



Committee on Accessible Transportation (CAT)

Business Meeting

Wednesday, July 19, 2023

9:00 AM – 11:30 AM

WebEx/Virtual Meeting

MINUTES

Attendees (CAT): Jan Campbell, Annadiana Johnson, Dave Daley, Ryan Skelton, Claudia Robertson, Barry Lundberg, Adam Kriss, Cassie Wilson, Director Keith Edwards, Tre Madden

Absent: Diana Keever, Kris Meagher, Patricia Kepler, AJ Earl, Michael Sandell

TriMet & Contractors: Eileen Collins, Charlie Clark, Jonathan Lewis, Marti Magee, Patricia Tezer, Steve Hext, Joseph Camper, Inessa Vitko, Mary Hill, Tony Clark, Jeremy Hurley, Sean McGirr, Dan Marchand, Pat Williams, Luke Norman, Lisa Strader (PBOT)

Public: Kathryn Woods

Jan Campbell Called the meeting to order at 9:02 a.m.

A. Opening Remarks – Jan Campbell

1. Approval Of Agenda – Dave Daley moved; Claudia Robertson seconds; motion passes unanimously.
2. Approval of Minutes (May) – Annadiana Johnson moved; Dave Seconded; motion passes unanimously.
3. Announcements from Chair
 - a. No CAT Business meeting in August
 - b. Presenting Well Class Dry Run scheduled for August 16th
 - c. Fixed Route Sub-Committee (August 9th): Focus on Bus Stops (Accessibility Project, Amenities, and Shelter Redesign Project)

d. Oregon/Washington Transit Associations – Joint Annual Meeting – Vancouver, August 12 – 15, 2023.

<https://watransit.com/publictransportationconference>

(Those interested need to declare their interest by 5:00 pm Thursday July 20, 2023)

4. Bylaw Review and Vote (Attachment D) –

Claudia Robertson – Question on Section 1 paragraph 4 – (six representative members) – CAT does not provide “slots” for organizations. It has places for representatives who represent segments of the community. Current wording implies that somebody is representing an organization. But they don’t.

Eileen Collins – When I served on CAT as a member, I was representing Ride Connection, and when I left Ride Connection, I was removed from the Committee – so the understanding at the time, was that I was a representative of them. Secondly, it has long been my understanding that “representative” positions were designed for members who had an official role in communicating the information they received about TriMet to the “community” they represent. The Committee has taken liberties in the past to move people between “consumer” and “representative” member categories in order to bring a new member on if they do not have a specific community they represent and their are no consumer slots open. Just a couple of points to consider.

Dave Daley – not advocating for a slot for any organization but it does make sense to have representation eligibility. Application clarifies the two. I was recommended by Multnomah County; before me it was Rebecca Miller. If it is someone who is positive with contributions to make; there is a place for that role. Very important nexus in the work the counties do and the work cat does. Not necessarily entitled by an organization. There is an important communication line, if this is not clear, I am not prepared to vote today until this is clarified.

Claudia Robertson – if you want to change it to reflect that new perspective, that changes the meaning.

Dave Daley – not recommending a “slot” for specific organizations.

Claudia Robertson – When I was on Elders in Action, I always reported what was happening with TriMet (LIFT and Fixed Route). But I was not “representing” Elders in Action or Loaves and Fishes. The fact that we

have someone who is from one organization or another, does not mean that they “represent” the organization.

Ryan Skelton – In Section 2 – Roles, Responsibilities and Guidelines for Decorum, in the initial bulleted a – I list of elements, I would like to see “advise” added in where it is missing.”

Annadiana Johnson – who are the current “representative” members?

Claudia Robertson – Jan, Dave, Patricia, Adam, Claudia

Barry Lundberg – I basically agree with Dave. One thing to consider, change the term “representative” to something else that could work. Maybe “affiliated” could work. Representative seems to indicate an official role with the organization.

Keith Edwards – it seems that there needs to be some wordsmithing. Can we hold off on this vote.

Jan Campbell – my suggestion would be to take it back to the Exec. Hold off on the vote.

