



Reimagine Public Safety Advisory Committee

October 18, 2022

Member Engagement Support

All participants agree to act in good faith in all aspects of this process and do your best to represent the needs of your community. Expectations include:

- Attend as many meetings as possible, your voice matters, notify staff if you have an unavoidable conflict
- Prepare for meetings by reading materials in advance and arriving on time
- Share the air – only one person will speak at a time, and we will allow others to speak once before we speak twice
- Express your own views and opinions, while also sharing your lived experiences and knowledge of the community
- Respect the views and opinions of others
- Challenge ideas rather than people
- Recognize power dynamics
- Seek to understand each other and provide individual recommendations that consider the needs and concerns of the local community and the larger region
- Share your own thoughts and perspectives on the process with people outside the committee but refrain from speaking on behalf of the committee
- Keep multitasking to a minimum and stay present to the topics at hand

Welcome and Agenda

3:30-3:40 pm: Welcome and introductions (10 minutes)

3:40-3:45 pm: Meeting overview (5 minutes)

3:45-3:50 pm: Safety and Security update (5 minutes)

3:50- 3:55 pm: Project timeline (5 minutes)

3:55-4:05 pm: Recommendation Status Update (10 minutes)

4:05-4:15 pm: Training Update (10 minutes)

4:15-4:20 pm: Spring 2023 Survey Template (5 minutes)

4:20-5:00 pm: Rider Ambassador/ SRT (40 minutes)

5:00-5:15 pm: 1:1s Staff and Members (15 minutes)

5:15-5:25 pm: Community Feedback (10 minutes)

5:25- 5:30 pm: Closing remarks and next steps (5 minutes)

Reimagine Public Comment

Sign up to address the committee

- Raise your hand or type in your name in the chat feature.
- Press (*9) to raise your hand if you are calling in from a phone.
- To sign up in advance, or to send in written comments to the Reimagine Public Safety Advisory Committee, email us at reimaginepublicsafety@trimet.org



Reimagining Public Safety Advisory Committee

Security Update

**Pat Williams, Director, Security & Emergency
Management**

Project Timeline

October	November	December
<ul style="list-style-type: none">• Gather SRT/Ambassador feedback elements (2.4, 2.5)• Finalized Spring 2023 Survey Template (6.5)• Stops & Stations presentation (5.3, 5.6)• 1 on 1 staff check ins with members & recommendations for moving forward	<ul style="list-style-type: none">• Individual Member Meeting Report Outs• Reimagine Report/Project Draft• Lessons Learned/Future Work	<p>Reimagine Celebration</p> <p>December 15th-in person option</p>

Reimagine Initiatives & Roles - Staff

Training

- ✓ **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 - for Safety and security staff.
- **1.2** Mandatory De-escalation training for all front line staff and more - see list

System Presence

- ✓ **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.
- ✓ **2.2** Develop and launch a new pilot program for TriMet personnel to ride trains at night, providing more presence and support for riders
- ✓ **2.3** 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 safer and welcoming system for all.
- ✓ **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
- **3.2** Implement the new pilot model (related to 3.1)

Technology

- ✓ **4.1** Convene new IT/Safety task force to review security technology needs and exploring the following elements:
- ✓ **4.2** Include MAX silent alarm capacity in the design on the new type 6 Light Rail Vehicles

Infrastructure

- ✓ **5.2** Complete a Crime Prevention Through Environmental Design (CPTED) study at three transit centers (highest crime)
- ✓ **5.5** Explore funding alternatives e.g. TriMet Foundation, to support infrastructure improvements

Communication

- ✓ **6.2** Identify resources to oversee Reimagine Transit Public Safety initiatives, and develop and evaluate performance metrics and outcomes to track progress

Reimagine Initiatives & Roles – Reimagine Public Safety Advisory Committee

Training

- ✓ • **1.3** Partner with community based organizations on the development and provision of training through micro grants and direct contracts.

