

**TRIMET COMMITTEE on ACCESSIBLE TRANSPORTATION
BUSINESS MEETING**

Wednesday, September 21, 2022

9:00 AM – 11:00 AM

WebEx/Virtual Meeting

Attendees:

CAT

Jan Campbell
Annadiana Johnson
Barry Lundberg
Cassie Wilson
Claudia Robertson
Mike Sandell
Dave Daley
Adam
Patricia Kepler
Ryan Skelton
Kris Meagher

STAFF

Margo Moore
Andrew Wolff
Charlie Clark
Jonathan Lewis - Transdev
Matthew Kintz
Daniel Marchand
Joseph Camper
Director Keith Edwards - Board Member
David Bouchard
Elise Soumokil
Jeanelle White for Pat Williams
Trish Tezer - Transdev
Steve Hext - Broadway Cab
Lyle Pereira
Nathan Banks
Nick Anderson - Transdev
Tony Clark

GUEST

Catherline Sherraden
Kathryn Woods
Abby Griffith
Kelli Byrd

Lisa Strader - PBOT
Guy Benn
Fiona Lyon

AGENDA

Call meeting to Order

Jan Campbell called the meeting to order at 9am

Approval of Agenda Annadiana moved to approve the agenda. It was seconded by Ryan with no discussion or abstentions. Motion passed.

Approval of Meeting Highlights of 7-20-2022 CAT Meeting

There was a motion to approve the meeting highlights by Barry Lundberg– second by Dave. No discussion. Motion passed with no discussion or abstentions.

Announcements from Chair

Jan spoke about the FX buses and that she rode over the weekend. Adam mentioned that the location of the opening celebration for the FX bus at OMSI is not accessible as that parking lot is unpaved.

There was discussion about the format of the meeting agenda items and their accessibility features i.e. font, etc. It was suggested that this be addressed at the Executive Committee Meeting.

Staff Updates

Margo mentioned that more fixed route staff members are at the CAT meeting today.

Mike Sandell/CAT asked about Broadway Cab dispatches and Margo/Charlie asked Steve Hext to address the question. Steve mentioned that trips are dispatched via GPS. Broadway Cab is working to use a prototype to create a route manually.

Public Comment

Kathryn Woods used the web booking tool to book a LIFT ride that included an appointment time. It's a bit more involved to use the booking tool as compared to speaking to a live reservationist. Kathryn said this tool is a huge improvement over when the tool was first introduced. She feels users need to know the ADA requirements for time/scheduling and to do a bit of math when using the tool. There will also be more tutorials regarding this tool.

Board Report – Keith Edwards

Director Edwards didn't have a Board Report but wanted to thank Margo for having staff in attendance.

Public Comment – Board Report

TriMet Security Update – Pat Williams/Janelle White standing in for Pat Williams

Q3 July 1, 2022 - September 8, 2022 Stat Report and ACID Assault/Incidents was presented by Jeanelle White. ACID is an acronym for ACcident Incident Database.

Incidents are broken out by Customer Safety Supervisors, Operators, Security staff, Supervisors, Cleaners & Contracted Employees and then by nine different types of incident.

Jeanelle also compared Q3 to Q2 and presented statistics that show that incidents are decreasing.

The percentages decreased from Q2 to Q3 as follows:

CSS 64%

Operator 42%

Security 33%

Supervisor 11%

Cleaner 75%

Contracted Employee increased in Q3 as there were no incidents in Q2

Jeanelle further presented slides showing all incidents per Customer Safety Supervisors, Operators, Security staff, Supervisors, Cleaners & Contracted Employees and then by nine different types of incident over the entire year from January 1, 2022 to September 8, 2022 as well as a comparison between the years 2020, 2021 and 2022.

At this time, there are 90 security personnel, 20 have been added since June and they are looking to add more in the near future.

This information is on an inhouse database - it's reported by TriMet staff. There is also a customer database where riders can call in and make reports. Security is on both trains and buses. Portland Patrol Inc. - PPI and CSS (Customer Safety Supervisors) all wear blue to indicate their role.

Fentanyl use on the system was also discussed. There is a new SOP being put in place and TriMet is tracking incidents and more information will follow from Pat Williams. There was also a discussion about authority in different areas of the street/sidewalk between city, county and TriMet and the limits of authority for each group.

