

# Reimagining Public Safety Executive Summary

November 2020



# Goals of presentation

- Summarize findings from:
  - Rider focus groups
  - Employee focus groups
  - Community-based focus groups
  - Coalitions (Coalition of Communities of Color and Portland United Against Hate)
- Integrate with TriMet's research (public survey and employee survey)
- Focus on recommended actions

# Methodology

- Five rider/stakeholder groups: N=36
  - Seven employee focus groups: N=59
  - Coalitions and community-based organizations: N=273
  - Public survey: N=12,698
  - Employee survey: N=794
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- Conducted August 17–October 7, 2020

## Community-based organizations (CBOs) and coalitions:

African Family Holistic Health Organization (AFHHO)

Centro Cultural de Washington County

Coalition of Communities of Color\*

Constructing Hope

Division Midway Alliance

Flossin Media

HAKI Community Organization

Immigrant & Refugee Community Organization (IRCO)

Latino Network

Portland United Against Hate (PUAH)

Rosewood Initiative

TriMet Youth Committee

We All Rise

Youth Environmental Justice Alliance at OPAL Environmental Justice Oregon (YEJA)

# Key Themes

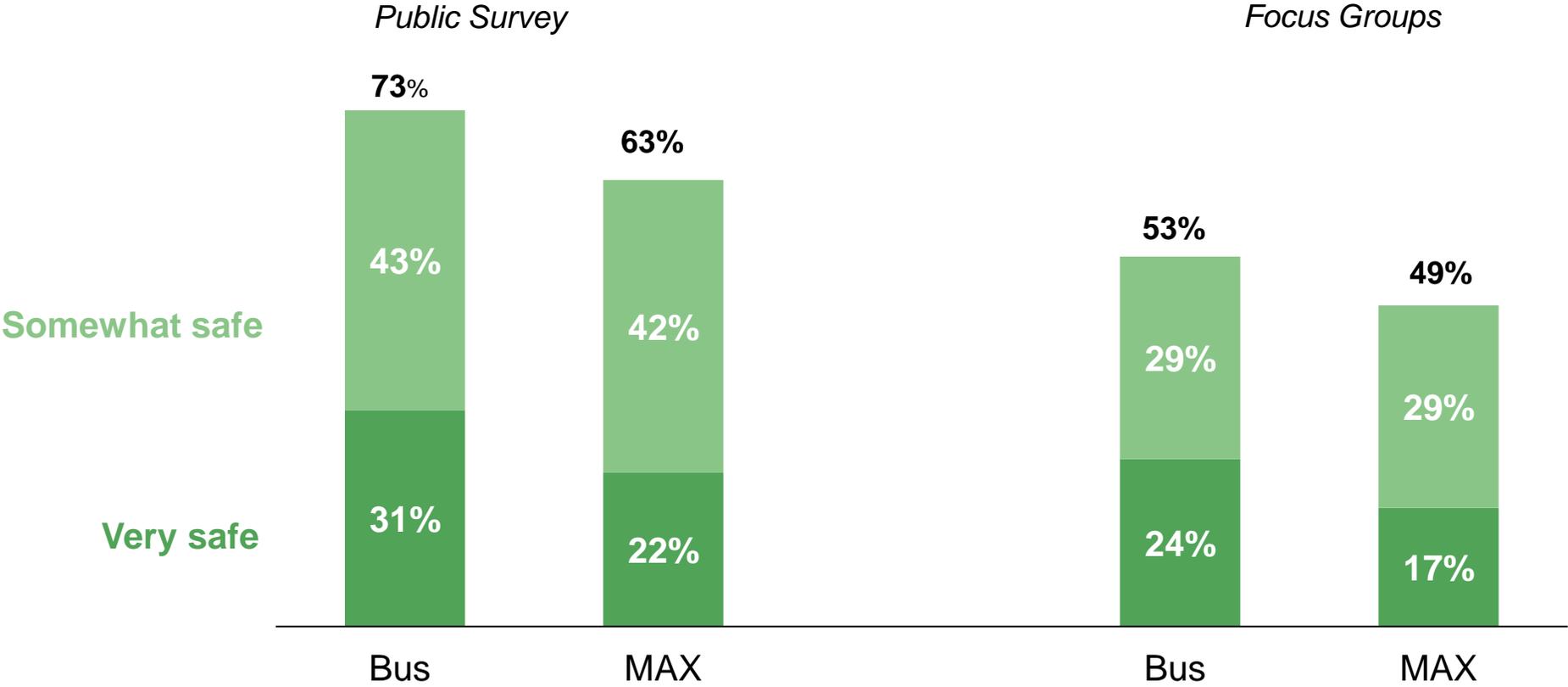
**Most of those we heard from agree disruptive riders are the biggest safety concern and they broadly agree on three approaches.**

- Create a crisis-intervention team
- Provide TriMet staff training on de-escalation and mental health issues
- Increase presence of TriMet staff on board and at stations

