

August 4, 2020

I hope that you and yours are safe and healthy. Like all of us, TriMet has a lot going on. This is intended to give a broad up-date. As always, please contact me with questions.

TriMet Increasing Capacity

Following direction from the OHA, on July 26th we increased rider capacity on buses and trains. Buses will now carry 19 passengers, or up to 24 if there are couples or families riding together. A MAX car will carry 22 people, or up to 26 with couples and families. WES will carry 25 to 37 passengers, depending on the type of train.



This change is based on the 3-foot physical distancing guidelines for transit previously [announced by Governor Brown](#) and the Oregon Health Authority. We held off implementing 3-foot distancing until we could put in place additional safety measures, including:

- **Free face coverings** are available on all our buses and trains and **hand sanitizer** is available on all buses and some trains. Face coverings are now required on board.
- Our **enhanced cleaning** program is in place. We're now cleaning every bus with disinfecting fog after it has been in service, we have additional cleaning tools like UV light, and our new team of over 100 cleaners is in the field disinfecting major touch points on most buses and trains with a goal of a 4 hour interval between cleaning.
- We have installed **signage** and new audible announcements throughout the system reminding customers of the mask requirement.
- **Installed clear shields** to protect bus operators on most of the fleet, with completion expected this summer.

For more details about TriMet's actions to keep riders and our employees safe:

<https://trimet.org/health/>

Re-Imagining Public Safety and Security

Over the last few months, we have all seen the world change. Conversations around race, safety and equity have come to the forefront on the national consciousness. As the public transit provider for our region, TriMet is inherently part of this conversation. As an organization that relies on a variety of partners, contractors, internal staff as well as support from local law enforcement to ensure the safety of our riders and employees, we have an opportunity to reimagine our approach to safety on the system to ensure all of our riders feel welcome on their terms.

We appreciate the legislative partnerships that have already led to significant advancements in ensuring fairness and equity on the transit system, including:

- HB 2017 funding for a low-income fare program. Partnering with community-based non-profits in our area, TriMet now has more than 30,000 low income citizens enrolled in the program.
- HB 2777 provides customers who receive a fare violation the option of resolving the issue without going to county court, reduces the fine and provides an opportunity to resolve the fine through community service.

We have already cut police funding by \$1.8m over the coming year and are dedicating funding to alternative community-based safety efforts. In addition, over the next few months, we plan an extensive community engagement, research, and information effort to envision a new safety policy that ensures passenger and employee safety that is free from bias. The plan includes five different elements.

1. Extensive **community engagement** and listening phase
2. Comprehensive system **stakeholder outreach** efforts—ensuring the process, research and feedback represent the diversity of our riders and stakeholders
3. Parallel external research project—**identifying best practices** in public safety and equity from around the country
4. Internal research effort to **identify outcomes** related to safety and security on the system
5. A **panel of local and national experts** will advise TriMet based on our outreach and research efforts, as well as industry best practices to create a more safe and equitable system

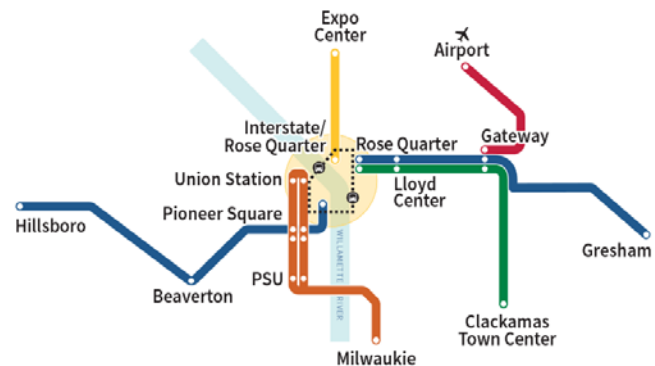
To implement this process, TriMet is **partnering with The Coalition of Communities of Color** and DHM Research to develop a formal region-wide outreach and engagement strategy with a focus on transit dependent riders and communities-of-color to gather feedback on how to make the system more safe and equitable.

Over the coming weeks, we will send updates about our process and plan to develop a website where people can get more information.

If you would like more information or have concerns, please call or email me directly.

Major Steel Bridge Improvements

Next week we are taking up **our biggest MAX improvement project** to date. We will be replacing and upgrading track, switches and the signal system across the 108-year-old Steel Bridge.



- All MAX lines and some bus lines will have disruptions from **August 2–29, 2020**.
- Most riders should plan at least an **extra 30–45 minutes** for their trips.

This critical project will help improve reliability and keep future trains running on time while reducing disruptions and delays.

For more details, maps and timelines: <https://trimet.org/alerts/steelbridge/index.htm>

Stay safe and as always, please let me know if you have questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tom Markgraf', written over a light gray rectangular background.

Tom Markgraf
Director of Public Affairs
503 752 2597 cell

