TriMet Board Retreat
2020-11-19

Reimagining Public Safety and Security on Transit

Abridged Public and Employee Survey Methods and Results

TriMet Survey Team

Presentation overview

- **Public survey**
  - N=12,698

- **Employee Survey**
  - N=794

- **Only most relevant questions are presented due to time**
  - See longer TPSAC version for more detail

Distribution and outreach

- Available in 8 languages
  - English, Spanish, Russian, Simplified Chinese, Korean, Japanese, Vietnamese, Arabic
- Emailed to Riders Club, low income card holders, TriMet business partners, WorkSource Oregon, and more
- Shared via project site, Facebook, and Twitter
  - Used Facebook ads to reach non-English language respondents
- Promoted by CBOs, and administered by them in 1-on-1 interviews
  - Some interviews done in additional languages: French, Khmer, Lao, Swahili, Ukrainian
- Open August 17th – October 7th
- 12,698 completed surveys

Caveats

Anti-policing Twitter activity

- Shared a link with source metadata stripped
- 24% of total surveys
- More likely to be young, white, and non-binary or other gender identity

HEY YOU what if you took this survey and told Trimet there should be no cops and no fares on public transit???

trimet.sjc1.qualtrics.com/jfe/form/SV_b2...

8:19 PM · Aug 19, 2020 · Twitter Web App

161 Retweets and comments   226 Likes

Screen snip from Aug 21, 2020

Self-selection bias

- Given COVID, protests, the economy and wildfires, this may not have been a priority
- More likely to get responses from passionate individuals

Respondents

GENDER		
Female	Male	Non-binary or other gender identity
52%	40%	8%

AGE		
<18-34	35-54	55+
35%	41%	24%

INCOME LEVEL	
Above 150% FPL	At or below 150% FPL
73%	27%

TRANSIT DEPENDENT	
No	Yes
69%	31%

RACE/ETHNICITY	
POC	White only
27%	73%

Respondents, cont.

RACE / ETHNICITY (SELECT MULTIPLE)							
White	Latino	Bi-racial/ Multi-racial	Asian/ Asian American	African American/ Black	American Indian/ Alaska Native	Pacific Islander	Other
78%	9%	6%	6%	5%	3%	1%	2%

SURVEY LANGUAGE							
English	Spanish	Russian	Japanese	Arabic	Vietnamese	Korean	Chinese
94.4%	2.7%	1.4%	0.6%	0.4%	0.2%	0.1%	0.1%

Respondents, cont.