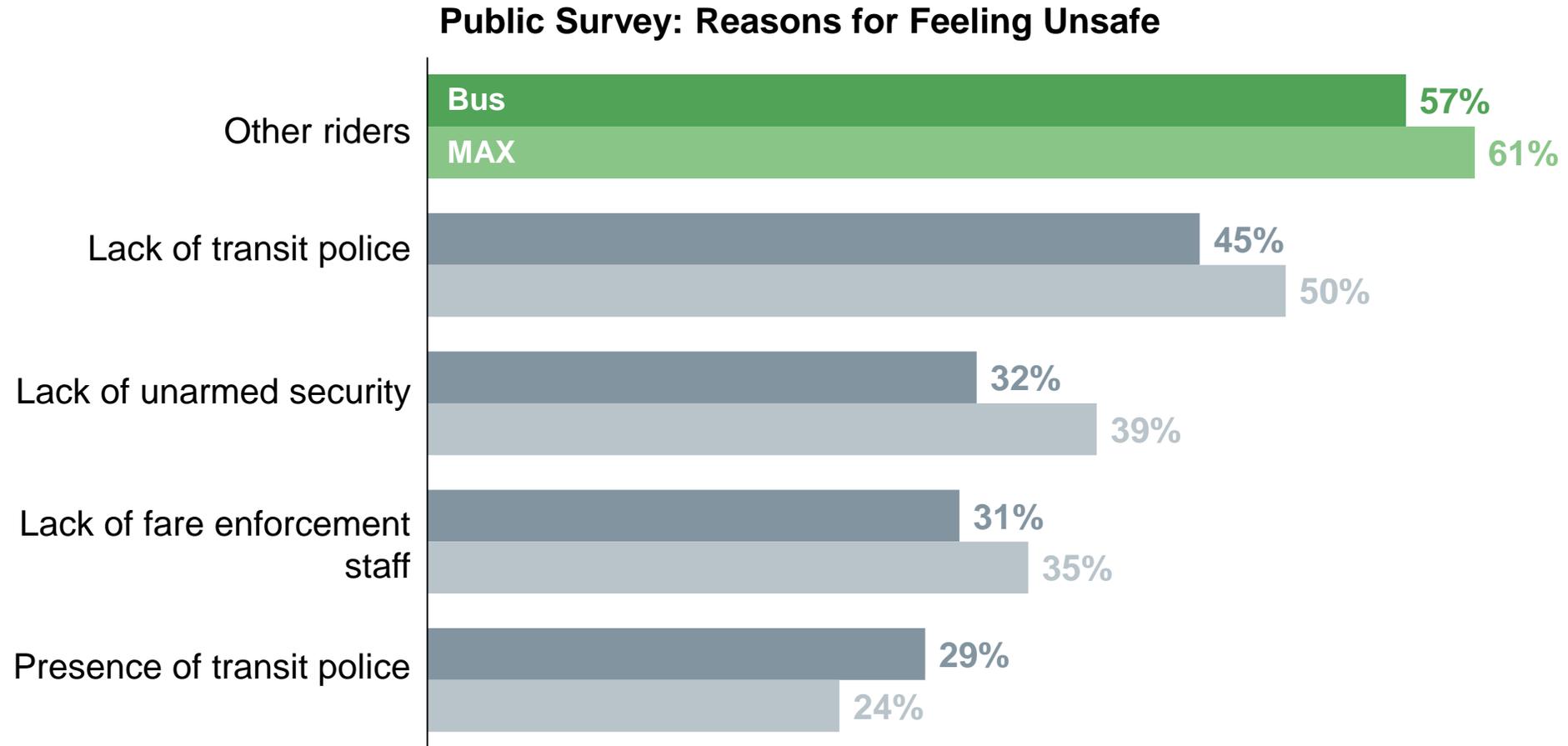
# Safety concerns

# Most riders feel safe on TriMet and feel more safe on buses compared to MAX.

Ratings of Safety



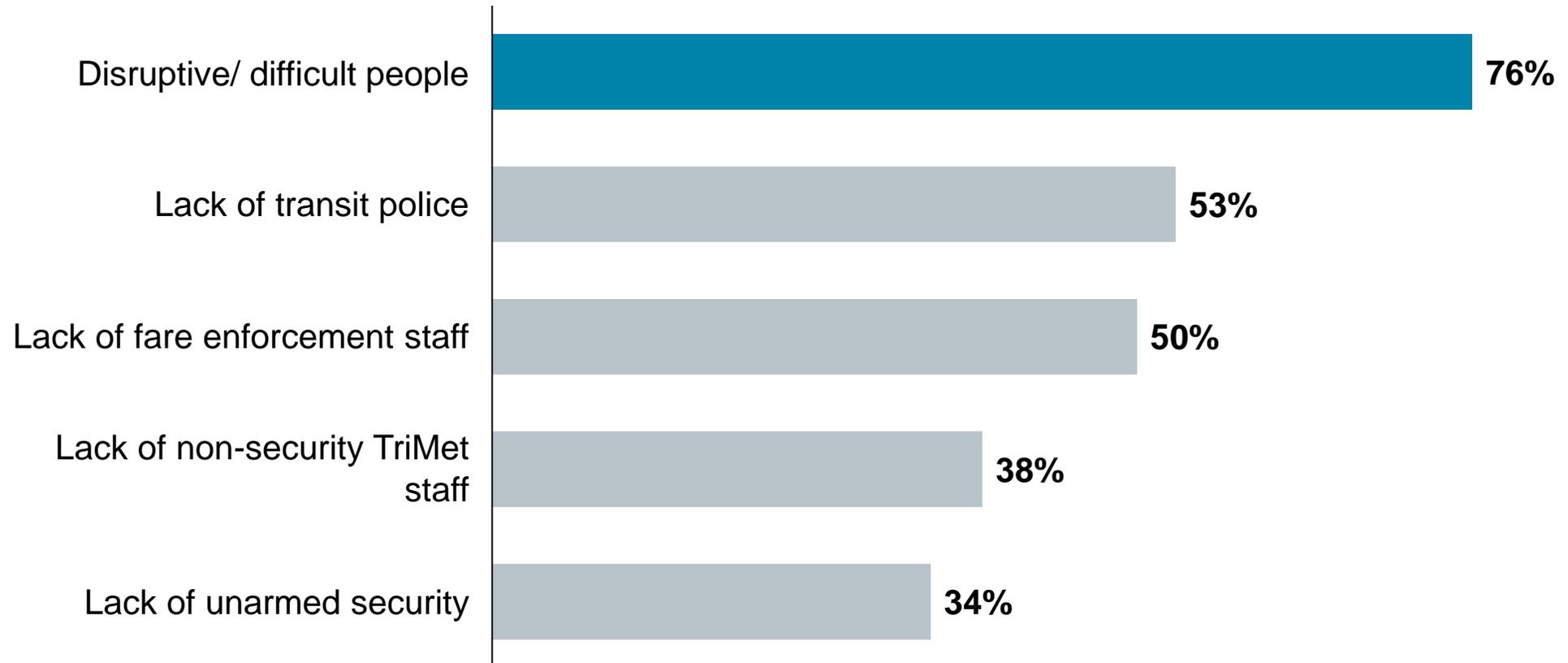
# Disruptive behavior by other riders is a top safety concern of those who do not feel safe on buses and MAX.



