

# Maintaining a safe and secure system

TriMet's top priority is building and operating a safe transit system. TriMet takes a comprehensive approach, integrating security personnel, an expanded code of conduct, technology, system design and partnerships to keep the system safe.

TriMet police and other security personnel patrol and provide a presence on the system. TriMet also partners with area police bureaus, community organizations and neighborhood associations to assist with additional security missions.

## Transit Police Division

TriMet's Transit Police Division (TPD) is a dedicated unit within the Portland Police Bureau comprised of officers and command staff from various jurisdictions throughout the tri-county area. TPD officers augment the work of various law enforcement agencies throughout the transit district.

The TPD Division is located in downtown Portland and has two precincts, one serving the Eastside from Gateway to Gresham and one unit on the Westside of the region and a region-wide K-9 unit. As the rail system expands, new officers are added to the force. When MAX service begins in Southeast Portland and Clackamas County, a South Precinct will be formed.

All incidents on the transit system are coordinated through the regional 9-1-1 system, allowing the closest available unit to serve as the "first responders." Additionally, TPD evaluates issues, tracks incidents and trends, and collaborates on solutions.

## Visible presence and prevention

TriMet contracts with private security firms and two neighborhood organizations to provide a security presence and deter crime. Rider Advocates from the Northeast Coalition of Neighborhoods and Victory Outreach Community Services travel the system



*TriMet has enhanced the lighting at some of the oldest stations, including at NE 82nd Avenue.*

encouraging appropriate behavior, while serving as a visible security presence. TriMet is the first transit agency in the country to offer such a prevention program. The Rider Advocates help deal with some of the root causes of incidents before they occur.

## Crime Prevention Through Environmental Design (CPTED)

TriMet embraces CPTED principles—Crime Prevention Through Environmental Design. CPTED's goal is to prevent crime through designing a physical environment that positively influences human behavior—people who use the area regularly perceive it as safe and deters would-be criminals.

TriMet evaluates platform designs early in the planning stages to incorporate crime prevention principles into each new project. TriMet also reviews existing station areas to enhance sight lines, lighting, adding security cameras and other security measures.

- Stations are designed with open sight lines by placing platform furniture (benches, signage and shelters) in a way that does not create hiding places and keeps the area uncluttered.

- Stations, walkways and Park & Ride areas are well lit. Landscaping helps define station boundaries.
- To maximize enforcement at stations, TriMet creates fare zone platforms when feasible. Ticket Vending Machines are installed away from platforms, so riders need a valid fare on the platform. This allows security personnel to engage before boarding a train.
- Security cameras are installed at more than half of all MAX stations, with more stations being equipped with cameras.



*The majority of MAX platforms have CCTV cameras.*

## Security cameras

TriMet uses security cameras, which serve as a deterrent to criminal activity and as evidence for prosecuting crimes. Closed-circuit television (CCTV) cameras are on every MAX train and on two-thirds of the bus fleet. In addition to most MAX stations, cameras are in all parking garages and elevators.

## Outreach and education

TriMet takes special care to educate new users, including children, on how to be safe around its system, particularly before opening a new light rail line. Outreach staff works directly with schools to educate the faculty, parents and students on how to behave safely around trains. In partnership with teachers, TriMet developed an extensive safety outreach program especially for students.

## Penalties

The TriMet Code includes penalties for fare evasion and disruptive behavior on the system. The base fine has just increased to \$115. Riders can also be immediately excluded from the system for up to six hours and excluded for up to 90 days.

More TriMet staff is focused on checking fares and enforcing the TriMet Code as well as providing a presence on the system. Fare inspections vary during all hours of operation.

## Report suspicious activity

Riders play an integral role in helping maintain the safety of the system. Each day, TriMet provides more than 310,000 rides throughout the region. Riders serve as “eyes and ears” and can report a suspicious object or behavior. TriMet’s educational campaign “See Something, Say Something” encourages riders to play a more active role in reporting suspicious activity to TriMet personnel or call 9-1-1.

## TriMet workforce

Most of TriMet 2,600 employees, such as supervisors, maintenance technicians and operators serve as visible deterrents to crime and are trained on how to identify potential concerns and what to do when a hazard has been identified.

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