Eileen Collins – we have provided three opportunities and two work sessions for members to comment on the revision. There were no comments. If we are going to hold off on the vote, we need commitment from the committee that they will review and comment on the work, so we can be productive and vote in the next meeting.

9:35 **B. Staff Updates** – Eileen announced new ATP staff - Shanon Moret, Senior Administrative Assistant and Justin Rossman, Senior Community Outreach Coordinator

9:40 **C. General Public Comment**

Kathryn Woods– really like to see more outreach done to the communities on the edges of service – people who live in the outskirts, I’d like to see more attention given to these matters.

9:50 **D. CAT Committee Issues**

Claudia Robertson – I sent a general CAT email about a really long thread on Next Door about a fight on fixed route. It generated 176 comments. The perception is about how very unsafe the transit system is. I as concerned that we have worked so hard to get presence on the system and make changes. How can we get the message out that riding the bus is no more dangerous than the rest of the city. General perceptions are that it’s still not safe.

Dave Daley – PBOT Ad Hoc stops meeting – talking with someone who’s adult children don’t drive, they take transit. Now they only take buses, but not MAX, because the bus has a “live person” and trains have less safety. “no adult supervision” to make sure you’re safe. Especially in slack times when there aren’t a lot of commuters on the bus. Not a good feeling. Something we really need to think about. A by-product of what is going in society, but we don’t want people to have a feeling that MAX is not a safe place to be.

Inessa Vitko (TriMet Executive Director, Transportation Operations) – I appreciate those comments about the perceived lack of safety on our system; especially the comment about MAX safety versus Bus safety./ Work with marketing to help customers know how to communicate with the MAX operator (push button) so there is a “live presence”. Using the bus and the train, you experience no different safety and security issues than you do in the broader community. WE continue to add a presence on the system in multiple ways, customer safety supervisors (code compliance), allied security, Safety Response Teams – trained in social outreach – help provide services and supports to non-destination riders or others who need services. The numbers of staffing in all of those categories are rising. Appreciate the comments. And although there may be risks, it really is safe.

Jan Campbell – as soon as you brought up that button, a bunch of hands went up. I want to make sure that operators know they need to answer when that button is pushed.

Inessa Vitko – if operators aren’t answering please report it so we can check and make sure the button is working. If it is not a technology issue, then we can work on retraining.

Annadiana Johnson – regarding using that button – if you are not the target of what is currently happening – you make become the target if you use that button. I did not push the button because I did not want to be the target of the attack. AS Jan said, it is very often not answered.

Ryan Skelton – I would suggest that one thing we focus on advertising is the text channel for non-emergency yet somewhat urgent issues on vehicles. It is somewhat clandestine in that the person who is engaging to create the problem may not realize that you are texting TriMet.

Inessa Vitko – we do advertise the text feature, but I would not recommend using the text to customer service for emergency issues. For any emergency issues you can also text or call 911.

Adam Kriss – I concur with Annadiana. Pushing that button could cause more harm. When you push that button, the driver does answer, but what is the immediate response supposed to be? Will the train stop? Will the driver call security to meet at the next station? I think we really need to get an idea of what the expectations should be. I think we need to talk to someone about this.

Inessa Vitko – there are multiple potential responses depending on the event. Almost every time that there is something serious, they will connect with Operations Control to engage emergency services. Jan, if I can get your permission to work with Eileen to coordinate with Andrew Wilson, our Executive Director of Safety or Pat Williams, our Director of Security to come to a meeting and provide more information.

10:05 **E. TriMet Board of Directors Update** - Keith Edwards

Thank everyone for coming out and making statements about the fare increase. Moving forward, we have a new Board Chair. I am going to have a meeting with him and ask him to attend our meeting in September. I am going to talk with him and ask them to work with staff regarding messaging with staff. Continue messaging information about the fare increase. Budget is coming up, so I want to make sure that CAT is heard on that as well. I don't know if you have had a chance to see the proposed budget, but I want to make sure that CAT's priorities are known.

