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

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

<table>
<thead>
<tr>
<th></th>
<th>Public Survey</th>
<th>Focus Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>73%</td>
<td>53%</td>
</tr>
<tr>
<td>MAX</td>
<td>63%</td>
<td>49%</td>
</tr>
<tr>
<td>Very safe</td>
<td>31%</td>
<td>24%</td>
</tr>
<tr>
<td>Somewhat safe</td>
<td>43%</td>
<td>29%</td>
</tr>
<tr>
<td>Somewhat safe</td>
<td>42%</td>
<td>29%</td>
</tr>
<tr>
<td>Very safe</td>
<td>22%</td>
<td>17%</td>
</tr>
</tbody>
</table>
Disruptive behavior by other riders is a top safety concern of those who do not feel safe on buses and MAX.

![Public Survey: Reasons for Feeling Unsafe](chart)

- **Other riders**
  - Bus: 57%
  - MAX: 61%

- **Lack of transit police**
  - Bus: 45%
  - MAX: 50%

- **Lack of unarmed security**
  - Bus: 32%
  - MAX: 39%

- **Lack of fare enforcement staff**
  - Bus: 31%
  - MAX: 35%

- **Presence of transit police**
  - Bus: 24%
  - MAX: 29%

\[n=1,440\text{ who feel unsafe on bus}\]
\[n=2,237\text{ who feel unsafe on MAX}\]
Disruptive riders are a top safety concern for front-line employees.

Employee Survey: Reasons for Feeling Unsafe When on the System

- Disruptive/ difficult people: 76%
- Lack of transit police: 53%
- Lack of fare enforcement staff: 50%
- Lack of non-security TriMet staff: 38%
- Lack of unarmed security: 34%
Mental health training & crisis team
Riders and employees in the surveys are most supportive of creating crisis teams to assist riders.

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Public Survey</th>
<th>Employee Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot program: creation of crisis teams to assist riders</td>
<td>88%</td>
<td>78%</td>
</tr>
<tr>
<td>Training: subjects like anti-racism, de-escalation, etc.</td>
<td>65%</td>
<td>81%</td>
</tr>
<tr>
<td>Reporting: transparent reporting system about crime</td>
<td>76%</td>
<td>75%</td>
</tr>
<tr>
<td>Community grants: for rider advocates to promote safety on system</td>
<td>70%</td>
<td>60%</td>
</tr>
<tr>
<td>Technology solution: phone app for real-time reporting</td>
<td>66%</td>
<td>57%</td>
</tr>
</tbody>
</table>
When asked to pick just one program, creation of a mobile crisis team is preferred by most riders.

- **Pilot program**: Creation of crisis teams to assist riders (55%)
- **Training**: subjects like anti-racism, de-escalation, etc. (19%)
- **Technology**: phone app for real-time reporting (11%)
- **Community grants**: for Rider Advocates to promote safety on the system (8%)
- **Reporting**: Transparent reporting system about crime (7%)

*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.

| Training in anti-racism, cultural competency, mental health, and de-escalation | 177 |
| Crisis intervention teams trained to deal with those in mental health crisis or substance abuse | 154 |
| Increasing the number of culturally specific TriMet employees on-board the system | 140 |
| Better lighting at stops and transit centers | 135 |
| Installing security cameras on-board | 98 |
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)

- Reinvest the funds back into transit police: 56%
- Training in mental health and de-escalation: 42%
- Dedicated crisis intervention teams trained to deal with those in mental health crisis or substance abuse: 34%
- Increasing the number of unarmed security staff such as G4S and PPI: 32%
- Increasing the number of on-board customer service staff: 25%
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.

<table>
<thead>
<tr>
<th>Coalition of Communities of Color</th>
<th>Latino Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constructing Hope</td>
<td>Portland United Against Hate (PUAH)</td>
</tr>
<tr>
<td>Division Midway Alliance</td>
<td>We All Rise</td>
</tr>
<tr>
<td>Flossin Media</td>
<td>Youth Environmental Justice Alliance at OPAL Environmental Justice Oregon (YEJA)</td>
</tr>
<tr>
<td>Immigrant &amp; Refugee Community Organization (IRCO)</td>
<td></td>
</tr>
</tbody>
</table>
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

- Other riders: 57% (61%)
- Lack of transit police:
  - Bus: 45%
  - MAX: 50%
- Lack of unarmed security: 32% (39%)
- Lack of fare enforcement staff: 31% (35%)
- Presence of transit police: 29% (24%)

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.

### Public Survey: Reasons for Feeling Unsafe

<table>
<thead>
<tr>
<th>Reason</th>
<th>Bus</th>
<th>MAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other riders</td>
<td>57%</td>
<td>61%</td>
</tr>
<tr>
<td>Lack of transit police</td>
<td>45%</td>
<td>50%</td>
</tr>
<tr>
<td>Lack of unarmed security</td>
<td>32%</td>
<td>39%</td>
</tr>
<tr>
<td>Lack of fare enforcement staff</td>
<td>31%</td>
<td>35%</td>
</tr>
<tr>
<td>Presence of transit police</td>
<td>29%</td>
<td>24%</td>
</tr>
</tbody>
</table>

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

- Disruptive/difficult people: 76%
- Lack of transit police: 53%
- Lack of fare enforcement staff: 50%
- Lack of non-security TriMet staff (Supervisors and on-street customer service): 38%
- Lack of unarmed security (G4S and PPI): 34%

n=336
Survey results show that customer service is most important for rider safety; transit police are most important for employee safety.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Employees</th>
<th>Riders</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-street customer service</td>
<td>60%</td>
<td>71%</td>
</tr>
<tr>
<td>Unarmed security staff</td>
<td>66%</td>
<td>78%</td>
</tr>
<tr>
<td>Transit police officers</td>
<td>46%</td>
<td>85%</td>
</tr>
<tr>
<td>Fare/code inspectors</td>
<td>42%</td>
<td>78%</td>
</tr>
</tbody>
</table>
CBO reports that recommend no police or reduced police presence:

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

*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
Michelle Neiss
mneiss@dhmresearch.com

Eddie Szamborski
eszamborski@dhmresearch.com

www.dhmresearch.com