COUNTY				
Multnomah	Washington	Clackamas	Clark	Other
73%	16%	8%	2%	2%

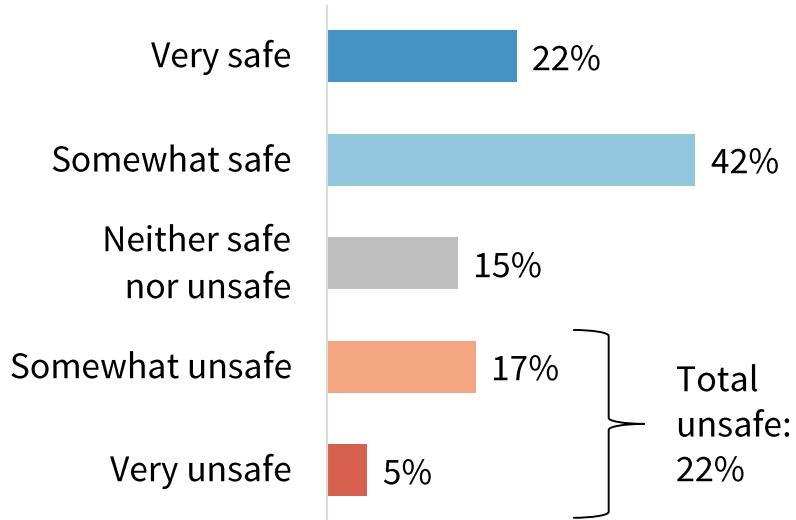| DISABILITY	
No	Yes
79%	21%

SOURCE	
Known	Unknown
76%	24%

Feelings of Safety and Welcome on TriMet

Prior to COVID-19, how safe did you generally feel onboard MAX?
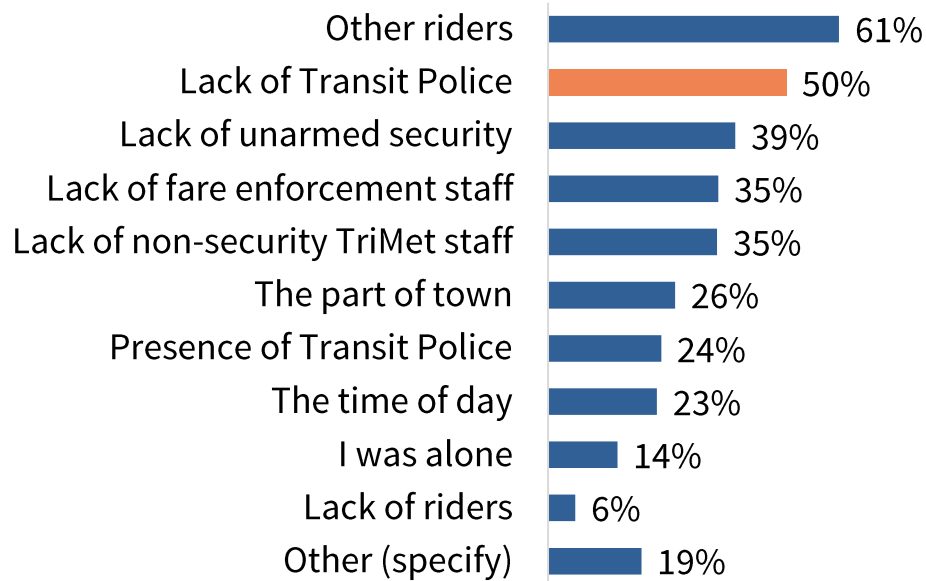
Total results

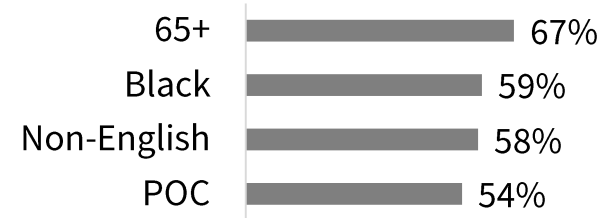|	
Very safe	22%
Somewhat safe	42%
Neither safe nor unsafe	15%
Somewhat unsafe	17%
Very unsafe	5%

Total unsafe: 22%

More likely to feel unsafe

Native American	35%
Black	31%
POC	28%
Disabled	26%
Latino	24%
Female	22%
Non-binary/other	22%
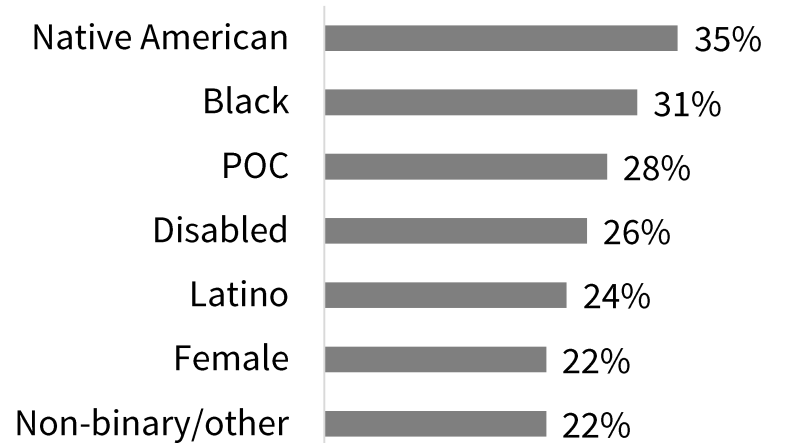
What made you feel unsafe onboard MAX? *(check all that apply)*

Total results

Other riders	61%
Lack of Transit Police	50%
Lack of unarmed security	39%
Lack of fare enforcement staff	35%
Lack of non-security TriMet staff	35%
The part of town	26%
Presence of Transit Police	24%
The time of day	23%
I was alone	14%
Lack of riders	6%
Other (specify)	19%

More likely to choose "Lack of Transit Police"

