and Centers Cleanliness Report, Metro has adjusted its cleaning strategies to help prioritize cleaning work.⁸ As recommended by the SaFE Initiative Implementation report, Metro is also engaging in the Behavioral Health Specialist pilot and the Transit Ambassador Pilot to provide additional non-police presence at various locations in the region.⁹ The insights gained through the SaFE reform community ambassador effort will inform Metro's current work to strategize solutions for safe and clean transit hubs, stops, and buses, both at the specific locations outlined in this Proviso, as well through the work of the SaFE Reform Initiative.

⁸ [Transit Stops and Centers Cleanliness Report](#)

⁹ [SaFE Reform Initiative](#)

IV. Background

Department Overview

King County Metro is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link Light Rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

Key Historical Conditions

[King County Equity and Social Justice Plan](#)¹⁰ – The King County Equity and Social Justice Plan has been a blueprint for action and change that guides King County departments' pro-equity policy direction, decision-making, planning, operations and services, and workplace practices to advance equity and social justice within County government and in partnership with communities.¹¹

[Racism as a Public Health Crisis](#) – Following the murder of George Floyd, the King County Executive declared racism as a public health crisis and announced a commitment to becoming anti-racist and accountable to BIPOC communities.¹² This led Metro to reevaluate its programs to find ways to more equitably meet the needs of Black, Indigenous, and other people of color (BIPOC) King County residents and communities. Metro specifically reexamined internal policies and practices that could perpetuate inequitable practices that directly impact black and brown communities. Metro, in collaboration with other King County departments, worked to address how its practices regarding law enforcement presence can be reshaped to better serve all residents within the county.

[The Safety, Security, and Fare Enforcement \(SaFE\) Reform Initiative](#) – King County Metro initiated the SaFE Reform Initiative in 2021 as a direct response to the King County Executive's declaration of racism as a public health crisis. In its SaFE Reform work, Metro has prioritized the engagement and the voice elevation of community members, customers, and Metro employees to identify what equitable safety practices mean to its riders.¹³

Metro's key SaFE Priorities include the following:

- Increasing presence in and around King County Metro transit hubs
- Providing timely and appropriate response realized in a way that is genuinely equitable for all transit riders
- Prioritizing community voices
- Providing spaces for intentional partnerships that directly impact and improve transit
- Allowing community to take ownership of current and future safety-related Metro pilot programs to improve customer transit experience

Key Current Conditions

¹⁰ [King County Equity and Social Justice Plan, 3](#)

¹¹ <https://kingcounty.gov/en/legacy/elected/executive/equity-social-justice/strategic-plan>

¹² [Racism as a Public Health Crisis](#)

¹³ [SaFE Reform Initiative](#)

In response to the SaFE Reform priorities listed above, King County Metro collaborated with the SaFE Equity Workgroup, a workgroup comprised of community members from different priority population groups across King County. In partnership with Metro, this SaFE Equity Workgroup developed recommendations that have resulted in SaFE pilots, such as the Transit Ambassador Program and Behavioral Health Specialist Pilots, which prioritize an increase in non-police forms of security presence in areas that have a high volume of transit ridership and a high volume of reported safety and security issues.

The Transit Ambassador Pilot – The Transit Center Ambassador Pilot launched in Q1 of 2023, was formed based on a recommendation from Metro’s SaFE Equity Workgroup, which is comprised of community members from across King County. The program places “Metro Employees at key transit center locations to provide customer support, information, and assistance.”¹⁴ The Transit Ambassadors are one of the SaFE Reform Initiative’s first steps toward developing non-police forms of presence in high traffic transit locations. The work conducted by the Transit Ambassadors is informed by the SaFE Equity Workgroup’s central goal to intentionally develop ways for Metro’s riders to “feel safe, secure, and welcome on transit.”¹⁵

Behavioral Health Specialist Pilot – As recommended by the SaFE Equity Workgroup, Metro is partnering with the King County Department of Community and Human Services (DCHS) to provide behavioral health specialist outreach services at the Aurora Village Transit Center and the Burien Transit Center from 6 p.m. to 2 a.m., daily.¹⁶ Since April 2023, the Behavioral Health Specialists conducting outreach have provided de-escalation, crisis intervention, peer support, and connection to social support services to community members in crisis.

SaFE reform community ambassador effort – As established by this Proviso, the SaFE reform community ambassador refers to the co-creative and collaborative approach to transit safety and security. Metro staff led the SaFE reform community ambassador effort by engaging with various residents, community members, local businesses, jurisdictional partners, and other public agencies. The insights from that effort, which are described later in this report, will inform how Metro coordinates and responds to safety efforts in areas around transit stops and transit centers. The processes and findings from the SaFE reform community ambassador effort are outlined in the rest of this report.

