



CAT EXECUTIVE COMMITTEE PLANNING MEETING

Minutes

Tuesday, March 28, 2023

3:00 PM – 4:30 PM

WebEx/Virtual Meeting

CAT Members Present:

Jan Campbell

Leon Chavarria

Annadiana Johnson

Patricia Kepler

Kris Meagher

Claudia Robertson

Dave Daley

Director Keith Edwards

TriMet Staff & Contractors:

Charlie Clark

Lexi Field

Absent:

Eileen Collins - Regrets

CAT Vice-Chair Claudia Robertson called the meeting to order at 3:03 PM.

3:00 – 3:15 Opening Remarks, Updates and Issues from CAT Chair

Jan Campbell opened with two remarks, the first was asking if the fixed route paper tickets are still valid. Charlie Clark replied that he doesn't believe they're still valid but they can be exchanged for equivalent hop value by either going to the center at Pioneer Square or mailing them in. Charlie said he will send out information about that program after the meeting.

The second remark from Jan was that she and Annadiana Johnson will be presenting on the accessibility of the Columbia Gorge during the Oregon Active Transportation Summit. Their time was cut to fifteen minutes for the presentation and it will be at the Lloyd Center.

3:15 – 3:45 Pending & Open Issues from TriMet Staff

Charlie Clark stepped in for Eileen Collins who was absent due to illness to discuss the pending and open issues from TriMet staff.

- **April Business Meeting – Wednesday, April 19th 2023**

The next CAT Business Meeting will be held in-person as well as virtually. It will take place at the University of Oregon White Stag building (70 NW Couch St, Portland, OR 97209) and will also be livestreamed on YouTube similar to the TriMet Board Meetings.

Jan Campbell – brought up the concern of the amount of cords and screens in regards to accessibility in-person. Charlie Clark responded that he and Eileen Collins will be onsite before the meeting to understand the arrangement and assist in making sure it's accessible.

- **CAT Luncheon – Wednesday, June 21st 2023**

Charlie Clark asked that CAT members look for the email Eileen Collins sent out with the information on the luncheon and give her confirmation if they will or will not attend. At the time of this meeting only Jan Campbell, Annadiana Johnson, Patricia Kepler, Mike Sandell, and Barry Lundberg have sent responses.

- **Elevator Access Pilot Project**

Andrew Wilson the TriMet Executive Director of Safety and Security would like to present at the April Business meeting to give an overview on this subject. They're looking for new and fresh solutions to secure the elevators and make sure they are working and as safe as possible. They want to get CAT's ideas and feedback.

- **Active Transportation Summit – Sunday to Wednesday, April 23-26 2023**

Charlie Clark mentioned he will also be trying to attend this summit. As previously noted, Jan Campbell and Annadiana Johnson will be presenting here.

Link to Summit:

<https://www.thestreettrust.org/programs/events/oregon-active-transportation-summit/>

- **Fixed Route Sub-Committee Agenda**

The next meeting will be on April 12th and held virtually. Charlie Clark asked the committee if anyone had anything they wanted to bring up for this meeting and he can make note of it.

Annadiana Johnson – mentioned that there's a desperate need to get in contact and get CAT back to the bus driver training sessions. She also never got the electronic version of the myriad of SOPs that were being discussed, and would prefer a hard copy as well.

Charlie Clark responded that Eileen Collins has been talking with the training department and there's been discussion on it. He will look into the SOPs request.

Annadiana Johnson – would like to see PBOT attend a meeting to give them an update about floating platforms. In the ad hoc last fall, CAT talked with them and gave their feedback asking for certain issues to be resolved or introduce better solutions and PBOT has yet to respond.

Charlie Clark responded that it may be outside of our scope, but can bring it up for the sub-committee meeting.

Claudia Robertson – asked if it was decided that the co-chairs of the fixed route sub-committee would meet with Eileen Collins to come up with an agenda. Annadiana Johnson replied that no decision had been made on that, but it would be a good idea to set up a meeting for the agenda planning. Charlie Clark will follow-up with Eileen on that.

- **Action Items from March Business Meeting:**

- **Minutes Content**

Annadiana Johnson will be going over the January and February recorded video meetings in checking over the minutes which have not yet been passed for approval.

Claudia Robertson – noted that the January minutes were filled with more content than the February minutes and said there wasn't a lot in them to remind them of discussions.

Charlie Clark responded that there should be a wider discussion about minutes and noted Eileen Collins made a suggestion to capture them similar to the TriMet Board meetings. Charlie stated that the minutes are a lot of work for staff and it seems reasonable to compromise with brief minutes and having the recordings available for anyone who wants a more in-depth refresher. He will reach out to Eileen for further discussion with CAT on this topic.

- **Kathryn Woods requested debrief of ice and snow procedures when service is disrupted**

Committee members agreed it was an appropriate topic for the LIFT Sub-Committee meeting as suggested by Jan Campbell.

- **Follow-up presentation from Luke Norman and Parametrix Contractors regarding Bus Stop Standards and Accessibility**

This is scheduled for April 28th at 10:30 AM.

