

COMMITTEE on ACCESSIBLE TRANSPORTATION

April 20th, 2022

9:00 AM – 11:00 AM

WebEx/Virtual Meeting Recording

Members: Jan Campbell, Adam Kriss, Annadiana Johnson, Arnold Panitch, Barry Lundberg, Claudia Robertson, Dave Daley, Kris Meagher, Leon Chavarria, Patricia Kepler, Ryan Skelton, Zoe Presson, AJ Earl, Dianna Keever

Staff: Margo Moore, Chris Hunter, Eileen Collins, Sam DeSue Jr., Bonnie Todd, Charlie Clark, Jon Santana, Tony Clark, Karen Powell, Lyle Pereira, Nathan Banks, Pat Williams, Johna Hicks-Coffey, Rachelle Glazier, Ruth Ramos, Alicia Purdell, Marti Magee

Guests: John Lewis, Leiite Lemalu, Trina Loucks, Lisa Strader, Kathryn Woods

Jan Campbell: Called the April CAT Business meeting to order.

Jan Campbell: So, Chris, why don't you go ahead and call our members and then they can just introduce themselves real quickly and say which part of town from?

Chris Hunter: Okay. Sounds good. So let's start with AJ.

AJ: Hi. I'm AJ, and I live in the northwest part of Portland downtown.

Barry Lundberg: I'm Barry Lundberg. I live at Holiday Park Plaza, a senior community just on the east side of the Lloyd Center.

Zoe Presson: I'm Zoe Presson. I live in NW, east of the Pearl.

Kris Meagher: Good morning. Kris Meagher and I live in Washington County in King City.

Jan Campbell: I'm Jan and I live down on South Waterfront.

Leon Chavarria: I live in northeast Multnomah County at the center of Common's way.

Dave Daley: Hey there. I live right on top of the Division Transit Project at 26th Street, and I try and keep track of what's going on here for Multnomah County Aging and Disabilities as well.

Claudia Robertson: Hi. I live in the Russell neighborhood in Parkrose in Multnomah County.

Adam: Good morning. My name is Adam and I live in Multnomah County, downtown Portland, in the cultural PSU district.

Patricia Kepler: Yeah. Good morning. I'm Patricia Kepler and I live out in Aloha.

Annadiana Johnson: Hi. This is Annadiana Johnson, and I live out in Forest Grove.

Jan Campbell: OK Sam, you're on.

Sam Desue: Yes. Jan, thank you. Well, welcome, staff as well. First, good morning to all of you. I'm really excited to be here today. I'm always excited to be with you. And as I've told you, the story when I was interviewing here, Jan was the very first person I met when I came to Portland. So it's really nice to be able to sit down and meet her and talk with her, both my wife and I. But I'm also joined today by Bonnie Todd, our new Chief Operating Officer. And I want to thank all of staff for being here this morning. And also, Karen, I see you smiling in the background as well. I am really glad that Bonnie has joined the team with us and I'm really grateful for all the hard work that she's already contributed to the organization. So today I just want to check in with you and give you a couple of updates and then we can take some questions. So, so first off, you all know

Sam Desue (continued): that a federal judge decision yesterday regarding the TSA and mask mandate went into effect. And we are requiring that masks be worn on public transit. But now with the new injunction that's occurred, TriMet now is adopting a new TSA position. And practically speaking, this this really means that masks are now optional on our vehicles and at all of our facilities. I know all of us have mixed emotions about this, especially considering that the CDC has recommended people to continue to

wear masks on transit. Some people may choose to wear a mask for added safety, while others may choose not to do that. So we're asking everyone to be respectful of others choices about masking as we adjust to this new change that's happening.

Sam Desue: We're beginning the process right now of removing all of the required announcements. So you probably hear the announcements still on the vehicles. And also we're in the process of removing the signs on our busses and trains and all of our facilities. So it's going to take us a couple of days to really complete that task. And this means that masks will also continue to be made available. We're going to continue with that on board all of our vehicles for the time being. Secondly, I know that there's a concern from the committee, from all of you around improving safety and security on the system. And it's my top priority right now that we're working through. So we have hired more contractor safety and security personnel to grow our presence on the system. We've deployed our safety response team. You see the folks out in the blue and yellow who are adding to a high level of presence on the system. They're out there really discouraging, inappropriate behavior that's out there and really assistant riders on or near our system, even doing some social service outreach, but providing referrals to health, mental health, to housing and addiction services. So far, we are counting on the response team as being very successful. And we're also taking a renewed approach to looking at our overall safety and security picture here at TriMet. I've tapped Bonnie to convene an Executive Steering Committee to really think differently about how we are addressing both safety and security on our system. So Bonnie is with us. Bonnie, can you give the committee just a quick overview of what's going on with the executive steering committee?

