



Reimagining Public Safety & Security on Transit

JPACT Presentation

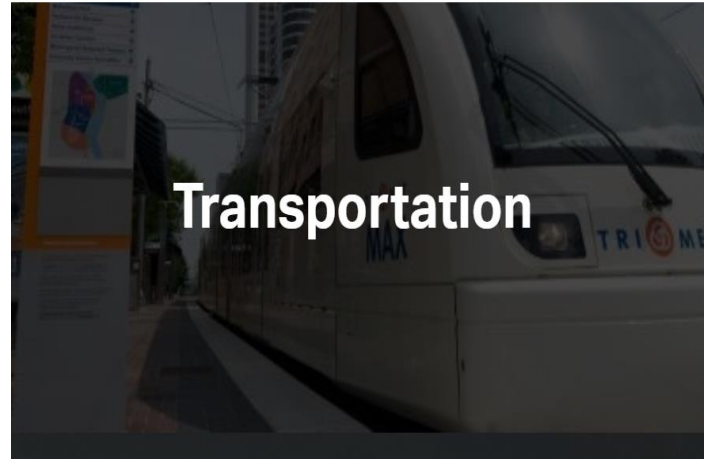


Aligning with other Initiatives



Reimagine Oregon

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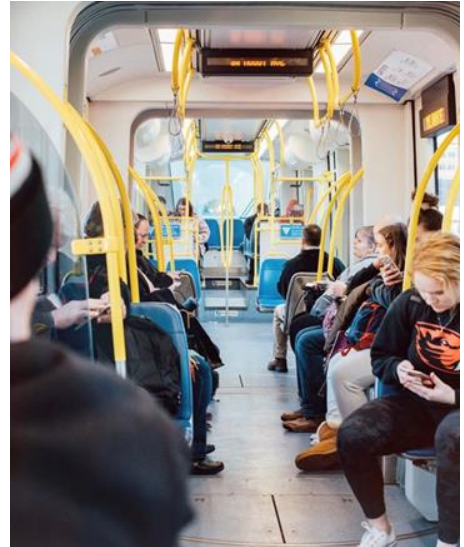
Governor's Racial Justice Council

TRI  MET

Hearing community's concerns, TriMet shifts \$1.8 million from Transit Police and other sources in order to fund community-informed public safety initiatives to help riders feel more safe and welcome on the regions public transit system

Initiate three efforts to inform a reimagined public safety approach:

- ☐ **Conduct community-wide listening sessions & focus groups**
- ☐ **Establish a panel of thought leaders to inform new community investments**
- ☐ **Pilot new community informed strategies to help make the system more safe and welcoming**



Project Design & Research Partners



Local market research, focus group parameters, online survey support



Project design consultation, community focus group coordination, community feedback report development & synthesis



Transit systems comparisons & practice research



Local system incident and safety outcomes/system crime & code incident review



Community Feedback

Help TriMet reinvent the
future of public safety
for transit

TAKE THE SURVEY ➡

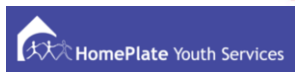


Community Outreach



VOZ WORKERS' RIGHTS EDUCATION PROJECT

FACTOregon
Empowering families experiencing disability.



Building New Beginnings



NORTHEAST COALITION OF NEIGHBORHOODS



ASIAN PACIFIC AMERICAN NETWORK OF OREGON



HAKI
Community Organization



OFFICE OF
Community & Civic Life



KairosPDX



uniteoregon



Soul District Business Association



Transit Public Safety Advisory Committee



Transit Public Safety Advisory Committee

Name	Organization
Marcus Mundy	Coalition of Communities of Color
Joe McFerrin	POIC, Rosemary Anderson High schools
Anthony Deloney	SEI, Self Enhancement Incorporated
Patricia Daniels	Constructing Hope
Jan Campbell	Disability Rights Oregon., CAT
Kevin Modica	Retired Transit Police Commander
Kenechi Onyeagusi	Professional Builders Development Group
Deshawn hardy	Highland African American Youth Coalition
Lakayana Drury	Word is Bond
Laura Cohen	Cascadia Behavioral Health
Jackie Yerby	State of Oregon, Basic Rights Oregon
Johnathon Colon	Centro Cultural
Dr. Beverly Scott	Former Transit System General Manager(4X)
Polly Hanson	American Public Transportation Associations
Emily Nelson	JOIN
Kim Cota	Clackamas County Disability Services