65+	67%
Black	59%
Non-English	58%
POC	54%

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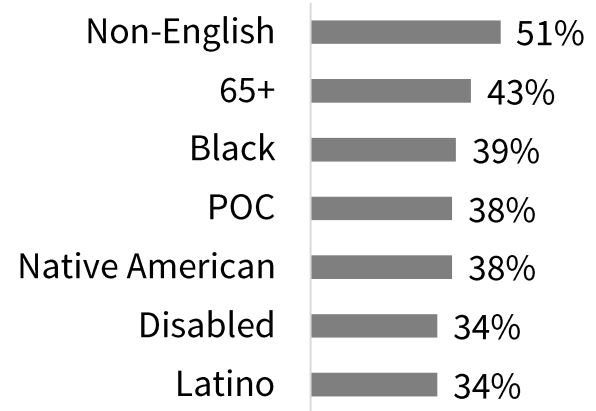
Prior to COVID-19, which of the following, if any, helped you feel safe when riding TriMet? *(check all that apply)*

Total results

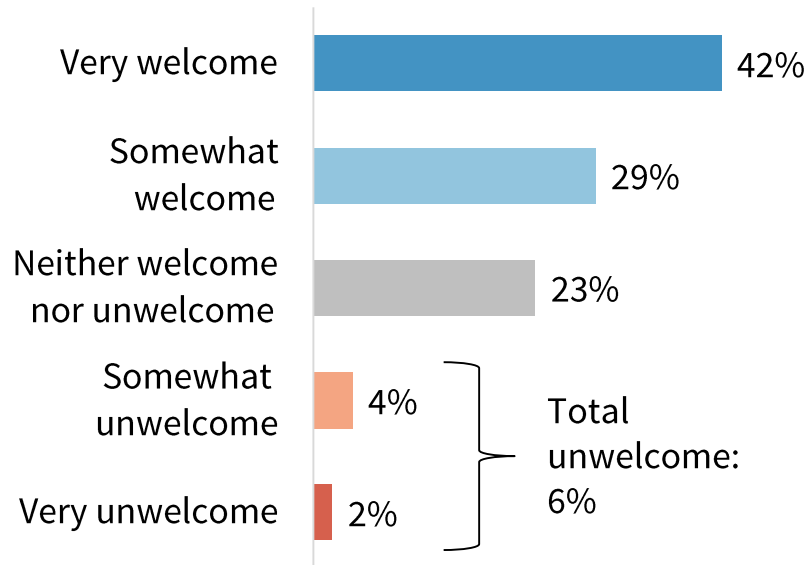| Category	Percentage
Lighting	81%
Presence of other riders	66%
Security cameras	52%
Presence of non-security TriMet staff	44%
Presence of unarmed security staff	30%
Presence of Transit Police	30%
Presence of fare enforcement staff	23%
None of the above	2%
Other (specify)	10%
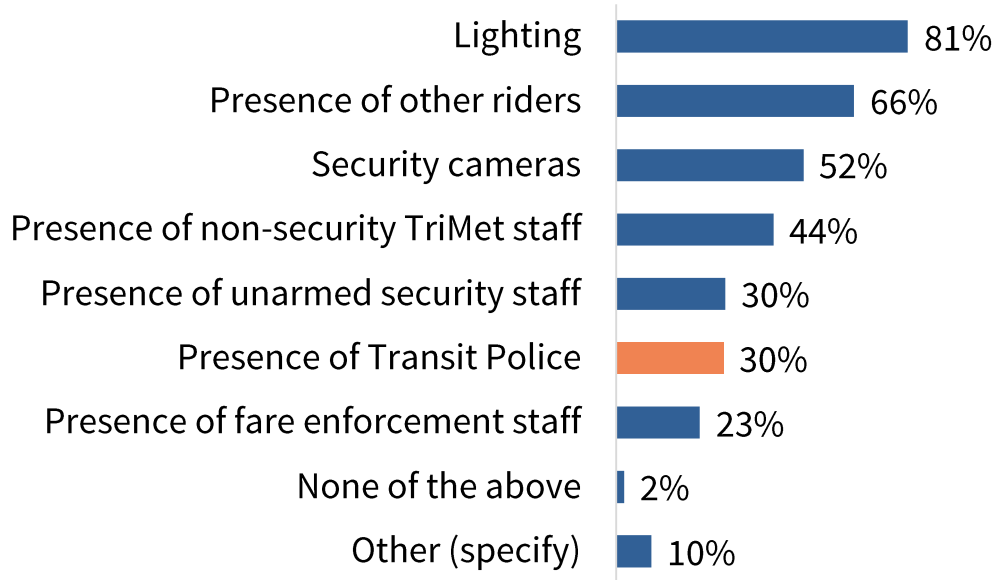
More likely to choose "Presence of Transit Police"

Category	Percentage
Non-English	51%
65+	43%
Black	39%
POC	38%
Native American	38%
Disabled	34%
Latino	34%

How welcome do you feel when riding TriMet?