*n=1,440 who feel unsafe on bus  
n=2,237 who feel unsafe on MAX*

# Disruptive riders are a top safety concern for front-line employees.

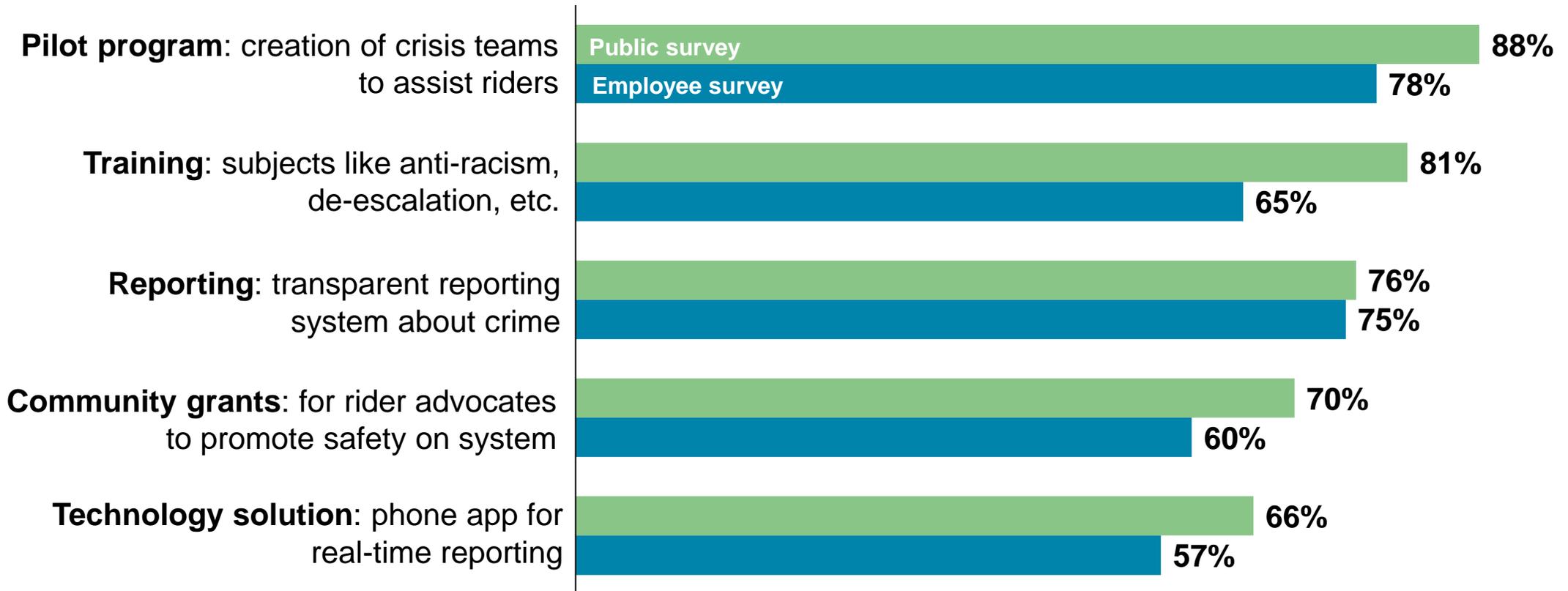
Employee Survey: Reasons for Feeling Unsafe When on the System