- **Presenting Well Curriculum**

Eileen Collins has developed a curriculum for presentations and will share it soon with CAT. The idea is that it will be distributed to all TriMet staff and anyone otherwise who will be presenting at CAT meetings to make sure they have solid guidelines on accessible presentations.

- **CAT Bylaws**

The committee will need to reconvene to complete the review, Eileen Collins will schedule a follow-up meeting.

- **CAT Nominations**

The nominations have been sent to TriMet General Manager Sam Desue for approval.

Patricia Kepler – asked if the decision will be made and provided at the next business meeting, and noted there was a delay last year. Charlie Clark responded that he believes it will be ready by then.

3:45 – 4:15 General CAT Executive Committee Discussion

Claudia Robertson – mentioned she found some old emails from a relative of a person with developmental disabilities. They stated that when the move to hop cards happened, the customer was terrified to lose the hop card due to the volume of money on it vs. losing only a single ticket. Claudia noted people are being left behind by technological progression. Also an ad on the radio stated the many ways to pay for transit and didn't even mention the hop cards at all. She would like to have the people who create those public service announcements to make them inclusive for people who are senior and/or disabled.

Patricia Kepler responded that she believes the paper ticket issue is more of an education problem. The hop cards when registered can have the balance transferred when lost. Patricia said they need to do more education and outreach on this, perhaps creating a training opportunity that takes it slow for those who need it.

Charlie Clark agreed with Patricia, and he will be reaching out to customer service and marketing about coming to me talk to CAT to get feedback on inclusive advertising in response to Claudia's suggestion.

Jan Campbell – noted she and Leon Chavarria went and testified at the TriMet Board Meeting and they kept saying “when the fare goes up” and thinks it might be a done deal. John Gardner is putting together a work group regarding the fare increase topic and they’re looking to get representation from CAT involved. Charlie Clark will look into it and send out information.

Patricia Kepler – talked with a person who regarding hop cards who said TriMet sent cabs a couple of times when they didn’t have a hop card to pay and now they’ve been receiving bills to pay this money or get suspended. The customer is new and confused on why it wasn’t subtracted from their hop card once they put money on it. Charlie Clark said that he will look to check if we can retroactively charge hop cards for LIFT or not.

Claudia Robertson – stated that every time someone left the director role in security they used to bring the new person filling that role to CAT and they don’t do this anymore.

Director Keith Edwards – took a moment to thank CAT members for all of their comments, testimonies, and remarks in regards to the fare increase proposal. He said it’s making a difference but not to let up and continue to share their views. Director Edwards also thanked Jan Campbell for reading the letter at the board meeting.

4:15 – 4:30 April Business Meeting Agenda Final Review

Charlie Clark went over the layout and content of the April Business Meeting agenda.

Dave Daley – noted that the last time Nathan Banks spoke with CAT he said he would get them a statistic on pass-ups and he hasn’t yet followed through with that. Charlie Clark will follow-up with him prior to the business meeting to make sure he’s taking that feedback and incorporating the things CAT wants to see.

Annadiana Johnson – said when she took the bus today, they have a little panel in front of them where they punch whether or not they have a

passenger that wants to be secured and this did not happen during her trip. Annadiana stated that the statistical information provided to CAT isn't always complete due to these reasons.

Charlie Clark responded that it gets to the issue of human error in reporting. There is a pilot project for an advanced camera system that utilizes artificial intelligence to help document these type of interactions.

Annadiana Johnson – would like the security committee to share with CAT the final report since the committee had been disbanded. Charlie Clark responded that he will follow-up on that. He knows that security of the system is a top priority of the COO and it's a major inhibitor to returning ridership.

Claudia Robertson – noted that the Type-6 has arrived and CAT needs to arrange a field trip to view it. Jan Campbell said she believes Eileen Collins is planning to get the different types of vehicles together in one place for ease of access; Charlie Clark will follow-up with Eileen on this.

Patricia Kepler – asked if CAT will receive a public safety report in reference to the driver that was stabbed recently. Charlie Clark responded that he will talk with Eileen Collins to add in some time with Andrew Wilson who is very aware of the steps TriMet is taking to make sure operators are safe while performing their job.

Director Keith Edwards – asked if there was the field trip coming up in April. Charlie Clark responded that there hasn't been a specific time set yet, and it can be brought up at the LIFT sub-committee meeting to discuss and plan.

Claudia Robertson – wanted to know if the sub-committee and ad hoc meetings will be done virtually or in-person. Charlie Clark responded that he believes those meetings will stay virtual and only the business meetings will be hybrid.

4:30 Adjourn

CAT Chair Jan Campbell closed the meeting at 4:26 PM.

Comments from Chat:

from Dave Daley he, him, his to everyone: 3:12 PM

They need to be able to buy up to a monthly pass at their nutrition or recreation site without having to get to a Tri Met office

from Dave Daley he, him, his to everyone: 3:56 PM

Got to duck out to another meeting, nice to see y'all.

from Patricia Kepler to everyone: 4:02 PM

Can we get a report from safety about measures being taken to support drivers. The recent stabbing has a lot of people concerned about crime on the buses.