



Committee on Accessible Transportation
Business Meeting
Wednesday, September 18th, 2024
9:00 a.m. – 11:30 a.m.

Recording Link:

<https://tmshare.webex.com/recordingservice/sites/tmshare/recording/53167e7d5805103dbbfd267fff844678/playback>

Password:

gJvmdNm3

CAT Members

Jan Campbell
Annadiana Johnson
Claudia Robertson
Dave Daley
Richard Hunter
T J Anderson
Patricia Kepler
Stella Moore
Jason Jablow
Tre Madden
Sky McLeod
Franklin Ouchida

Public

Adam Kriss

TriMet

Justin Rossman, Community Engagement
Eileen Turvey, Director Accessible Transp.
Joe Tobias, Sr. Project Manager
Jonathan Lewis, General Mgr. Transdev
Guy Benn, Program Mgr. TOD Strategy
Shabina Shariff, Community Engagement
Pat Williams, Dir Security & Emergency Mgmt.
Lisa Strader, PBOT ADA Coordinator
Joseph Camper, Sr. Analyst ADA Legal Serv.
Patricia Tezer, Mgr. Call Center, Transdev
David Motorca, Customer Experience Intern
Charlie Clark, Mgr. LIFT Service Delivery ATP
Andrew Wilson, Sr. Analyst LIFT Serv. Del.
Roger Stelmach – Gen Mgr. BCAB
Karol Orozco Escorcia, Sr. Project Mgr. IDEA
Kittie Kong, Community Engagement
Bruce Smith, DEI Partner

MINUTES

09:00 - **A. Opening Remarks** – Jan Campbell

Question regarding if anyone had heard from Kathryn Woods

1. Introductions
2. Approval of Agenda, Motion was made by Dave Daley and seconded by Claudia Robertson. All in favor, no objections /abstentions. The motion passed.
3. Justin made an amendment to the agenda, Director Edwards will not be able to join us today.
4. Approval of July Business Minutes, Motion was made by AnnaDiana and seconded by Dave Daley. All in favor.
Edit Required: Pg. 3 AFTAC corrected to read ATFAC.
5. Oregon Transit Association Conference 2024 in Seaside.
One ticket available. 10/27 – 10/30. The ABC’s of Transportation Accessibility, Back to Basics and Capacity Building.
Eileen Turvey – Offer of compensation or carpool – the ability to get you to and from the conference as well as an ADA accessible hotel room reserved for those who may want to attend. Eileen will be attending and will present “Presenting Well”. Monday is the deadline to let Justin know if someone who would like to attend.
Jan Campbell, asked if there was an agenda available.
Eileen Turvey, knows the person coordinating the conference and will reach out to him.

09:10 - **B. Fixed Route subcommittee update** – Fixed Route Co-Chair Dave Daley.
There was a presentation from the TriMet team who are in charge of bus stop amenities for regular stops, not the FX stops. Dave suggested the minutes regarding Simme Seats did not come across as strong as they did in the meeting. Most of them are too low and there’s nothing to push yourself up from the seat. When they attach the seats to a transit pole it causes them to put the whole thing where the octagonal pole does not belong. Annadiana Johnson had included a lot of input regarding the shelters for people in mobility devices and how to get in and out of the shelters as some of the shelters are too close to the stop to even get turned around. Also, a lot of bus stops with rough terrain. We would like to have a stop inventory to give us an idea of where all of those stops are. We’re also interested in finding out about the corridors under development that TriMet is working on. It would be nice to be involved in the earlier part of the process instead of after the decisions have already been made. We’ve asked Justin to research that and get some earlier presentations on development.

Annadiana Johnson, shared a quick update regarding the TV Hwy transit survey. There is a lot of pre-planning going on. When conclusions are made she will include that information to the Fixed Route committee. But asked the group to please fill out the survey even if you're not a line 57 user.