Bonnie Todd: Yeah. Thank you. I certainly will. And good morning, Sam. And good morning, everyone. So really interesting. When I first got here, it was like my first very big assignment. Figure out how we tackle what's going on out there when there are so many of these things that don't seem like they're within our span of control.

Bonnie Todd (continued): So we put together an executive steering committee that has four or five members. All of our executives are super smart, but these people had a particular interest in this work, or they were particular stakeholders. So we started just trying to figure out how to eat this elephant. And I say that obviously as a bit of a joke, but at the same time it truly is an elephant. And just coming to a common mission statement, believe it or not, was a challenge because it's hard to look at the problem

without talking about what's going on in our community and all of these different aspects. But we eventually got to a very good issue statement and took all of these other things and put them into some buckets and started sorting through them as far as what are the things we can control even when all of this stuff is going on around us. So basically we have done a number of initiatives, some related to our external partnerships like working with the police and local governments related to what's going on around our system. That has everything to do from enforcement of conduct standards, and laws as well as general condition cleanup, those sorts of things. We're looking at the facilities and system condition, we plan to develop a different facilities approach and vehicle cleanliness sort of approach because of the way things have changed, maybe our prior standards are not adequate. We have a group looking at passenger conduct. We really, really feel like even with what's going on in our community, we've got to exercise our ability and our authority to hold people to an appropriate standard of conduct and behavior on our system. At the same time, we've taken a very close look at the design of our security forces, as you know, in the community as well as on TriMet, there's been a significant reduction in the availability of law enforcement officers, which has caused us some challenges. So as issues increase, we have fewer resources to deploy to meet those challenges. So we've taken a very serious look at redesigning, increasing contracted security forces, those sorts of things. So we've got literally five or six big initiatives going on all at once simultaneously because we want to get ahead of this, basically get our system back to the way it was, something that's more comfortable and something that is honestly safer really even than our community, which is very typical for transit in big cities. And we want to make sure that we maintain that and we're that safe place for our passengers and our employees. So lots going on feels like a bit of a juggling act with all of these different initiatives that we've undertaken. But we really hope to we're actually starting to see some fruits of our labors, but we're hoping to make a much more significant impact in the in the weeks to come so glad to take any questions that anybody might have. I realize that's a general overview, but I could talk about this for three or 4 hours and I would probably bore you to tears.

Sam Desue: Well, Bonnie, thank you. Jan, let me finish up and then we'll kind of open up here for questions, if you're okay with that. To give you a few points on what's taking place here with the organization here as we move into the end of April and to May, we're moving forward with our board meeting next week. We're going to be bringing our

budget forward for the FY23 there. So bringing forth a \$2 billion budget for TriMet. We're currently working on our Climate Action Plan. And one of the things I want to give a great debt of celebration to Margo and Eileen and Chris and team we're going to be bringing forward to move our all of our LIFT vehicles, all 200 plus vehicles to renewable diesel, the R99. So that's something that I'm sure that they'll be giving you an update and talking about. So again, continuing to work on the climate plan there. We're in the process and I know that some of you have participated with our Comprehensive Service Analysis that's taking place. And what we're doing is looking at all of our bus routes and our bus lines, and we're addressing the new travel patterns that's taking place, how things are going. We're having an outside person look at our system for the first time in the last 20 years on that. And looking at all of our routes, we are looking at a Diversity, Equity and Inclusion strategy. Right now, we just had an assessment. Any organization. So that's something that we're taking an opportunity to really look at that. And also, we are having conversations around this whole great resignation, what everybody is dealing with now of trying to recruit employees and retain them. Currently, just to give you a little bit of insight here, in order for us to go back to pre-COVID levels when our service, we are short 320 plus employees to be able to operate that.

Sam Desue: So we're having a real tough time right now trying to increase staff, but that's something that we're working on as well with that. And then finally, I just want to point out that, you know, it's really important what Bonnie was saying earlier about the cleanliness of our system. We are renewing our efforts to clean up the system. I know Karen and her team are working really hard to do that. I'm sure you've all seen the trash and the graffiti and the vandalism that our community is actually dealing with right now. And we're dealing with it as well as working to increase our efforts to provide a healthy atmosphere for our riders and for our employees. We've got a lot of work to do, but we are committed to moving this agency forward. And as I wind up with you, I just want you to know how valuable CAT is to me and to TriMet, because I know that you all are involved in everything that we're doing, and I really appreciate that. The other piece I want you to know is how your work, what you're doing is enhancing the lives of all of our riders, especially those who are seniors and also people with disabilities. So I really say bravo to you. You're really making a difference in what's going on, not just for our riders, but for future generations. And I want to just thank you and tell you, because of your feedback that you're providing us, we are a better TriMet. So thank you. And Bonnie and I and others that's on the air can answer questions.

