



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Agenda Regional Transit Committee

### **Councilmembers:**

**Jorge L. Barón, Chair**

**De'Sean Quinn**

**Alternate:**

### **Sound Cities Association:**

**Vice Chair: Barbara de Michele, Issaquah; Susan Honda, Federal Way;  
Karen Howe, Sammamish; Ryan McIrvine, Renton; Katherine Ross, Snoqualmie;  
Toni Troutner, Kent; Joseph Cimaomo, Jr., Covington**

### **Alternates:**

**Neal Black, Kirkland; Paul Charbonneau, Newcastle;**

**JC Harris, Des Moines; Tarlochan Mann, Pacific**

### **City of Seattle:**

**Joy Hollingsworth, Rob Saka**

**Alternate: Robert Kettle**

**Lead Staff: Mary Bourguignon (206-263-3296)**

**Committee Clerk: Blake Wells (206-263-1617)**

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**3:00 PM**

**Wednesday, April 16, 2025**

**Hybrid Meeting**

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**Hybrid Meetings:** Attend King County Council committee meetings in person in Council Chambers (Room 1001), 516 3rd Avenue in Seattle, or through remote access. Details on how to attend and/or provide comment remotely are listed below.

Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

**HOW TO PROVIDE PUBLIC COMMENT:** The Regional Transit Committee values community input and looks forward to hearing from you on agenda items.



Sign language and interpreter services can be arranged given sufficient notice (206-848-0355).  
TTY Number - TTY 711.  
Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.



There are three ways to provide public comment:

1. In person: You may attend the meeting and provide comment in the Council Chambers.
2. By email: You may comment in writing on current agenda items by submitting your email comments to [kcccomitt@kingcounty.gov](mailto:kcccomitt@kingcounty.gov). If your email is received by 1:00 p.m. on the day of the meeting, your email comments will be distributed to the committee members and appropriate staff prior to the meeting.
3. Remote attendance at the meeting by phone or computer (see "Connecting to the Webinar" below).

You may provide oral comment on current agenda items during the meeting's public comment period. You are not required to sign up in advance. Comments are limited to current agenda items.

You have the right to language access services at no cost to you. To request these services, please contact Language Access Coordinator, Tera Chea at 206-477-9259 or email [tera.chea2@kingcounty.gov](mailto:tera.chea2@kingcounty.gov) by 8:00 a.m. three business days prior to the meeting.

#### CONNECTING TO THE WEBINAR:

Webinar ID: 824 1078 7866

By computer using the Zoom application at <https://zoom.us/join> and the webinar ID above.

Via phone by calling 1-253-215-8782 and using the webinar ID above.

**HOW TO WATCH/LISTEN TO THE MEETING REMOTELY:** There are several ways to watch or listen in to the meeting:



- 1) Stream online via this link: <http://www.kingcounty.gov/kctv>, or input the link web address into your web browser.
- 2) Watch King County TV on Comcast Channel 22 and 322(HD) and Astound Broadband Channels 22 and 711(HD)
- 3) Listen to the meeting by telephone – See "Connecting to the Webinar" above.

To help us manage the meeting, if you do not wish to be called upon for public comment please use the Livestream or King County TV options listed above, if possible, to watch or listen to the meeting.

1. **Call to Order**

To show a PDF of the written materials for an agenda item, click on the agenda item below.

2. **Roll Call**

	<p>Sign language and interpreter services can be arranged given sufficient notice (206-848-0355). TTY Number - TTY 711.</p> <p>Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.</p>	
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**3. Approval of Minutes p. 4**

*March 19, 2025 meeting minutes.*

**4. Chair's Report****5. Public Comment****6. General Manager's Report****Briefings****7. [Briefing No. 2025-B0050](#) p. 7**

Transit Safety & Security Update - RTC

*Ernest Kandilige, Deputy General Manager, Metro Transit Department*

*Rebecca Frankhouser, Director of Safety and Security, Metro Transit Department*

**8. [Briefing No. 2025-B0051](#) p. 24**

Metro ADA Transition Plan

*Brian Mannion, Mobility Division Deputy Director, Metro Transit Department*

*Dion Graham, ADA Administrator, Metro Transit Department*

*Taryn Farley, ADA and Universal Access Program Manager, Metro Transit Department*

**Other Business****Adjournment**

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# King County

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Seattle, WA 98104

## Meeting Minutes Regional Transit Committee

### *Councilmembers:*

*Jorge L. Barón, Chair*

*De'Sean Quinn*

*Alternate:*

### *Sound Cities Association:*

*Janice Zahn, Bellevue, Vice Chair; Barb de Michelle, Issaquah;*

*Susan Honda, Federal Way;*

*Karen Howe, Sammamish; Ryan McIrvine, Renton; Katherine*

*Ross, Snoqualmie;*

*Toni Troutner, Kent; Joseph Cimaomo, Jr., Covington*

### *Alternates:*

*Neal Black, Kirkland; Paul Charbonneau, Newcastle;*

*JC Harris, Des Moines; Tarlochan Mann, Pacific*

### *City of Seattle:*

*Joy Hollingsworth, Rob Saka*

*Alternate: Robert Kettle*

*Lead Staff: Mary Bourguignon (206-263-3296)*

*Committee Clerk: Blake Wells (206-263-1617)*

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3:00 PM

Wednesday, March 19, 2025

Hybrid Meeting

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### DRAFT MINUTES

#### 1. Call to Order

*Chair Barón called the meeting to order at 3:01 PM.*

#### 2. Roll Call

**Present:** 11 - de Michele, McIrvine, Ross, Troutner, Honda, Barón, Howe, Quinn,  
Charbonneau, Harris and Mann

**Excused:** 4 - Cimaomo Jr., Zahn, Hollingsworth and Saka

#### 3. Approval of Minutes

*Councilmember Howe moved approval of the January 15th, 2025 meeting minutes.  
There being no objections, the minutes were approved.*

**4. Chair's Report**

*Chair Barón introduced Councilmember De'Sean Quinn as the new member representing the King County Council on the Regional Transit Committee.*

*Councilmember McIrvin moved the appointment of Deputy Council President de Michele as Vice Chair of the committee. There being no objections, Deputy Council President de Michele was appointed Vice Chair of the Regional Transit Committee.*

**5. Public Comment**

*The following people provided public comment:*

*Alex Tsimerman  
Carnation Mayor Adair Hawkins*

**6. General Manager's Report**

*Michelle Allison, General Manager, Metro Transit Department, briefed the committee on Metro operations as they relate to the changing nature of the federal government, the addition of operator partitions on newly ordered buses and the retrofitting of partitions in the existing fleet, de-escalation training for operators, safety protocols, East Link and South Link connections, the spring service change, the increase in regional ridership in 2024, and Transit Appreciation Week and answered questions from the members.*

**Discussion and Possible Action****7. [RTC Resolution No. RTC2025-01](#)**

A RESOLUTION adopting the 2025 work plan for the King County regional transit committee.