Report Methodology

Metro’s Partnerships and Engagement Team facilitated the development of this initial report by conducting contextual research concerning the six locations identified in the King County Council Proviso. They were supported in this work by Metro’s:

- Government Relations Team
- Safety Security and Quality Assurance (SSQA) Team
- Transit Route Facilities (TRF) Team
- Transit Facilities Maintenance Team

¹⁴ [SaFE Reform Initiative](#)

¹⁵ [SaFE Reform Initiative](#)

¹⁶ [SaFE Reform Initiative](#)

With the aid of these groups, Metro’s Partnerships and Engagement Team developed a foundational understanding of the work that Metro had already performed in the six locations regarding security response, transit facility alterations, and the cleanliness of Metro owned and monitored transit stops and transit hubs. Metro’s Partnership and Engagement team then held engagement events with community led organizations, small businesses, partner agencies, and local residents at each of the six locations specified in the Proviso and gathered comments and suggestions to inform this report.¹⁷ All community attendees were paid for providing their feedback at a rate of \$75/session. Along with the general public, these engagement events were attended by representatives from the following stakeholders:

- Community Transit
- Echo Lake Neighborhood Association
- North Urban Human Services Alliance
- Compass Housing Veterans Center
- City of Burien Public Works
- City of Burien
- Para Los Niños
- Latino Civic Alliance
- Sea Mar Burien Health Center
- West Hill Community Association
- Skyway King County Sheriff’s Office
- Seattle Police Department
- Summit Sierra High School
- Seattle Housing Authority – Yesler Terrace
- Friends of Little Saigon
- Chinatown/ID Business Improvement Area
- Catholic Community Services
- Black Coffee Northwest
- Community Passageways
- Jackson Place Community Council

For the Aurora Village Transit Center, Burien Transit Center, Skyway – West Hill, Chinatown/International District and Little Saigon, and 23rd Avenue South and South Jackson Street engagement locations, Metro created a notes document that listed attendees at each event, including Metro employees, representatives from jurisdictional partners and partner agencies, small business owners, members of community-based organizations, community residents, and community representatives.¹⁸ The notes document also included the recommendations provided by community attendees, observations and thoughts shared at engagement events, and maps that provided additional context for all feedback provided. When possible, the document also included pictures of the areas walked or discussed (in focus group events), to provide visual aids for those who were unable to attend the events in person.¹⁹

For the engagement that occurred on Third Avenue, Metro staff conducted two outreach shifts. During those outreach shifts, the team conducted intercept interviews to gauge the general public’s perceptions regarding Metro-owned bus shelters. The intercept interviews conducted were brief, informal interviews that invited riders at or near transit stops to provide their feedback on their perceptions of bus shelters and safety. In this engagement, interviewees were asked the following:

¹⁷ Locations specified by the Proviso: Aurora Village Transit Center, Burien Transit Center, Skyway – West Hill, Chinatown/International District and Little Saigon, transit stops on Third Avenue in Seattle between South Main Street and Broad Street, and 23rd Avenue South and South Jackson Street.

¹⁸ Notes documents for all engaged locations can be found in Appendix A.

¹⁹ Notes Documents from 3rd avenue engagement can be found in Appendix A.

1. Whether riders utilized the shelters when they were still up
2. Whether riders felt comfortable utilizing the shelters currently.
3. Whether riders felt that waiting at the bus shelter was more comfortable as opposed to less so, or whether they were at the same level of comfortability post removal.

More information about the engagement process is included in Section A of this Proviso response report.

V. Report Requirements

The following subsections are organized to correlate with the sections of the Proviso.²⁰

- A.1. There has been an increase in reported safety incidents, illegal activity, vandalism and littering on buses, as well as at and around transit stops and transit centers in many areas of King County. The Metro transit department's safety, security, and fare enforcement ("SaFE") reform initiative implementation report, which was approved by the King County council through Motion 16128, established a goal of safe, accessible and equitable transit that is cocreated to support community well-being. To achieve that goal, the Metro transit department must engage local communities in a cocreative and collaborative approach, utilizing community organizing efforts and community ambassadors to coordinate safety efforts in the areas around transit stops and transit centers with communities, including stakeholders and leaders, residents, community-based organizations, local businesses, public agencies, and jurisdictional partners.
2. For the purposes of this Proviso, the cocreative and collaborative approach to transit safety and security issues shall be referred to as the SaFE reform community ambassador effort.
3. For the purposes of the reports required by this Proviso, the SaFE reform community ambassador effort shall be focused in the following areas:
- a. the Aurora Village transit center;
 - b. the Burien transit center;
 - c. transit stops in the Skyway-West Hill community service area;
 - d. transit stops on Third Avenue in Seattle between South Main Street and Broad Street;
 - e. transit stops in the Chinatown/International District and Little Saigon;
 - f. transit stops near Twenty-third Avenue South and South Jackson Street in Seattle; and
 - g. other areas in which the level of safety incidents, illegal activity, vandalism or littering, either on buses or at and around transit stops and transit centers as determined by the Metro transit department, indicates a need for improvement to foster greater community safety and security.

For each engagement location identified in the Proviso, Metro hosted either a walking tour or focus group with community members, small businesses, local CBOs, and partnering agencies in attendance to collect collaborative feedback. Metro personnel were also invited to all engagement events and often helped in responding to participant questions, comments, or concerns. Metro also held one-on-one meetings with community members who might not have been able to attend the engagement events.

