

Safety and Security Committee Agenda

June 16, 2023, 11:00 AM

Participants:

- Heather McCarey - Explore Washington Park -
- Erin Bird - Explore Washington Park -
- Becky Schreiber - Hoyt Arboretum -
- Danny Dunn - Portland Parks and Recreation -
- Sophia Chavier- Rangers, Portland Parks and Recreation -
- Chuck Wiley - World Forestry Center -
- Ian Stewart - TriMet Manager, Security and Emergency Management -
- Sergio Garcia Vega – Horticulture/Maintenance, Portland Parks and Recreation –

No Zoo or PJG rep

Introductions

Committee Members Introduced themselves

Partner Safety Updates/Incidents

Have a quick discussion on if there are specific things that we should be aware of and if there is something this group can do.

EWP

EWP is looking to possibly create a database for the park around safety.

WFC

On GroupMe, a few weeks ago, WFC staff was looking for contact or staff from PEOs about removing a vehicle that was actively blocking event staff. PEO Higgins says he was not in the park and could not get any PP&R response. Are they regularly out of the park?

Answer (Sofia): Only 1 PEO right now. Celeste was promoted. He works 5 days a week, but there is also other PP&R pay to park locations beside Washington Park. And he does have to go check on those lots as well. There are times that he does have to leave the park. There is going to be some gaps in service. I don't know why you did not hear from someone more quickly. PP&R will be following up on that. The park is the main duty, but it is a conversation that we will have.

Question (Chuck): Curious what the service agreement says for these hours?

Answer (Danny): 7 days a week and in-between the pay to park hours. Can't do 7 days a week with 1 PEO. And can't service every pay to park hour.

Comment (Sofia): New job posting went up for another PEO position, during peak hours it is logical for the PEO to be in the park, but there will be gaps.

Question (Heather): What are the hours he is on site?

Answer (Sofia): That is variable, but generally 9am-5pm, Sunday-Thursday. Currently thinking about shifting hours. There is a possibility that the shift times might be adjusted. Internal conversation. I do want to highlight that we are hiring someone else. Hopefully we can get them on the ground running pretty quickly.

Question (Heather): Rangers on a similar schedule? Happen to not be in the park at that time?

Answer (Sofia): Don't know why the ranger didn't respond. They could not have enforced it, but they could have responded verbally.

Question (Heather): Is there a specific Ranger supervisor on call?

Answer (Sofia): The Ranger supervisor changes each day, depending who is on duty.

Question (Danny): Following up on time line of this incident. It looks like it was followed up 11 min?

Answer (Chuck): That is not correct, we sent first notice around 8am.

EWP

Incident over Memorial Day. An individual who was in a mental crisis, the first report of it was around noon, resolved around 4pm. This individual was taking off their clothes, and yelling profanity. This incident was resolved by putting on free shuttle and then on TriMet to get them out of the park.

We have created and are sharing with our staff an updated staff safety policy. We are ensuring that they know that Visitor Service staff are not part of the security staff. Reminding them that the priority is to remove themselves from the situation. Followed by contacting 911, and then their supervisors, and then contact rangers. Shuttles can be used to move groups in case of emergency like active shooter. But not for use in a mental crisis such as this. As we are clarifying our protocols, we wanted to share that with everybody.

Comment (Sofia): Back to the GroupMe incident with Chuck and the WFC. Easy to call the ranger dispatch line to get response. Ranger phone would be useful in that situation.

Dispatch on from 7-5pm each day, so we can fill that until midnight new job posting. The one thing to know is that if the call taker is on a call it will go to voicemail. But they will call back after.

Safety Data

Is there an uptick in a particular type of incidences that we want to address?

EWP (Heather): Car break-ins, Mental crisis, and how are we addressing those collectively as a park.

WFC (Chuck): late night people starting fires around our property

Hoyt (Becky): Evidence of night issues “shenanigans” found in the mornings.

