

# Security Update

## October 26, 2022



**Bonnie Todd, Chief Operating Officer**  
**Andrew Wilson, Executive Director Safety And Security**

# Agenda

- Executive Security Steering Committee
- Working Groups and Efforts
- Concurrent Activities
- System Presence Increases
- Safety Response Team Highlight, joined by team member's Beverly Hermosillo and Allan Simmons

# Formation of Steering Committees

- Team of 5 Executives
- Identified issues:  
Within our control/ outside of our control
- Created objectives
- Established working groups

# Working Groups

4 working committees around related objectives

- System Condition
- Support Matters
- Passenger & Public Conduct
- External Issues

# System Condition

- State of cleanliness on revenue vehicles and at passenger facilities
- Responsiveness to vandalism, graffiti, biohazard cleanup
- Maintaining the system to improve customer experience

# Support Matters

- Supporting employees through enhanced employee assistance
- More help and guidance for operators and frontline employees
- Adjust standard operating procedures to reflect current environment
- Develop training to further support employees

# External Issues

- Identify key relationships with public and private partners
- Work together to ensure efficient response to social, infrastructure and security issues
- Review and update third party agreements

# Passenger & Public Conduct

- Evaluate current rules for using transit/  
TriMet Code of Conduct
- Effectively communicate and enforce  
passenger rules
- Explore technological opportunities



# Concurrent Activities

- Increase in security officer wages
- Rapid Response Center
- Skidmore Fountain
- Old Town
- Gateway/East Precinct
- Banfield Right-of-way and station Cleanup