The following table documents the events in each of the six locations listed in the Proviso, as well as list organizations that attended each event.

²⁰ [Link to Ordinance 19546, Section 114](#)

Table 1 Engagement event and attendees by location

Location	Engagement Event(s) Hosted	Community Based Organizations, Community Groups, and Partnering Agencies Present
Aurora Village Transit Center	Walking Tour	<ul style="list-style-type: none"> • Community Transit • Echo Lake Neighborhood Association • North Urban Human Services Alliance • Compass Housing Veterans Center
Burien Transit Center	Walking Tour	<ul style="list-style-type: none"> • City of Burien Public Works • City of Burien • Para Los Niños • Latino Civic Alliance • Sea Mar Burien Health Center
Skyway-West Hill	Focus Group One-on-One Engagement/Follow up	<ul style="list-style-type: none"> • West Hill Community Association • King County Sheriff's Office
Third Avenue in Seattle (Between South Main Street and Broad Street)	Street Outreach Engagement	General Public/Commuters
Chinatown/International District and Little Saigon	Walking Tour	<ul style="list-style-type: none"> • Seattle Police Department • Summit Sierra High School • Seattle Housing Authority – Yesler Terrace - Community Advocate • Friends of Little Saigon • Chinatown/ID Business Improvement Area
23 rd Avenue South and South Jackson Street	Walking Tour One-on-One Engagement/Follow up	<ul style="list-style-type: none"> • Catholic Community Services • Black Coffee Northwest • Community Passageways • Seattle Police Department • Jackson Place Community Council • Kidder Mathews

Participants were informed that their engagement supported Metro’s the goal of creating a safer and more equitable response to security concerns in two ways. First, participant feedback was crucial for the SaFE reform community ambassador effort’s goal of having a cocreative and collaborative approach to addressing safety concerns in each of the six areas outlined in this Proviso. Second, findings from these engagements would inform the approaches SaFE Reform Initiative’s goal of understanding what equitable safety practices mean to Metro’s riders.

B1. A description of the number and purposes of meetings to address transit safety, security, cleanliness or SaFE reform initiative implementation, which Metro transit department staff led or attended, or which were led or attended by representatives of community-based organizations under contract to King County, in the areas listed in subsection A.3. of this Proviso.

During the engagement period, Metro asked participants to share their feedback on transit safety, security, cleanliness, or SaFE reform initiative implementation. Metro’s Partnerships and Engagement Team facilitated seven formal meetings (including one-on-one engagement or follow-up meetings) and two street outreach shifts.

Below is a description of the engagement meetings and events that were held to address transit safety, security, cleanliness, or SaFE Reform Initiative implementation. Preceding each activity description is a list of the correlating goals and reasoning for each meeting type at each of the locations identified in Section A subsection 3 of this Proviso.

Table 2 Engagement activities, descriptions, and goals

Engagement Activity	Engagement Activity Description	Engagement Goal
Walking Tours	<ul style="list-style-type: none"> • Hosted tours at four of the seven engagement points • Attended by Metro personnel who served as subject matter experts in safety, security, and cleanliness issues around the Metro Transit Hubs • Began with context setting to share with community attendees the intention behind the engagement meeting and its connection the SaFE Reform Initiative and the Community Ambassador effort • Recounted information regarding the neighborhood’s transit experience, previously stated concerns, and previous engagement efforts in the neighborhood • Led attendees on a walk around the location identified in the Proviso 	<ul style="list-style-type: none"> • Create a detailed portrait of the location, with the help of personal observations from community members who experience it on a regular basis. • Encourage participants to utilize their senses to share memories of their past experiences at that transit hub or stop.

Engagement Activity	Engagement Activity Description	Engagement Goal
	<ul style="list-style-type: none"> • Asked community attendees questions to collect comments and suggestions, and document concerns²¹ • Following the walking portion of the event, conducted a debriefing session on what was shared by community members to identify potential points of further engagement, as well as issues on which further input could be provided 	
Focus Groups	<ul style="list-style-type: none"> • Hosted inside of a community gathering space, with comments based largely on the memories and reflections of participants • During the focus group, participants: <ul style="list-style-type: none"> ○ learned about the context and the intention of the engagement ○ heard about issues staff were already aware of regarding the neighborhood's transit experience, previously stated concerns, and previous engagement efforts ○ shared and identified their key concerns or suggestions regarding the location ○ participated in a visual activity to identify points of concern on one of three maps that illustrated the region in different ways (one that included landmarks, one with a wider view of the neighborhood, and a satellite map to capture terrain more distinctly) • Hosted a time to debrief all that was shared and heard from community 	<ul style="list-style-type: none"> • Provide as much detail as the walking tour while considering a wider range of issues.
Street Outreach Engagement	<ul style="list-style-type: none"> • Conducted intercept interviews to collect feedback regarding general feelings of safety regarding Metro transit shelters • Asked interviewees a series of questions (the specific questions and initial data from the engagement can be found in Appendix A) 	<ul style="list-style-type: none"> • Obtain the most substantive and accurate information on rider perspectives around the issues listed in section B.1. of the Proviso.