Total results

- Very welcome — 42%
- Somewhat welcome — 29%
- Neither welcome nor unwelcome — 23%
- Somewhat unwelcome — 4%
- Very unwelcome — 2%

Total unwelcome: 6%

More likely to feel unwelcome:

- Black — 11%
- Native American — 11%
- Non-English — 10%
- POC — 9%
- Disabled — 9%
- Non-binary/other — 9%
- Low income — 8%
- Latino — 6%
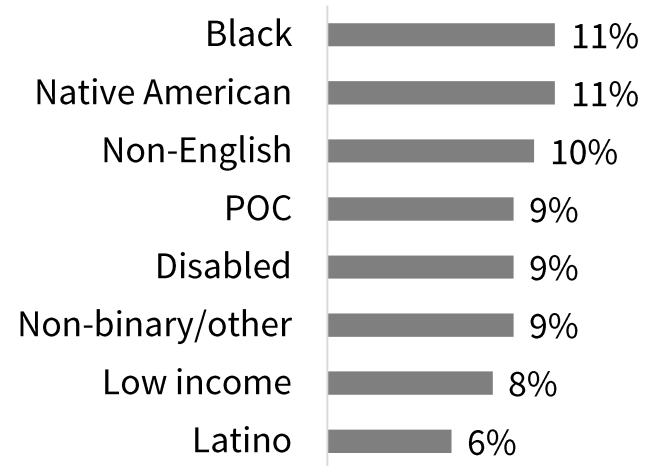
TRIMET
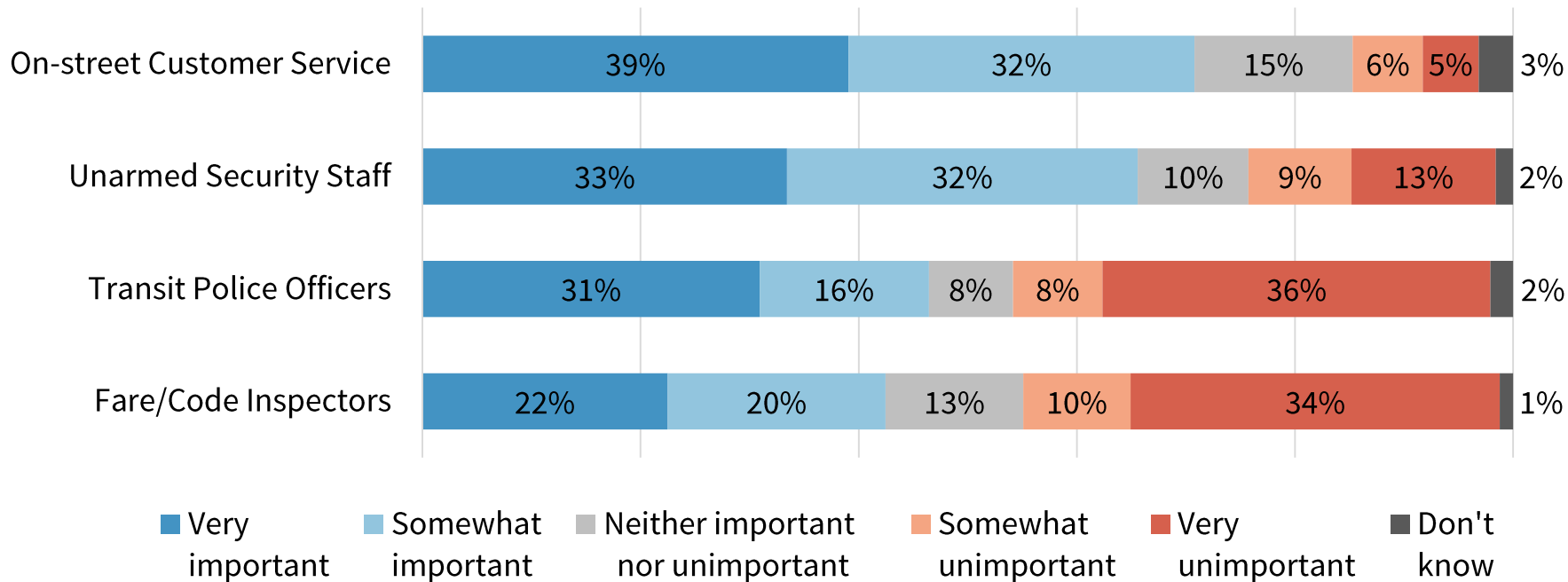
Support for Alternative Approaches to Safety & Security (how to spend $1.8M)