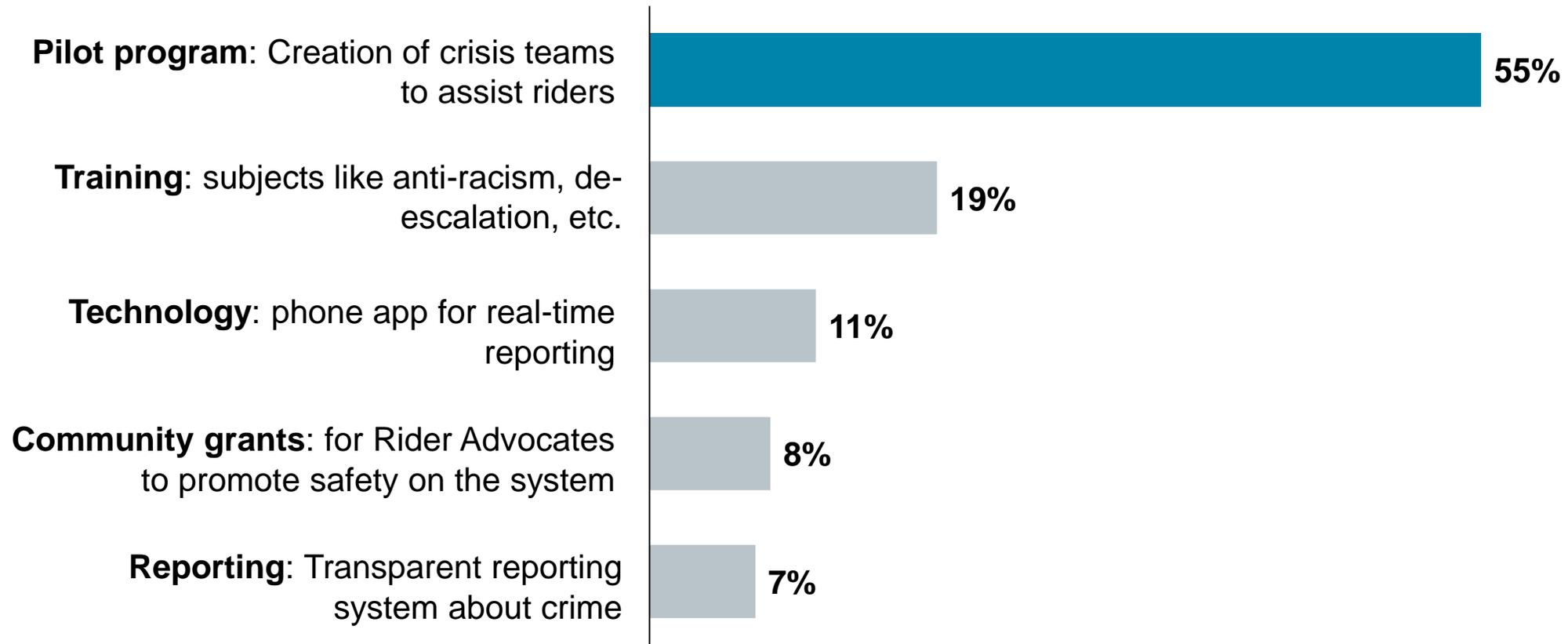
# **Mental health training & crisis team**