*Mary Bourguignon, Council staff, briefed the committee and answered questions from the members.*

*Due to the design of the legislative tracking software used to produce the proceedings, the vote on this item is misreported. The correct vote is:*

*Yes: 8 - de Michele, Honda, Howe, McIrvin, Ross, Troutner, Charbonneau (voting as an alternate for Cimaomo, Jr.), Harris (voting as an alternate for Zahn), Quinn, and Barón*

*Excused: 4 - Cimaomo, Jr., Zahn, Hollingsworth, and Saka*

**A motion was made by Councilmember de Michele that this RTC Resolution be Passed. The motion carried by the following vote:**

**Yes:** 8 - de Michele, McIrvin, Ross, Troutner, Honda, Barón, Howe, Quinn, Charbonneau and Harris

**Excused:** 4.5 - Cimaomo Jr., Zahn, Hollingsworth, Saka and Mann

## Briefings

8. [Briefing No. 2025-B0019](#)

Metro Research

*Chris O'Claire, Mobility Division Director, Metro Transit Department, and Anne Gienapp, Interim Research & Innovation Supervisor, Metro Transit Department, briefed the committee via PowerPoint presentation and answered questions from the members. Tristan Cook, Senior Community Engagement Planner, Metro Transit Department, also answered questions from the members.*

**This matter was presented.**

9. [Briefing No. 2025-B0040](#)

Metro Fare Inspection

*Rebecca Frankhouser, Director of Safety and Security, Metro Transit Department, and Renee Hosogi, SaFE Reform Initiative Program Lead, Metro Transit Department, briefed the committee via PowerPoint presentation and answered questions from the members. Michelle Allison, General Manager, Metro Transit Department, also answered questions from the members.*

**This matter was presented.**

## Other Business

*There was no other business to come before the committee.*

## Adjournment

*The meeting was adjourned at 4:58 PM.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_

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Clerk's Signature



## King County

# Metropolitan King County Council Regional Transit Committee

### STAFF REPORT

<b>Agenda Item:</b>	7	<b>Name:</b>	Mary Bourguignon
<b>Proposed No.:</b>	2025-B0050	<b>Date:</b>	April 16, 2025

### SUBJECT

Metro will brief the committee in response to a Council budget proviso requesting additional information on transit safety and security.

### SUMMARY

The Metro Transit Department (Metro) is the largest provider of public transit in the Puget Sound region. Metro's public safety model includes traditional public safety functions, including the Metro Transit Police, contracted transit security officers, and fare enforcement officers; behavioral health support for people in need, including behavioral health specialists stationed at transit centers and on key bus routes; and community engagement, including Metro transit ambassadors, who are bus operators on light duty who provide additional customer and community support.

In response to ongoing concerns about transit safety and security, the Council included a proviso in the 2025 budget ordinance<sup>1</sup> that asked Metro to brief the Regional Transit Committee (RTC) or TrEE Committee by April 30, 2025, on the following topics:

- Information about transit safety and security incidents, including:
  - Metro's current targets for safety and security incidents
  - The number of safety and security incidents, by category, that occurred during 2023-2024
  - A list of routes, transit stops or centers, or geographic locations with the highest numbers of incidents by category
  - Information on the reductions in safety and security incidents Metro seeks to achieve in 2025
- A description of strategies Metro will use to reduce the number of safety and security incidents during 2025 and to meet its safety and security targets, including information on deployment of staff and transit security officers.

Today's briefing will provide Metro's response to the budget proviso.

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<sup>1</sup> Ordinance 19861, Section 115, Proviso P6

## **BACKGROUND**

**Transit safety and security oversight.** Transit safety is generally understood to be about preventing unintentional harm on transit, with a focus on problems such as vehicle malfunctions or collisions.<sup>2</sup> Transit security is generally understood to be about preventing intentional harm on transit, with a focus on problems such as disturbances or assaults.<sup>3</sup>

Metro's actions related to transit safety and security are regulated by the Federal Transit Administration (FTA) and overseen by the Council.

At the federal level, the FTA requires each transit agency to develop and regularly update a Public Transportation Agency Safety Plan (PTASP),<sup>4</sup> which must include safety performance targets, data on safety and security incidents, mitigation plans, and an agency Safety Management System. In addition, transit agencies must report safety and security incidents to the FTA through the National Transit Database (NTD).<sup>5,6</sup>

At the local level, the Council exercises its oversight authority through its review and approval of Metro's budget and adopted policies, as well as through ongoing updates and briefings. In recent years, Council oversight has included:

- **Review of Metro's federally required safety and security reporting.** Metro's Public Transportation Agency Safety Plans (PTASPs) must be approved by the Council by motion before they can be submitted to the FTA. The most recent PTASP was approved by the Council in 2024.<sup>7</sup>
- **Budget support for transit security.** As part of the 2023-2024 and 2025 budgets, the Council appropriated funding to support increased transit security, in part by doubling the number of contracted transit security officers (TSOs) from 70 in 2022 to 140 in 2023-2024<sup>8</sup> and to 160 through 2025.<sup>9</sup> The adopted 2023-2024 and 2025 budgets also included funding for additional bus and bus stop cleaning, restrooms at two transit centers, behavioral health workers stationed in areas of concern, transit Ambassadors in local communities, and social services support for people in need on buses or at transit centers.
- **Requests for targeted changes and improvements.** Council budget provisos in each of the most recent adopted budgets have asked Metro to revise, refocus,

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<sup>2</sup> U.S. Department of Transportation, Federal Transit Administration, Handbook for Transit Safety and Security Certification, Final Report, November 2022 ([link](#))

<sup>3</sup> U.S. Department of Transportation, Federal Transit Administration, Enhanced Transit Safety and Crime Prevention Initiative ([link](#))

<sup>4</sup> U.S. Department of Transportation, Federal Transit Administration, Public Transportation Agency Safety Plans ([link](#))

<sup>5</sup> U.S. Department of Transportation, Federal Transit Administration, 2024 NTD Safety and Security Reporting Policy Manual ([link](#))

<sup>6</sup> U.S. Department of Transportation, The National Transit Database (NTD) ([link](#))

<sup>7</sup> Motion 16618

<sup>8</sup> Ordinance 19546

<sup>9</sup> Ordinance 19861



and report on its actions to improve transit safety and security. A proviso in the 2021-2022 budget<sup>10</sup> led to the development of the Safety, Security, and Fare Enforcement (SaFE) Reform Initiative, which is discussed below. A proviso in the 2023-2024 budget<sup>11</sup> led to a community engagement and outreach effort focused on improved transit security in geographic areas of concern, as well as the creation of Metro's Safety Emphasis Coordination Team, also discussed below. A proviso in the 2025 budget, which is the subject of today's briefing, requires Metro to brief the RTC or TrEE Committee on transit safety and security issues and metrics by April 30, 2025.<sup>12</sup>