09:15 - C. TriMet Staff Updates –

- Kittie Kong, Community Engagement with TriMet, updated the CAT committee regarding the Stipend program for public advisory committees across TriMet. Emails have been sent to all members. She would like to be the resource for any questions regarding the stipend information. Everyone needs to fill out the opt in form, but only once, whether you're eligible for the stipend or want to opt out. TriMet needs this information for auditing records. People who wouldn't be eligible are folks that are employed by any kind of government agency or if they are representing an organization. If you opt in there are technical assistance sessions to help with the process. TriMet will issue a 1099 for your taxes if you receive over \$600 annually. The stipends are paid quarterly and the first cutoff for this group was September 30th. So this group came on Mid-August thru September 30th so if you opted in you will see your check around October. You can call or email Kittie for more information.
 - Jan Campbell asked which meetings are CAT members eligible for stipends.

Kittie Kong explained that it is for meetings over an hour long and over 6 months' time. Monthly Business meeting and both LIFT and Fixed Route subcommittees qualify.

- Annadiana Johnson, TriMet allowed her to go into a TriMet office, fill out the document, inter-office the forms to finance, and the finance department got in touch with her to let her know they had received her forms and they submitted the information and then shredded the documents.
- Claudia Robertson, How do you opt out of one committee and opt into another if you fill it out all on one form.

Kittie Kong replied that you would need to fill it out twice. Once to opt in for a specific group and again to opt out for the other group.

- Mentorship update,

Justin Rossman, We met with the CAT Executive Committee regarding mentorship partnerships which will consist of 1 new CAT member with an existing CAT member.

- Dave Daley will mentor Richard Hunter
- Jan Campbell will mentor Stella Moore
- Patricia Kepler will mentor Sky McLeod
- Annadiana Johnson will mentor T J Anderson
- Claudia Robertson will mentor Franklin Ouchida
- Subcommittees co-chair update
 - For Fixed Route, Richard Hunter will be joining Dave Daley as co-chair.
 - For the LIFT subcommittee, TJ Anderson will be joining Jan Campbell and will be supported by Patricia Kepler as well.
 - For Wayfinding, Sky will be joining Patricia Kepler to co-chair Wayfinding.
- TV Hwy Community Survey, Justin emailed the survey link to everyone yesterday.
- Justin Rossman, Mentioned the Falcon Field visit that some of the committee members attended. Dave and Joe are here from customer experience and they wanted to make sure that if you were a part of that, please check the notes to see if anything was missing. Or if you thought of anything afterwards, there will be another field visit as they will be adjusting the volume.
- Eileen Collins shared that we're going to be receiving an innovation award from APTA at the end of September when they go to the conference. We've had a lot of interest from other transit agencies throughout the country. Plus she will be on a podcast on 2nd of October regarding some of the innovations we've been working on and we've created a getting started guide for other transit agencies so they can take the guide and just go with it. We're excited that we can once again be a leader in the progressive, innovative public transit space.

09:42 - **D. Safety & Security bimonthly update** – Pat Williams, Director, Security and Emergency Management

There are 3 top things that are our security mission for the organization.

1. Reduce Operator Assaults
-

2. Increase system presence
3. Reduce security related disruptions.

Trying to get as much presence 24/7 out on the system as possible. We want to effectively deploy our security folks and to have immediate response to Biohazards. (We are exceeding 250-300 per week.) We currently rely on our customer service reports, reported in real time. But it's important to get the bio-hazards cleaned up as soon as possible.

We are looking for solutions on how to manage our staff technology to meet current and future demands. We are currently purchasing real time security software. This helps with the ability to isolate security problems so they don't disrupt other functions of the system.

So in the future we are looking for, system wide security response. We want to have joint operations with our police security. We had the pilot project at the Hollywood elevator which has been very successful.

We are in the process of purchasing Blue Light security poles/phones, 24/7 CCT TV monitoring.