TriMet at a glance



Our Diversity



TriMet's Board

- Majority women and men of color

TriMet's Executive Leadership

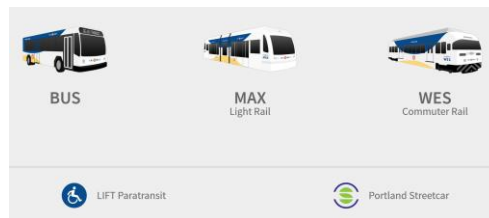
- Majority women and men of color

TriMet Staff

- More Diverse than the City of Portland
- 3300 employees

TriMet serves over 1.5 million people in a 533-square mile area

- 142 MAX platforms
- 85 bus lines, including 14 Frequent Service lines
- 5 MAX lines and 60 miles of light rail track
- 5 WES rail stations and 14.7 miles of track
- 700+ buses
- 145 MAX light rail vehicles
- More than 60 Park & Ride facilities
- LIFT Paratransit



Our Riders

96,000,000 rides in 2019

TriMet's Ridership:

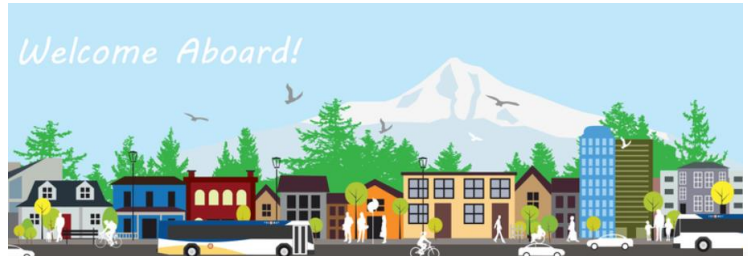
- 37% of all trips on TriMet are taken by people of color
- 40% of the trips taken by people of color are taken on MAX

At/below 150% Federal Poverty Level (36%)

Limited English Proficiency (6%)

Regional demographics from the Census (American Community Survey 2018 Estimates).

- Minority = 29.8%
- 150% = 19.4%
- 200% = 27.1%
- Limited English Proficient = 8.03%



Ongoing Community Engagement

- Transit Equity Advisory Committee (TEAC)
 - Safety & Security Subcommittee
 - Youth Committee
- Language Access Advisory Committee
- Committee on Accessible Transportation (CAT)
- Riders Club +67,000
- 539 Community Contacts for monthly announcements, service alerts and agency updates



**Portland
Community
College**



Clackamas Workforce Partnership



OPAL
ORGANIZING PEOPLE / ACTIVATING LEADERS



LatinoNetwork



Building New Beginnings



**CENTRAL CITY
CONCERN**
HOMES HEALTH JOBS



Equity in Fare Initiatives

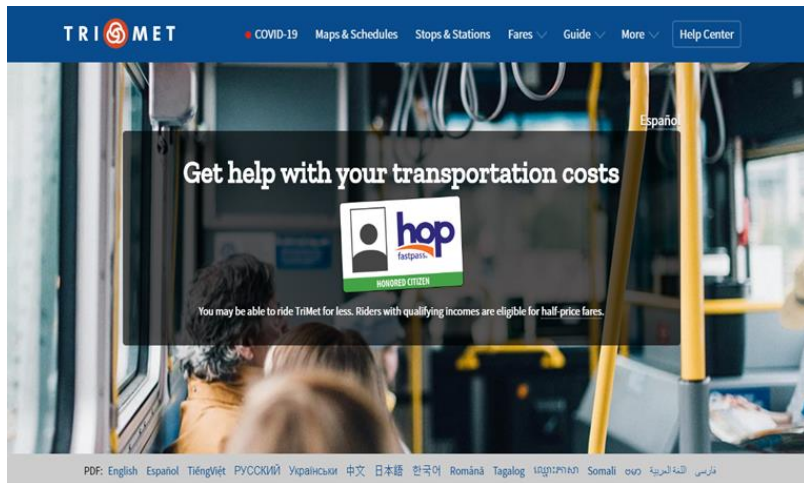
Low Income Fare Program:

Like the honored citizen, and youth fare programs, provides a 72% discount on the cost of fares) over 31,000 current participants

Access Transit: Free Fare Grant Program provides \$1,000,000 in free fares to over 100 community based organizations

High School Program:

provides \$700,000 in free fare grants to dozens of schools across the 3 county region



Equity through Infrastructure

A regional leader in minority and Disadvantaged Business Contracting



PORTLAND-MILWAUKIE
LIGHT RAIL PROJECT

Workforce Utilization Goals on construction projects

Ongoing community engagement during the planning, design, and construction phases of projects