Support for Alternative Approaches to Safety & Security

	Very supportive	Somewhat supportive	Neither supportive nor unsupportive	Somewhat unsupportive	Very unsupportive	Don't know
Mobile Health Crisis Intervention Teams	71%	17%	5%	2%	3%	2%
Training on anti-racism, de-escalation, mental health, and more	61%	20%	8%	4%	6%	1%
Transparent reporting about crime on TriMet	49%	27%	14%	4%	4%	2%
Community grants for Rider Advocates	43%	27%	14%	5%	6%	4%
Phone app for real time reporting	36%	30%	15%	8%	8%	3%

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Feelings about staff types and security on TriMet

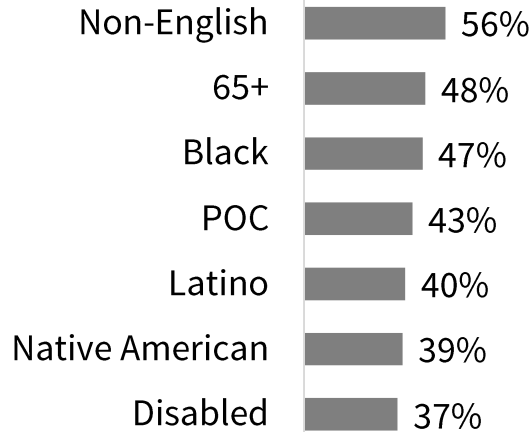When thinking about your personal safety, how important is each of these staff types?

Staff Type	Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant	Don't know
On-street Customer Service	39%	32%	15%	6%	5%	3%
Unarmed Security Staff	33%	32%	10%	9%	13%	2%
Transit Police Officers	31%	16%	8%	8%	36%	2%
Fare/Code Inspectors	22%	20%	13%	10%	34%	1%

Which of these statements best matches your point of view?

Total results

There isn't enough security on TriMet — 35%

There is about the right amount of security on TriMet — 17%

There is too much security on TriMet — 22%

Don't know — 14%

None of the above — 12%
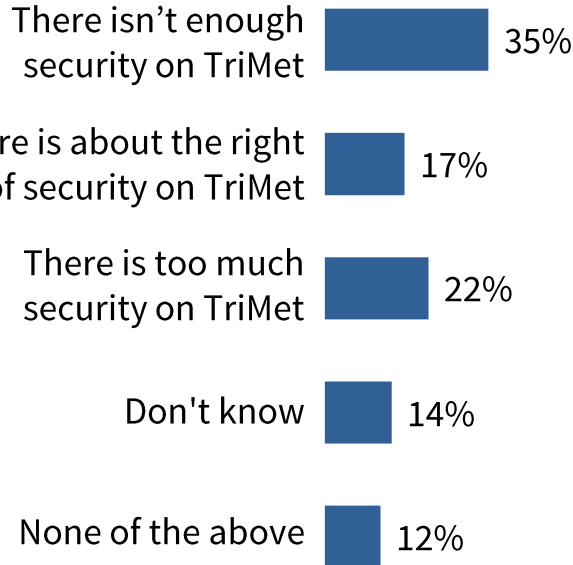
More likely to think there isn't enough

Non-English — 56%

65+ — 48%

Black — 47%

POC — 43%

Latino — 40%

Native American — 39%

Disabled — 37%

More likely to think there is too much
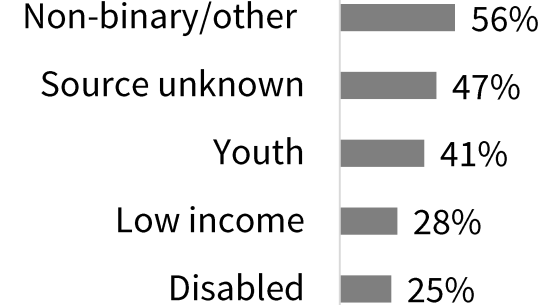
Non-binary/other — 56%

Source unknown — 47%

Youth — 41%

Low income — 28%

Disabled — 25%

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Which of these statements best matches your point of view?

