



APTA Mobility Conference

May 3, 2022

Thomas Hunt - TriMet



Safety Response Team



SRT Team Composition:

- Reimagine Public Safety initiative approved November 2020 by TriMet Board – SRT developed as a result
- “Launch” September 2021
- Team has diverse composition – blend of members with lived experience, professional and educational backgrounds
- Teams of 3 or 4 each, 3 teams on AM Shift & 3 on PM Shift
- Serves full 533 sq. mi. service area of TriMet – both light rail and bus covering 3 counties with est. pop of 1.8m+ citizens (2019)

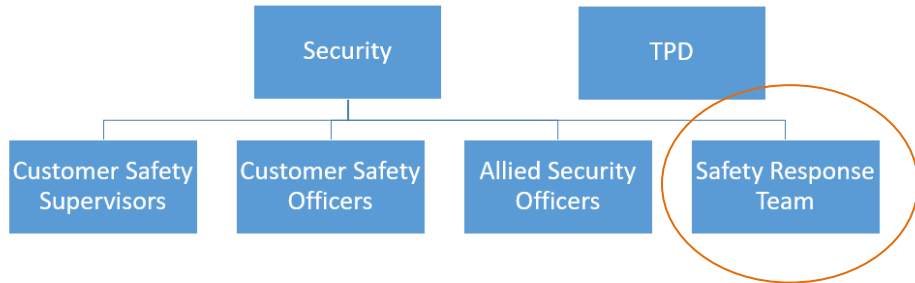
What is the Safety Response Team?

- **System Presence - Engaging with ridership to help create a welcoming and safe presence for all**
- **Connecting riders to community-based resources: MH, addiction, social service orgs, housing, basic needs**
- **Provide basic staples and emergency supplies to those in need**
- **Decrease reliance on emergency services and first responders – i.e. reducing calls previously directed to 911 to address low-level livability issues**

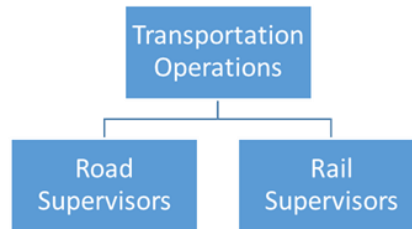
What Safety Response Team is not:

- Code and Fare Enforcement
- Security
- Licensed MH counselors, clinicians
- Crisis Response Team
- Transport service for individuals to care facilities

Safety and Security Division Teams



Transportation Division Positions



Training Overview:

- Orientation training (3 weeks combined total)
- Field training (est. 8 - 10 weeks)
- Assigned to independent “solo” work with team, supervised by team lead and shift supervisor
- Continuing Education:
 - Annual in-service trainings provided by contractor
 - Mental Health 1st Aid
 - De-escalation Training – “Safety At Work”
 - First Aid & CPR certification training during orientation
 - Ongoing trainings through Learning Management System

SRT Activity Type:

	Jan	Feb	Mar
Assist Passenger	177	178	257
Customer Service	912	1421	1677
Disruptive Passenger	22	27	39
Intoxicated Passenger	12	26	39
Indecent Exposure	2	5	6
Medical	11	6	4
Non-Destination Passenger	111	188	275
Social Services	62	90	89
Suicidal	4	0	0
Trespasser	3	5	8
TriMet Code	145	168	212
WayFinding	124	194	251
Welfare Check	205	307	460
Total	1790	2615	3317

Services Offered:

	Jan	Feb	Mar
Customer Service and Outreach	1179	1756	2063
Emergency Provisions Provided	66	88	110
Food/Water	33	50	68
Housing	7	15	2
Shelter (Space)	40	62	46
Social Services Referral	77	59	37
Transportation	5	8	9
Voucher	23	9	14
Total	1430	2047	2349

Regional Outreach and Networking:

- Participation with Behavioral Health Emergency Coordination Network (BHECN): project to create sobering center and MH assessment services – (transit nexus)
- Tri-County Outreach Mtg: Collaboration with MH responders and service providers in tri-county area
- Washington Co. Street Outreach : Collaboration with MH responders, housing org's, human service providers in Washington Co.
- Tri-County collaboration with co-responder behavioral health teams (BHU/MHRT)

Challenges for SRT:

- **Tri-County = 3 separate county governments, budgets, social service agencies**
- **Communication Sharing Between Entities**
- **Follow-up of Referrals – Jurisdictional Boundaries**
- **Consistency in Methodologies / Service Delivery**

Questions?

For Additional Info Contact:

- **Thomas Hunt, Safety Response Manager**
- **Email: HuntT@TriMet.org**
- **Cell: 503-793-9622**