²¹ Walking Tour notes, with site specific recommendations can be found in Appendix A

Engagement Activity	Engagement Activity Description	Engagement Goal
One-on-one engagements	<ul style="list-style-type: none"> One-on-one engagement meetings were held either by email or through a video call or phone call. The conversations were between a member of Metro’s Partnerships and Engagement Team and the invited community member. 	<ul style="list-style-type: none"> Give community members who were unable to attend either the scheduled walking tour or focus group meetings with an opportunity to provide feedback. Obtain additional feedback in cases where the initial engagement touch point was insufficient.

B2. Identification of the community stakeholders and leaders, residents, community-based organizations, local businesses, public agencies and jurisdictional partners that participated in the meetings identified in response in subsection B.1. of this Proviso;

Below is a description of the engagement locations, along with the external participants and Metro participants that attended any type of engagement related to that location.

Table 3 Engagement participants by locations

Location	External Participants	Metro Participants
Aurora Village Transit Center	<ul style="list-style-type: none"> Sarah Shewell, Community Transit Customer Experience Patrick Deagan, Community Advocate/Echo Lake Neighborhood Association Jay Sundahl, Echo Lake Neighborhood Association Silje Sodal, North Urban Human Services Alliance Shree Vigil, Compass Housing Veterans Center 	<ul style="list-style-type: none"> Bill Douthit, King County Metro Community Engagement (Lead) Melissa Brown, King County Metro Community Engagement Rob Pascoe, King County Metro Safety Steve Hopkins, King County Metro Transit Route Facilities Stephanie Yu, King County Metro Connecting to Transit Program DeAnna Martin, King County Metro General Manager’s Office

Location	External Participants	Metro Participants
Burien Transit Center	<ul style="list-style-type: none"> • Robin Tischmak, City of Burien Public Works • Maiya Andrews, City of Burien Public Works • Adolfo Bailon, Burien City Manager • Virginia Herrera-Páramo, Para Los Niños • Jackie Lomeli, Latino Civic Alliance • Marie Bravo, Latino Civic Alliance • Tatiana Yepes, Latino Civic Alliance • Sam Romero, Sea Mar Burien Health Center 	<ul style="list-style-type: none"> • Bill Douthit, King County Metro Community Engagement (Lead) • Glo Yu, King County Metro Community Engagement • Chris Arkills, King County Metro Government Relations • David Eldred, King County Metro General Counsel • Robyn Austin, King County Metro Safety • David Korthals, King County Metro Transit Route Facilities • Ryan Abin, King County Metro Facilities • Pauline Estrella, Ruth Woo Fellow, King County Metro Quality Assurance • Kirk Rodriguez, King County Dept. Of Community and Human Services Behavioral Health and Recovery
Skyway – West Hill	<ul style="list-style-type: none"> • Fin Harmany, West Hill Community Association • Vickie Cariello, King County Sheriff's Office 	<ul style="list-style-type: none"> • Bill Douthit, King County Metro Community Engagement (Lead) • Melissa Brown, King County Metro Community Engagement • Neil Crosier, King County Metro Safety • David Korthals, King County Metro Transit Route Facilities • Kahdijah Jackson, King County Metro Community Van/Local Services • Mike Burns, King County Metro SaFE Ambassador • Dominique Blanchard, King County Metro SaFE Ambassador • Hussein Ismael, King County Metro SaFE Ambassador • Mimi Delgado, King County Metro SaFE Ambassador

Location	External Participants	Metro Participants
Third Avenue in Seattle (Between South Main Street and Broad Street)	General Public	<ul style="list-style-type: none"> • Jessica Vu, King County Community Engagement (Lead) • Tristan Cook, King County Community Engagement • Kennidy Stood, Cascadia Consulting Group • Jay Carhart, Cascadia Consulting Group
Chinatown/International District and Little Saigon	<ul style="list-style-type: none"> • Barb Biondo, Seattle Police Department • Andrew Crook, Summit Sierra High School • Andy Pham, Friends of Little Saigon • Moxie-S. Hubbard-S., Seattle Housing Authority – Yesler Terrace Community Advocate • Natalie Huston, Chinatown ID Business Improvement Area • YK Zhou, Chinatown ID Business Improvement Area 	<ul style="list-style-type: none"> • Bill Douthit, King County Metro Community Engagement (Lead) • Melissa Brown, King County Metro Community Engagement • Robyn Austin, King County Metro Safety • Lucas Smith, King County Metro Transit Route Facilities • DeAnna Martin, King County Metro General Manager’s Office • Ryan Abin, King County Metro Facilities
23 rd Avenue South and South Jackson Street	<ul style="list-style-type: none"> • Iris Arellano, Catholic Community Services • Ajanae Reed, Catholic Community Services • Erwin Weary, Black Coffee Northwest • Joseph Elenbaas, Seattle Police Department • Alex Cooley, Jackson Place Community Council • Brianna Cafourek, Kidder Mathews 	<ul style="list-style-type: none"> • Bill Douthit, King County Metro Community Engagement (Lead) • Melissa Brown, King County Metro Community Engagement • Robyn Austin, King County Metro Safety • Lucas Smith, King County Metro Transit Route Facilities • Jeanne Suleiman, King County Metro SaFE Program Lead • Mike Burns, King County Metro SaFE Ambassador • Stephany Roberson, King County Metro SaFE Ambassador