- **Safety-focused restructure.** In 2024, the Council approved<sup>13</sup> the creation of the Safety, Security, and Quality Assurance Division within Metro, the functions of which include managing safety and security administration and emergency management activities for the traveling public and Metro employees, as well as maintaining regulatory compliance activities. The functions in this new division were previously housed under the General Manager's office. According to Metro staff at the time, placing these functions within their own division was expected to create the structure necessary to support the increased safety and security programs required under federal regulations, as well as the expanded transit safety and security work being carried out by this group.
- **Performance tracking.** The Council and RTC included customer safety satisfaction, number of assaults and disturbances, and number of preventable collisions as transit safety and security metrics in the 2021 update to the Strategic Plan for Public Transportation.<sup>14</sup> Performance on these metrics is tracked on Metro's online Strategic Plan dashboard.<sup>15</sup>

**Metro transit security functions.** Metro uses a “care and presence”<sup>16</sup> public safety model that includes traditional public safety functions, as well as behavioral health support and community engagement, including:

- **Metro Transit Police (MTP).** MTP is a division of the King County Sheriff's Office (KCSO)<sup>17</sup> under contract to Metro<sup>18</sup> that enforces the Transit Code of Conduct.<sup>19</sup> MTP focuses its efforts on Metro services in Seattle, South King County, North King County, and parts of unincorporated King County.<sup>20</sup> It does not currently patrol the Water Taxi, Access, Metro Flex, or Seattle Streetcar.

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<sup>10</sup> Ordinance 19120, Section 113, Proviso 5, as amended by Ordinance 19364, Section 86, Proviso P5 and Motion 16128

<sup>11</sup> Ordinance 19546, Section 114, Proviso P2 and Motion 16647

<sup>12</sup> Ordinance 19861, Section 115, Proviso P6

<sup>13</sup> Ordinance 19741

<sup>14</sup> Ordinance 19367

<sup>15</sup> King County Metro Strategic Plan Dashboard ([link](#))

<sup>16</sup> A Metro document describing its “care and presence” transit safety model can be found [here](#)

<sup>17</sup> Members of the MTP are commissioned police officers.

<sup>18</sup> Motion 11711 approved Transit Security Policies that included guidance on the staffing model for the Metro Transit Police. The MTP contract is funded by Metro's budget, not by the General Fund.

<sup>19</sup> KCC 28.96

<sup>20</sup> Metro reports that MTP maintains a small presence in incorporated East King County area when extreme circumstances are present. When calls come into 911 to report a crime on transit property, local police departments often take the lead on responding as they are better positioned to be the first to arrive.

MTP staff patrol buses, routes, bus shelters, and park and ride lots, as well as Seattle's central business district; undertake and support criminal investigations; provide anti-terrorism services; coordinate with schools in response to issues with students using Metro; and manage community-based programs such as the Operator Assault Program and Sexual Misconduct Reduction Program.

As of early 2025, Metro stated that 65 of 79 budgeted MTP positions were filled and that it was working with KCSO on officer recruitment and retention. Open patrol shifts are backfilled with available staff on overtime.

- **Transit security officers.** Metro contracts with a private provider for contracted transit security officers (TSOs), who work to deter incidents, monitor activities, address behavioral issues, and assist customers and operators with questions and safety concerns. TSOs provide on-coach security on routes and in areas with the highest reported security incidents, as well as terminal (last stop) security at locations of concern. They also provide outreach support to individuals within a three-block radius of the terminal.

As part of the 2023-2024 biennial budget, the Executive proposed and the Council approved funding to double the number of contracted TSOs from 70 to 140.<sup>21</sup> Metro then used salary savings to increase the number to approximately 160. The adopted 2025 budget includes appropriation authority to maintain this level of additional TSOs, as well as to provide for additional bus and bus stop cleaning and to expand behavioral health support at Metro transit centers.<sup>22</sup>

As of Fall 2024, Metro indicated that these TSOs will continue to ride bus routes with the highest rates of security incidents (currently Routes 7, 36, A, C, D, E, F, and H). In addition, TSOs will continue to be stationed at the Aurora Village and Burien Transit Centers and will continue to provide support at overnight bus terminals.

- **Fare enforcement.** Metro had previously conducted fare inspections on bus routes, such as RapidRide, that offer off-board payment, but suspended fare enforcement during the pandemic. Fare inspections resumed on March 31, 2025, with fare enforcement beginning May 31, 2025.<sup>23</sup> Under the fare inspection system, riders receiving a third warning may be required to pay a fine, enroll in a reduced fare program (if eligible), or perform community service.
- **SaFE Reform Initiative.** As part of the 2021-2022 biennial budget, the Council included a proviso that recognized "the vital importance of reimagining and reforming safety and security functions" within Metro.<sup>24</sup> The implementation

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<sup>21</sup> Ordinance 19546

<sup>22</sup> The 2025 budget (Ordinance 19861) includes \$4.7M for additional bus stop and bus cleaning; \$11.8M to sustain extra 100 transit security officers from 2023-2024; and \$4.7M to expand behavioral health and Metro Ambassadors programs to provide support and assistance.

<sup>23</sup> King County Metro, Metro Matters, King County Metro to resume fare inspection in March 2025, January 6, 2025 ([link](#))

<sup>24</sup> Ordinance 19120, Section 113, Proviso 5, as amended by Ordinance 19364, Section 86, Proviso P5

report<sup>25</sup> for this effort, which Metro named the Safety, Security, and Fare Enforcement (SaFE) Reform Initiative, identified several strategies, including updating Metro's Code of Conduct, and:

- **Transit Ambassadors.** Metro established a group of transit Ambassadors, who are bus operators on light duty service, who are stationed throughout Seattle and South King County, as well as at special events, to provide information and assistance to transit riders, including in-language assistance in more than 140 languages.<sup>26</sup>

As of Fall 2024, Metro reported that it had 10 Ambassadors working with the program and anticipated that the number of light duty bus operators working as Ambassadors would remain steady during 2025, at between 12 and 15. The 2025 adopted budget<sup>27</sup> includes funding for 14 short-term temporary Ambassadors and two Lead Ambassadors.

- **Behavioral health team.** Metro coordinated with King County's Department of Community & Human Services (DCHS) to establish a team of behavioral health specialists, who are stationed at Burien Transit Center. As of Spring 2024, Metro reported that team members had made 4,504 contacts with people in need of help and made 213 referrals for housing assistance.<sup>28</sup>

The 2025 budget includes funding to expand the program, with the proposal that the four current employees of the program will work in teams at the Burien Transit Center (Mondays to Fridays, 9:00 am-3:00 pm; Wednesdays, Saturdays, and Sundays from 5:00-11:00 pm) and will also ride the RapidRide C, D, and E Lines with TSOs (Mondays, Tuesdays, and Thursdays, from 5:00-11:00 pm).

As part of the SaFE Reform Initiative, Metro also engaged with community members and local businesses in affected areas, focusing on the Aurora Village and Burien transit centers, Chinatown/International District and Little Saigon, Third Avenue in Downtown Seattle, 23rd Avenue South & South Jackson Street, and Skyway-West Hill. Metro reported on this outreach effort in 2024,<sup>29</sup> providing information on system-wide and area-specific security incidents over the last several years and outlining planned safety and cleanliness interventions for each of the geographic areas involved.