Jan Campbell: Sam, I'm going to read one from the chat and then I will call on Dave. Patricia asks, have you polled the drivers see how they felt about removing the mask mandate? The CDC was told they could not force one, but it is my understanding you can make the individual choice to keep if that is important to your staff. PCC is keeping their mask mandate until the end of the term because 75% of staff and faculty responded that they would feel safer returning to campus with the mandate. And Anna says are the signs about mask just being removed or are they being changed to state that masks are optional?

Sam Desue: So let me let me start with the employee question. We've told all of our employees, we want them to protect themselves. So it's optional. If they choose to wear it, they can wear it. And if they choose not to wear it, it's fine. We are going to. So rate the employees. That's coming up. We're going to we're going to begin some information from them. I can tell you all that the union has called us up and the union had demand yesterday for us to drop our policy. And we decided not to we decided to hold on until yesterday because we wanted to see if the ruling was going to be challenged by the TSA. We found out that the ruling is not going to be challenged at this time here. So what we told our employees, it's optional for them to make the choice whether they wear it. The signage that's out there is going to be removed. But we also are going to have a message out that the CDC has recommended that people wear a mask on transit. So it would be their choice on that. Hopefully I answered the question. And Bonnie, please jump in or anyone else if I misled or misstated anything.

Bonnie Todd: No, I don't have anything to add. I think you covered it, Sam, but there are some operators who are interested in continuing to protect themselves with masks. But I would say for the most part, our employees are actually happy for the mandate to be concluded.

Jan Campbell: Thank you, Dave.

Dave Daley: Yeah. Thanks for being here, Sam. You know, just about the only time when we ever come into conflict with the organization this committee is about thinning out stops, ostensibly to make the routes run faster. And a lot of us see those changes as making things much harder for seniors and persons with disabilities to access the

bus stops. So a couple of points. TriMet was a great agency before we started thinning out stops. We hope it'll still be a great agency. After we go through that, you're going into a comprehensive analysis. The trouble with bringing in outside people is that the whole rest of the world just believes that thinning out stops is a wonderful thing for transit. And we're not so sure about that because we think that maybe one of the great things about TriMet is we were closer to our customers with those stops. One of the things we've asked for before is a transparent process where we can see a full listing of every. Every time that we we're going to thin out stops or remove the stop for some reason so that some of us can go out there and do some field work and have actually a chance to comment on those things before they happen. And because we're always getting it presented to us after it's already a decision made, and we would like to get in on the front of that and go examine some of those situations. And we've not got any action on that kind of a request yet. Thanks again for being here. Welcome, Bonnie.

Sam Desue: Dave. Thank you. I jotted a note here. Soon as this meeting is over, I'm going to make contact with Tom Mills and team and ensure that the Comprehensive Service Analysis get in front of CAT before any decisions are made to get you involved with it. So I've made a, made a note here to make sure if that.

Jan Campbell: So we have one regarding routes. Why are schedules again being given priority over passenger safety? Drivers seem to be more concerned about staying on time than to make sure the passengers are in their seats and some drive too fast. And those of us who use mobility devices are shifted forward or backward because of stops when the bus goes too fast.

Sam Desue: So Jan, I don't have the information, but I'm making a note and I know Bonnie is making a note right now that we will absolutely look into it. I also know our Transportation Executive Director is on here. I've seen her earlier. So I'm sure we all are taking notes. If there are any specifics that you can give us, that would be great. But we're going to we're going to talk with our folks and find out we're going to take the statement that you just made and we can return back to you and talk with you about that.

Jan Campbell: Great. Another one. Please address what you are doing to address camping around TriMet property.

Sam Desue: I can tell you that we've had some really good movement going on right now, and that's part of the security and safety team. I don't know if you had an opportunity to look around the old Greyhound bus station there. We went to city council and when I say we, myself and others, and talked to all of them about accessibility at that location and also all of the all of the campers that were there that was creating bonfires or garbage can fires and also propane tanks as are trains were pulling up at those stops. So we've asked the city for both 5th and 6th Avenue to make it a pedestrian corridor and to not have tents there. Because from my perspective as a general manager, there is that anyone that falls into that trackway or in front of a bus, we have to live with that. And I'm concerned as the tents are there and people are sleeping very close to the roadway of falling into the pathway of one of those vehicles, extremely concerned about that. So we went and talked with the city. City has removed all of the tents around that location also. And then our stop under the bridge under the Broadway bridge there. Bonnie can talk to you about that. I'm going to let her give you a quick heads up on that.