# Riders and employees in the surveys are most supportive of creating crisis teams to assist riders.

## Support for Potential Initiatives

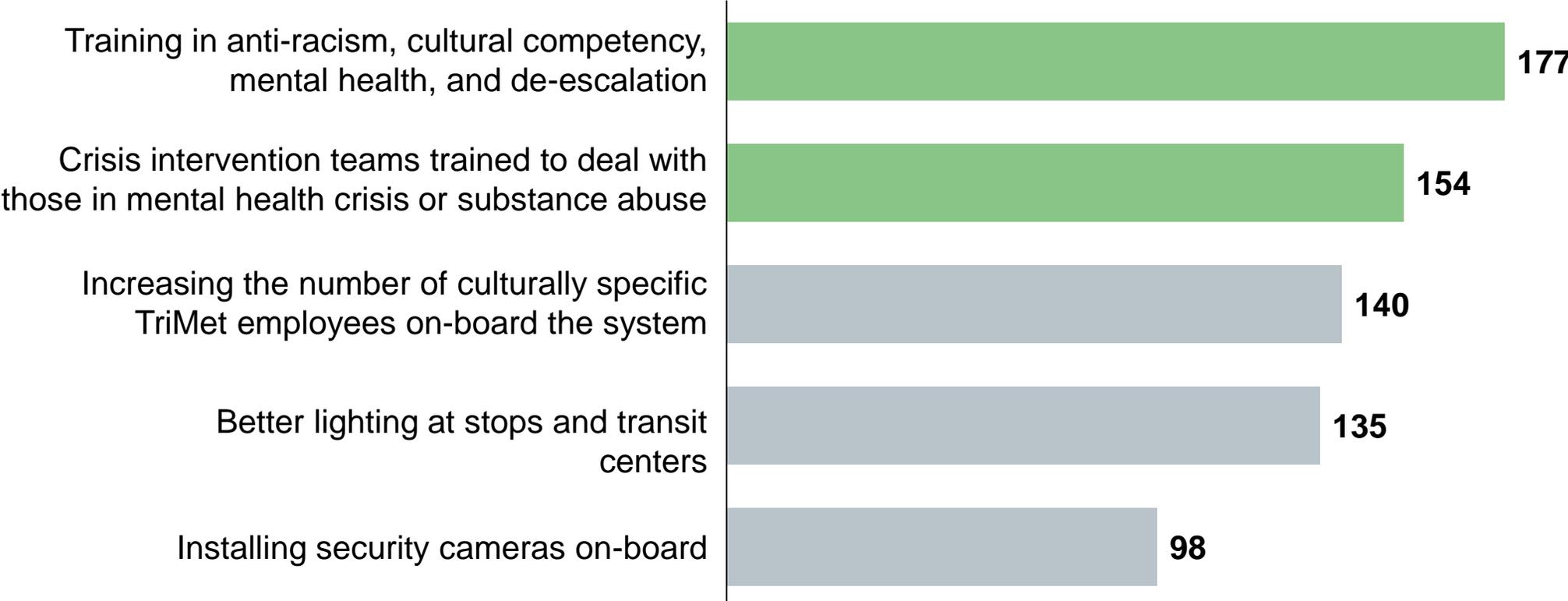


# When asked to pick just one program, creation of a mobile crisis team is preferred by most riders.



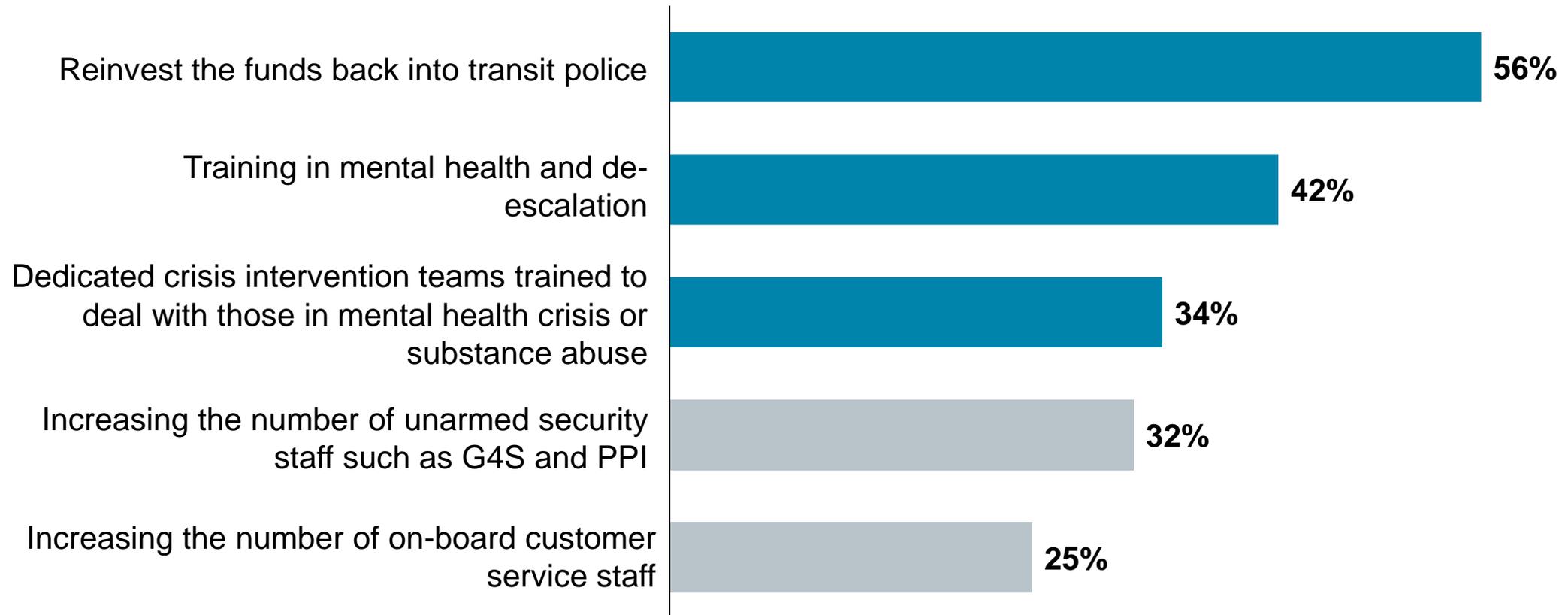
*n=9,995*

# 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.



# In focus groups, training and crisis teams are among employees' top funding priorities, although reinvesting back into transit police is their preferred use of funds.