Location	External Participants	Metro Participants
		<ul style="list-style-type: none"> • Walter Olson, King County Metro SaFE Ambassador • LaLaura Rose, guest King County Metro SaFE Ambassador; part-time transit operator • Dan Funk, King County Metro SaFE Ambassador

B3. Narratives describing the following: how follow-up activities were addressed, methods used to ensure that issues regarding all or any areas listed in subsection A.3 of this Proviso were communicated to the respective participants in the meetings described in subsection B.1. of this Proviso, how strategies from the SaFE reform initiative implementation report approved by Motion 16128 have been implemented and what resources, such as community ambassadors to support safety and security or measures to increase cleanliness at and around transit stops and transit centers, have been deployed.

At the conclusion of the engagement events (excluding engagement that occurred on 3rd Avenue), Metro’s engagement team shared with attendees methods for providing additional feedback after the meeting. Following the meeting, Metro emailed attendees to share a draft of the notes to ensure what was captured by Metro was indeed accurate or to recommend changes and to thank them for their participation.

In cases where there was low participation at an event hosted at one of the six locations identified in the Proviso under section A.3., Metro reached out to invited parties who were unable to attend the walking tour or focus group, as well as to a list of recommended Community-Based Organizations created from Metro’s existing list of internal contacts. Metro updated the notes documents based on recommended changes from focus group or walking attendees, as well as including all comments from additional discussions in the previously mentioned notes document.

Additionally, if a significant safety incident occurred in one of the six locations mentioned in the Proviso, Metro reached out to individuals in the community whom Metro had been in contact with either before, during, or after the walking tour hosted in that area. These points of engagement enabled Metro to check in with CBOs with whom the agency has previously built a relationship. This outreach also provided an opportunity to collect additional comments regarding the location.

Recommendations

Below is a list of recommendations provided to Metro by participants from each location identified in section A3. of the Proviso. A more in-depth listing of recommendations will be provided in this Proviso report in reference to section B.3. of the Proviso.

- **Improve lines of communication between community organizations, local businesses, and Metro** – Metro received several questions surrounding the frequency of transit stop cleaning and security surveillance at transit stops, along with justifications for bus shelter alterations. This helped Metro identify the community’s desire to improve lines of communication between community organizations, local businesses, and Metro, so that everyone can stay informed and not feel as if Metro’s practices occur at random.
- **Increase Metro's presence at the identified transit hubs** – Community members voiced an overarching desire for increased Metro presence at transit hubs to improve experiences of safety. Metro may need to evaluate and determine how to best distribute various security personnel across King County.
- **Specific transit stop/shelter improvements** – At the Skyway and Burien engagement events, community members vocalized a desire for improved conditions at Metro’s bus shelters and pathways to transit hubs, including measures to reduce overgrown vegetation, increase visibility, improve lighting, and improve the cleaning of litter, graffiti, and sidewalks. The Skyway/West Hill community additionally identified specific stops that were overgrown by vegetation, and the Burien community identified locations surrounding the transit center where vegetation and sanitation attention was needed. Along 3rd Avenue between South Main Street and Broad Street, members of the public communicated their preference for keeping existing bus shelters.
- **Enhance Transit Security Officer (TSO) training** – During the engagement events across all of the locations, community members said they want to ensure that security personnel are fully trained and equipped to respond to both security and behavioral health incidents that can occur at and around transit hubs and stops.
- **Restore and maintain transit center facilities** – Community members requested the removal of abandoned or vandalized structures and the addition of amenities to deter future vandalism and create more welcoming spaces. Specifically, at the Burien and Aurora Village Transit Centers, riders voiced a desire to see structures and transit hubs re-activated, to mirror what those spaces looked like prior to the COVID-19 pandemic.

Some of the recommendations that arose from the SaFE community ambassador effort are already in place in some form, which are highlighted below.

To improve the cleanliness of transit hubs, Metro will continue to employ the following strategies to meet evolving cleaning needs:

- Installing vandalism-resistant materials
- Diverting staff from other functions to support cleaning efforts
- Improving work ticketing and reporting systems to help prioritize work
- Emphasizing quick, highly visible cleaning strategies over more detailed cleaning
- Providing de-escalation training to enhance safety in the field

For additional information regarding Metro’s plans to address cleanliness, please see the Transit Stops and Centers Cleanliness Effort Report.²²

As recommended by the SaFE Initiative Implementation report, Metro is engaging in two pilots to improve safety. The Behavioral Health Specialist Pilot established an additional non-police form of presence at the Aurora Village Transit Center and the Burien Transit Center. These teams “provide de-escalation, crisis intervention, peer support, and connection to social support services to community members in crisis.”²³ The Transit Ambassador Pilot places “Metro Employees at key transit center locations to provide customer support, information, and assistance.” Teams from the Transit Ambassador Pilot as well as the Behavioral Health Specialist Pilot Program also supported the SaFE reform community ambassador work. The Transit Ambassador and Behavioral Health Specialist teams serve as subject matter experts to the Metro staff leading SaFE reform community ambassador efforts by informing what safety has looked like and can look like in the six locations identified in section A.3. of the Proviso.