Strong partnerships with Minority and Small Business contracting associations



Safety and Security on TriMet

Public Safety Advisory Committee overview

TriMet System Personnel and Partners



Ride Guides



Customer Service Reps



Fare Inspectors and Supervisors



**Customer Safety Officers
(Portland Patrol Inc.)**



**G4S Transit Security
Officers**



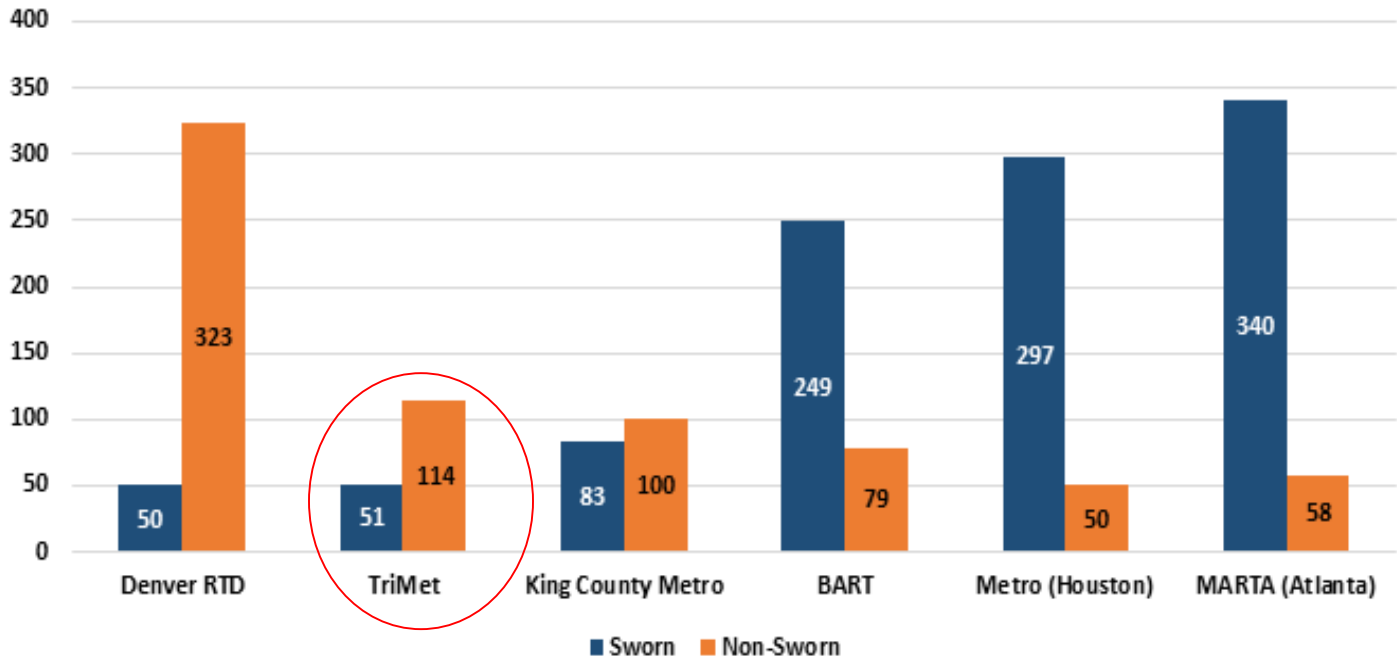
Transit Police Officers

Current Safety Challenges and Obstacles

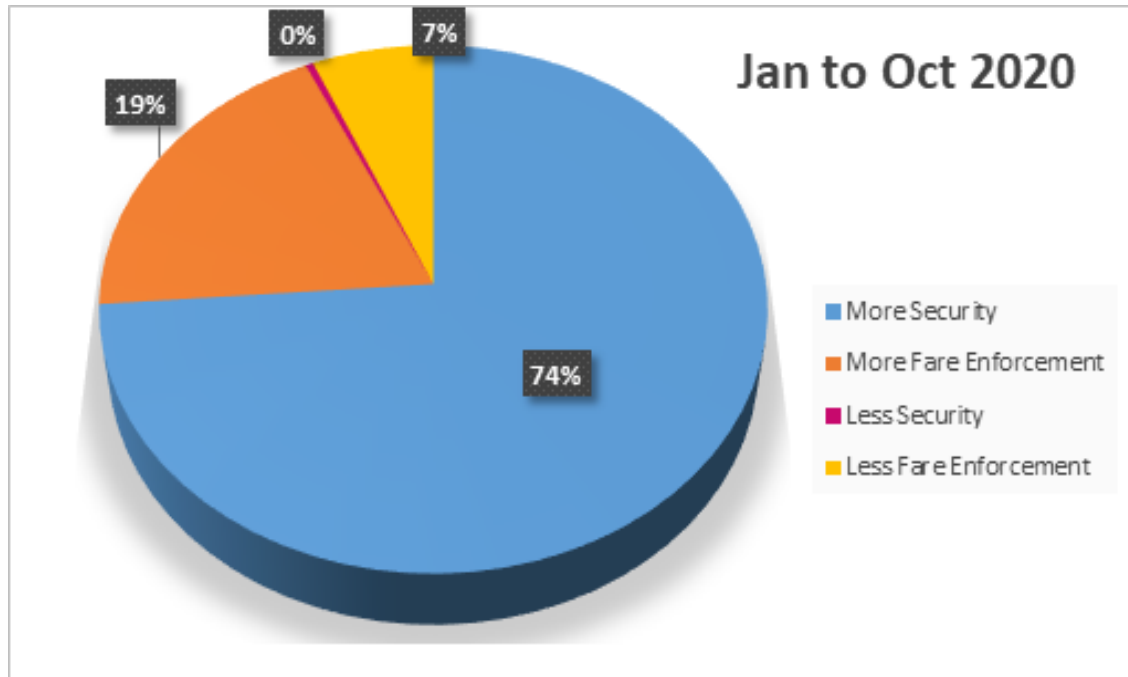
- COVID-19
- Data base systems
- IT technology
- Staffing (TriMet) Shortages
- Security shortages
- Budgets and contracts
 - CPTED
 - Lighting
 - Infrastructure protection

Agencies Staffing Comparison

Staffing Levels Sworn and Non-Sworn



Customer Complaints



Current agency areas of focus