As noted above, this effort also led to the development of Metro's Safety Emphasis Coordination Team. Metro states that this team provides cross-divisional coordination and collaborates with local jurisdictions and other organizations to more efficiently deploy resources to improve transit safety across the region. Metro states that the coordinated effort allows it to better address physical conditions and the built environment of transit areas, provide

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<sup>25</sup> Motion 16128

<sup>26</sup> 2024-B0050

<sup>27</sup> Ordinance 19861

<sup>28</sup> 2024-B0050

<sup>29</sup> Motion 16647

appropriate forms of presence to improve safety and resolve security incidents in the system, and have accessible public health and human and social service options available when and where they are needed.

**Safety and security measures and targets.** Metro's adopted Strategic Plan for Public Transportation<sup>30</sup> sets performance measures for each of its goal areas. For the Safety goal area, performance measures include:

- **Customer safety satisfaction:** Personal safety satisfaction score from Rider/Non-Rider survey.
- **Assaults and disturbances:**<sup>31</sup> Employee assaults and passenger physical disturbances per million boardings. The target is zero.
- **Preventable collisions:** Preventable collisions and customer injuries per million miles. The target is a 5% reduction from the previous year.

Information on Metro's success at achieving its targets is tracked on Metro's Strategic Plan dashboard.<sup>32</sup>

**Budget actions.** In response to ongoing concerns about transit safety and security, the Council included a proviso in the 2025 budget ordinance<sup>33</sup> that asked Metro to brief the RTC or TrEE Committee by April 30, 2025, specifically:

P6 PROVIDED FURTHER THAT:

Of this appropriation, \$100,000 shall not be expended or encumbered until the executive provides a briefing to the regional transit committee or the transportation, economy, and environment committee or its successor. The briefing shall include, but not be limited to, the following:

A. Information about transit safety and security incidents, including, but not limited to:

1. A description of the Metro transit department's current targets for safety and security incidents, including, but not limited to, operator assaults, passenger disturbances, and other safety and security incidents on transit or at transit stops. For context, the Metro transit department's strategic plan dashboard identifies a target of zero for operator assaults, but does not identify a target for passenger disturbances or for other safety and security incidents;

2. A number of safety and security incidents, by category, that occurred during the 2023-2024 biennium, including, but not limited to, operator assaults, passenger disturbances, and other safety and security incidents on transit or at transit stops;

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<sup>30</sup> Ordinance 19367, Attachment A

<sup>31</sup> Operator assaults are as reported by Metro Transit Police, defined as unwanted touching, spitting, or physical assault of the driver, and chargers were pursued. Passenger disturbances are defined as any event in which passengers engage in a physical assault or altercation.

<sup>32</sup> Metro Strategic Plan Dashboard ([link](#))

<sup>33</sup> Ordinance 19861, Section 115, Proviso P6

3. A listing of routes, transit stops or centers, or geographic locations, that have experienced the highest numbers of incidents by category and overall; and

4. Information on the reductions in safety and security incidents the Metro transit department seeks to achieve in 2025; and

B. A description of strategies that will be used, including, but not limited to, additional staff or resources that are needed for the Metro transit department to reduce the number of safety and security incidents during 2025 and to meet its safety and security targets, including, but not limited to, a description of how resources, staff, or contracted security officers will be focused on bus routes, transit stops or centers, or geographic locations.

The executive should provide the briefing required by this proviso by April 30, 2025.

Today's briefing will provide Metro's response to the budget proviso.

### **INVITED**

- Ernest Kandilige, Deputy General Manager, Metro Transit Department
- Rebecca Frankhouser, Director of Safety and Security, Metro Transit Department