Moving forward, Metro has committed to continued engagement with participants from walking tours, focus groups, and one-on-one meetings. As specific safety issues arise, Metro will create opportunities for engagement partners to provide additional comments or concerns. Additionally, Metro is convening an internal Safety Emphasis Coordination Team that will coordinate with groups across the agency to create and review processes, strategize productive responses to safety incidents or community feedback, and provide recommended actions for implementation. The Safety Emphasis Coordination Team’s central goal is to be responsive to the needs of riders, jurisdictional and elected partners, and other community groups working to improve transit safety conditions across King County.

C. The SaFE reform community ambassador results report, analyzing the impacts of the efforts in the areas listed in subsection A.3. of this Proviso, shall include comparative data by which the Metro transit department can determine if there is a measurable benefit gained by implementing SaFE reform initiative strategies, including community ambassadors and community organizing efforts. The data should include, but not be limited to, a summary of system-wide trends in safety incidents and illegal activities on buses and at transit centers and transit stops year-over-year from June 2018 through June 2023, as well as specific trend data for the areas listed in subsection A.3. of this Proviso, and information on the Metro transit department's activities or efforts to maintain cleanliness at and around transit centers and transit stops in the areas listed in subsection A.3. of this Proviso.

This required information will be submitted to the Council with the required proposed Motion no later than June 20, 2024.²⁴

²² [Transit Stops and Centers Cleanliness Report](#)

²³ [SaFE Reform Initiative](#)

²⁴ [Link to Ordinance 19546, Section 114](#)

VI. Next Actions

Metro's [SaFE Reform Initiative](#) prioritizes a timely and appropriate response to safety that is genuinely equitable for all riders. The SaFE Reform Initiative also prioritizes partnering with community-based organizations to define what equitable responses will create a safer transit system.²⁵ Metro is centering equity in the SaFE Reform Initiative work, while facilitating engagement with community workgroups, including the SaFE Equity Workgroup and the Mobility Equity Cabinet.²⁶ As part of the SaFE Reform Initiative, Metro is managing the Transit Ambassador and Behavioral Health Specialists Pilots, which provide non-police forms of presence in specific transit areas. Transit Ambassadors are currently located along South Jackson Street, at various stops between 5th Ave and 23rd Ave. Behavioral Health Specialists conduct outreach at Aurora Village Transit Center and Burien Transit Center. Additionally, as Metro continues relationship-building as a central component of engagement, it hopes to continue to build trust with King County residents that leads to additional productive recommendations and more timely solutions.

As part of the SaFE reform community ambassador effort, Metro took steps to elevate the voices of its riders who live, work, or travel near the transit hubs. Metro assembled a key group of individuals to answer questions from community members and collaborate on recommendations that improve rider experience.²⁷ The insights gained through the SaFE reform community ambassador effort will inform Metro's current work to strategize solutions for safe and clean transit hubs, stops, and buses, both at the specific locations outlined in this Proviso, as well as through the work of the SaFE Reform Initiative. The recommendations provided in this report have been shared with community participants, internal Metro personnel, and jurisdictional partners, who are all equally invested in seeing these recommendations implemented.

Finally, Metro considers this work as an initial point of collaboration with all the community partners who provided the recommendations, not a final point of engagement. As significant safety incidents occur in the listed locations, Metro continues to engage with community partners to collect further comments and suggestions. Metro recognizes that relationship building is central to this effort, and pledges to improve and expand its relationships with community partners.

²⁵ [SaFE Reform Initiative](#)

²⁶ [SaFE Reform Initiative](#)

²⁷ [Link to Ordinance 19546, Section 114](#)

VII. Appendices

A. APPENDIX A:

This Appendix contains the note documents from the engagement events. Documents identify public participants (with names, organizations, and communities represented where applicable), internal personnel in attendance, general recommendations, and the feedback collected.