- More use of highly trained non-police security personnel
- Continued regional policing model with MCSO and other current law enforcement partners
- Enhance community-based policing
- Proactive friendly rider interactions with all public safety staff
- De-escalate and use police only when needed
- Re-align Security efforts to support pilot test programs and integrate recommendations

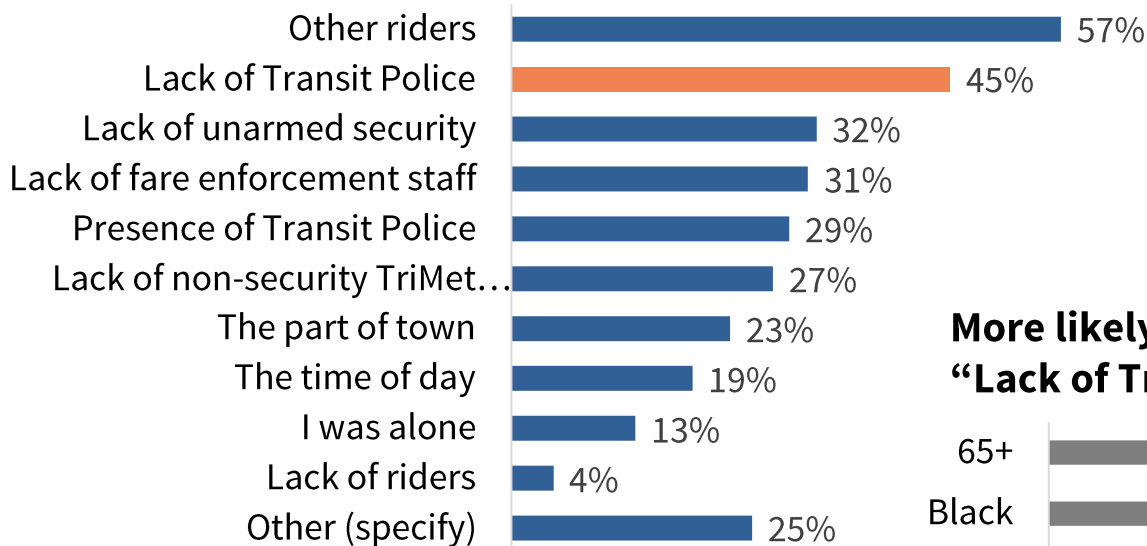
Outreach Summary

- **Over 13,000 survey responses received!**
- **Over 700 non-English responses**
Arabic, French, Khmer, Lao, Russian, Spanish, Swahili, Ukrainian, Japanese, Korean, Chinese, Vietnamese and English
- **300 one-on-one interviews**
- **Engaged 271 people in 31 focus group discussions**
- **Leveraged social media across multiple languages**
- **Invested in print and online news media sites**