Total results

I don't want police on TriMet, even if that could make some people feel less safe — **43%**

Although police may make some people feel less safe, they're necessary for security — **36%**

None of the above — **13%**

Don't know — **7%**
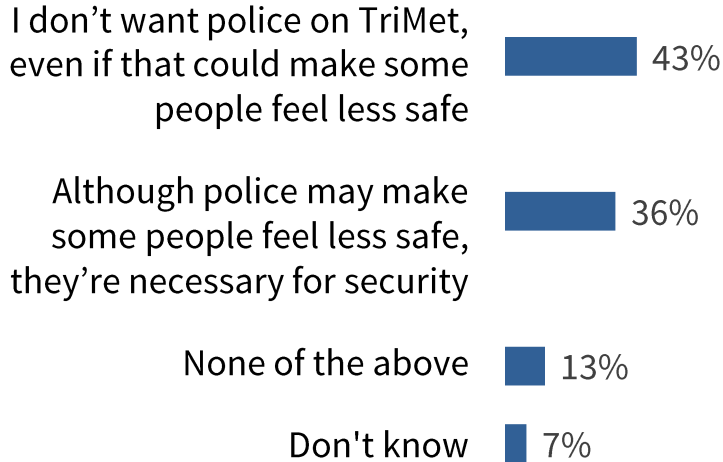
More likely to choose "I don't want police…"

Non-binary/other	82%
Source unknown	75%
Youth	65%
Low income	48%
Female	43%
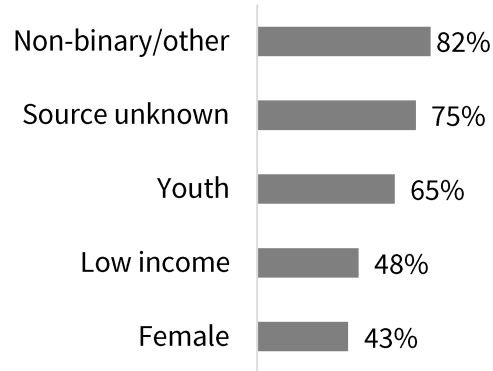
More likely to choose "…they're necessary…"

Non-English	75%
65+	56%
POC	46%
Black	45%
Latino	43%
Native American	40%
Disabled	39%
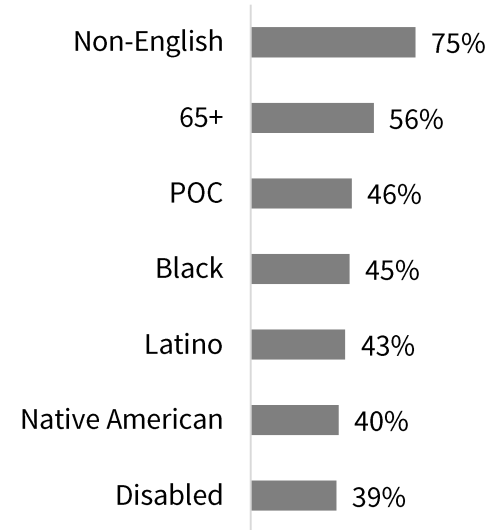
TRI●MET

Key takeaways

- People want more TriMet staff on the system.

- While it is clear that more customer-service and unarmed staff are preferred, feelings are mixed about Transit Police.

- Among the alternatives given for spending $1.8M in funding, people were most supportive of creating a Crisis Intervention Team, followed by training on anti-racism, cultural competency, mental health and de-escalation.

- Opinions about whether fare should be enforced were mixed.