Aurora Village Transit Center SaFE Reform Walking Tour Notes

Location: Aurora Village Transit Center (AVTC)

Date: 9/12/2023

Summary of Compiled Community Recommendations – Aurora Village Transit Center

- Increase Metro marketing (leveraging local communications channels) around the Transit Security Officer (TSO) presence at Aurora Village Transit Center to encourage more ridership and improve perception of safety for park and ride customers.
- Provide more information or training to TSOs about local health/human resources specific to Shoreline/North King area to support interactions and referrals with unhoused individuals at AVTC.
- Require that all contracted TSOs carry Narcan and receive training on overdose response.
- Report demographic data of unhoused community at AVTC to shelter providers to identify or coordinate need for contracted beds.
- Provide portable restrooms until permanent restrooms are constructed (cited example of Shoreline Library installing five portable restrooms as a temporary measure).
- As part of the Proviso process, use a community engagement process to inform permanent AVTC restroom placement/quantity/design to address community needs.
- Improve the pedestrian crossing experience between North 200th Street, AVTC bays, and the commercial complex to reduce hazards between pedestrians and vehicles (e.g. repaint crosswalk, assess whether additional crosswalks are needed, and coordinate with city on pedestrian signaling at North 200th Street entrance to AVTC).
- Refresh TC facilities (e.g., remove abandoned newspaper stand and pay phone) and add amenities at the unused structure near the SW corner of AVTC (e.g., lighting, benches) to deter individuals from vandalism and create a more welcoming space at the transit center entrance.
- Refresh vegetation at AVTC, including landscaping near the bus bays, overgrown vegetation, the broken irrigation system on traffic islands in parking lot, and ivy growing on fence perimeter around property.
- Continued/increased use of public art installations to encourage more community ownership of transit facilities and deter vandalism.

Attendees

- Bill Douthit, King County Metro Community Engagement (Lead)
- Melissa Brown, King County Metro Community Engagement
- Rob Pascoe, King County Metro Safety
- Steve Hopkins, King County Metro Transit Route Facilities
- Stephanie Yu, King County Metro Connecting to Transit Program
- DeAnna Martin, King County Metro General Manager's Office
- Sarah Shewell, Community Transit Customer Experience
- Patrick Deagan, Community Advocate/Echo Lake Neighborhood Association
- Jay Sundahl, Echo Lake Neighborhood Association
- Silje Sodal, North Urban Human Services Alliance
- Shree Vigil, Compass Housing Veterans Center

Burien Transit Center SaFE Reform Walking Tour Notes

Location: Burien Transit Center

Date: 9/19/2023

DRAFT Summary of Compiled Community Recommendations – Burien Transit Center

- Develop a communications or signage campaign to deter littering and graffiti at Burien Transit Center
- Explore options to make the stairwells in the Burien Transit Center more secure, including installing cameras or increasing security presence
- Develop and install transit center wayfinding and informational signage in Spanish to improve language access
- Explore installation of cameras and emergency phone in the lot behind the park and ride
- To communicate general/upcoming transit changes at the transit center, develop and install signage with QR codes
- Activate the transit center by partnering with various agencies and organizations to encourage transit use and increase utilization, community presence at the transit center

Attendees

- Bill Douthit, King County Metro Community Engagement (Lead)
- Glo Yu, King County Metro Community Engagement
- Chris Arkills, King County Metro Government Relations
- David Eldred, King County Metro General Counsel
- Robyn Austin, King County Metro Safety
- David Korthals, King County Metro Transit Route Facilities
- Ryan Abin, King County Metro Facilities
- Pauline Estrella, Ruth Woo Fellow, King County Metro Quality Assurance
- Kirk Rodriguez, King County Dept. of Community and Human Services Behavioral Health and Recovery
- Robin Tischmak, City of Burien Public Works
- Maiya Andrews, City of Burien Public Works
- Adolfo Bailon, City of Burien
- Virginia Herrera-Páramo, Para Los Niños
- Jackie Lomeli, Latino Civic Alliance
- Marie Bravo, Latino Civic Alliance
- Tatiana Yepes, Latino Civic Alliance
- Sam Romero, Sea Mar Burien Health Center

International District SaFE Walking Tour Notes

Date: 9/6/2023

Location: International District/Chinatown/Little Saigon

DRAFT Summary of Compiled Community Recommendations – Little Saigon Walking Tour

- Partner with businesses or utility providers in the Chinatown International District to support improvement of reporting channels for graffiti and tagging to the City of Seattle
- Assess opportunities for improved reporting channels between CID communities and King County Metro Transit facilities staff
- Partner with businesses or property owners adjacent to bus stops to incorporate cultural design elements/art into transit stops to encourage sense of community ownership of bus stops and deter vandalism (e.g., 12th and Weller stop next to Seattle Indian Health Board)
- Continue to engage community group on 12th and Jackson project work, sanitation issues
- Engage with small businesses in area about transit facility needs/issues - opportunity to partner with CID organizations to facilitate connections/opportunities for engagement

Attendees

- Bill Douthit, King County Metro Community Engagement (Lead)
- Melissa Brown, King County Metro Community Engagement
- Robyn Austin, King County Metro Safety
- Lucas Smith, King County Metro Transit Route Facilities
- DeAnna Martin, King County Metro General Manager's Office
- Ryan Abin, King County Metro Facilities
- Barb Biondo, Seattle Police Department
- Andrew Crook, Summit Sierra High School
- Andy Pham, Friends of Little Saigon
- Moxie-S. Hubbard-S., Seattle Housing Authority – Yesler Terrace Community Advocate
- Natalie Huston, Chinatown ID Business Improvement Area
- YK Zhou, Chinatown ID Business Improvement Area

