

Care and Presence

Ensuring every transit journey is safe and welcoming.

Thank you to everyone who participated in our Safety, Security and Fare Enforcement (SaFE) Reform Initiative. You asked for a more visible safety presence and emphasized how important it is that we show up in the right way. Informed by our community members, employees and riders, **here's how Metro delivers clean, safe and reliable transit.**



CARE

Through thousands of engagements each year, the Behavioral Health Support Team offers cold weather supplies, connections to community partners, de-escalation interventions, food, hygiene items and shelter referrals. In addition, our Metro Safety Ambassadors—in their blue jackets—greet riders and provide support.



CLEAN

The Facilities and Vehicle Maintenance Teams clean every bus, shelter and terminal. See something amiss? Go to kingcounty.gov/metro/ride to let us know. We also are grateful for cities and towns supporting a positive door-to-door experience and investing in bike paths, bus lanes, lighting, sidewalks and more.



PRESENCE

To deter and respond to security challenges, Metro more than doubled the number of Transit Security Officers, expanded their areas and routes, and moved to 24/7 coverage. We're adding more Metro Transit Police officers, too.



RELIABLE

We hear you. When you know your bus will arrive on time, you have greater confidence in the rest of our transit system, too. To keep you moving, we've hired more full-time bus operators, mechanics and other positions. We also provide information to plan your trip via apps, digital signs, email, text and our website.



CLEAR EXPECTATIONS

We've updated our Code of Conduct in partnership with our riders, community members and Metro employees. The new signs are easier to understand, more visual and multilingual. You'll see and hear reminders to keep yourself and others safe, to pay the fare, and to respect the driver and fellow passengers.

Want to help? Make transit even better by riding and reporting.

 **TELL** your driver

 **GO TO** kingcounty.gov/metro/ride or call 206-533-3000

 **CALL** or **TEXT** 911 if there is an emergency



King County
METRO

Moving forward together