EWP and Data Management

We are excited about the new data management tool that EWP is going to be creating with a consultant. Ideally, we can then aggregate data from around the park about safety incidents. And answer questions like: Are they actually on the rise? What is the response to them? What resources do we need to pull? We are hoping to collect data from all the partners.

PP&R Data (Danny)

Ranger data that we can add to all of our data. High level data. EWP reached out on Monday. We use Criptcapture, ArcGIS program. Captures locations, and different reason we collect that data. Data from July 1st 2022 though present. Notes many points from positive contacts, to camp activity, to injuries.

Comment (Sofia): To clarify the “Camp Contact” is when a Ranger can get in contact with a person directly. Does not always mean a full blown “I’m living here” situation. If it is just a small structure then it will still be redirected. “Camps posted” are ones that were found without a person, and they post a notice that lets the camp person know they need to leave the post. Both could be counted as one, some overlap.

Sergio’s team is not included in the “camp clean up” categories. Clean ups on Sergio’s end would be left over debris. Personal property left over would have to be cleaned up by a specific team. If it looks abandoned or like trash it can be called out to Sergio’s team. Fires are evidence of fires seen. PP&R would like more information on fires seen around WFC.

Comment (Chuck): Can’t say for sure who, but a post for Zoo security on May 30th, of a guy they evicted for going through their dumpsters, it is likely this person. He has still been seen around in the park. Will forward info to Sofia.

PP&R Data continued (Danny): Other interactions noted and tracked, and how they break down their engagements. Injury incidents reported low 10 of them, 3 dog bits, and visitor injuries. Those are the other elevated incident reports that are documented in different way

Question (Heather): Rangers or visitor injuries?

Answer (Danny): These are injuries that are reported, and when/where they happened.

Question (Heather): This is what was reported to rangers or what they helped with and logged.

PP&R Data Continued (Danny)

That is what I was able to pull together from ranger reports, we are still building out the program and what data we can glean and how it looks. Last thing is that since we are talking about data, Portland Police Bureau (PPB) data does have public data. Have 2 websites to share, and pull out the data on vehicle break-ins in the neighborhoods. The word gets out that it is a soft target like the park. That is what we are seeing at this point. Looking to use the PPB data

Comment (Sofia): This kind of stuff is happening at a huge uptick throughout the city, it is such a transient area, easy to come in and then get out. Difficult for the police to police and would like to have a conversation with the PPB to have a mission in the park because it is an issue. We are not a special place compared to the rest of the city, in regards to break-ins. They don't have capacity right now. When we are talking about that and all of that what we need to do is how we can get the word out and use all of our resources, and give folks a heads up about what to expect. A situation where people need to be aware that there will be break-ins. Lumped into what the whole city is experiencing. How do we want to let our visitors know, is the big question.

Comment (Heather): We have struggled with how to help with tourists. Some people don't have the option.

Comment (Sofia): If they know before they come to the park maybe there will be different options for their items. With the uptick of everything happening, it would not hurt to have more rangers, but the budget doesn't allow for that.

Comment (Chuck): If you have been to conferences at hotels, some have a check out room so you can leave your bags in a safe place. We are starting a place at the WFC for small events where people can leave their things at the WFC. This would not be easy for a big event.

Comment (Sofia): Thinking about the downtown area, there is a space for people to drop their stuff off during the day. I believe it is a big shipping container, individuals can take their things and store them there during the day. Something to think about. It would be a nice accommodation.

Question (Heather): Is it possible to share this data on a monthly basis? And can we see trends? Are there any data on park wide car break-ins?

Answer (Sofia): I don't see why we can't share data, I think it is useful for people to have data. And it leads directly to sharing it. How can it be parsed out. Offering it to this group is useful. Ongoing conversation about how this could work.

Question (Heather): Do we collect data on park wide car break-ins?