Survey Findings N=12,698

- **People feel safer on bus than on MAX (73% and 63% respectively)**
 - Reasons for feeling unsafe are other riders and lack of TriMet staff, especially Transit Police
 - Reasons for feeling safe are lighting, presence of other riders, security cameras and TriMet staff
- **7 in 10 feel welcome on TriMet**
- **Those who feel less safe and less welcome:**
 - Tend to be POC, Black, Native American, Latino, people living with a disability, female, non-binary or other gender identity, non-English speakers
- **Safety and security staff - types most important (of 4 types)**
 - On-street Customer Service (71%), Unarmed Security (65%)
- **Those who want more safety and security staff:**
 - Tend to be POC, Black, Native American, Latino, people living with a disability, female, age 65+

What made you feel unsafe onboard TriMet buses? *(check all that apply)*

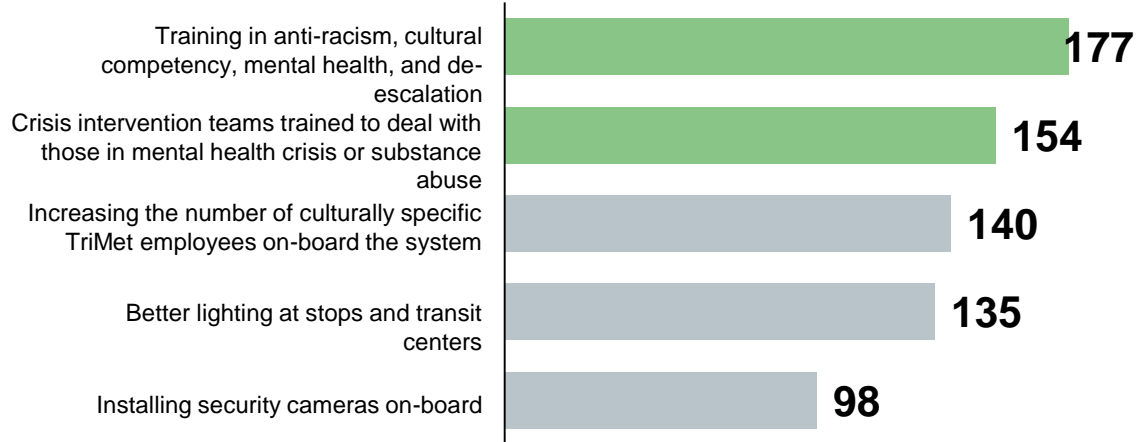


More likely to choose “Lack of Transit Police”



Community & Staff Focus Group Feedback

Training and crisis teams are top priorities for riders and community members in the focus groups, even though they saw a different list of options.



Significant Progress To Date:

Hidden in plain sight

- Changed TriMet Code: fare evasion only is not a crime
- Discontinued routine fare checks by police
- Increased unarmed security personnel
- Reduced the use of Interfering with Public Transportation (IPT)
- Training in civil rights, de-escalation and non-confrontational interactions

Significant Progress To Date:

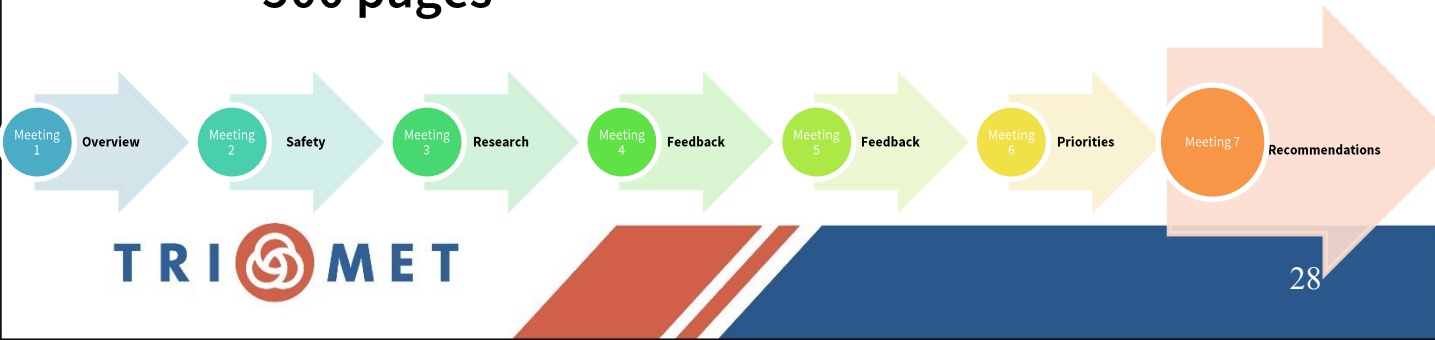
Hidden in plain sight

- 2 Independent PSU studies showing no systemic racial bias in citation process
- Decriminalized fare enforcement and pulled it out of the court systems
- Reduced the punitive impacts of fare evasion penalties and lowered fines from \$175 down to \$75
- Allow for community service in lieu of paying a fine
- Allow for enrollment in TriMet's Honored Citizen reduced fare program which currently serves over 31,000 participants