Employee Focus Groups: Top Funding Priorities (Ranked 1–3)



# Training for TriMet staff was key theme in most discussions

Centro Cultural de Washington  
County

Coalition of Communities of Color

Constructing Hope

Division Midway Alliance

Flossin Media

HAKI Community Organization

Immigrant & Refugee Community  
Organization (IRCO)

Portland United Against Hate (PUAH)

TriMet Youth Committee

We All Rise

Youth Environmental Justice Alliance  
at OPAL Environmental Justice  
Oregon (YEJA)

Rider/stakeholder groups (DHM)

Employee groups (DHM)

## Many community discussions recommended crisis intervention teams, mental health specialists, or a task force on mental health

Coalition of Communities of Color

Constructing Hope

Division Midway Alliance

Flossin Media

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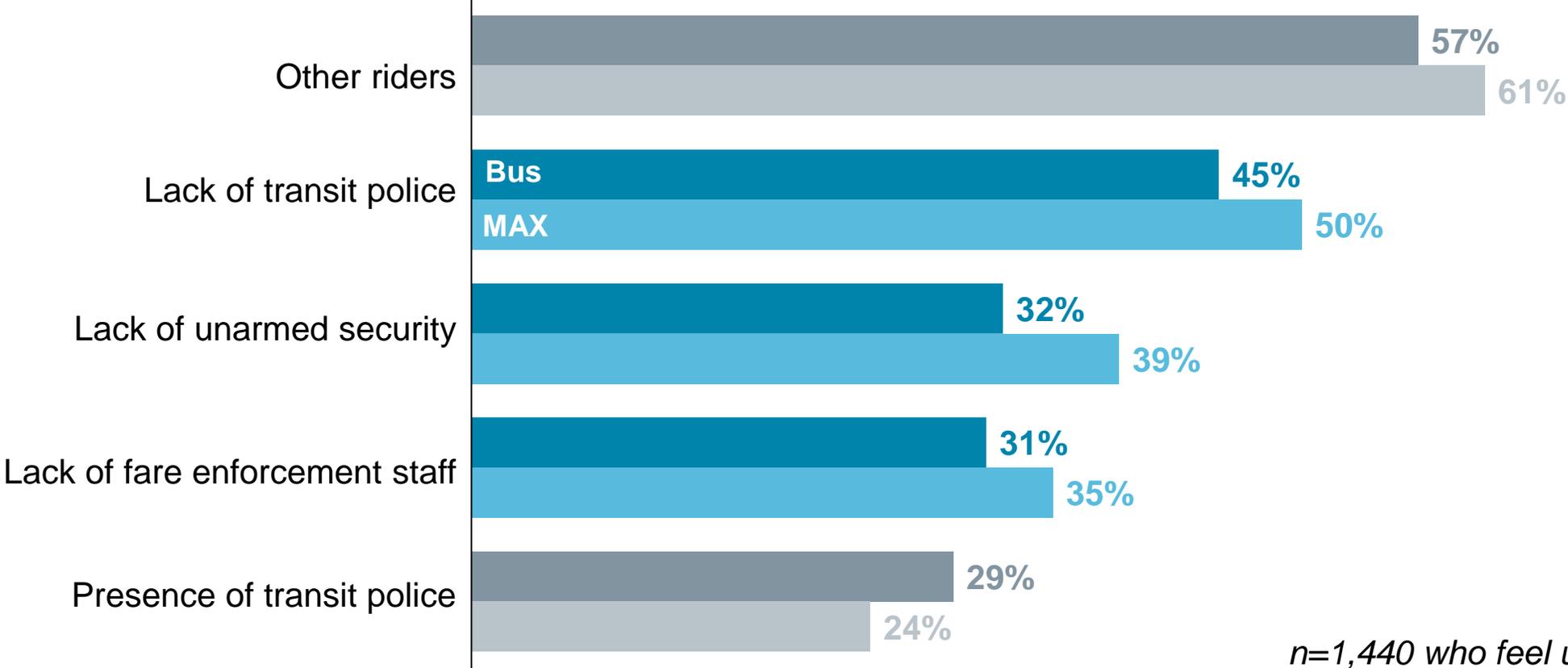
**Increase TriMet presence on system**

## There is broad support for increasing staff presence.

- Riders, employees, and community members agree TriMet should increase staff presence on the system.
- There is not necessarily consensus, or a mandate, on which role they are seeking.
  - Community members want a multicultural staff and employees who are friendly and approachable.
  - Concerns are raised that police are not best response to mental health issues.
  - Employees see value in many roles and find transit police to be most effective in dealing with some of the situations they face.