The Security Operations Center (SOC) - Future

- Center Street has a Monitoring/TV wall – 5 desks, 7 security dispatchers. Looks like a 911 center. This allows us to monitor rail traffic – can see all trains in real time throughout our whole alignment.
 - Claudia Robertson asked about Ruby Junction vs. Center Street. Pat explained that Ruby Junction is the back up in the event that Center Street were to have issues. She asked what is being housed over by the Rose Quarter, Pat responded that is our Safety Office which houses all of our transit police.
 - Dave Daley had a question regarding camera coverage of transfer corridors, from the stop at Powell and the green line he experienced a very scary activity. If those are covered by cameras why wasn't someone deployed. Pat said he would look into that exact location and any others the committee can identify.
- TriMet security identified 7 location areas that did not have network cameras. These are not on TriMet property, but they placed the moveable/blue light camera trailers at several locations due to security issues.

- Transit Police last year (2023) spent close to 11,000 hours to establish a presence. They have been working hard to run high visibility missions on bicycles due to some undercover missions.
 - Claudia Robertson – Uniformed security as well as TriMet people stationed on the Gateway transit station and she felt much safer than she has in years.

10:05 - **E. LIFT TransPro survey (follow up)** – Eileen Turvey, Director, Accessible Transportation Programs

Eileen shared good news regarding the Instacart pilot program. TriMet has won an award regarding this program.

Eileen Turvey went on to talk about the LIFT survey.

Reservations and Notifications system: 98% Customer satisfaction rating.

Eileen Turvey talked about the scoring and how it relates to each category.

- How do you make a reservations – 89% by phone and 7% on-line
- Using LIFT CAREs – 86% indicated they use our lift cares notification system. 2% use my transit manager app. 3% said they use both and 9% said they use neither. Reason for those not using lift cares or transit manager, 64% were not aware of the system.
- **Customer Service:** who had called 19% (87 people) asked if their issue was resolved 78% said yes; 22% said no. We dug deeper 32% said they did not receive a call back 21% said the issue remains unresolved and 5% said the representative was rude. 42% said other. We typically don't call a customer back unless they request it.
- **Results Summary:** 98% of customers are satisfied with LIFT service. Apple is perceived as the pinnacle of where you want to be with customer satisfaction. Apple's net promoter score is 61. With LIFT having a higher score it shows we are moving in the right direction.

Most important: Customer Service satisfaction with courtesy and helpfulness at 97%, ease of booking process is at 97%. Drivers Safely 97%, Drivers help leaving vehicle 97%

How long have you been using LIFT, 22% have been using LIFT for less than year. 31% have been using LIFT for 1 - 2 years. 20% 3 - 4 years. 11% 5 – 9 years 17% using LIFT for 10+ years.

How often do you use LIFT, Are you dependent on transit as your primary mode of transportation.

Internet and Email: 60% of our riders have access to internet. This is up 20% from the last survey. 40% do not have access to internet. How do they access the internet. 55% use a computer at home (laptop, tablet, desktop) 53% use smartphone. 30% cell phone. 33% use computer at library or public place. Less than 1% said other.

Mobility Device: 63% of our customers use a mobility device. 41% use a walker. 32% use a cane. 27% use a wheelchair and 12% use a mobility scooter. 1% use a crutch, less than 1% guide animal, less than 1% use respirator or oxygen and 1% said other.

Demographics: 1% are in the 20-29 age group. 5% in the 30-39 age group. 3% in the 40-49 age group. 6% in the 50 – 54 age group. 8% older than 65. 17% would prefer not to say.

Ethnicity: 69% White/Caucasian compare to Portland Metro the overall population is 71.6%. 8% identified as Black or African American and Portland Metro number is 5.7%. Hispanic/Latino is 5% and the Portland Metro is 9.4%.

So many different other areas including income levels, people who receive additional benefits such as Medicaid, SNAP, EBT etc.

F. Committee Member Feedback & Discussion

- Patricia Kepler – asked who took this survey.
 - Eileen stated 425 people took the survey via phone, riders who had taken a ride within the last year.
- Dave Daley – It might be worth coming up with a global picture of the demographics because there are some Hispanic dedicated shuttles. Also, Asian Health Services Center and to some extent others.
- Jan Campbell – Interesting to see the cultures involved in those statistics. Also technology, was there a question as to why people didn't have an electronic device/internet service. Was there a question as to why they didn't have technology?