Answer (Sofia): We do capture it but it is not recorded that way. We want to make sure that we are gathering the right data. Just straight right now not sure how to do that. We are looking at the amount of data, and if there is different data to what we have been collecting. We don't have an analyst on staff right now. Moving some things around to see if they can get to more analysis.

Comment (Heather): EWP can help. EWP can collect the data and then everyone can send EWP their data. Top data to compile: Car break-ins, mental illnesses/crisis events, and other safety issues. How have things changed over the last 10 years? City wise, worse for everyone. We can work together on figuring out a collective way to gather and then use all of this data. Are we advocating for additional funds. What is the solution we are advocating for?

Comment (Sofia): Yes, I think that is a collective conversation to have.

Question (Heather): When are rangers in the park?

Answer (Sofia): We attempt to have them in the park before 8am, they get on duty at 7am. In the park until 11pm.

Question (Heather): There we will always have one ranger in the park 8am – 11am. Even with breaks and lunch?

Answer (Sofia): Yes, that is the expectation.

PP&R Data Continued (Danny)

With having more emergency situations, we need to understand when to call 911 for police and then when for PSR. Don't delay calling 911 for calling rangers. Ultimately the Rangers cannot help with crime, but can with some mental health response.

One of the things that we do want to talk about is the Ranger budget. Around 400k, with the frozen COLA adjustments. The change would have looked like is a 10% increase adjustment just for wages; just wanted to highlight that and that this is being subsidized by general funds. The Ranger program has been hiring people a lot. Getting creative to make sure that we are meeting the agreements, there will be a COLA increase in 2025.

Break-ins hard to combat – tons of stuff stolen out of cars. We need to make sure that people have the information to make the best decisions possible. Shared that a few months ago, that we updated our website with more information. We should focus on solutions, make sure that we are talking about what we can do to make it better. Make sure that everybody in the park is doing that little piece. And other opportunities as we go, without getting bogged down like investing in 80k radios.

EWP and Data Management continued (Heather)

What does this group want regarding conversations around data?

Comment (Sofia): Make sure we are talking about the right things; we need to have a bigger conversation about what our data is looking like. I don't want to go into a meeting and not have any solutions. Let PP&R have a conversation internally first. What was the 2nd thing we want to talk more about.

Comment (Heather): Car break ins are the big one.

Answer/Comment (Sofia): An issue in the park forever sadly, there is an uptick. We are not going to solve the issue. As the issue is city wide. "How can we make people more aware?" is the big question. So, we have less opportunity in the park.

Question (Heather): Do you have any other issues? Do you feel like data sharing is that something that we want to try to address or is that too much on the park partners?

Answer (Chuck): More data is not a bad idea, we do need to understand the limitations of data. In this case I do think we need some more data. And more specific info about how we trend in regards to the city. I would like to see if we could identify some drivers. As you heard there are things that we don't just put on group me, it just doesn't seem that timely our useful to put it on there. I know there are some things not being captured. EWP is uniquely positioned to share that.

Comment (Sofia): The Internal incident report that parks uses might be useful for parks partners to have access to that. That way they are all recorded in the park system. That would be really useful. And it is hard to go back on GroupMe. I don't feel like GroupMe is intended for data. So, I would like to have park partners to have access to the incident report. This committee best place for some of this to happen.

(Comment) Sergio: The way that we collect this data is what I want to talk about. My team has been dealing with vandals. We need to collect data on vandalism. That way we can have accurate numbers. And then get more money allocated for rangers and other resources

Comment (Sofia): Sergio's staff have access to the incident report forms, we want to know about all of it. Graffiti, vandalism, damage etc. This is super important. I know that it is an extra thing to add to this day. It is something that the security team needs to know about.

Comment (Sergio): We encourage the staff to share and report these incidents. At the end of the day we don't have the capacity to do that type of thing for every instance. It would be good to see accurate numbers.

Question (Heather): I am wondering if there is an easier way for them to report this? Maybe a clipboard and then turning that in. Curious about how TriMet collects data on incidences?