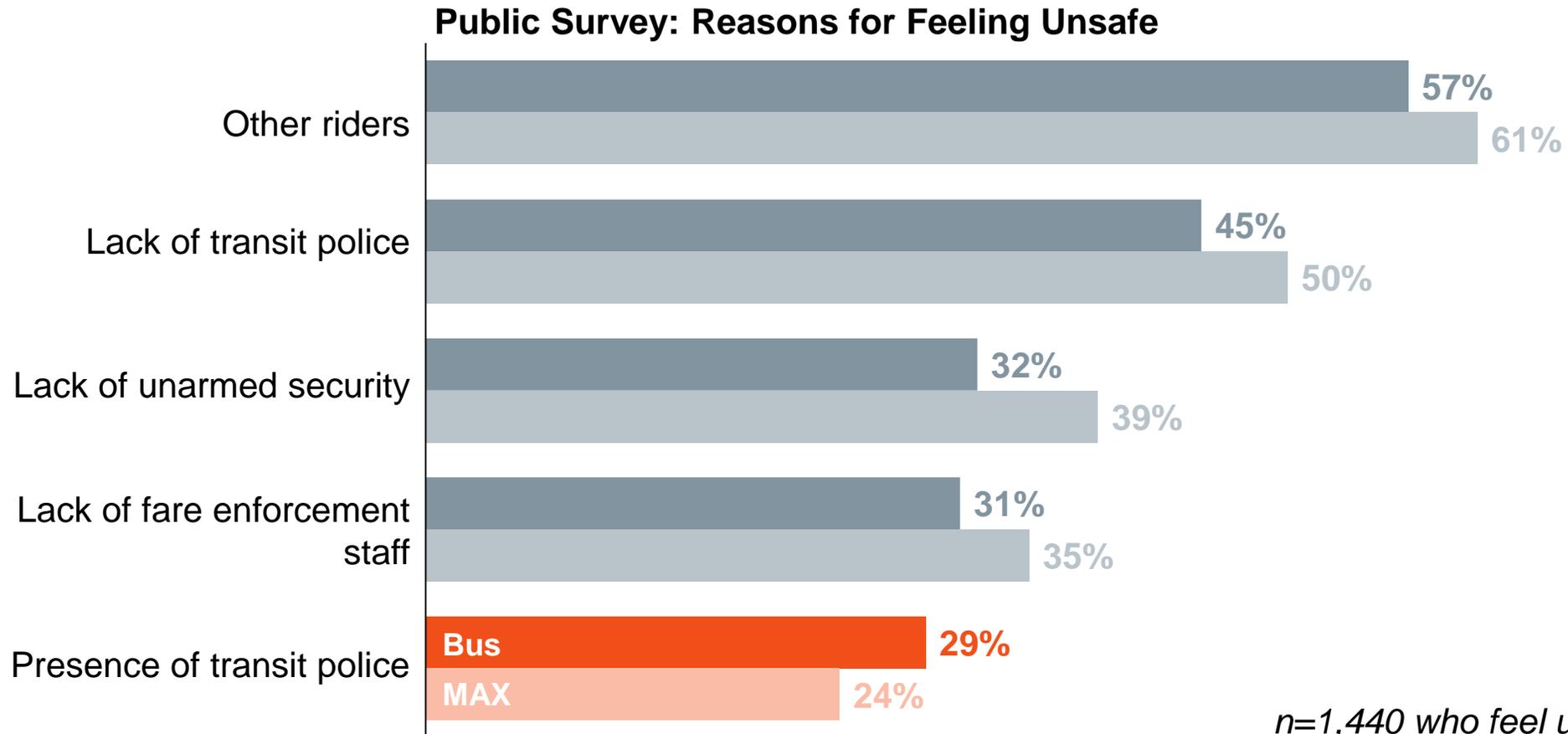
# Several of the top reasons riders do not feel safe on the system is lack of TriMet staff.

Public Survey: Reasons for Feeling Unsafe



*n=1,440 who feel unsafe on bus  
n=2,237 who feel unsafe on MAX*

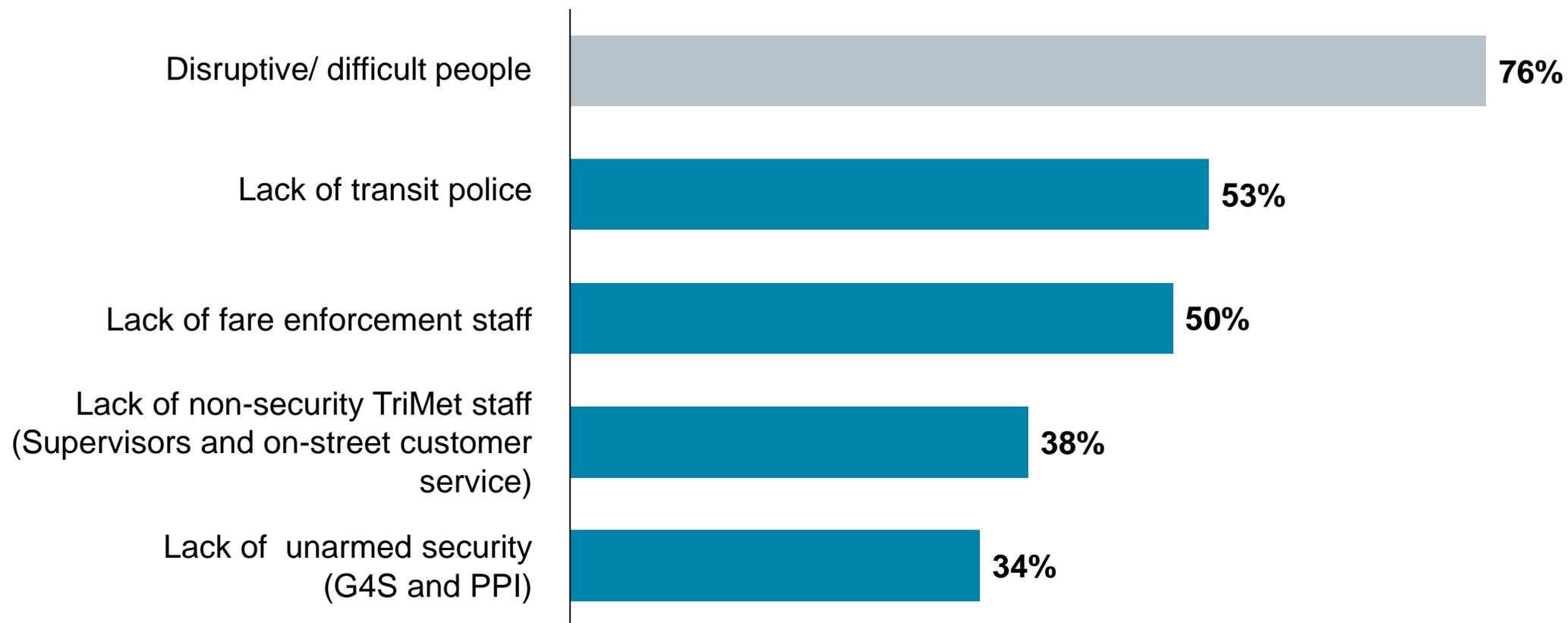
# That said, over two in ten of survey respondents say presence of transit police is a reason they feel unsafe.



