

Transit Community Safety Workshop

CTA Board

September 10, 2025



Overview

CTA hosted over 50 attendees and 25 CTA Staff for a half-day workshop to learn and engage supporting CTA's comprehensive security strategy and development of **Safe Ride Ambassadors** Pilot.

- **Community-Based Organizations**
- **Health and Social Service Professionals**
- **Public Safety Organizations**
- **Transportation Advocacy**
- **Government and Transit Peers**



Workshop Theme & Goals

Theme: “Safety Through Presence, Partnership, and People”

Goals of Workshop:

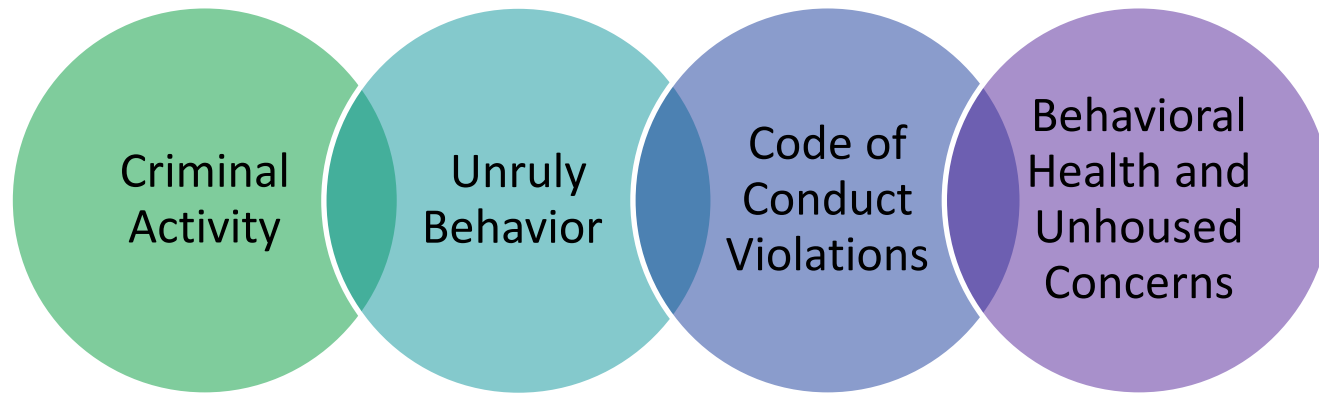
- Provide transparency on current challenges, hotspots, and responses.
- Introduce new ambassador program concept: **Safe Ride Ambassadors**.
- Gather stakeholder feedback to align program design and implementation to current CTA riders' needs, community support and resources availability.
- Foster a sense of ownership, build trust and open ongoing channels for collaboration.



