



## CAT FIXED ROUTE SUB-COMMITTEE MEETING

### Minutes

Wednesday, April 12, 2023

9:30 AM – 11:00 AM

WebEx/Virtual Meeting

#### **CAT Members Present:**

Dave Daley

Annadiana Johnson

AJ Earl

Mike Sandell

Ryan Skelton

Jan Campbell

#### **TriMet Staff & Contractors:**

Eileen Collins – TriMet, Director of ATP

Lexi Field – TriMet, Admin Assist. for ATP

Mary Hill – TriMet, Director of Bus Operations

Daniel Marchand – TriMet, Service Planning and Dev.

Joseph Camper – TriMet, ADA Compliance

Clayton Thompson – TriMet, Outreach Services

Michelle Hemingway – TriMet, Admin Assist.

Jesse Taylor – TriMet, Director of Bus Maintenance

#### **Public:**

Katheryn Woods

CAT Sub-committee Co-Chair Dave Daley called the meeting to order at 9:33 AM.

### **Introductions**

Fixed Route Sub-Committee Co-Chairs Annadiana Johnson and Dave Daley opened the meeting with introductions from all attendees.

Dave asked if there was a set agenda for this meeting, Eileen Collins responded that one was not prepared but that the idea is this meeting is a brainstorming session.

Dave turned the meeting over to CAT members to bring up their ideas on the priority of important issues to look into for this sub-committee.

## Sub-Committee Discussions/Topic Ideas

### General Issues

- **Mike Sandell** – brought up an incident over Easter weekend where the bus driver of Line 6, Vehicle 3111 was driving (what was perceived as) not in accordance with the route. Mike observed other abled passengers get frustrated and get off the bus whereas he and another disabled individual were stuck on for some time. The concern is that the driver was not communicating with the passengers on what was happening, the driver responded to questions with saying “it’s complicated and hard to explain.” Mike mentioned that this doesn’t give riders a sense of security and safety, and he texted the 238-RIDE number at around 6:44 PM but didn’t get a response until the next morning and the reply was not helpful.

Dave Daley asked if that complaint was pushed through to the TriMet system. Mike replied no, he only knew to text the number he did and wasn’t aware of another means of communicating the issue.

Annadiana Johnson noted that when texting the 238-RIDE number you should receive an automated response back that the text was received. Mike replied that he did not get this automated response.

Mary Hill encourages Mike to file that incident with TriMet today as they can still pull the video footage to see what happened. Sending the time, date, bus number, where he was picked up, and the direction of travel would be helpful for the review.

### Ridership Awareness

- **Ryan Skelton** – would like to have a focus on increasing public awareness for general ridership on how they can connect with TriMet relating to disability issues or concerns during rides. Ryan noted that with the CAT meetings being virtual, part of the downside has been less participation from the general public. He would like to have an outreach campaign where the focus is eliciting public feedback for system wide concerns and improvement of ridership.

## Driver Training

- **Mike Sandell** – mentions that there was talk about getting CAT involved again in Driver Training and he would love to be a part of that. He says there are a lot of drivers who don't know how to secure chairs or they give the customer grief when they're asked to secure.

Annadiana Johnson noted that previously, members of CAT went to the driver trainings not as the committee itself but as members of the public and felt that made a big difference. Mary Hill responded that she thinks it's a great idea for the CAT members to come back to the driver trainings and said there was a lot of value in it – especially the idea of human level connection through the sharing stories and experiences of disabled individuals as opposed to simple slides. Mary and Eileen Collins are working on getting CAT back to it.

Dave Daley asked Ryan Skelton what he thinks about the uniformity of operator response to securement. Ryan replied that there isn't any. Sometimes he has to ask multiple times to be secured, and some of the newer drivers aren't as familiar or comfortable with securement procedures.

- **Eileen Collins** – said the SOPs were previously brought up for concerns in CAT and could be looked at as well along with driver training.

## Cleanliness

- **Ryan Skelton** - brought up the problem of cleanliness on busses or max, noting there seems to be more issues than there used to be. He would like to see discussion and/or monitoring of this issue as it also relates to bus stops. He believes that cleanliness is a part of what communicates safety for riders, and seeing debris that can hinder access or make navigating more difficult is an issue for this sub-committee to address.

## Bus Specifications

- **Ryan Skelton** - mentioned having discussions on the FX line and optimizing interior space. In terms of the automated securement on the

FX, Ryan said that the level of precision required to use it is less than optimal. There is no way of knowing if you're properly lined up, as there's no guide on the floor for where to set your front tires to be in line with the automated system. Ryan remarked that there is no give or adjustability to allow proper restraint for chairs with different width or ability levels.

- **Dave Daley** – mentioned that when they increased capacity on FX busses they did not increase the capacity for mobility devices and would like to see that taken into account for future high capacity projects.
- **Mike Sandell** – said that the reader board on the FX was front facing whereas wheelchair securement is backward facing, and therefore riders who are secured cannot see the reader board.

### **Elevators**

- **Annadiana Johnson** – said that elevator outages are a big problem as they prevent individuals like herself from getting places. There was one elevator that was down two different times in one day last week.

Eileen Collins replied that there will be the presentation on the Elevator Access Pilot Project during the April CAT Business Meeting.

### **Bus Stops**

- **Annadiana Johnson** – brought up the problem with bus stop accessibility relating to trees/foliage, lighting, and placements or upcoming removals of stops. Annadiana also brought up the distance between stops, and listened in to a meeting about rapid transit that was discussing the moving of stops which would increase these distances.