Committee Work & Process

Establish a panel of regional thought leaders to inform new community informed investments to make the Public Transit System more safe and welcoming

- 16 members
- 4 Weeks
- 7 meetings
- 14 hours
- 500 pages

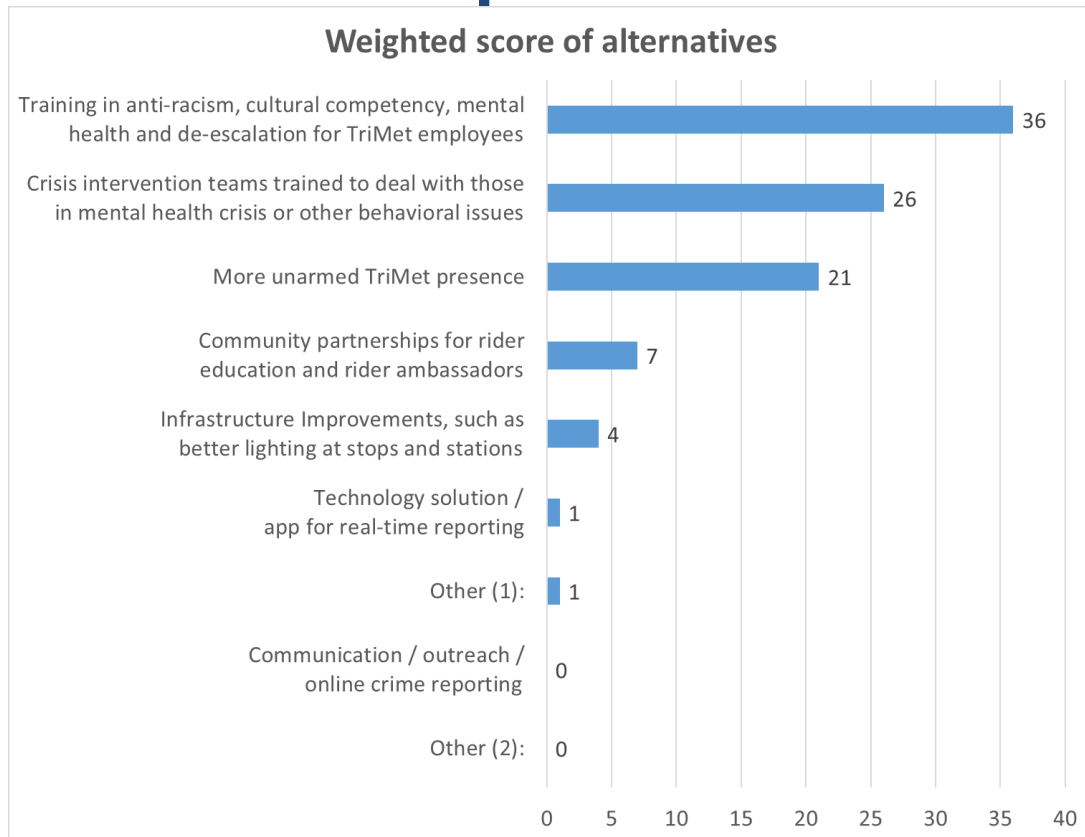


Investment themes

- System Presence
- Crisis response services
- Infrastructure improvements
- Community partnerships
- Outreach, communication, reporting
- Technology, apps
- Training