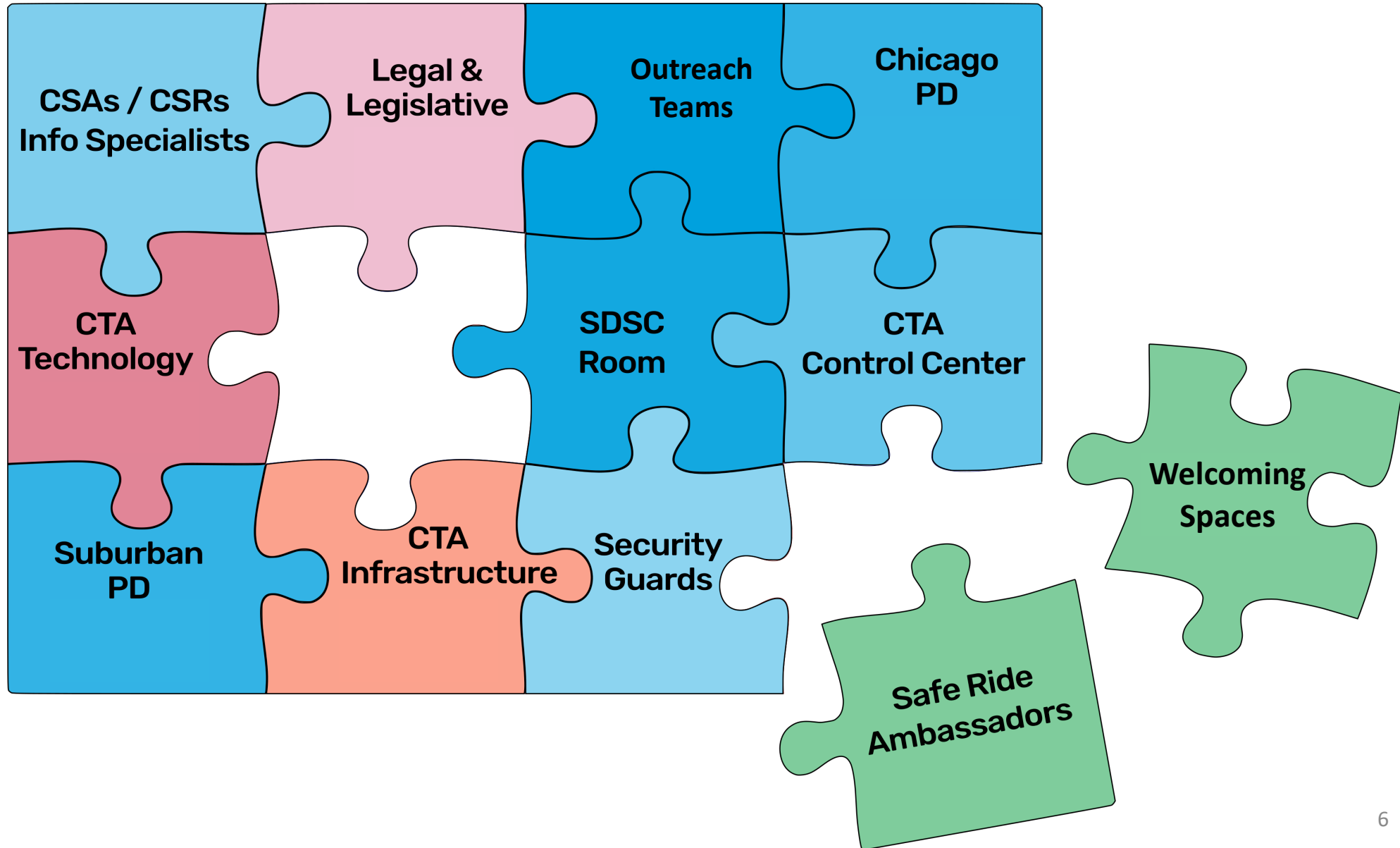


The Transit Environment is Unique

Complex Challenges Are Present for Riders and Front-Line Staff



Layered, Comprehensive Approach



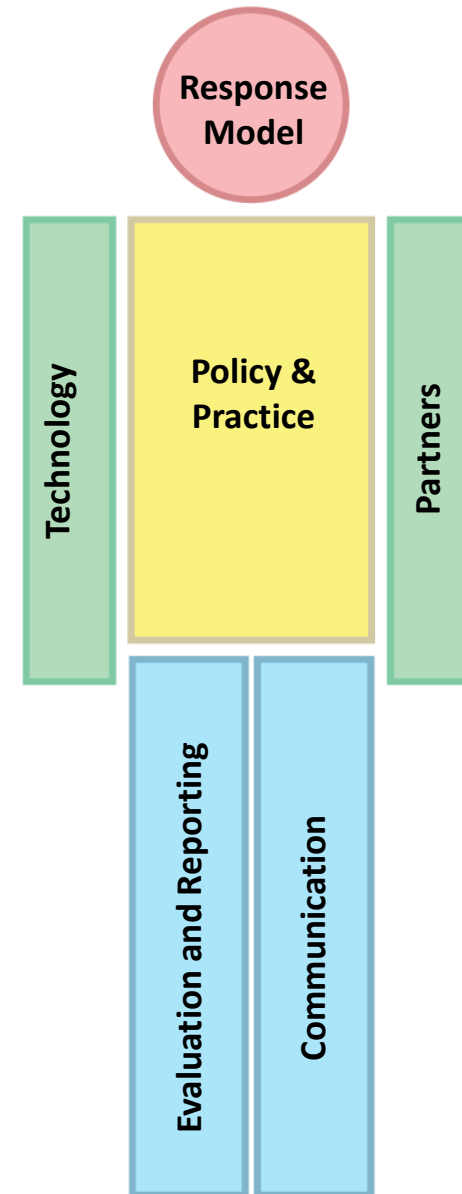


Insights from Peer Agencies:

- **TriMet**, Andrew Wilson, Executive Director of Safety and Security
- **BART**, Ja'Son Scott, Deputy Chief of Progressive Policing and Community Engagement Bureau
- **Metro Transit**, Lesley Kandaras, General Manager

Breakout Activity: Pieces of the Comprehensive Approach

- Participants collaborated on an activity to articulate a cohesive vision for **Safe Ride Ambassadors** by developing the qualifications and core competencies for this new type of role
- Each table built an ambassador toolkit and shared out as a group
- Tables reviewed four real world scenarios based on situations we often encounter through rider feedback. Scenarios included disruptive behavior, mental health crisis and intimidated riders seeking support.







Next Steps:

- Post-survey
- Summary report
- Pilot partnership scopes