System Presence

- ✓ • **2.4** Work with the new Safety Advisory Committee, to build out potential cost effective pilot models for rider support/ rider advocate staffing and partnership approaches.
- ✓ • **2.5** Pilot new community support/rider advocate partnership models that focus on supporting riders and ensuring they feel safe and welcome on the system.
- ✓ • **3.1 Crisis intervention team:** 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.

Infrastructure

- ✓ • **5.3** Conduct stops and stations safety assessment review focusing first on communities of color followed by a review for low income service areas.
- ✓ • **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.
- ✓ • **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.

Communication

- ✓ • **6.1** Establish a new Safety & Security Advisory Committee to support the implementation of the recommendations and provide a public forum for moving forward.
- ✓ • **6.3** Create and launch communication and outreach a safety and security campaign.
- ✓ • **6.4** Implement quarterly reporting of safety and security on the system as part of General Manager Board briefings.
- ✓ • **6.5** Develop an annual Rider Club survey to help assess progress and stakeholder perceptions on the work as it moves forward.
- **6.6** Convene an annual safety and security Public Forum.

Training Update

1.3 Partner with community based organizations on the development and provision of training through micro grants and direct contracts

Training Update Continued



**Portillo
Consulting,
International**

- **BIPOC Riders and Other Marginalized Communities**
- **Rider Support for English Language Learners**

Spring 2023 Survey Template

- Finalized ✓
- Will be reviewed by Transit Equity Advisory Committee
- Set to launch spring 2023

Safety Response Team/ Rider Ambassador



Initiative

2.5 Pilot new community support/rider advocate partnership models that focus on supporting riders and ensuring they feel safe and welcome on the system

Community Support/Rider Advocate Model – Matrix

	Portland Street Car	Safety Response Team Coordinator	TriMet Ambassador (2007)
Activity			
Non-violently de-escalate tense situations before security or police presence is needed	Y	Y	
Discourage the need for police or security intervention in riders' experiences, except in cases of immediate danger;	Y	Y	Y
Connect riders to resources specific but not limited to housing, health care, and culturally-specific services;	Y	Y	Y
Answer general questions about the Portland area, transfers, routes, fares, technology, etc Ability to interact and engage with members of the public in a friendly, professional manner Experience dealing with at-risk individuals in a calm and empathetic manner Proactive ability to identify and build relationships with regular riders to assist them when they may need help managing any issues or otherwise seeking help	Y	Y	Y
Assist riders in scheduling or adhering to appointments with health or social service agencies	Y	Y	Y
Collect community feedback and pass it along to PSI	Y	Y	
Provide advocacy to address health disparities affecting riders and other community members;	Y	Y	
Experience working with diverse groups and clear understanding of cultural differences, especially as they relate to race, sexual orientation, gender and socio-economic status	Y	Y	
Knowledge of Portland-specific geography and major health care and social services providers	Y	Y	
Bilingual fluency	Y	Y	Y

Feedback/ Questions

- Are there elements you want to see added to the SRT duties?

Community Feedback

Reimagine Public Safety

- Open forum, to hear from riders, and community members on the reimagine initiatives adopted by the Board in 2020.
- To speak at these forums, the public can sign up same day via the chat feature, email us ahead of time or submit a written comment to the committee at reimaginepublicsafety@trimet.org.

General Information

- Customer Service 503-238-7433 (503 -238-RIDE)
- Emergency call or text 9-1-1.
- When reporting something onboard the bus or train, include
 - Vehicle number
 - Location and the
 - Direction you are headed
 - Noticed something good, or something that could have been better, let us know, send a picture!
- Text your Stop ID number to 27299 for the next arrivals from TransitTracker.
- Civil rights complaints 503-962-3453 or via email at Comments@trimet.org
- Comments for Reimagine Public Safety Committee
reimaginepublicsafety@trimet.org or voicemail 503-962-7686

Questions?

Website:

trimet.org/publicsafety

Email:

Reimaginepublicsafety@trimet.org

Telephone: (503)962-7686