Recommendations

Based on the feedback gathered through the work of the Reimagining Safety & Security on Public Transit project TriMet will be working to institute a series of actions that reflect not only the work and recommendations of the Transit Public Safety Advisory Committee, but also the feedback and ideas expressed by the community through the online survey, community and staff focus groups, and 1 on 1 community surveys. TriMet has developed 25 actions steps, across 5 areas of focus designed to move the work of the project forward.

Training	Estimated Timeline	Estimated Cost
(1.1) Audit current training and identify new and or updated training for employees ensuring 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 to 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	$

System Presence	Estimated Timeline	
(2.1) Ensure that security personnel on the system will have participated in the first rounds of new training focused in to 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	$
(2.5) Work with the new Safety Advisory Committee, to build out potential cost effective pilot models for rider support/ rider advocate staffing and partnership approaches	0 to 9 months	$

Recommendations

	Estimated Timeline	
(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**	**$$**
Recommendation 3. Crisis intervention team (3.1) Work with community and jurisdictional partners to develop a new Crisis Team pilot model. Ensure model is reflective of the community and trained to address mental and behavioral health and other quality of life issues	**0 to 9 months**	**$**
(3.2) Implement the new pilot model	**9 to 24 months**	**$$$**

Technology	Estimated Timeline	
(4.1) Convene new IT/Safety task force to review security technology needs and develop RFPs exploring the following elements: • Enhance on-line reporting system for personal offences and tracks discriminatory complaints • SMS, instant messaging and the capacity for Text Line support	**0 to 9 months**	**$$**
• Security software database or system that triangulates all current data systems.* • Security management software for records, reports, schedules and deployments* • Emergency reporting tools such as eLERTS *	**9 to 24 months**	**$$$**
(4.2) Include MAX silent alarm capacity in the design on the new type 6 Light Rail Vehicles	**0 to 9 months**	**$**

Infrastructure	Estimated Timeline	
(5.1) Conduct a lighting audit on platforms and transit centers	**0 to 9 months**	**$**
(5.2) Complete a Crime Prevention Through Environmental Design (CPTED) study at three transit centers (highest crime)	**9 to 24 months**	**$**

Recommendations

(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**	$$$
(5.5) Explore funding alternatives e.g. TriMet Foundation, to support infrastructure improvements	**9 to 24 months**	$
(5.6) Develop prioritized ranking system for bus stops establishing an order of upgrades focused on communities of color, & low income neighborhoods, leveraging alternative funding sources	**9 to 24 months**	$$
Communication	**Estimated Timeline**	
(6.1) Establish a new Safety & Security Advisory Committee to support the implementation of the recommendations and provide a public forum for moving forward	**0 to 9 months**	$
(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**	$$
(6.3) Create and launch communication and outreach a safety and security campaign	**0 to 9 months**	$$
(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**	$