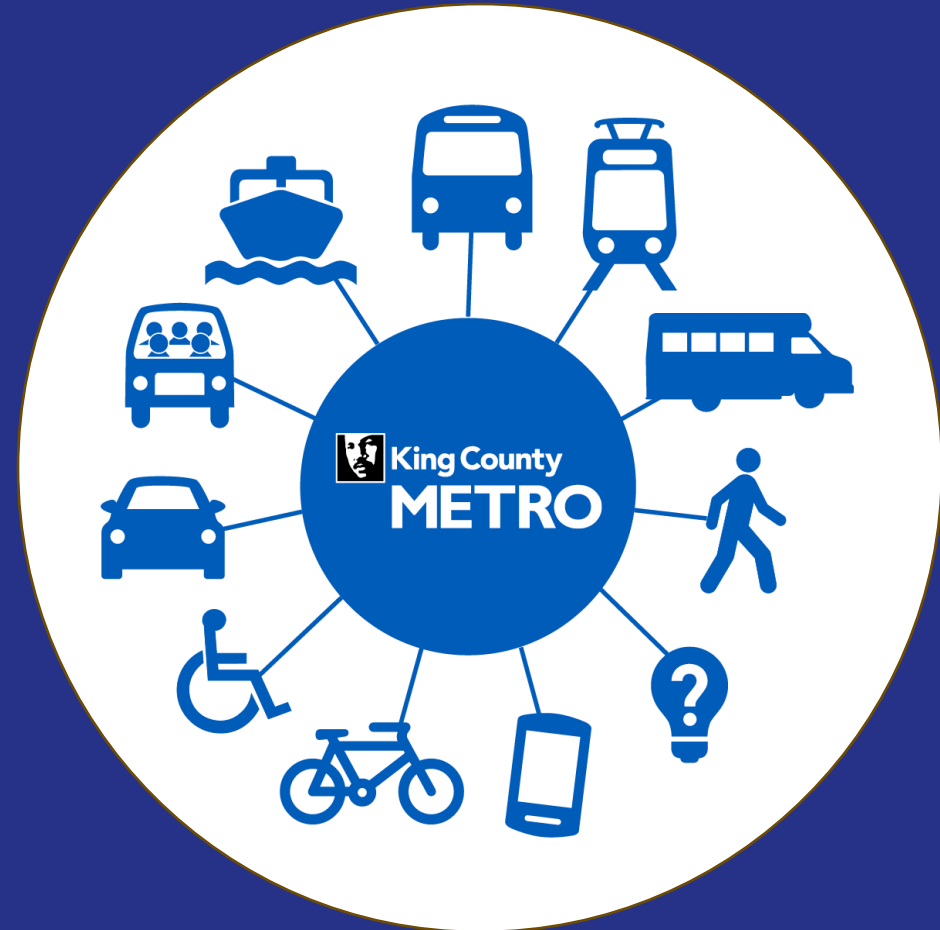
### **ATTACHMENTS**

- Metro Safety & Security Proviso Briefing presentation materials

# Metro Safety & Security Proviso Briefing

Transportation, Economy, and Environment Committee – April 15, 2025

Regional Transit Committee – April 16, 2025



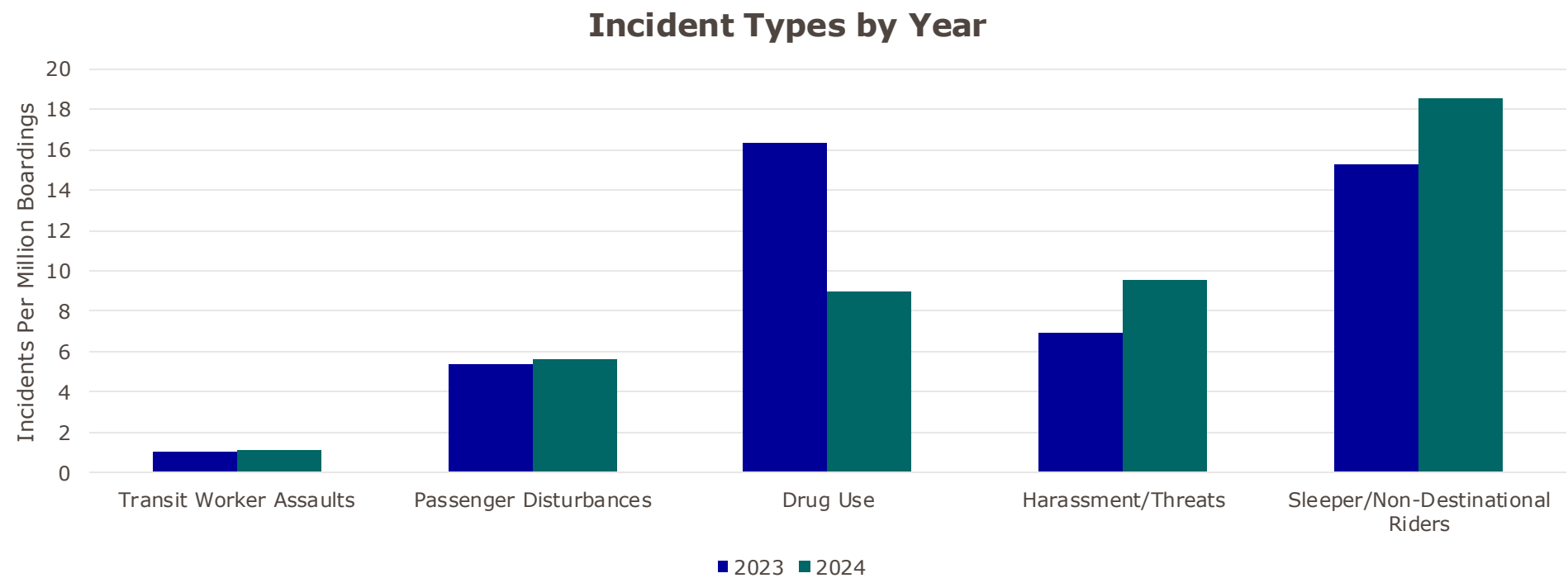
# Transit Safety and Security Incidents

# Overall Safety Trends

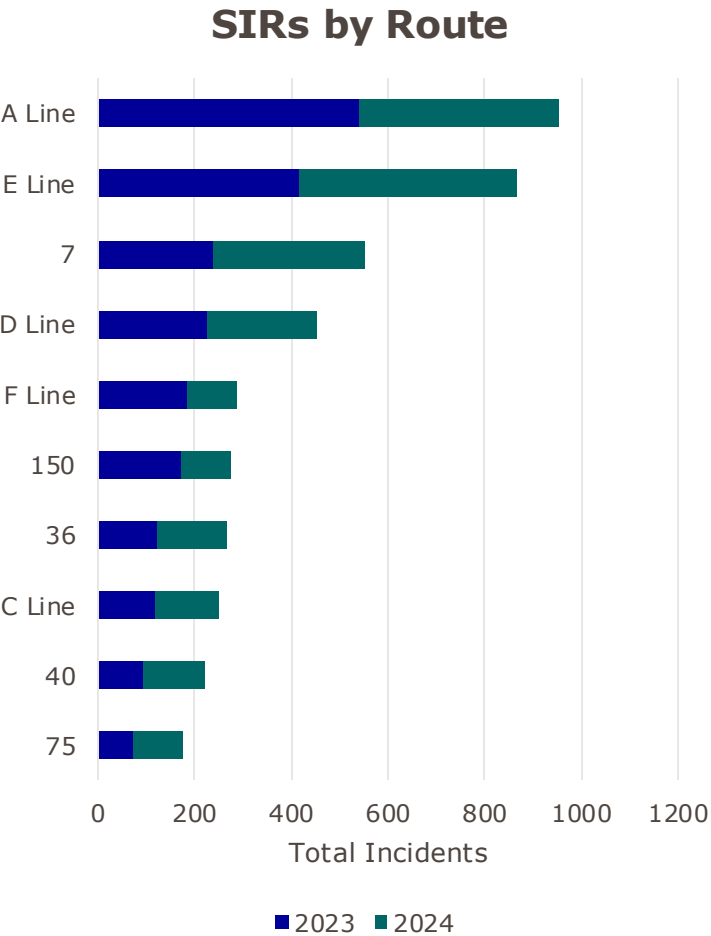




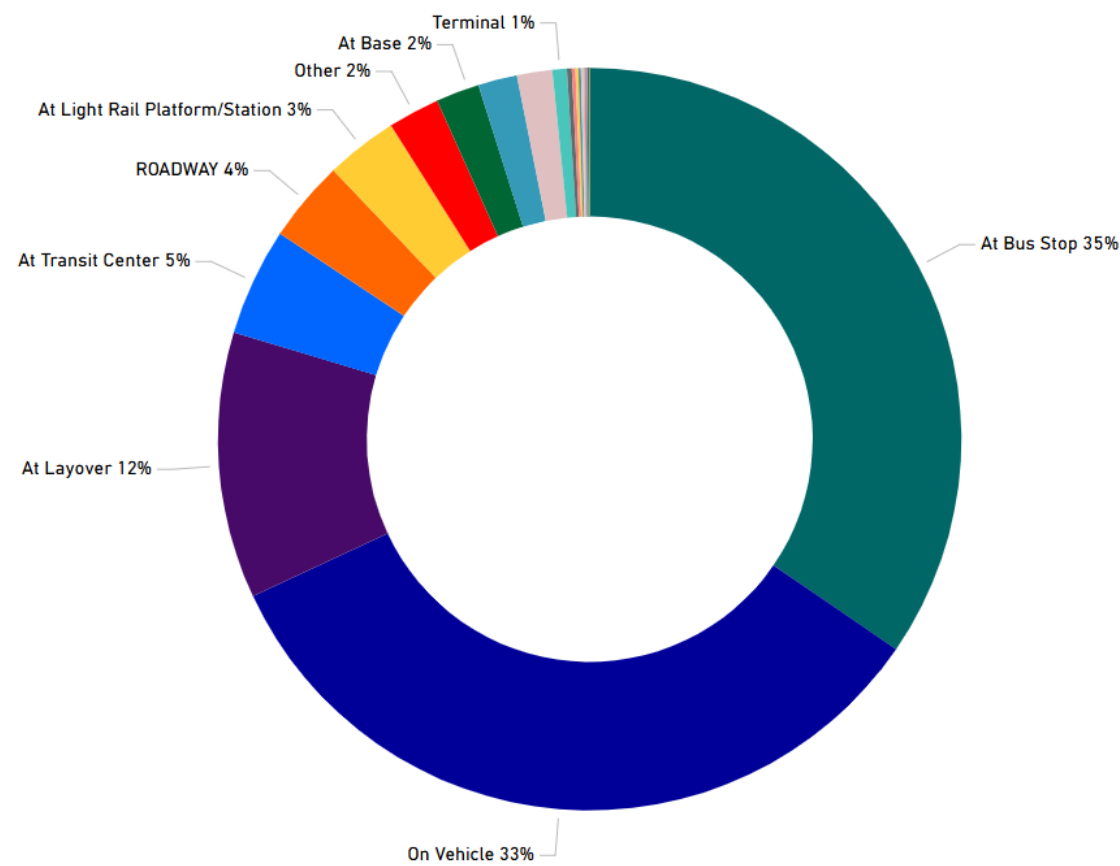
# 2023-2024 Incidents



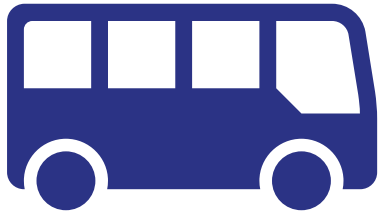
# Top Incident Areas



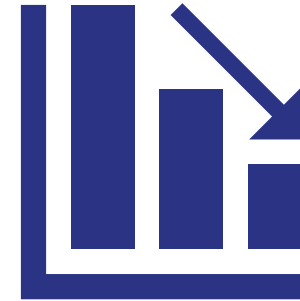
### SIRs by Primary & Secondary Event Locations



# 2025 Goals



Improve safety for operators and riders at and around Metro facilities



Reduction of incidents across the board, especially in the areas with the highest incident rates

# Strategies



# Improving Regional Collaboration



# Enhancing Security Across Metro's System

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# Closing and Questions



## King County

# Metropolitan King County Council Regional Transit Committee

### STAFF REPORT

<b>Agenda Item:</b>	8	<b>Name:</b>	Mary Bourguignon
<b>Proposed No.:</b>	2025-B0051	<b>Date:</b>	April 16, 2025

### SUBJECT

Today's briefing will provide an overview of Metro's ADA Transition Plan.

### SUMMARY

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities. Transit agencies that are funded through the Federal Transit Administration (FTA) are required to develop and implement ADA Transition Plans<sup>1</sup> to guide their efforts in removing barriers and improving access to their services.

Metro has spent the last several years developing an update<sup>2</sup> to its ADA Transition Plan<sup>3</sup> and will share information with the RTC today on the updated plan.

### BACKGROUND

**Americans with Disabilities Act.** The Americans with Disabilities Act (ADA),<sup>4</sup> which was enacted in 1990, prohibits discrimination against people with disabilities in employment, state and local government services, public accommodations, and telecommunications. In terms of state and local government services, Title II of the ADA states that, "no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity."<sup>5</sup>

Public transit agencies such as Metro that receive funding from the FTA are required to comply with the ADA, specifically by providing equal access for individuals with disabilities to all programs, services, and activities. Any governmental entity that employs more than 50 people is required to complete a self-evaluation regarding the accessibility of its services, develop an ADA compliance procedure, designate at least one person to oversee ADA compliance, and develop an ADA Transition Plan to address the removal of barriers identified during the self-evaluation.

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<sup>1</sup> FTA Circular 4710.1, Americans with Disabilities Act (ADA) Guidance ([link](#))

<sup>2</sup> King County Metro, Metro ADA Transition Plan Engagement ([link](#))

<sup>3</sup> King County Metro, Americans with Disabilities Act (ADA) Transition Plan, August 2024 ([link](#))

<sup>4</sup> United States Department of Justice, Civil Rights Division, ADA.gov ([link](#))

<sup>5</sup> 42 USC. Sec. 12132; 28 CFR. Sec. 35.130