Standard procedure regarding riders with passes that don't have money on them, or have the fare in hand. The driver tells the passenger the price of fare and if they don't have it they ride at their risk. If a CSS comes to check payment those who haven't paid are subject to fines, tickets depending on history, etc.

Public Comment – Trimet Security Update

Kathryn Woods asked if swearing at a driver is considered a 'verbal threat'.

Abby Griffith asked about what may have led to some of the incidents be it fare costs, etc. Jeanelle spoke about the limit of knowing what causes the behavior of the riders as mentioned in the incidents above. Ms. Griffith asked if it was possible to include cause of incident be it fare, drugs, etc. This will be asked of Pat Williams going forward.

CAT FY22 Annual Report – Jan Campbell

Jan Campbell presented the Annual Report as was put out at the CAT luncheon. Jan encouraged members to read the report and asked for suggestions to improve the report or if anything should be added.

Director Edwards asked if there was an audible version of the report for sightless members. Margo confirmed that there is an accommodation statement on the CAT website that indicates the availability of accessibility aides if any are needed. Patricia Kepler/CAT spoke about screen readers and that there are free versions available for those that are accessing the reports on the internet.

Public Comment – CAT FY22 Annual Report

There was no public comment on the CAT FY22 Annual Report

CAT FY23 Work Plan – Jan Campbell

This was also presented at the annual CAT Luncheon. Jan Campbell asked for a show of hands regarding those who had read the plan. She further asked that all agenda items be reviewed prior to the meeting in order to facilitate discussion.

The Work Plan shows priorities and items for CAT to focus on for FY23. There are five sections and other items showing CAT's role and their involvement in decision making and planning for the year.

Review, do we need to add more? The Executive Committee will prioritize the items that CAT would like to address. Some will continue to be ad hoc meetings and some will be ongoing committee meetings.

Director Edwards stated that the priority should be to normalize accessibility for all transit riders.

Jan asked for comments from staff regarding items they'd like to focus on. Claudia discussed an accident on the Orange Line, of which CAT has not been told the cause, and she would like to address training of operators/accelerated training. Barry suggested that all CAT members review the plan and suggest 3 topics they'd like to focus on. Those topics should be sent to Margo for presentation to The Executive Committee. Annadiana stated that she'd like to see more county representatives involved in the work plan.

Public Comment – CAT FY23 Work Plan

Kathryn Woods appreciates the plan and items added, she agrees that it would be good to know TriMet's proposed service changes prior to implementation. Abby Griffith mentioned the reductions in service in certain areas and would like TriMet to see who this impacts prior to these changes being made. Many times these service cuts are made in areas where low income families are - many of these riders have no other options but to ride the bus.

Hollywood DDA (Difficult Development Area) Update – Catherine Sherraden

Guy Benn presented a presentation regarding the Hollywood HUB. Existing conditions, infrastructure elements, conceptual site plan, bus planning, and next steps were discussed. The area was built as a transit center in 1986 and it's not been improved since that time including the ramp/stair structure which doesn't meet ADA requirements.

Included in the project will be new light rail substation, in-street bus facilities, new pedestrian/bike ramp and stairs, public BikeHub parking as well as TriMet staff amenities and a new courtyard and paseo.

CAT feedback on the plan focused on the need for reliability, gentle slopes and added resting points; incorporated destination trackers - both audio and visual - and continued access throughout construction.

It was suggested that TriMet, PBOT and Hollywood HUB design and planning team need to work together to ensure accessibility at all temporary bus stops prior to implementation.

Public Comment – Hollywood DDA Update

Abby Griffith is a blind user who is concerned about TriMet/PBOT moving a bus stop at the Hollywood Transit Center. The stop will be moved across the street and isn't accessible. She made the comment that the ramp is narrow and not accessible and that it's not a good idea to move the stop.

Adam/CAT brought up to CAT members via email that the line 15 at 11th and Adler is no longer a stop however the printed bus schedule is still up on the stop (it's also a streetcar stop) this is a bit of an issue because some people if they aren't aware of the closure, they see the schedule and figured it would be a stop PLUS the bus still goes by the stop anyway

Meeting Adjournment

There was a motion to adjourn the meeting from Annadiana Johnson. It was seconded by Dave Daley. Jan Campbell adjourned the meeting at 11:33am