Eileen – An update on the fare mitigation strategies for LIFT:

- Grocery Delivery Program – meeting today to plan the rollout for the Instacart Pilot project. The goal is not to REQUIRE LIFT riders in the pilot to use Instacart for grocery trips instead of booking a trip, but to have it as an option, and save their scarce resources for other LIFT trips and not need it for grocery trips.
- 100% Subsidized Honored Citizen passes for LIFT Riders to use fixed route – meeting with John Gardner and his team regularly to get this project moving
- We also meet weekly to plan the communication and outreach needed (which will start later this summer) to ensure riders are aware of the upcoming increases.
- (Adding new fare subsidy partners)

Adam Kriss – I’ve been seeing a lot of advertisements for TriMet wanting people to pay with their phone. I want to make a point that currently you can only pay with your fare for full fares, not for Honored Citizen or low-income fares. We need to be very careful with that messaging, unless HC and LIF rides can pay their fare on their phone, also.

Keith Edwards – I am unfamiliar, but I will inquire and get more information.

Adam Kriss - there was an advertisement on Facebook and radio.

Claudia Robertson – so far only the adult fare. It doesn’t say that in the add and it should be called out.

Ryan Skelton – Do street response teams have access to water and know how to assess heat response issues?

Keith Edwards – I am unfamiliar, but will certainly check into that as well.

10:10 **F. Break**

10:20 **G. TriMet Safety & Security Update** – Pat Williams, Director, Security & Emergency Management

Pat Williams – I have reached out to our partners to identify if there are any issues or crimes that have been reported regarding people with disabilities, and there were none reported.

There was an incident with someone who uses a mobility device, and the device was found on the tracks in Beaverton. The person was having a medical emergency and they went off the tracks. Medical responded and they were transported.

Elevator Pilot Project Update: We implemented everything that you suggested. 30 day pilot from June 12 – July 11. We will be reviewing with the Executive Steering Committee, but we will be recommending that we move forward with this system wide. We saw an immediate reduction in biohazard-related outages. The complaint was that security helped too many people get in the elevator. Not sure if that skewed any numbers regarding tapping. We had no outages of that elevate. One remaining challenge – how do we get bus transfer tickets to work on the readers – add a barcode. That may take some time, but

there is a solution. We are also looking at adding video intercoms on our elevators to help.

Customer Safety Supervisors- in extreme weather – transition from “policy enforcement” to “how do we help” mode. Do they need water, cooling, etc. We transfer to that Mode of Operations.

Annadiana – I am curious about free transportation to cooling centers. Historically when temperatures get above 90 degrees, but I haven’t heard anything. If that is not on your radar, I would recommend that it be added.

Pat Williams – when do we stop code enforcement and transition to helping to transport to cooling or heating centers. When the County declares a state of emergency, that is when we shift mode of operations. We implemented that 2-3 years ago.

Annadiana Johnson – particular concern is vulnerable populations (non-ambulatory with disabilities).

Pat Williams – I focus with my staff on recognizing when someone is in a vulnerable state, we seek to help with customer service. When the weather gets hot or cold, we immediately look at how we serve the community in need.

Cassie Wilson – In regards to inside vehicles, during the first 90 degree heat day, the bus I caught had no air conditioning, and the operator was trouble-shooting, but it could not be fixed. And since I ride to the end of the line, I had to get off the bus, because it was hotter inside than outside the bus.

Pat Williams – that s a good question – I am not sure. But the operators call the Operations Control Center for bus and rail, when there are mechanical issues, there is a bus maintenance representative who can help trouble-shoot problems on-board vehicles. They try to talk them through and if that is unsuccessful, they have mechanics respond.

Director Edwards – Thank you Pat for your report. Earlier when had some questions about the operator call button on the MAX, to alert to emergencies. I don’t know what that looks like, is it visible from everywhere? Does a light come on when it is activated? There were

some concerns about someone pushing the button and then the rider being more at risk as a result of pushing the button.

