

Board President, Bruce Warner, and members of the Board, we have a serious problem that needs to be brought out into the open, and that's operator assaults.

For far too long front line workers have suffered the verbal and physical abuses from angry riders and those who have criminal intent on their minds. The district has ignored these abuses or worse, "dumbed-down" the definition of what qualifies as an assault for the cynical purpose of reporting "improvements" to State and Federal authorities.

We are seeking a solution to the problem that our members face daily. The inherent risks of our industry are made worse by district administrators and managers who neglect, ignore, and even cover up these assaults committed by abusive riders. Following the December 2013 assault on an operator at Richmond and Syracuse, the district's spokesperson, ROBERTA ALDSTEDT, summarized in the media TriMet's approach to operator assaults saying, "We look at it consistently and then more so after each incident." Mr. McFarlane says, "Safety is a core value." Is it? The answer, we feel, is a resounding, "NO!"

We have come here today to make it clear that if an operator cannot be secure from the risk of assault, then the public cannot be safe from violence riding TriMet.

Between 2010 and 2013 we had more than a hundred different incidences of assaults on operators. Only four of those were publicized in the media, including the one I just mentioned, and three attempted murders. Our managers will seek to dismiss the numbers by mischaracterizing these incidents, as just unwanted physical contact or contact with the bodily fluids of a stranger; this is an "assault" by most reasonable people's definition. We agree, and we need you to take this seriously.

As of now, you can add "sexual assault" to the already too long list. On July 24, an operator got sexually assaulted on her bus by a special needs rider. After the driver had called dispatch, no police called, or a Supervisor sent to the scene. To add insult to injury, the driver was compelled to continue in revenue service. We understand that our dispatchers are under tremendous pressure to keep the system moving. More to the point, there were two more assaults on the 72 line at the end of last month and the beginning of this month; that was made public.

The district pays \$10.7 million for Transit police and another x-number of millions for transit security; the question, "What is the response time" for an incident? The head of Safety and Security makes \$155,000 annually, but what improvements have been made for operator security and the subsequent safety of the public? What type of value are we receiving for so-called "service improvements" with this money-is-no-object approach? More Supervisors? More security? More police?

In a 2011 study conducted by the "TRANSIT COOPERATIVE RESEARCH PROGRAM entitled," The Practices to Protect Bus Operators from Passenger Assault; their findings state:

In physical assaults, the following were contributing factors:

- 77%, passenger misconduct; 60%, nonpayment of fares; 51%, alcohol or drugs; and 11%, weapons.

In verbal assaults, contributing factors were the following:

- 80%, passenger misconduct; 71%, nonpayment of fares; 50%, alcohol or drugs; and 9%, weapons.

Now, imagine a 25% increase in your transportation costs. This may be important for highly paid corporate hot-shots, but for on those who are transit dependent and trying to make-do on a fixed government check once a month, this considerable hardship makes people angry and resentful toward the public transit authority. Who is on the front line representing that body? Who is the first in line to receive the backlash from that anger and resentment? You? No. The General Manager? Or the Director of Safety and Security? No. TriMet Bus Operators, that's who.

In the same report, it continues to talk about the impact on the Districts as well. It states, "Operator assaults can have significant consequences for the victimized workers, for their coworkers and families, and for bus operations in the form of injury-related claims, absences, diminished productivity, and union grievances. Drivers may experience increased levels of anxiety and stress, which can cause them to become distracted while on duty or less calm under pressure. When asked about issues experienced by bus operators or operations because of violence against bus drivers, as shown, 68% of the 50 front line employee respondents to this question reported that they had had injury-related claims, and more than half indicated that operators showed increased anxiety and stress. 28% said that their bus operations were affected by absenteeism and diminished productivity, and 20% reported union grievances."

The transit community (ATU and the Department of Transportation and other transit agencies) have always advocated for tougher penalties against those who assault transit operators. It's believed that with a change in legislation, and well publicized and enforced laws, we can deter attacks.

Hopefully, the Union and the District with the Boards help can work together to get tougher laws on assaulting bus Operators. The current law posted on the buses ORS 163.165 is "not" a felony "unless" the bus is moving; otherwise it is interfering with public transportation which is a misdemeanor. In a spirit of cooperation, we can "all" work together on this problem.