**ADA Transition Plan.** ADA Transition Plans for transit agencies outline how agencies will address accessibility barriers to their facilities and services. Plans to address accessibility barriers may include operating supplemental services, such as paratransit, to serve people who are not able to use regular transit services; or making changes to existing facilities or services, such as by providing level concrete pads at bus stops (aka accessible boarding areas), to make services and facilities more accessible for people with disabilities. Developing or updating an ADA Transition Plan requires that a transit agency complete several steps, including:

- Conducting a self-evaluation of its services, policies, and practices,
- Providing public notice about the ADA and the ADA Transition Plan,
- Establishing a grievance procedure, and
- Identifying any structural or physical changes required for program accessibility, along with a timeline for making changes.

Metro began developing an update to its ADA Transition Plan in 2023. As part of that process, Metro evaluated its policies, programs, and services as they relate to people with disabilities, conducted a public engagement process centered around the experiences of people with disabilities on transit, developed recommendations to improve access, and studied best practices implemented by peer transit agencies (specifically, New Jersey Transit, Capital Metro in Austin, Chicago Transit Authority, St. Louis Metro, and Los Angeles Metro).

Metro's ADA Transition Plan, which was released for comment in August 2024,<sup>6</sup> includes the information required by the ADA:

- A plan summary, which includes an overview of the requirements for an ADA Transition Plan, including Metro's approach to developing the plan.
- A summary of the engagement activities Metro completed in the process of updating the ADA Transition Plan, describing findings and recommendations from information sessions and presentations, informational interviews with key partners, focus groups and listening sessions, an online open house, an online survey, and promotional materials.
- A summary of Metro's self-evaluation of its programs, services, and activities, as well as information on Metro's ADA Coordinator, ADA grievance process, and ADA public notice. The plan describes Metro's self-evaluation of physical and programmatic barriers, focusing around observations and recommendations for:
  - Bus Operations Division: base management, training, Transit Control Center, service quality, and system impacts.
  - Mobility Division: service planning, transit route facilities, research and innovation program, Access paratransit, and customer information.

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<sup>6</sup> King County Metro, Americans with Disabilities Act (ADA) Transition Plan, August 2024 ([link](#))

- Capital Division: capital planning (facilities and state of good repair), transit civil engineering, project management, and vehicle procurement.
- Transit Facilities Division: facilities maintenance.
- Vehicle Maintenance Division: fleet engineering.
- Overall partnerships and engagement, including compliance with disabilities, equity, and civil rights requirements and standards.
- A summary of Metro's self-evaluation of its facilities.
- A summary of the estimated costs to remove barriers to access at the evaluated facilities and Metro's plan to implement the ADA Transition Plan.
- A list of next steps Metro will take to improve accessibility.

During today's briefing, Metro staff will provide an overview of their work to update Metro's ADA Transition Plan.