10:05 - G. Public Comment –

Adam Kriss, regarding the safety report –Is there more security and fare enforcement on buses.

Claudia Robertson – There was a headline saying that Fare evasion was 20-27%

Franklin – Does see a lot of the safety response team. Also, he noticed that the arrivals are getting so much better than they were.

10:15 - **H. TriMet Board of Directors Update** - Keith Edwards – Unable to be here.

10:30 - **I. Break**

10:45 - **J. Transit Oriented Development (TOD) Burnside & 122nd and Burnside & 181st**
Guy Benn, Program Manager, Real Estate & Transit Oriented Development
Shabina Shariff, Community Affairs Coordinator

Transit Oriented Development (TOD)? Individual/Community/Environment

Several different recent and current projects that involve TriMet and Max rails. \$315,000 Federal Transit grants for transit oriented development. Working with local stakeholders.

Project Goals:

Influence near and long term economic outcomes

Ensure residential stabilization and housing growth

Promote business stabilization

Increase ridership and livability and improve the customer experience

Capitalize the development of supportive infrastructure and other services. Want to go above and beyond ADA standards.

Identify potential resources

- Hollywood HUB is an example of what can happen.
- 122nd and Burnside – 2 block parcel of land - Menlo Park and Ride
- East 181st Avenue Park & Ride - Gresham

Shabina – Transit Station Needs:

Challenges noted to exist at both sites to include:

- Poor pedestrian/bike accessibility.
- Inefficient land use meaning there are 100+ parking spaces and only a handful of people park there on a daily basis.
- Lack of trees/green space
- Safety & security issues
- Ageing infrastructure
- Lack of community-supportive uses

Preliminary Engagement feedback on how to use these underutilized sites included many different ideas. Public event space, Multi-generational housing, culturally specific food, craft, art, Recreation/Community Center and more CBO services/workforce development.

Output & Questions – An actionable plan that: Increases ridership, Capitalizes TOD development, leads to RFP/RFQ for plan elements,

Questions/Comments:

- Claudia Robertson – Brought several concerns up regarding the area. The homeless shelter was moved out to 122nd & Glisan and that area has no retail and places aren't open to the public anymore. Concerned about whether we think this is going to reverse that. 122nd Ave is car dealerships, grocery is gone, Target is gone, all there is the bottle drop and Walgreens is planning to leave. Is this to improve the neighborhood or is it going to add something. People don't use this area, for safety reasons.
- Dave Daley – Have you worked with Aging and Disabilities at Multnomah County. It's a total desert there in terms of senior services. There are senior services in Hollywood and out in Gresham, but non-existent in that area. TriMet could provide recreational opportunities if you could make the area safe. It is an underserved area for many vulnerable seniors in this community.

11:15 - K. Comments

Claudia Robertson – wants to know about the floating platform, is there a date, time and location.

- Justin Rossman – Sent a calendar invite and will send a reminder email with the exact location.

Jan Campbell: September Board of Directors meeting will be Director Edwards last meeting and there is space for CAT to speak both virtually and in person.

- Justin Rossman – we had our legal team draft a resolution that will honor him.

Eileen Turvey: At the October Board of Directors meeting there will be an introduction of the CAT Members. Also the two new board members will be introduced.

- Justin Rossman: You will need you to sign up if you are going

11:29 - **L. Upcoming meetings & Field Visits:**

- TriMet Board of Directors – September 25th 9:00am
- Executive Committee Meeting – October 1st 9:30am
- MAX new operator ADA training – October 7th 12:15pm Center St. Garage
- Fixed Route Subcommittee – October 9th 9:30am
- Monthly Business Meeting – October 16th 9:00am

11:30 - **M. Adjourn Business Meeting**