Employee Survey

N=794

45% Front-line staff

Employees self-identified as front-line if they
interacted with riders face-to-face on a regular basis

Front-line employees

How safe did you generally feel when doing your job? (before COVID)

Very safe	14%
Somewhat safe	35%
Neutral	17%
Somewhat unsafe	23%
Very unsafe	9%
Don't know	3%
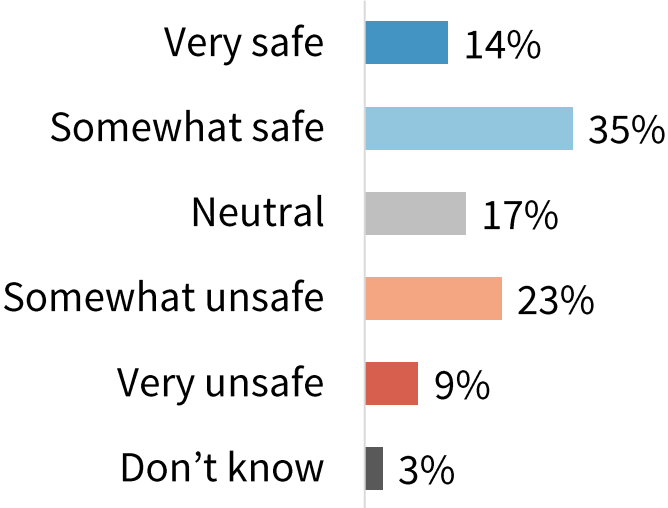
Which of these made you feel unsafe?

Top mentions

|	
76%	Disruptive/difficult people
53%	Lack of Transit Police
50%	Lack of Fare Enforcement
38%	Lack of non-security staff (G4S/PPI)
38%	Dispatch/OCC issues
34%	Lack of unarmed security
32%	The part of town
21%	I was alone
20%	Time of day
18%	Not well lit

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Front-line employees

**What was your #1 safety and security concern when doing your job before COVID? (*Open-end)*

62%   Passenger issues – top mentions:

        29%   Aggressive/hostile/abusive/disruptive

        20%   Assault/violence/criminal

        16%   Mental health issues

        12%   Houseless/houseless cleanliness issues

        10%   Substance abuse issues

18%   Enforce rules

17%   Staffing concerns
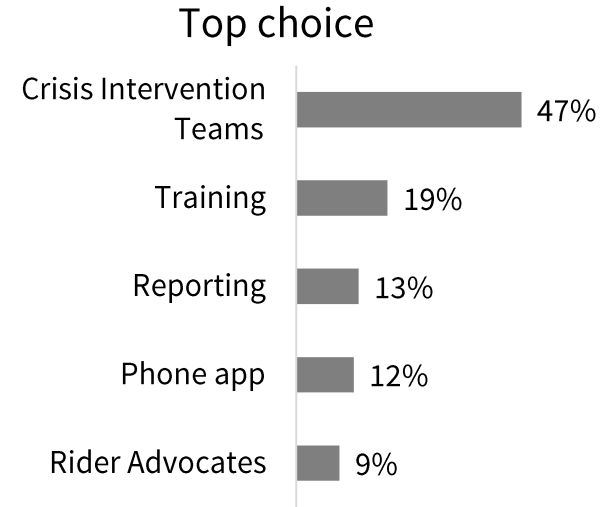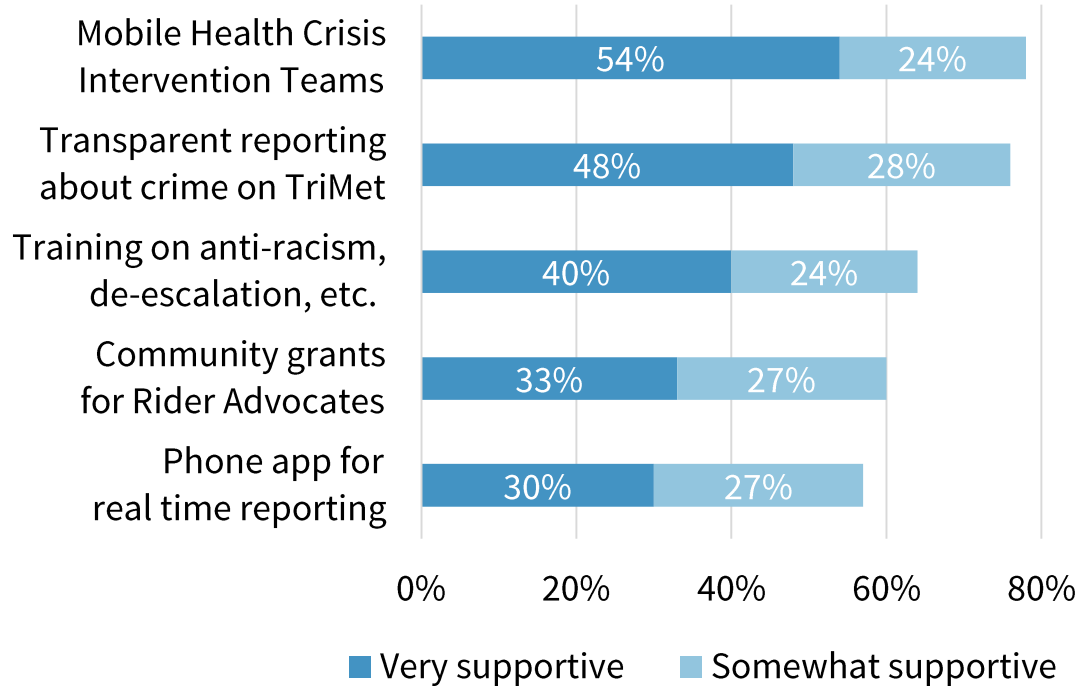
7%   Management support issues