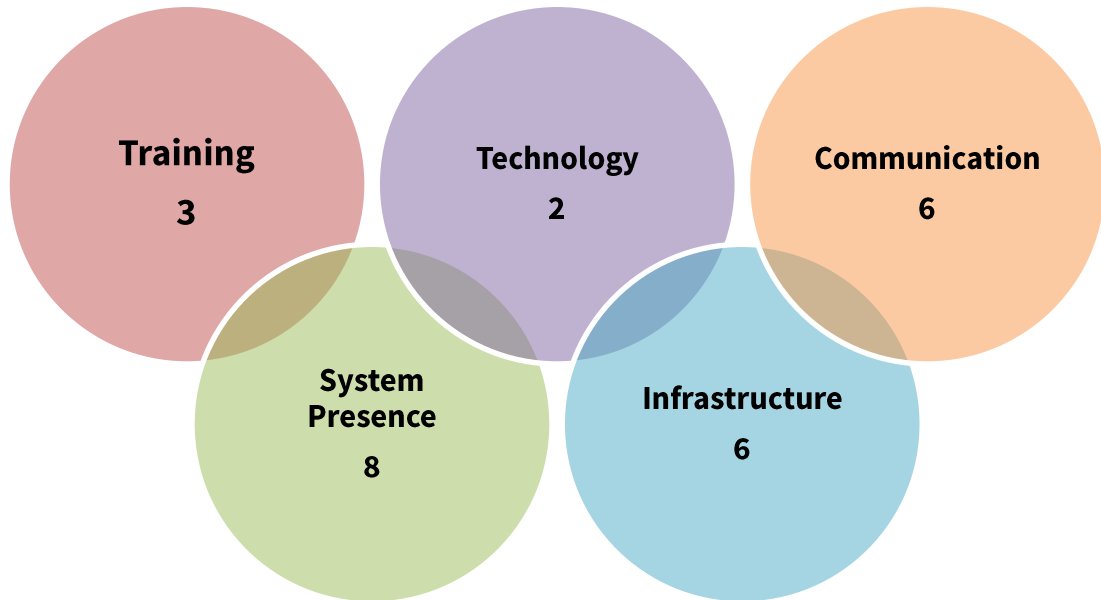
Committee priorities



Committee Recommendations for investing the \$1.8 million

1. Training in anti-racism, cultural competency, mental health & de-escalation for TriMet employees
2. Increased presence of TriMet personnel, and unarmed safety presence
3. Crisis intervention teams trained to deal with those in mental health crisis or other behavioral issues

Five Areas of Focus



trimet.org/publicsafety

1. Training

Training	Estimated Timeline	Estimated Cost
(1.1) Audit current training and identify new and/or updated training for employees to ensure training topics include anti-racism, cultural competence, de-escalation, mental health first-aid, and other elements identified by the committee*	0 to 9 months	\$
(1.2) Mandatory de-escalation training for all front line staff	9-24 months	\$\$\$
(1.3) Partner with community based organizations on the development and provision of training through micro grants and direct contracts *	0 to 9 months	\$

2. System Presence

Increase in TriMet personnel available to support riders on the system	Estimated Timeline	Estimated Cost
(2.1) Ensure that security personnel on the system will have participated in the first rounds of new training focused on creating a safe and welcoming system for all	0 to 9 months	\$
(2.2) Develop and launch a new pilot program for TriMet personnel to ride trains at night, providing more presence and support for riders	0 to 9 months	\$\$
(2.3) Explore using Light Duty employees to provide additional presence and customer service support to customers on the system	0 to 9 months	\$
(2.4) Develop opportunities for TriMet leadership, including Directors and Managers, to be more present on the system to strengthen insight on system challenges and opportunities and support efforts to help create a more safe and welcoming system for all	0 to 9 months	\$

2. System Presence continued

Increase in TriMet personnel available to support riders on the system	Estimated Timeline	Estimated Cost
(2.5) Work with the new Safety Advisory Committee to build out creative, cost effective pilot models for rider support, rider advocate staffing and partnership approaches*	0 to 9 months	\$
(2.6) Pilot new community support/rider advocate partnership models that focus on supporting riders and ensuring they feel safe and welcome on the system	9 to 24 months	\$
Recommendation 3. Crisis intervention team		
(3.1) Work with community and jurisdictional partners to develop a new Crisis Team pilot model. Ensure model is reflective of the community and trained to address mental and behavioral health and other quality of life issues	0 to 9 months	\$
(3.2) Implement the new pilot model*	9 to 24 months	\$

3. Technology

Leverage Technology to better support Riders & Staff	Estimated Timeline	Estimated Cost
<p>(4.1) Convene new IT/Safety task force to review security technology needs and develop RFPs exploring the following elements:</p> <ul style="list-style-type: none"> Enhance on-line reporting system for personal offences and track discriminatory complaints SMS, instant messaging and the capacity for text line support 	0 to 9 months	\$\$
<ul style="list-style-type: none"> Security software database or system that triangulates all current data systems* Security management software for records, reports, schedules and deployments* Emergency reporting tools such as E-lerts * 	9 to 24 months	\$\$\$
<p>(4.2) Review the possibility of including silent alarms capacity as part of the design on the type 6 LRVs</p>	0 to 9 months	\$