# Rapid Response Center



# Skidmore Fountain Before



# Skidmore Fountain After



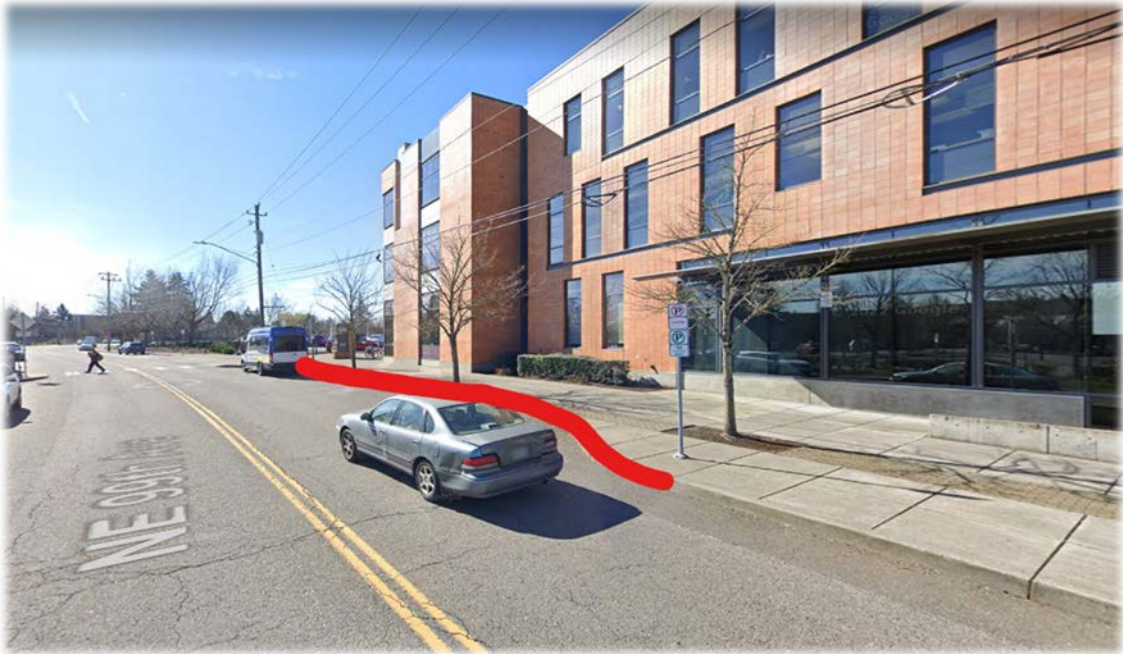
# Old Town Before



# Old Town After



# Gateway / East Precinct



# Lighting Updates / Gateway Parking Garage

## Interior – before



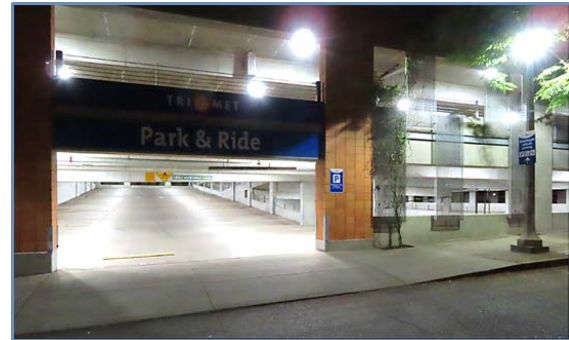
## Interior - after



## Exterior – before



## Exterior - after





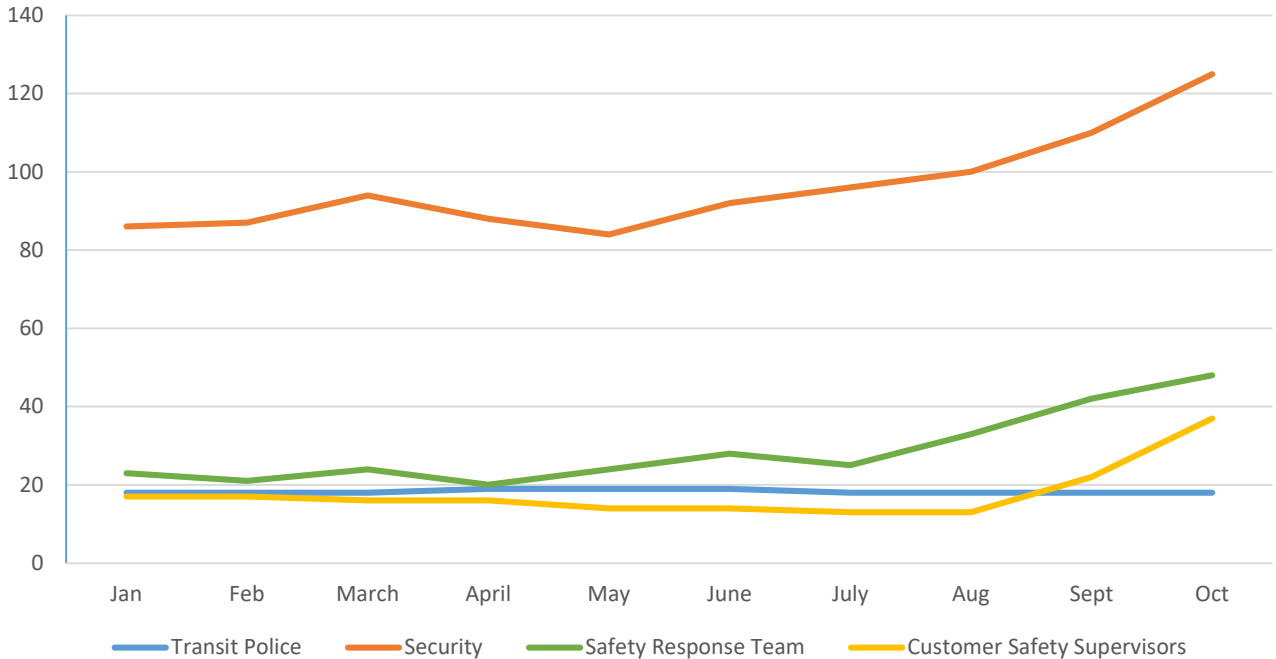
# Banfield Track Cleanup Before



# Banfield Track Cleanup After



# System Presence Increase 2022



# Transit Police Division

## Team information:

- Taskforce model
- Managed by Multnomah County Sheriff's Office

## Duties:

- Patrol the system
- Respond to serious incidents, emergencies
- Focuses on criminal behavior
- Assist riders and employees