### **INVITED**

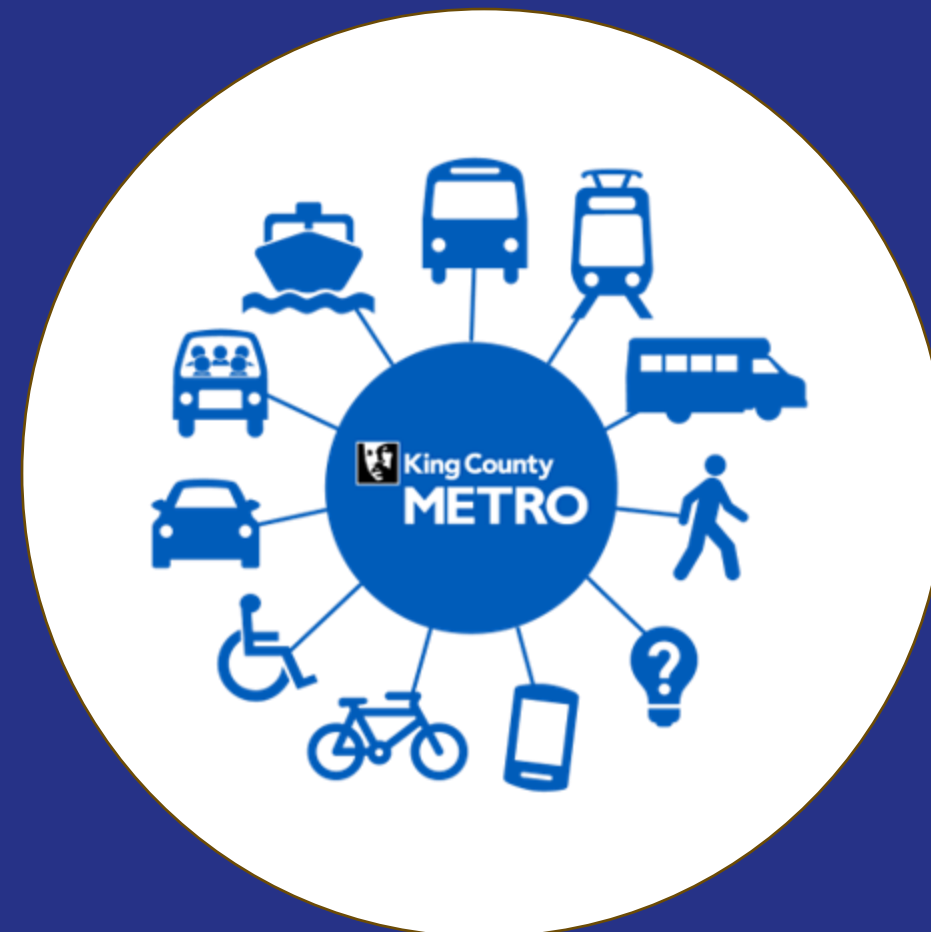
- Brian Mannion, Mobility Division Deputy Director, Metro Transit Department
- Dion Graham, ADA Administrator, Metro Transit Department
- Taryn Farley, ADA and Universal Access Program Manager, Metro Transit Department

### **ATTACHMENTS**

1. Metro ADA Transition Plan presentation

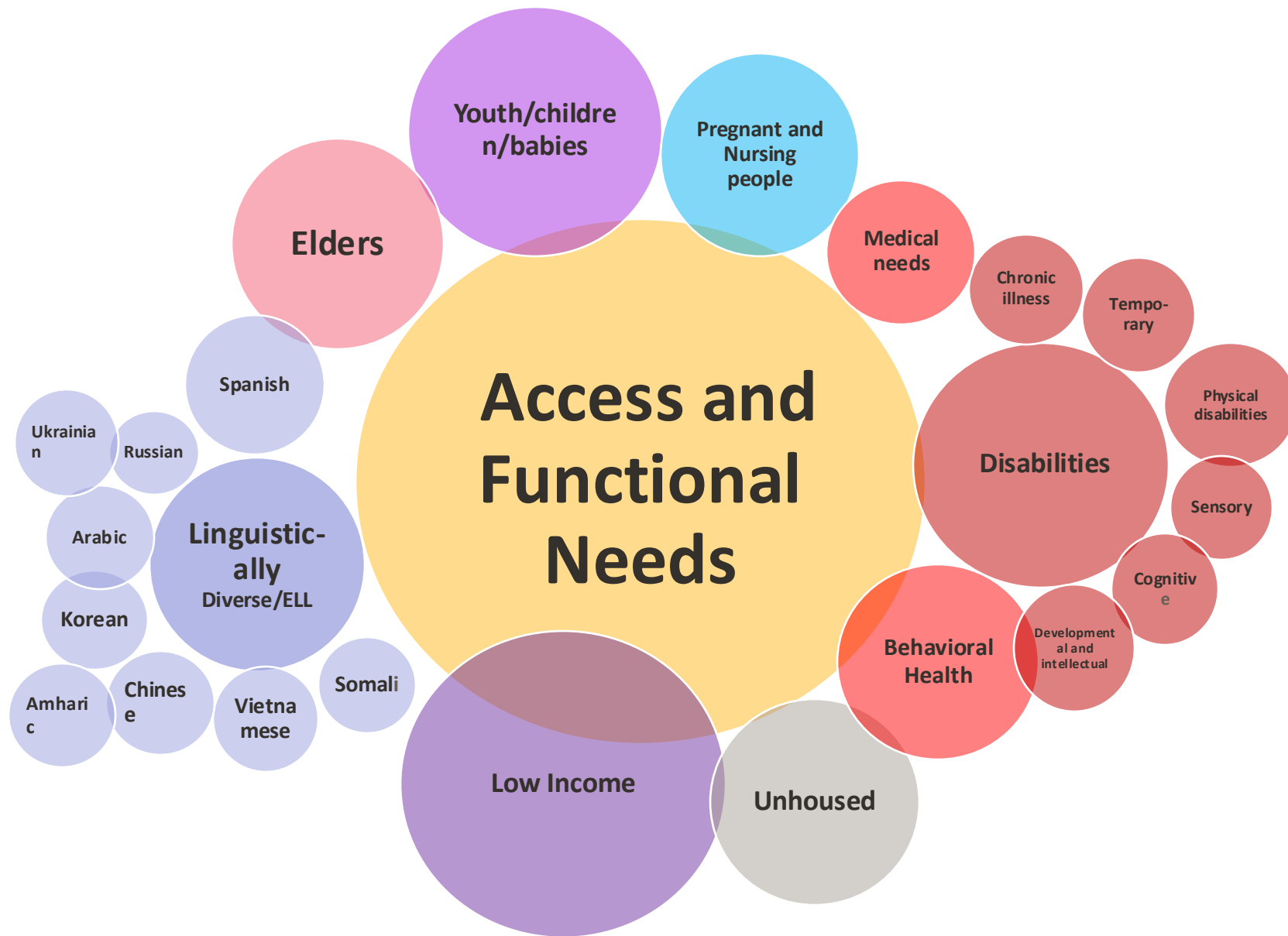
# ADA Transition Plan

Regional Transit Committee Presentation  
April 16, 2025



# About the Metro ADA and Universal Access Program

- Day-to-day ADA coordination to meet Metro rider community need
- Receive and track all ADA related complaints and reasonable modifications requests
- Design and implementation of systems to improve and track progress around accessibility
- Subject matter expertise and technical assistance for all requests regarding ADA compliance, Universal Access, and disability equity matters
- 28.7% of Americans experience a disability