Bonnie Todd: Yeah, I'd be glad to. That was a really, really interesting project. One of the first things that that I got to lead and organize when I first got here. So when the Saturday Market was going to open and we just had this terrible situation down there that we were really having a hard time getting assistance with as far as getting campers moved out. And we pulled together a cross-functional team of members around the agency, including folks who handle external affairs and coordinate with the city and police and things like that - we pulled together all kinds of facilities, resources, a fencing contractor. We even had one of our very smart employees take out donuts and coffee for these folks before we moved them along and got them to feel maybe a little less grumpy about having to get up on a Saturday morning and move on. But we got that station in. I think it was maybe eight or ten days, just amazingly cleaned up with new cameras, enhanced lighting, security 24 hours a day. And I have to say, I was so proud of the team. And when I went down there for the Saturday market, it was a beautiful day, but the best looking part of the area down there was absolutely that station at Skidmore Fountain. And I actually met the woman who I believe it's her permanent job. She came here from the Bay Area to run the Saturday market, came up and hugged me and had tears in her eyes. What this made me realize that is that we're kind of in this circumstance, I think, where we're expecting somebody else to lead us out of this. And I

think that for those things that we can control ourselves, we've got to identify those and just tackle them on our own and maybe we can get some momentum going and bring others along. But it was a huge win and to this moment it is still cleaned up down there. We still have security there and we're going to continue to take these circumstances on in other parts of the system. But as Sam said, we've had some luck with the city handling some of these bigger issues, like what's going on down around Union Station.

Jan Campbell: Thank you. A couple more. Sam, do you have time or not?

Sam Desue: Yeah, absolutely.

Jan Campbell: There's one. Is TriMet no longer monitoring COVID counts now that community health measures like masks are optional? Or is there a point at which the board and union have agreed on what level of spread means mandatory masks again.

Sam Desue: So we are still monitoring them through HR. I'm getting ready to have a conversation with them today about that internally with our employees, where we're managing now externally, we don't have any information at the time about anyone that's riding. But all of our employees, we're still monitoring whether or not they identify positive.

Jan Campbell: Thank you. Is anyone talking to the people in the tents to find out what they need? And then there's another one. The problem is that campers are moved, but then they come right back.

Sam Desue: So I've met with Commissioner Ryan and Hardesty and the mayor. I can tell you for the last two months, three different occasions regarding this and we want to be a solution and a part of this city. For those of you that don't know, we offered a portion of the Menlo Park and ride to the city for two years to create housing there on a temporary basis to help people off the streets and to a location. Also, we've been working with several different groups about transition and providing the medical health and also mental health assistance that they need to help them off the street. We're working with Multnomah County as well right now with them with trying to help people off the street and get them into places. So. And I see Pat Williams, he's on here as well. I'm sure he can talk to you about what we're doing with Multnomah County. But I can tell

you from the city standpoint, we're working with them and trying to provide transition and try to help do our part as TriMet to help people off.

Jan Campbell: Thank you – Pat Williams is on our agenda later so we can ask more of the security questions from him. That's great. I did want to mention that Patricia wanted to say I want to send huge kudos to the TriMet employee employed who had saved the dog's life when its owner hung in from the fence. That little dog that we heard about.

Sam Desue: Jan, I'll tell you, it was absolutely heart throbbing for me. And we got a chance to congratulate the employee at the board for the actions that they took to remove the dog. And I will make sure we follow up again with them and let them know that CAT wanted to congratulate the employee as well.

Jan Campbell: Great. And then the last one, I think, because I know you need to leave real quickly. Line 57 has had stops removed in spite of the fact that there are some large housing developments going in where the stop has been removed. And when I asked, I was told there would be no change to the line. 57.

Sam Desue: I will definitely take a look. I can tell you currently I've been having conversations with Metro about a BRT, a bus rapid transit line on TV highway, and the conversations have heated up about this. And it's going to be one of my goals is to find funding so that we can replicate what is on Division Transit is to put service there to every 5 to 8 minutes, 10 minutes maximum there. But I will definitely follow up with the stops that's been removed.

Jan Campbell: She was told by the driver that five stops were removed between Beaverton and Forest Grove.