4. Infrastructure

System Infrastructure	Estimated Timeline	Estimated Timeline
(5.1) Conduct a lighting audit on platforms and transit centers	0 to 9 months	\$
(5.2) Complete a Crime Prevention Through Environmental Design (CPTED) study at three transit centers (highest crime)	0 to 9 months	\$
(5.3) Conduct stops and stations safety assessment review focusing first on communities of color followed by a review for low income service areas	0 to 9 months	\$
(5.4) Leverage the recent development of a regional pedestrian plan to partner with local and regional jurisdictions to improve infrastructure near our stops and stations with a focus on addressing ADA, security, lighting and related improvements *	9 to 24 months	\$\$\$
(5.5) Explore funding alternatives e.g. TriMet Foundation, to support infrastructure improvements*	9 to 24 months	\$
(5.6) Develop prioritized ranking system for bus stops establishing an order of upgrades focused on communities of color, & low income neighborhoods, leverage alternative funding sources	9 to 24 months	\$\$

5. Communication

Improve communication, accountability, and reporting mechanisms

(6.1) Establish a new Safety & Security Advisory Committee to support the implementation of the recommendations and provide a public forum for moving forward*

Estimated
Timeline

0 to 9
months

Estimated
Cost

\$

(6.2) Identify resources to oversee Reimagine Transit Public Safety initiatives, coordinate with social service agencies, community based organizations, and develop and evaluate performance metrics and outcomes to track progress *

0 to 9
months

\$\$

(6.3) Create and launch communication and outreach safety and security campaign*

9 to 24
months

\$\$

(6.4) Implement quarterly reporting of safety and security on the system as part of General Manager Board briefings*

0 to 9
months

\$

(6.5) Develop an annual Rider Club survey to help assess progress and stakeholder perceptions on the work as it moves forward*

0 to 9
months

\$

(6.6) Convene an annual safety and security Public Forum*

9 to 24
months

\$

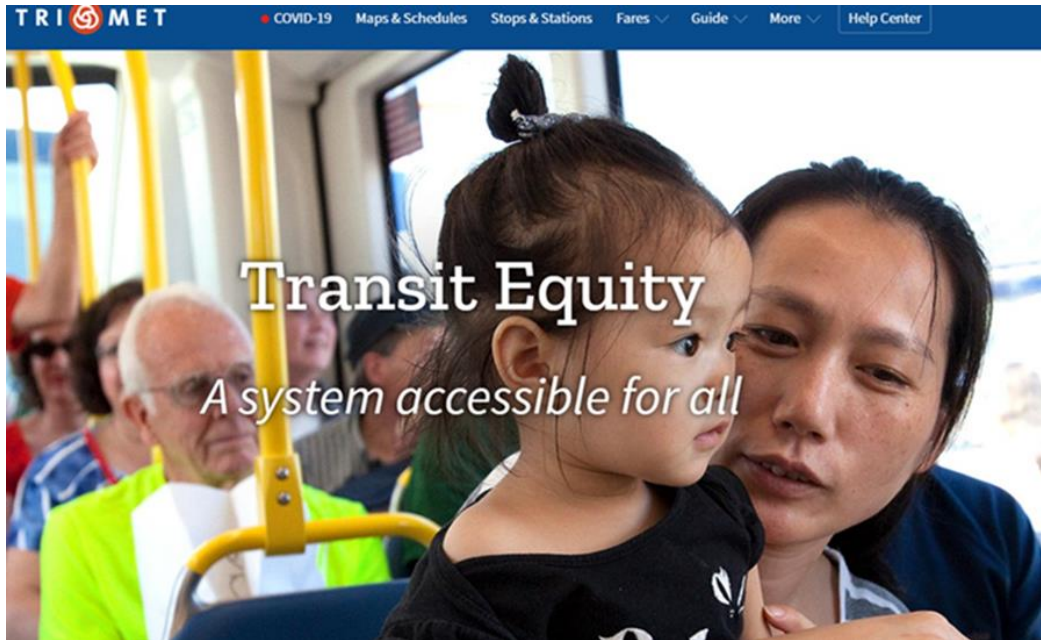
Summary

- **All Committee Recommendations will move forward**
- **In addition we have identified 22 additional steps we will be taking in support of the project**
- **Continue regional policing model with 14 current law enforcement partners**
- **Community engagement and innovation will be key elements of all the work moving forward**

Next steps

- Currently communicating process outcomes and next steps, to all project and community stakeholders
- Stand up new ongoing committee focused on implementing the project recommendations and actions
- Continue to build out the details around strategy, implementation, & procurement plan for current fiscal year and beyond

Questions?



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