Pat Williams – It is a red call button on a stanchion. I don't think there is a light that comes on. One time, later at night, I pushed the button. When we rolled into Rose Quarter, the Operator talked with me directly. There is also an option for people to text 911 or rider support. We are working on live stream video on buses and trains that can be monitored.

Jan Campbell – concerns about the safety of the person pushing the button.

Pat Williams – if you are concerned about your safety, be a good witness. IF you are inside a bus or train, it's moving, you can't just hop off. That's when our sight, or sound, our senses have to chime in to find a safe solution. I tell my team that while they may not be able to deescalate the person, they can step in between the problem person and the vulnerable riders on board

Ryan Skelton – In regards to policy – I was wondering, about the open container policy. Not for alcohol but for other liquids, is that going to be a code enforcement problem?

Pat Williams – I tell my staff – this is where your common sense comes in. Falling asleep in your seat is different than stretching out on several seats with all of your belongings. Use your discretion. Same thing for people who are consuming food and beverages. As long as people aren't spilling and making a mess.

Annadiana Johnson – there is a perception shift in the community regarding riding buses versus trains. I just wanted to make sure that also gets included in what you take away from this meeting. I have noticed that when the SRT team is out, there is a fairly large group of them who all cluster together. If they could spread out into smaller groups, we may be able to do more good.

Pat Williams – This is the challenge – the safety response team work in groups of 2 – 4. They should be spreading out among multiple cars. There has been a significant increase in staffing 143 allied, 58 Portland Patrol Incorporated (PPI), 56 safety response team (SRT), 57 customer

safety supervisors. Still moving forward with more allied officers (37 more), 22 more customer safety officers, and budgeted for 60 Safety Response team members.

Annadiana Johnson - dispersing this information would be really great so people know what to expect. TriMet, in a lot of areas, needs to focus on better communication. This would be one of them.

Pat Williams – when we graduate the next group of the Customer Safety Officers, there will be a story on those folks.

Adam Kriss – I think you addressed the call button issue. Do you know what some of the protocols are when someone pushes that button? Sometimes you push the button and no one answers. Does the train stop between stations, or do they need to get to the next station before they do anything?

Pat Williams – It really comes down to a judgement call. Unless you're downtown, there may be miles between stations. The operator needs to focus on what's in front of them before they triage what's going on. We focus with our OCC team to get to the root of the problem – is there an emergency that needs to be responded to immediately. To address your question about “do you put yourself in harms' way?” when someone wants to report something, that is a catalyst for others to say something. When someone speaks up, that's when others feel empowered, but we want to insure people are not over-extending themselves.

Jan Campbell – this morning, a chair user moved over to let others get off the train, and was told that they were a fire hazard and had to move. It was very insensitive. IS there training for sensitivity that those employees could get?

Pat Williams – I would love to know who that is. Please have folks call customer service immediately. We can pull video and address the instance immediately. Our SRT teams are helping us to interact with our field ops staff immediately.

Kathryn Woods – Probably people are trying to say this – the vulnerable person trying to contact the operator, is the person in danger.

Dave Daley – how do you determine how and where you are going to apply your staff? Specifically in slack times on trains?

Pat Williams – Crime stats are really dicey and we are working to extract data to compare/contrast security stats to know when and where specific staffing groups are needed.

10:50 H. **TriMet Bus Stop Accessibility Project Update**, Luke Norman – TriMet Planner –

Dan Marchand (Manager –Fixed Route Service Planning) – Luke’s project is focusing on bus stops, next month at the fixed route sub-committee we will focus on bus shelters with Ben Baldwin. There is considerable coordination occurring between these projects. The recurring theme is the placement of amenities, for which there is not a current project underway, but that topic is very dynamic. We depend on reports to inform us when there is an issue. For example, PBOT is now placing trash cans, but the placement of those cans can be problematic. We are very deliberate about how we place amenities.

Luke Norman – (Attachment E contains the presentation slide deck) This is the third update on the project and progress, stop inventory criteria.

Limited time and funds for a focused set of goals. Define a standard for accessible stops, develop a roadmap for improving stop accessibility, identify priority focus areas, and develop stop inventory criteria.