Staffing: 18/65



# Customer Safety Supervisors & Officers

## Team Information:

- **System-wide footprint**
- **Supervisors are TriMet employees**
- **Officers are contracted employees**



## Duties:

- **Enforce the TriMet Code**
- **Provide education and direct riders to reduced fare programs**
- **Customer service**
- **Service disruption support**

**Staffing: CSS: 37 CSO: 29**

# Transit Security Officers

## Staff Information:

- **Contracted employees**
- **Located throughout the system**

## Duties:

- **Provide unarmed system presence**
- **Encourage safe behavior around the system**
- **Assist riders and employees**
- **Help with service disruptions**



**Staffing: 96**

# Safety Response Team

- **Within Safety and Security Division**
- **Pilot program began September 2021**
- **48 people on bus and rail from diverse backgrounds**
- **Engage with all riders**
- **Provide basic staples and resource referral**

**Staffing: 48**

# Safety Response Team



<https://www.youtube.com/watch?v=7lqE1w28Pd8>

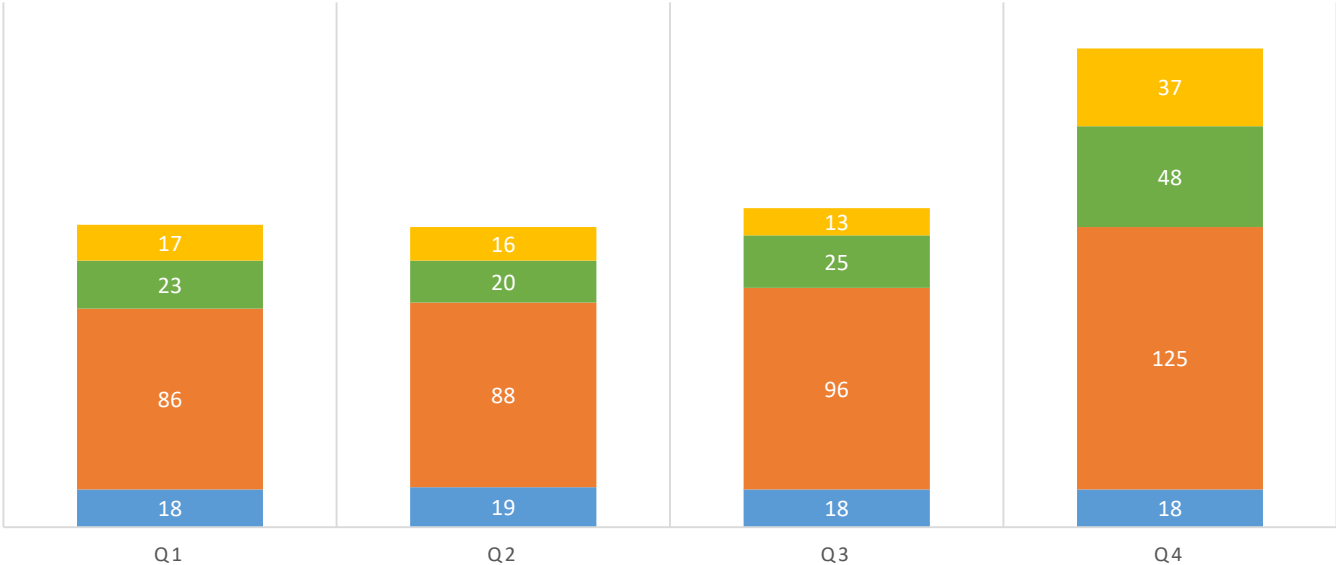


# Safety Response Team Member

- Strengths of a diverse team
- Lessons learned
- Greatest success

# System Presence Increase Quarterly 2022

■ Transit Police ■ Security ■ Safety Response Team ■ Customer Safety Supervisors



# Thank you

## Questions?