Dave Daley responded that he thinks it's apparent that there is a prevailing opinion among transit planners that taking stops out is a good thing for the system, and he disagrees. Dave says he's seen no real data to support their theory, and would like to dig into the topic of pulling out stops. He said it is driving dual eligibility people away from fixed

route to LIFT since the stops are no longer close by – which in turn costs more money for TriMet.

### **Better Data Points**

- **Dave Daley** – brought up an issue regarding pass-ups and the lack of data that has been presented to CAT on this subject. He would like to see more information on when it happens, what lines, time frames, etc. Dave also said that the tracking of mobility device numbers is lacking, that ramp deployment numbers doesn't always equal the amount of mobility device users or types of devices.
- **Mike Sandell** – says the tracking of when a mobility device gets secured isn't consistent. Dave Daley agreed and mentioned that he's noticed drivers are selecting that securement was denied without even asking the passenger. Annadiana Johnson said she's experienced the same issue.

### **Public Comment**

**Katheryn Woods** – said the issue she came to this committee to speak on was for bus stop safety and access issues which have been recorded earlier in the meeting. There is a stop on 50<sup>th</sup> and Sandy heading east in which the bus stop is behind a utility pole and a rider regardless of mobility cannot be seen by the driver. Katheryn has to make her own accommodations in regards to this stop by instead going down to 47<sup>th</sup> which adds a lot of walking time. Another issue was found on 42<sup>nd</sup> and Sandy going east where planters were interfering with ramp deployment. Katheryn also reiterated Annadiana Johnson's foliage problem, referencing tree roots causing tripping hazards at bus stops.

Katheryn also said that she experienced a pass-up on 45<sup>th</sup> and Glisan where the driver took the appropriate actions. The bus was full and already had two wheelchair users and there was no room for her to ride, so the driver asked if she can wait for the next bus or if she wanted them to call an alternative.

Annadiana Johnson replied that when there are two mobility devices on the bus a rider cannot get passed them with a walker which is why Katheryn couldn't be accommodated.

### **Close of Meeting**

Dave Daley said from his perspective, with all these points of interest the sub-committee probably can't tackle more than one per meeting as a deep dive. Eileen Collins replied that some of these issues are underway already through the wayfinding committee and other committee meetings in presentations to CAT – such as the bus stop accessibility project which met with CAT during the last business meeting.

Eileen suggested that maybe an ad hoc can be scheduled since this sub-committee meets only once every other month. Dave replied that he thinks that would be a good idea and Annadiana Johnson also stated she would show up for an ad hoc if it's scheduled.

Daniel Marchand said in regards to cleanliness, lighting, etc. he can have someone join him at these meetings in the future to help answer some of CAT's questions. He will work with Eileen and the committee to get something on the agenda.

Dave said there was enough brainstorming gathered at this meeting to start a plan for next steps.

### **Adjourn**

There was no further discussion. Dave ended the meeting at 10:37 AM.

## Comments from Chat:

from AJ to everyone: 9:34 AM

Tech issues at the last moment, but I'm here reading and I'll type responses

from Mike Sandell he/him to everyone: 9:37 AM

I definitely have something to discuss

from Mike Sandell he/him to everyone: 9:37 AM

but idk when I should bring it up

from AJ to everyone: 9:38 AM

My idea for focus areas: -ramp/physical access points on buses  
(width/angle/etc)

from AJ to everyone: 9:39 AM

-Elevators

from Mike Sandell he/him to everyone: 9:55 AM

To Ryan's point re: trash, etc, I think the cleaning folks are getting really nonchalant too. I got on the red line at beaverton one time and there were used needles on the ground of the max and the cleaner was making a big deal about having to stop the train from leaving to pick it up? And the train wasn't leaving for several minutes

from Mike Sandell he/him to everyone: 9:58 AM

I used to take the line 57 to and from work all the time and there's a stop that is frequently used by multiple chair users (across from I think popeyes?) and it's abysmal

from Mike Sandell he/him to everyone: 9:59 AM

Between hillsboro and Beaverton

from Mike Sandell he/him to everyone: 10:02 AM

Get them actually following the SOPs. Cuz iirc we do have them

from Mike Sandell he/him to everyone: 10:06 AM

Re: boards, I do really really appreciate the newer stop displays that are downtown, they're a lot easier to see <3

from Mary Hill to everyone: 10:08 AM

As info: Operators do not hit any buttons when they DO secure. They are supposed to do it when a passenger refuses securement...but we are aware that it does not always occur.

to Jesse Taylor (privately): 10:10 AM

Welcome Jesse! Thanks for joining. I would love to set up some time to meet and share some information about our Committee on Accessible Transportation and their role in the agency. (I am the Director of Accessible Transportation for the Agency, btw.)



to Dave Daley he, him, his (privately): 10:11 AM

Dave, Jesse Taylor is TriMet's new Director of Maintenance. He just joined, and it might be nice to have him introduce himself.

from Mary Hill to everyone: 10:12 AM

Welcome Jesse!!

from Eileen Collins mastel to everyone: 10:13 AM

So glad to have you here Jesse!

from Jesse Taylor to everyone: 10:16 AM

Thank you!

from Annadiana Johnson to everyone: 10:19 AM

we have a LARGE number of seniors, people who live with disabilities and marginalized population who live out here. if we take our stops away and/or move them apart it will make it harder for us to get to the buses and ridership will go DOWN and not up