

A Regional Approach to Safety

NITA is working with CTA, Metra, Pace, law enforcement, social service support, and community partners to make transit safer and improve the rider experience across the region.

Improvements already underway

More safety resources across the system

New funding from the NITA Act is supporting additional law enforcement, security personnel, crisis response, and social service resources.

More tools to protect riders and employees

Investments include safety technology, bus operator shields, body-worn cameras and other measures to improve response and accountability.

A broader approach to safety

Transit agencies are expanding strategies that pair traditional public safety resources with Safe Ride Specialists, social services and other rider support.

What's coming from NITA

A new regional safety reporting app

NITA Ride Safe, a coordinated mobile app will launch across the region in November giving rides a way to report safety concerns in real time across CTA, Metra, and Pace.

A new Office of Transit Safety and Experience

NITA is establishing a dedicated office to coordinate regional safety and rider experience efforts across CTA, Metra, and Pace.

Regional recommendations for transit policing

A new Law Enforcement Task Force is reviewing transit policing strategies and will recommend ways to improve coordination and effectiveness across the system by December 2026.

A regional Transit Ambassador program

By July 1, 2027, NITA will develop and launch a program focused on helping riders, addressing quality-of-life concerns, and creating a more welcoming transit experience.

A coordinated regional safety strategy

NITA will bring transit agencies, law enforcement, social service providers, labor and riders together to help develop a comprehensive approach to safety. Including a possible vote on creation of sworn law enforcement program by mid-2027.

The goal: A safer, more welcoming transit system for riders and employees across the region



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Metra

