

# **Reimagining Safety & Security on Public Transit Community-based Training Request for Proposal Category 2: Enhanced Rider Engagement & Support Training**

TriMet is requesting proposals for one-time Community-based Mini Training Grants of up to \$10,000, for community-based experts, leaders, and service providers in diversity, equity and inclusion training for our front-line staff and system partners as we continue to work to make the region's public transit system more safe and welcoming for all.

You are invited to apply; **Applications are due by 5:00 p.m. on March 25, 2022.**

More information about the Community-based Mini Training Grants, the application and budget can be found in the documents attached to this email. You are welcome to join in our information session on:

**Wednesday March 9<sup>th</sup>** at 6pm: Join with Zoom at

Or call in 1-669-900-6833

**Meeting ID:** 835 5875 6607

**Funding Purpose:** The goal of this project is to leverage existing community expertise and current training approaches in order to increase the availability of training resources for TriMet's front-line staff. The training areas of focus were identified through the [Reimagining Public Safety Initiative](#) and are meant to help improve our ability to support the diverse rider populations across TriMet's tri-county service district. Through this request for proposal, we hope to work with community partners to improve our understanding and approach of de-escalating situations; enhance our training offerings around diversity, equity and inclusion; and, provide more opportunities for our front-line staff (Operators and Safety Team members) to increase and enhance their customer service and support skills as we work to continue to provide a system where all riders feel safe and welcomed.

## **Project Background:**

Although the American civil rights struggle is largely remembered for outlawing racial discrimination in the realms of housing and voting rights, much of the movement centered on access to public transportation.

# Reimagining Safety & Security on Public Transit

## Community-based Training Request for Proposal

### Category 2: Enhanced Rider Engagement & Support Training

Though historically much of the nation's transportation policy has contributed to class and race inequalities across American cities, transportation is also part of the solution. As TriMet looks to provide new and enhanced customer service training, we want to do so in partnership with community-based experts who can help us center our new trainings in support of Black, Indigenous, and other People of Color (BIPOC) communities who ride the region's public transit system, in ways that help all of our community feel safe and welcome.

Transit plays a critical role in social equity by providing access to income opportunities, healthcare, and education to list a few. Transit also supports mobility for those who do not own another mode of transportation and people with disabilities who may have barriers to transport otherwise. Studies suggest that access to high quality transit is an important factor in addressing generational poverty. Good public transit is arguably the most important tool in our effort to combat climate change, which disproportionately affects people of color and people financially disadvantaged. However, to be successful in serving those ends, transit must be safe and equitable for all.

To help fulfill that promise, TriMet is undertaking a series of immediate short-term actions and pursuing long-term initiatives as part of the [Reimagining Public Safety Initiative](#).

As part of the initiative, TriMet reduced existing police contracts and redirected those savings and additional funds towards community-based public safety approaches.

With help from thousands of riders across the region and dozens of community-based partner organizations, TriMet adopted 24 recommendations that allow the agency to research and pilot new approaches in our efforts to make the region's public transit system safer and more welcoming for all.

One of the main Reimagining Public Safety and Security Committee's top recommendations was to expand training for TriMet's front-line employees in areas including anti-racism, cultural competency and humility, as well as mental health and de-escalation, and rider support. Read about the recommendations and actions we're taking as part of the Reimagining Public Safety Initiative [here](#).

# **Reimagining Safety & Security on Public Transit Community-based Training Request for Proposal Category 2: Enhanced Rider Engagement & Support Training**

## **Community-based Training Request for Proposal (RFP) Categories**

In continuing support of the committee's work to expand training, TriMet will be requesting training proposals across three categories. The three training categories include:

- 1. Rider Support Training for community-identified ridership groups**
- 2. Enhanced Rider Engagement & Support Trainings**
- 3. Enhanced, Community-informed Diversity, Equity and Inclusion Training in support of our BIPOC and other traditionally marginalized community and riders**

This solicitation is seeking qualified proposals focused on Category 2:

- 2. Enhanced Rider Engagement Support Trainings that provide **Community-informed Training in De-escalation, Trauma Informed Care, and Resource Referral approaches****

This RFP is seeking training proposals that leverage existing community training that is accessible, entry level, and appropriate for front-line staff, and can be used in our efforts of supporting customers on the region's public transit system. Training is best provided in a micro-learning format. In some cases, a series of micro-learning modules may be appropriate for the learner to access in order to support the desired learning objectives. The training formats proposed can be flexible, interactive, timely and engaging. An example format might be a series of short videos from community partners. **Innovative approaches are encouraged and welcome.**