The accessible stop standard is:

- 8x8 paved pad
- Five foot accessible path to amenities or sidewalk
- Determined metrics to identify focus areas : needs, demand and feasibility
- Today we will discuss priority focus areas, stop inventory criteria and work that is starting this summer

Over 6,000 stops in our system – so where should we start?

- High Needs – where are the biggest accessibility and safety concerns?

- High Demand – Where will improvements benefit the most riders?
- Complexity/Feasibility – how fast can we make the improvements and how far can we extend existing funds be stretched?

Tier 1 Focus Area Details:

Route	Number of Stops
52 – Farmington/185 th	110
77 – Broadway/Halsey	201
57 – TV Highway/Forest Grove	135
74 – 162 nd Avenue	54
6 – Martin Luther King Jr., Blvd	105
73 – 122 nd Avenue	98
87 – Airport Way/181st	103
25 – Glisan/Rockwood	50
33 – McLoughlin/King Road	154
Total Number of Stops in Tier 1	1,010

Tier One work would equal 15% of the stops. A great start to this work.

Stop Inventory Criteria – What information should we collect? We want to ensure we don’t get too deep into the weeds, otherwise we won’t be able to complete the work.

Broke the work into four types of information:

1. Basic data: date, stop ID, at transit center or not
2. Stop-level data; Size, slope, Curb Height
3. Environment: Sidewalk, Curb Ramp presence, Stop control
4. Extras: Photos, issues of note

Where do we go from Here? Next steps;

1. Summer stop inventory – intern going into the field to assess; working with a consultant to interpret the data, and scale the inventory system-wide
2. Sale
3. Funding opportunities to take the survey systemwide

4. Update Bus Stop Guidelines – to help us understand how to build great stops in a larger configuration

11:20 I. **Public Comment**

Dave Daley – I noticed that 162nd was on your listing there. I know that PBOT is getting ready to make some improvements. Do you have a way to collaborate with them on those update? We had a non-productive meeting with them where we learned that their improvements for bicycles is creating impediments for mobility device users.

Luke Norman– Yes, great question. 57 on TV highway is informing the work in that area. We will ask partners to make improvements there.

Dave Daley – I don't think there's a concurrence between TriMet staff and PBOT staff about what accessible stops look like. We need a peace treaty to get them to stop building inaccessible stops.

Ryan Skelton – thank you for your presentation. One of my questions is presumably one of the outcomes of this project will be to identify the stops that are most in need of improvements, but then what? When the improvements begin to happen?

Luke Norman – what we hope to do with the data we get is to assess the needs, work with the consultant to determine how much it will cost to have them address those needs. Look for internal funding and grant funding to achieve those results. We hope to have those answers over the next year to improve those stops.

Claudia Robertson – on line 74 (162nd Ave.) PBOT is looking to do that in SE. At NE 162 is in Gresham. I travel from Halsey to Glisan on 162nd . There are only two stops. No sidewalks or anything and a long-term housing project. Line 25 - I'd like to understand. That was what was left over after they broke up the 19 – it has a 60-70 minute headway. Are you thinking that stop improvements would increase ridership? Are you looking for this information to set priorities for where those finite funding priorities would be applied? Young Park used to only have a small subset of money for stop improvements annually.

Luke Norman – for line 25, Forward Together plans to upgrade the frequency to every 30 minutes and then serve line 19, continuing east to serve Rockwood

and then end at Mt. hood community college. May take a couple of years to implement but that is the vision.

Claudia Robertson – Excellent!

Luke Norman – for funding – we would need additional funding to take on additional improvements. Dan can speak to existing funding and how those are prioritized.

Dan Marchand – I inherited Young’s team and I know him well. He had a knack for pursuing grant funding and securing general funds for pad improvement work. When it comes to bus stops, I can’t think of the number in the budget for improvements from General fund. It is not a ton of money and that is where we pursue grant funding. My hope is to see this work graduate from a project-level that is time limited, to evolve into a program that is an on-going 5-10 year project. If we have \$1M+ per year to implement what Luke is planning. This will take a long time, but we are committed to getting there and making the improvements.