Front-line employees

Do you think safety and security conditions have gotten worse or better over the past few years?

Much worse	51%
Somewhat worse	33%
No change	10%
Somewhat better	3%
Much better	3%
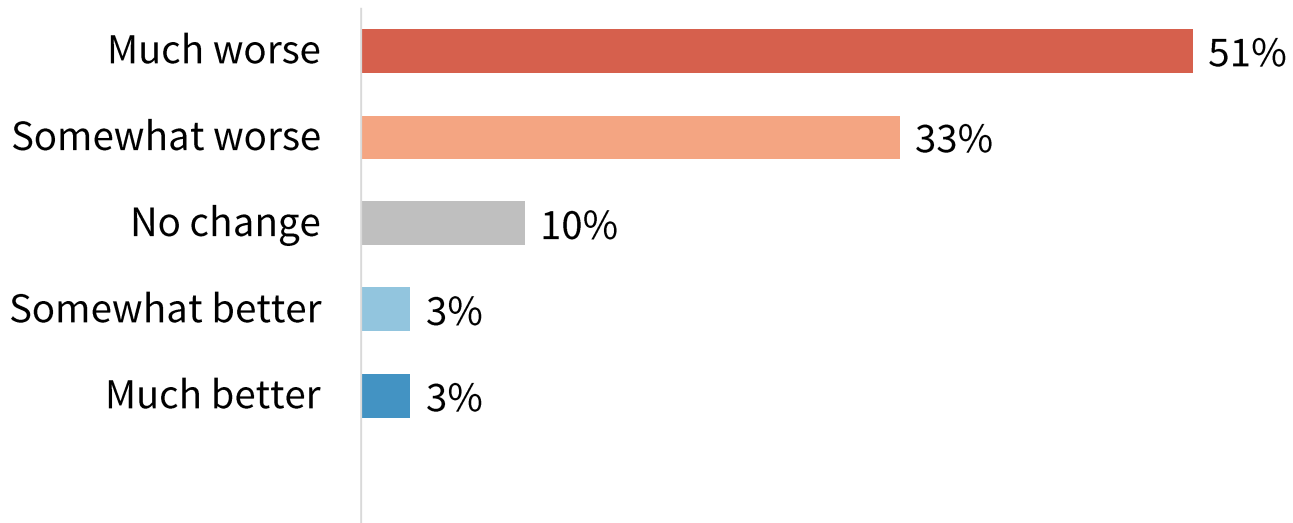
Removed from calculations: "Don't know" and "I haven't been here very long"

Key takeaways

- A third of front-line employees don't feel safe.

- Over 8 out of 10 front-line employees say safety and security has gotten worse over the past few years.

- Front-line employees want

  - More staff added, especially Transit Police

  - Rules enforced to help with disruptive or violent passengers

  - Management to support them

- Creation of a Crisis Intervention Team is the most supported alternative way to spend $1.8M, followed by training and a transparent crime reporting system.

Questions?

Madeline Steele, steelem@trimet.org