The organization (herein referred to as training partners) that receives the contract will work with TriMet's Training Division and TriMet's Department of Transit Equity, Inclusion, and Community Affairs to adapt their trainings into accessible online

# **Reimagining Safety & Security on Public Transit**

## **Community-based Training Request for Proposal**

### **Category 2: Enhanced Rider Engagement & Support Training**

micro-learning opportunities. Once the training partners are selected, TriMet's training resources will work with each partner as necessary to adapt their training into TriMet's Online Learning Management System (LMS). At minimum, this will include:

- Video recording of the training partner staff conducting their selected training or submitted presentations
- Consulting with training partner staff on any needed training module updates or refinements to their training
- Working with the training partner on any related issues as the training is integrated into TriMet's online LMS.

Final grant award amounts will support both the cost of the initial training as well as the cost of working with TriMet staff and resources to integrate that training into TriMet's LMS.

#### **Training Category Scope 2:**

Enhanced Rider Engagement Support Trainings

#### **Community-informed Training in De-escalation, Trauma Informed Care, and Resource Referral approaches**

Our aim with Enhanced Rider Engagement & Support training is to go beyond our current training and processes to leverage the community's expertise and existing trainings to improve our current approaches. The purpose of this solicitation is to go beyond general customer service best practices and ensure that we provide our front-line employees and contracted security staff with greater context and history, and provide them with a series of new trainings that integrate local community expertise in ways that improve our efforts in support of our riders. The trainings should serve as a framework and background for our staff to improve their ability to support our diverse communities of riders.

Training proposals should help participants recognize some of the best

# **Reimagining Safety & Security on Public Transit**

## **Community-based Training Request for Proposal**

### **Category 2: Enhanced Rider Engagement & Support Training**

community approaches in practice today that could be most useful and effective for frontline customer facing transportation staff to employ when working to engage and support riders on the system.

**Training Goal:** Participants come away with increased understanding, context and awareness of the diversity within the communities TriMet serves, as well as tools and strategies to incorporate into their efforts to provide enhanced rider engagement and support strategies across each of the support areas.

#### **(3) Training areas of focus**

1. De-escalation training/defusing conflict: De-escalation techniques and techniques to defuse stressful rider situations.
2. Trauma-informed care training for frontline transit customer serving staff.
3. Resource referral approaches to take when trying to connect individuals in need of services to regional resources.

We expect to fund at least one training award for each of the above focus areas, and in some cases, we may award more than one award based on the strength and quality of the proposals.

# Reimagining Safety & Security on Public Transit

## Community-based Training Request for Proposal

### Category 2: Enhanced Rider Engagement & Support Training

#### Proposal Review & Scoring Information

Training proposals will be reviewed and scored based on the scope and components in the submitted training plan and the responses to the application questions. (100 total points possible)

Below are the guidelines for submission. Please be sure to follow them closely, and reach out to the review team if you have any questions.

- Training proposals and supporting documents must be received by 5 p.m. on March 25, 2022.
- The total training should be no more than 60 minutes in length. It is preferred that it is possible to break the training into smaller segments to make the learning experience easier.
- The training must include success and retention metrics (i.e.: What types of post-training assessments will be conducted to measure the success of the training?). (10 points possible)
- Submissions must include a training curriculum outline and/or overview. (40 points possible)
- Submissions will also be reviewed based on their ability to be integrated into TriMet's Learning Management System/ELearning Platform: (10 points)

Please complete the following **Reimagining Public Safety** community partner training grant application questions (40 points possible)

Briefly tell us about your organization.

**Reimagining Safety & Security on Public Transit  
Community-based Training Request for Proposal  
Category 2: Enhanced Rider Engagement & Support Training**

Tell us about the training proposal. What critical elements does it cover?

How is your organization uniquely qualified to train TriMet employees and contracted security on the training category and area of focus you selected? (10 points possible)

What experience do you have in training on this topic? (10 points possible)

Give us background about the training. Has it been given prior to this proposal?

Yes                      No

If yes, what were the results? (10 points possible)

**Reimagining Safety & Security on Public Transit  
Community-based Training Request for Proposal  
Category 2: Enhanced Rider Engagement & Support Training**

How did you measure its success? If the proposed training is new, how do you plan to measure the success of the training? (10 points possible)

What is the total length of your proposed training? (15, 30, 45, 60 minutes – or other)? (Not scored)