# Metro strives to be a universally accessible transit agency

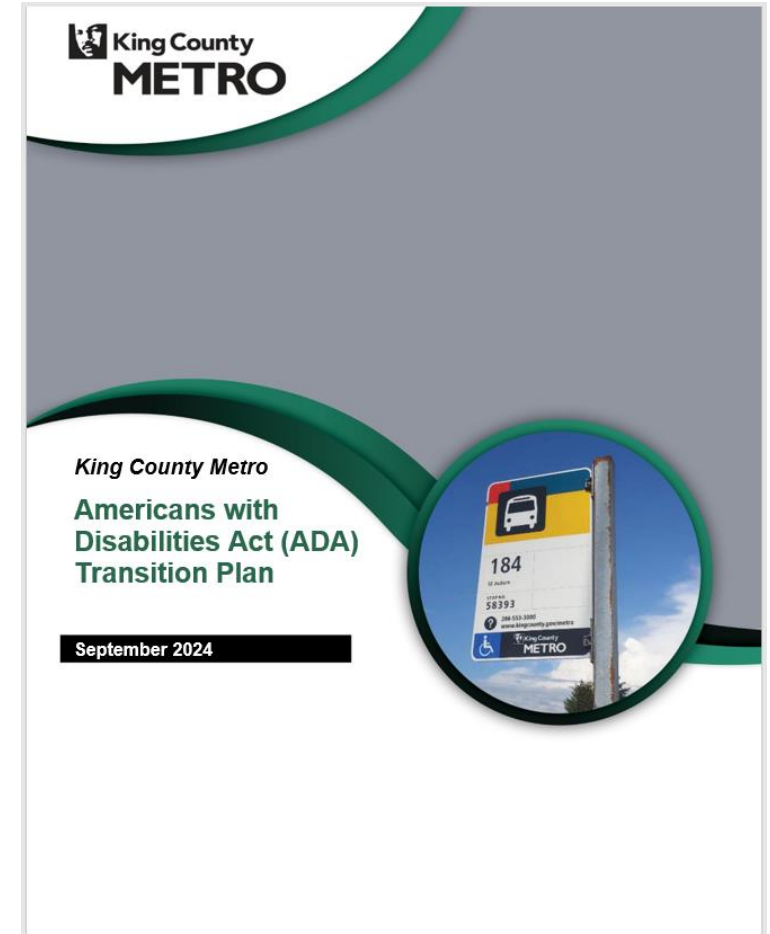
- Working across the organization to remove barriers and provide fully accessible transit services to the community. The ADA Transition Plan and the implementation are a focal point in this work.
- Metro Strategic Plan goal: “Priority populations have greater access to mobility products and services and use them to meet their needs” Metro Strategic Plan.
- Improving accessibility will contribute to Metro’s efforts to providing safe, clean, and reliable service to the community.



# What is the ADA Transition Plan?

# The basics

- Required by Title II of the Americans with Disabilities Act.
- Framework for achieving equal access to Metro's programs, services and facilities through the removal of barriers to access.
- Includes an analysis of public-facing programs, services, and activities along with high-use pedestrian facilities such as parking garages, transit centers, park-and-ride locations, and standalone transit stops.
- Sets pathway for improving access over time.





# What's in the plan?

- **Chapter 1: Plan summary** and Metro's approach to developing the plan
- **Chapter 2: Stakeholder engagement** completed during plan and evaluation
- **Chapter 3: Self-Evaluation** of Metro's programs, services, and activities
- **Chapter 4: Self-Evaluation** of Metro facilities
- **Chapter 5: Cost projections** to implement recommended facility improvements
- **Chapter 6: Next steps** toward implementing the Transition Plan, including recommendations to remove barriers

# Public Engagement Approach

Over 300 individuals with disabilities and organizations provided feedback. The objectives of the community engagement effort was to:

- Better understand the & barriers that people with disabilities face when accessing Metro
- Ensure Metro is inclusive and accessible for people with disabilities
- Nurture positive relationships between and community members with disabilities
- Build public support for future Metro decisions and actions

## Engagement Methods

- Outreach Meetings
- Information sessions
- Informational Interviews
- Focus Groups
- Online Open House and Survey

# Public Engagement Findings

## What Metro does well

- Drivers are friendly and skilled in handling difficult situations
- Metro’s fixed route services are broad and expansive
- Metro is known for being the top transit agency in the state

## Areas for improvement

- Passengers shared difficulties with bus identification
- Obstructions like poorly parked scooters and bikes, particularly for blind or low-vision passengers
- Access Transportation: Desire for greater consistency and reliability

## Other important insights

- The system’s overall reliability are major priorities for Metro’s riders.
- Safety concerns for people with disabilities
- Greater awareness of the challenges faced by English Language Learners/ Linguistically Diverse people with disabilities is also needed

## Community ideas

**Enhanced Communication and Information:** Provide various ways to ensure all passengers can access necessary information including printed schedules, brochures, and direct mail options.

**Cultural and Operational Changes:** Enhance driver training to include service knowledge and cultural competency to improve the interaction between drivers and riders with disabilities.

**Facility Accessibility and Accommodation:** Increase the number of seats and shelters at bus stops to accommodate passengers as they wait, particularly those who cannot stand for long periods.

# General Findings

- Metro staff across the organization need more training regarding ADA requirements, role of ADA Coordinator, & Metro responsibilities for services provided to the public.
- Process for tracking and monitoring complaints and requests for modifications should be more clearly defined and consistently shared across all Metro Divisions.
- Because local government agencies and contracted service providers may have different guidelines, authority, and ADA Transition Plans of their own, better collaboration is needed.

# How will the ADA Transition Plan be implemented?

# Transition Plan Implementation

- Improving our accessibility and ADA compliance contributes to Metro's Long Game to continue to demonstrate the value of public transit to grow capacity and resources, which will result in more service and measurable outcomes.
- Highlights opportunities to innovate solutions that exceed minimum compliance where it's feasible and provides a greater benefit to the community.
- The Transition Plan is our guide to understanding where we need to focus on meeting our legal obligations to the ADA.



# Next steps and timeline

- The ADA Transition Plan is finalized and will be posted on Metro's website
- Metro will start implementation by identifying divisions in Metro with longest list of projects
- The divisions will create Action Plans to prioritize projects and track work
- Metro will continue to engage the community throughout the implementation
- Metro will release an accessibility annual report to update the overall progress on improving accessibility and ADA compliance and highlight successes along the way.
- Metro will also update the ADA Transition Plan every three years as required

**Thank you  
Questions?**

**MetroADA@kingcounty.gov**