*n=1,440 who feel unsafe on bus  
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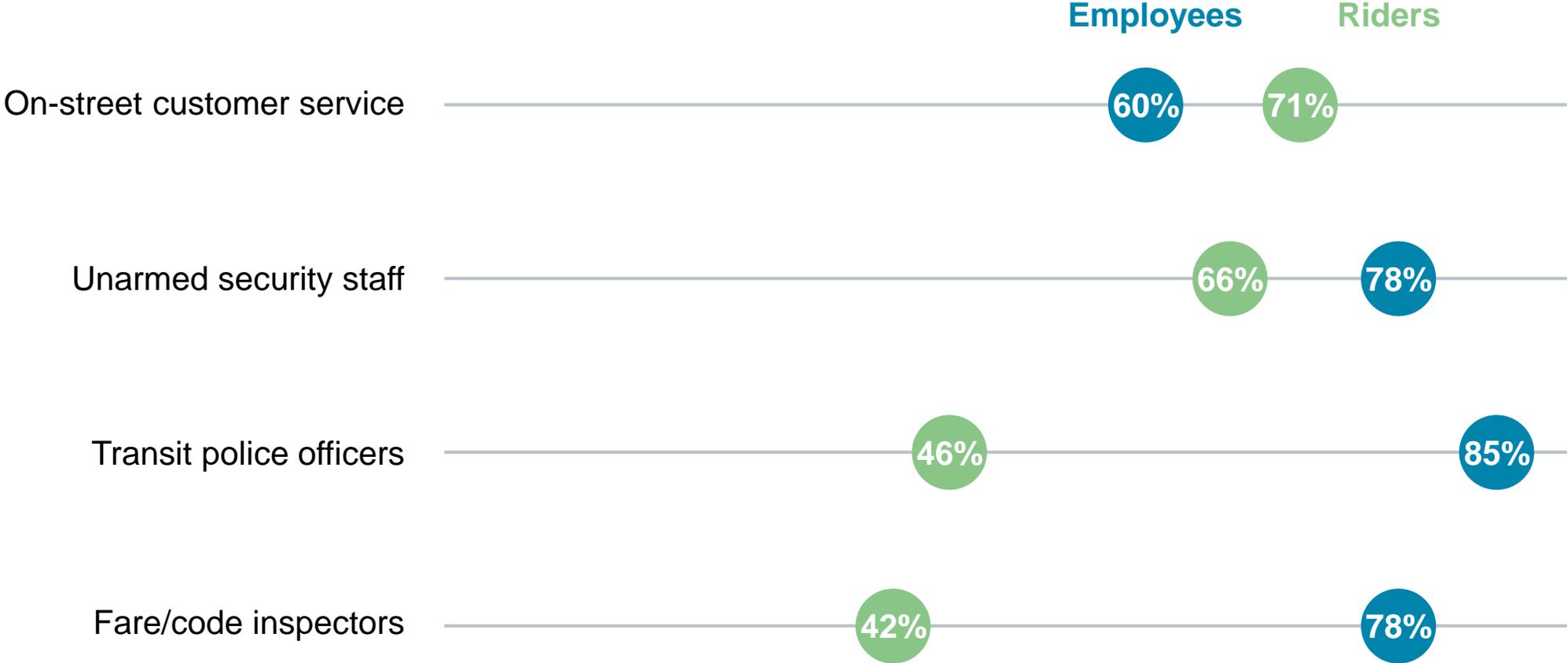
# Aside from disruptive people, top reasons front-line employees do not feel safe on the system is lack of other TriMet staff.

Employee Survey: Reasons for Feeling Unsafe When on the System



n=336

# Survey results show that customer service is most important for rider safety; transit police are most important for employee safety.



# CBO reports that recommend no police or reduced police presence:

No police	Reduce police/prefer unarmed security
Coalition of Communities of Color	Centro Cultural de Washington County
Portland United Against Hate (PUAH)	Constructing Hope
We All Rise	Division Midway Alliance
Youth Environmental Justice Alliance at OPAL Environmental Justice Oregon (YEJA)	Immigrant & Refugee Community Organization (IRCO)
	Flossin Media
	Latino Network
	TriMet Youth Committee

*Note: this reflects recommendations made in reports. More people may have supported reductions if asked directly.*

**Additional ideas**

## Additional ideas that are important to riders and community members:

- Provide more information and resources in languages other than English; pictograms/signage for those with low literacy or who do not speak English.
- Improve lighting, cleaning, and offer more sheltered stops with places to sit.
- Affordability: expand youth passes, more free days, or fareless system



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