Answer (Ian): We have our overall database, and our security personal write reports. Don't use us as a model. We are currently hiring an analyst. It is not as easy as you might think. Incidences are sort of addressed at the moment and not recorded. Not all of it is well captured.

Question for the Committee (Heather):

Do you want EWP to explore data capture a little more? And having individual conversations about data and how it would work? As easy as possible for people? Is this something that you want us to explore more

Answer (Chuck): I would like to see it and can try and assist in some ways.

Comment (Heather): We can set up a plan and seeing if or how partners want to participate. We want to make it as easy as possible.

Answer (Becky): Having more data would be helpful. We are limited on time in how we can contribute to this. For us, if it is something that can be easily shared for the full body of the arboretum. I do want to add, in regards to the place for tourists to leave their belongings, Hoyt Arboretum does not have any capacity to store things. We really do message heavily beforehand about not leaving things in vehicles. But there are still people who show up not prepared and have their things.

Comment (Heather): I hear that and agree. Do you all think that a google form could work? It could be added to your phone as a button. If there was a good form that was 3-4 questions that you could be filled out easily. Maybe would that work for Sergio would that be a way to collect data?

Question (Danny): What would it have?

Answer (Erin): Short questions, likely about place/location, time, type of incident.

Comment (Danny): Rangers are inundated with forms that they have to fill out. Higher level data would be better.

Question (Heather): How about Hoyt, WFC? It sounds like it might not work for PP&R.

Answer (Chuck): I hear Danny's point; we don't want the Rangers to be under a pile of paperwork. I think that that would still be a valuable thing to have. And comparing it to the incident reporting system. And the Rangers already do the incident reports. .

Answer (Becky): Want to make sure that this new form carries the same information, that it cycles back to them and shows what it really needs in the park.

Comment (Heather): I hear that and agree with you, and we want to be looking month over month at the data.

Comment (Chuck): That sort of tool would probably be most useful, would probably be useful at high level. Not interrupting the working of the day for the staff.

TriMet Training Updates (Ian)

We finally settled on a date for the large regional training. It will take place on November 5th. It is a Sunday. It seems to work for most people. There is going to be a lot of fire/police and activities up there. They are going to need a bit of the parking zone surrounding the plaza. Away from the main park activity. Partnering with regional hospital consortium. I will keep updating this group. Let me know if there is any documentation needed from us.

Question (Becky): Will that be a full day, or morning?

Answer (Ian): Yes, a full day, running scenarios in the tunnel. The station will be shut down for the whole day. Bus bridging between Providence Park and Sunset. Washington park shuttle implications for the Free Shuttles. The whole station will be shut down the whole service day.

Question (Heather): Will the buses be able to use the bus bays?

Answer (Ian): We need our own buses, and letting off normal folks where we are doing the training is probably not a good idea. I can work with people to try and figure out a different stop for the shuttle.

Comment (Erin): I can help with that and work with you to adjust the free shuttle for that day.

Action/Follow-up Items

- Sofia will be checking on PEO hours
- Sofia going to see if there is data that can be shared on a monthly basis, and if that can include thefts. Also going to see if we can get incident report system data
- Based on committee recommendations and approval EWP is going to see if there is a way to collect data on safety incidents, working with each partner in the park, possibly made for each group individually, but then compiled together
- Storage issues for guests to combat car break-ins – this will likely be a longer-term project
- Parkwide communications, expectations in the park, messaging to guests about safety vehicle break-ins

Question (Becky): Is there an option to add a warning about car break-ins to the Parking Kitty app?

Answer (Danny): Yes that is something that we can look into.

Comment (Becky): It has felt like we have had an increase in break-ins and the extra ranger presence seems to have made a difference.

Next Steps (Heather)

We will look at a mid-July date for another Safety and Security committee meeting, as well as the August 3rd data.