Skyway/West Hill CSA SaFE Reform Focus Group Notes

Location: Skyway Library

Date: 9/11/2023

Summary of Compiled Community Recommendations – Skyway/West Hill Focus Group

- Increase marketing regarding the SaFE Ambassador program and Metro safety resources to improve public awareness and community visibility
- Add bus shelter at Creston Point Apartments (Stop #79580)
- Conduct assessment of potential shelter amenity improvements using Crime Prevention through Environmental Design (CPTED) principles to minimize loitering around the stop
- Install bright lighting at the Creston Point bus shelter to improve visibility and deter crowding/drug use
- Explore the installation of public art at the shelter to deter loitering and vandalism
- Re-allocate SaFE Ambassador staff from the Skyway business district to the Creston Point Apartments bus shelter
- Assess crowding levels and re-evaluate safety perceptions at the Creston Point Apartments bus shelter after school bus loading zone shifted locations in September 2023 (no longer shares loading zone with Metro buses)
- Increase Facilities stops at bus shelter on S 129th Street and Martin Luther King Jr Way S (Stop #79560) to address issue of overflowing garbage containers
- Address blackberry bramble/vegetation overgrowth to improve access to stop near Renton Avenue & S 128th Street (Stop #55020)
- Work with property owner at Community Bible Fellowship to improve signage, lighting, and promotion of the Skyway Park and Ride to improve safety and facility usage
- Make infant and child car seats available in Metro Flex and Community Van vehicles or create an option for riders to add car seat to their vehicle preferences (similar to 'mobility device' option) when reserving a ride so an equipped vehicle can be dispatched

Attendees

- Bill Douthit, King County Metro Community Engagement (Lead)
- Melissa Brown, King County Metro Community Engagement
- Neil Crosier, King County Metro Safety
- David Korthals, King County Metro Transit Route Facilities
- Kahdijah Jackson, King County Metro Community Van/Local Services
- Mike Burns, King County Metro SaFE Ambassador
- Dominique Blanchard, King County Metro SaFE Ambassador
- Hussein Ismael, King County Metro SaFE Ambassador
- Mimi Delgado, King County Metro SaFE Ambassador
- Fin Harmany, West Hill Community Association
- Vickie Cariello (one-on-one conversation)

23rd and Jackson SaFE Reform Walking Tour Notes

Location: 23rd and Jackson

Date: 9/7/2023

Summary of Compiled Community Recommendations – 23rd and Jackson

- Explore feasibility of different shelter orientation (instead of reverse-to-curb) at stop #12550
- Deploy Transit Security Officer presence at 23rd and Jackson to align with more active times in the area, where crowding and drug use is more prevalent (e.g. after 5:30 p.m. or during weekends)

Attendees

- Bill Douthit, King County Metro Community Engagement (Lead)
- Melissa Brown, King County Metro Community Engagement
- Robyn Austin, King County Metro Safety
- Lucas Smith, King County Metro Transit Route Facilities
- Jeanne Suleiman, King County Metro SaFE Program Lead
- Mike Burns, King County Metro SaFE Ambassador
- Stephany Roberson, King County Metro SaFE Ambassador
- Walter Olson, King County Metro SaFE Ambassador
- LaLaura Rose, guest King County Metro SaFE Ambassador; part-time transit operator
- Dan Funk, King County Metro SaFE Ambassador
- Iris Arellano, Catholic Community Services
- Ajanae Reed, Catholic Community Services
- Erwin Weary, Black Coffee Northwest
- Joseph Elenbaas, Seattle Police Department (one-on-one conversation)
- Alex Cooley, Jackson Place Community Council (one-on-one conversation)
- Brianna Cafourek, Kidder Mathews (one-on-one conversation)

3rd and Pike Outreach

Context:

- Two outreach shifts: afternoon commute hours on Monday 10/2 and Thursday 10/5
- Outreach staff conducted intercept interviews that aimed to identify whether people used the shelters when they were still up, whether they felt comfortable using the shelters, and whether they felt that waiting at the stop was more comfortable, less comfortable, or about the same as before the shelters were removed.
- ~91 participants

Overall takeaways:

- Most people used the shelters when they were there, especially when it was raining. Several people would choose not to use the shelters when there were too many people gathering in the space, but most people said they felt comfortable using the shelters.
- Most people felt their level of comfort had not improved since the shelters were removed, but some people felt that fewer non-riders gathered at the stop after the shelters were removed, making the stop experience more comfortable.
- Fifteen percent of people said that waiting at the stop is more comfortable since the shelters have been removed; 51 percent said it is less comfortable; 34 percent said it's about the same.
- Several people said that they thought waiting at the stop without shelters would get less comfortable once it starts raining consistently.

Attendees

- Jessica Vu, King County Metro Community Engagement (Lead)
- Tristan Cook, King County Metro Community Engagement
- Kennidy Stood, Cascadia Consulting Group
- Jay Carhart, Cascadia Consulting Group

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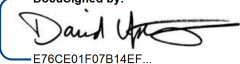
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