Annadiana Johnson – 1) Line 57 – I live in Forest Grove. Beaverton has been making changes called “improvements”. Specifically, the sidewalk is barely wide enough for me to back up to be able to drop the ramp. I hope that is one of the issues you are looking at. It’s not just the size of the mobility device, but ramp placement by the operator when they pull up to the stop. 2) Where do I email specific stop photos – Winco in Hillsboro – that stop needs to be moved or redone – for any future planning, when you see it, you’ll know what I’m talking about. 3) Are you considering population growth? In Cornelius, stops were removed during COVID, but the area has grown 16%. When you take the stops away, it makes it more difficult to ride transit. 4) 7th and Adair streets in Cornelius, there is ½ mile in downtown Cornelius between stops. Now a huge housing development that is in between and needs to be factored. Those people will not give up their cars and take transit of the stops are not conveniently placed.

Luke – thanks for the feedback on line 57. We do look at sidewalks, if they exist and the width. Sidewalks are something that TriMet doesn’t typically install but we coordinate with partners to get those included. For the stop by Winco, we are aware of it, and are working on the challenges. ODOT owns the roadway and that makes it challenging. We did look at population and

growth statistics for our initial prioritization, and we will reexamine over time to ensure the analysis is keeping up with growth.

Barry – your information snapshot is somewhat limited. Presence and condition of pads, benches, shelters and their conditions. Next steps – does that include addition of a shelter.

Luke – yes, the inventory includes whether a pad is present, at the front door, at the second door, and if there would be one at the third door. It does not include info on shelter and amenities because we already have that in our system. Good question on “Will updating the bus stop guidelines include recommendations for shelters”, I will work with my counterpart on the Bus Shelter Redesign project to coordinate the answer.

Jan Campbell – I hope CAT will be able to be involved with the update on the bus stop guidelines.

11:32 Jan Campbell adjourned the July CAT Business Meeting

Comments from Chat:

from ADAM to everyone: 9:15 AM

@Eileen, I believe I remember something was happening with PBOT but I don't recall what was occurring plus are we still planning on having anyone from PBOT come to our meetings

from ADAM to everyone: 9:36 AM

I like Barry's idea about changing the wording of representative

from ADAM to everyone: 9:37 AM

if we just change the term, I think we can vote

from Tony Clark (privately): 9:56 AM

I need to head out for another meeting. Let me know if anything is discussed that I should be aware of.

from Mary Hill to everyone: 9:58 AM

I have to drop for another meeting. Have a great day everyone!

from ADAM to everyone: 10:02 AM

With the fare going up anyway, how do you figure that our input was listened too?

from tre madden to everyone: 10:12 AM

(hey, I've been on mute, feeling horrible today.)

from ADAM to everyone: 10:12 AM

Hi and welcome Tre

from Pat Williams to everyone: 10:15 AM

Is the group on break?

from ryan to everyone: 10:15 AM

yes

from Pat Williams to everyone: 10:16 AM

thank you!

from jan Campbell to everyone: 10:17 AM

Tre - Hope you feel better

from tre madden to everyone: 10:17 AM

ty, these reoccurring infections are taking a lot out of me

from ADAM to everyone: 10:27 AM

I'm not sure if the buses can have water bottles stored on board

from ADAM to everyone: 10:29 AM

the streetcar will have staff with water riding the streetcar, can that occur on the Max

from ADAM to everyone: 10:41 AM

I thought it was a code violation to have open food on the bus or MaX

from ADAM to everyone: 10:42 AM

@Eileen and Jan- when I first logged it, it took me to the meeting on July 14

from Cassie Wilson she/her to everyone: 10:44 AM

I have to head out for a work meeting. Thanks all

from Pat Williams to everyone: 10:56 AM

Have a great day everyone, see you next time!

from Annadiana They/Them to everyone: 10:56 AM

you also Pat

from Kathryn Woods to everyone: 11:01 AM

can you read aloud ?

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