In the meantime, while giving public voice to our concerns, we have constructive solutions to offer. We are going to encourage our members to report "all" incidents of abuse while they are on duty. We are also asking for the following immediate changes to Standard Operating Procedure that we feel are urgently needed to protect operators:

1. Pull the driver off the bus. An operator driving with diminish capacity a safety hazard to themselves, passengers, and the public.

2. Send the driver back to the garage (or the hospital if necessary), to fill out the reports due to the sensitive nature of recalling events for clarity and accuracy. Also, keeping communications open with management and Union officers.

3. Send the driver "HOME," this is where they can fully recover from the crime that was committed against them. The Union must also stress that for the operator to be paid their run pay, while not receiving "any" time-loss due to being "out of the seat."

Together we can be an example of strong leadership in the industry while providing a valuable, professional, and safer transit to the communities that we service.

Transit worker assaults by the numbers:

Here are the updated numbers: (as publicly reported)

The numbers: As stated in the general public

- 2010 – 34
- 2011 – 26
- 2012 – 19
- 2013 – Nothing said publicly but more than 11 at the time of the assault in North Portland.
- 2014 – 28
- 2015 – 41
- 2016 – 55

2017 – 11 as of March 6 (that we know of)

In 2016 the company formed a joint labor/management committee on operator assaults. The committee only accomplishments that the company had implemented is three partitions (not on in-service buses) displays on buses. At the time of the committee forming the assault, the rate was at 19, and we ended the year with 55 total. So far, a total of 42 attacks (since forming the committee) with no substantive changes to reasonably protect the transit worker in this system.

In 2013 the company made a statement: <https://www.youtube.com/watch?v=wsBYKYaviJc>

If folks want to single out fares then here are stats to go with that assertion:

In 2012 the company decided to increase fares by 40 cents (for a regular ticket for an adult 17 yrs. and over). Before the increase in fares, there was a total of 79 assaults (that got publicly reported) from 2010 to 2012. The trend from 2010 to 2012 had shown a decrease in reported crimes before the increase happened.

Since there were no accurate numbers for 2013, we only had 11 publicly reported at the time of the incident in Saint Johns. Which was already 58% up from the year prior, but since we do not have the numbers other than that, we cannot make an assumption on the total number.

So if we take the number from 2010-2012 a three-year span, that's 79 total publicly reported. If we then take the years 2014-present (excluding 2013), we have a total number of 101, post fare

hike. That's a whopping 79% increase in aggression towards front line workers who have nothing to do with the increase in the fares.

The company blamed the union contract and workers as the reason for the fare increases, which was simply not true. The company was instead taking a 3% raise in pay during this time, out of a slush fund called "contingency" worth \$20 million; they were sticking it to the general public, and scapegoating the union as the villain.

While the union has never given any rebuttals to this assertion on increases in fares, there is a reason for the general public specifically the "transit dependent" to have aggressive behavior towards the frontline worker over fares. Their aggression would be better served to point their collective fingers at those who made the increases possible while enjoying the tax-payer money in raises in income.

BE VIGILANT, BE SAFE AND ALWAYS COMMUNICATE

Henry Beasley  
Your Brother on the front lines  
UNION STRONG  
Send  
Save  
Spelling  
Delete

New Window  
[Henry Beasley](#)  
[henrybeasley@aol.com](mailto:henrybeasley@aol.com)  
Cc Bcc

 Autosaved 4:00pm

To:  
[hjud.exhibits@oregonlegislature.gov](mailto:hjud.exhibits@oregonlegislature.gov),

Subject:  
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Arial  
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Left Align  
Numbered List  
Decrease Indent

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Stationery  
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**NEW!** You can now customize the order of your inbox columns! Find out how right [here](#).  
See All (4420)

	To	Subject	Date
[ ]			

Jared Franz	Re: Driver Assault Testimony in Salem? : Thanks. Sent from my T-Mobile 4G LTE Device Thanks. Sent from my T-Mobile 4G LTE Device -- Original	2:14 pm
Jared Franz	Re: Driver Assault Testimony in Salem? : No they have not, and would need a ride down. Sent from my T-Mobile 4G LTE Device No they have not,	11:35 am
Roy Jennings	Re: HB2717 bill that would change the laws on transit worker assaults (please take the time) : The hearing is Tuesday, March 7 at 1pm , Sent from my T-Mobile 4G LTE Device The hearing is Tuesday,	11:18 am
henrybeasley	HB2717 bill that would change the laws on transit worker assaults (please tat the time) : Brothers and Sisters, There will be a hearing on a bill that addresses changes in the language concer	10:17 am
henrybeasley	HB2717 bill that would change the laws on transit worker assaults (please take the time) : Brothers and Sisters, There will be a hearing on a bill that addresses changes in the language concer	9:58 am
Mary Longoria	Re: Driver Assault Testimony in Salem? : Tuesday. Keep me in the loop. Sent from my T-Mobile 4G LTE Device Tuesday. Keep me in the loop. Sent	Sun Mar 5
Jared Franz	Re: Driver Assault Testimony in Salem? : Gary Hernandez. Make sure they all contact me as well. Sent from my T-Mobile 4G LTE Device Gary Hern	Sun Mar 5
Jared Franz	Re: Driver Assault Testimony in Salem? : Need the details on the Markoff, to be sure it is covered. Sent from my T-Mobile 4G LTE Device Need	Sun Mar 5
Jared Franz	RE: Driver Assault Testimony in Salem? : I'm in, let me know the details. Asap. Sent from my T-Mobile 4G LTE Device I'm in, let me know the d	Sat Mar 4
SHALYTA BARFIELD	Re: Assault on transit workers, by the numbers : Unfortunately, now we're at 11. Sent from my T-Mobile 4G LTE Device Unfortunately, now we're at 11.	Fri Mar 3
henrybeasley	Assault on transit workers, by the numbers : Transit worker assaults by the numbers: Here are the updated numbers:(as publicly reported) The numbe	Feb 22
AP MARGULIES	"TRIMET 2015 - Sheet1.pdf : Sent from my T-Mobile 4G LTE Device Sent from my T-Mobile 4G LTE Device	Feb 15
AP MARGULIES	Have you seen this? : Sent from my T-Mobile 4G LTE Device Sent from my T-Mobile 4G LTE Device	Jan 25
Joe Sturgis	RE: Happy birthday! : Thank you Joe. And thank you for all your help. Henry and Farida Sent from my T-Mobile 4G LTE Device	9/4/2016
Organizers	RE: OI 3 Day Training - Portland : I had a question, I want to pay for the course myself. Instead of a going through the local I want t	8/27/2016

Organizers	RE: Requesting T-Shirt Size for AFL-CIO Training : Henry Beasley 2X size t-shirt. Sent from my T-Mobile 4G LTE Device Henry Beasley 2X size t-shirt. S	8/16/2016
support	Trying to add a iPhone. : Unable to re-add a member with an iPhone. Sent from my T-Mobile 4G LTE Device Unable to re-add a mem	7/17/2016
Chris Day	Petition : Union Sisters and Brothers, ATU 757: Many of you have heard by now of the Union petition circling ar	7/8/2016
president	Side letter for the increase in starting pay for TriMet : I still would like a copy of that letter if you please. Thank you. Henry Beasley. Sent from my T-Mob	6/30/2016
HenryBeasley	b400669e-0593-4890-a9ce-907f151c82f0.pdf : Sent from my T-Mobile 4G LTE Device Sent from my T-Mobile 4G LTE Device	6/29/2016
Marjie & Ed Brock	Re: 3000 series busses and workmans comp : Thank you for the info. Sent from my T-Mobile 4G LTE Device Thank you for the info. Sent from my T-	6/24/2016
Christine H Storlie	RE: Questions? : Thank you. Sent from my T-Mobile 4G LTE Device Thank you. Sent from my T-Mobile 4G LTE Device -- Or	6/23/2016
Christine H Storlie	RE: Questions? : Doesn't 4330 have to do with collective bargaining, negotiations etc? Sent from my T-Mobile 4G LTE D	6/23/2016
storliech	Questions? : Good morning Ms. Storlie, My name is Henry Beasley and I was looking into taking coursesin Labor Rel	6/23/2016
oregondjm	Fwd: 3000 series busses and workmans comp : Sent from my T-Mobile 4G LTE Device Sent from my T-Mobile 4G LTE Device -- Original message -- From:	6/19/2016