Sam Desue: Okay. I will definitely follow up with Tom on that, just to find out what's taking place and then we'll come back and give you an update or either send you an email with the information on it.

Jan Campbell: Yes, Adam.

Adam: Okay. Sam just on just to pick up on Dave point about taking away some stops and this goes to a little security as well, you know, because number six that was stopping at Safeway was removed moved a couple of years ago and the stop on Columbia and 12th was moved to a place that is really more dangerous, at least in my view, because of no lighting up there. And so I would so I was wondering if there were any thoughts about if we do the analysis, would there be any chance of bringing some stops back or even moving them to a safer spot?

Sam Desue: Adam, thank you for your comments. I will definitely have Tom follow up and talk with the team in person. I think it would be nice to have Tom show up at our next meeting and give an update there. So I'm making a comment now on my document to make sure that I talk with him about that. So like you said, the stop at the Safeway on the #6 and also Columbia and 12th.

Jan Campbell: Thank you for answering that last one. And we'll be having our luncheon in June or July we hope. And we'll sure invite both of you. So I hope to see you both there.

Sam Desue: Thank you. And again, I just want to thank you for all of your feedback. Thank you for your service that you provide us. And with everything that you're giving us, we're making TriMet better. So thank you very much.

Jan Campbell: Thank you. I think doing the chats worked really well. We got a lot of questions answered. I'm sorry I didn't get to everybody, but I did know that they both had to leave at 9:30. So thank you very much. Oh, and I do want to say that Ryan and Arnie came on.

Jan Campbell: Approval of the agenda. Is there a motion to do so?

Chris Hunter: Leon motioned for approval.

Jan Campbell: Kris seconds, any discussion? Anybody does not approve? Please say it now. Any abstentions? Okay. It Passed. Approval of the minutes, which is in attachment A. Motion to do so? Anna and Ryan seconded. Any discussion? Anybody not in favor. Anybody abstain? Moves forward. Thank you. And I only think Lisa came

on board as well from PBOT. Okay. Announcements from the chair. I just had a question. So, Eileen or Margo, for paratransit, are we doing the masks and how's that being done?

Margo Moore: Jan, we're following the same policy as fixed route. So again, they have the choice to either wear a mask or not, and we are still supplying them, so they're still available if needed.

Jan Campbell: I'm wondering, this is just a suggestion but I was wondering if people that are vulnerable and may not have heard it, is there some way that we could maybe put when they call at the beginning just to kind of a little notice that, you know, now it's optional to wear the mask. So if they do want to make their ride or not.

Margo Moore: Eileen? I thought we put an IVR out, didn't we?

Eileen Collins Mastel: Yeah. It's going to go on the hold line in reservations. So while people are waiting on hold, it will be one of the messages that circulates there.

Jan Campbell: Is there a way, though, when somebody calls to let them know that as well if they aren't put on hold?

Eileen Collins Mastel: Sure. I mean, we could add it to the scripting for reservations for the first couple of weeks or so as people transition into the change, that's not unreasonable at all.

Jan Campbell: Great. Thank you so much. Patricia asks, Can a passenger who is more vulnerable request the driver wear a mask?

Eileen Collins Mastel: No. I mean, they could make the request, but that's unlikely that the driver will put on a mask for that reason. Operators have the same options as anyone that they can wear one or not.

Jan Campbell: We just need to let people know. Okay. Staff updates.

Chris Hunter: I just have a quick one. I just want to let everybody know we've put out some information that's on the LIFT website as well - that our LIFT application is now available online and to be able to be submitted electronically. So anyone applying, if they don't want to mail it in or fax it in or email it in, they can fill it out electronically, hit the submit button and it will come directly to us. So that's another option for people applying for LIFT. It is also noted on the LIFT website and I wanted to let everybody here know that as well.

Eileen Collins Mastel: Just real quick, Sam mentioned the Climate Action Plan and that LIFT was moving to renewable diesel for our fleet. And that is a true statement and we are proud that that will contribute to a 4.5 metric ton reduction in TriMet greenhouse gas emissions just from the LIFT fleet by itself. So we are really excited to be a part of that. We are seeing a disproportionate return to traveling for our customers and increase that we couldn't necessarily anticipate with the sort of the regular rebound that we've been seeing over the past two years. So John and his team at Transdev have been working on an operator sign on and retention or referral bonus, much like TriMet has done with operator hiring. So we're excited to hopefully get more operators in the door for LIFT and some big changes at the call center. We've been really fortunate the past couple of decades to have first transit as our contractor in the call center, and Trina and her team have done a great job through the years with all of the different iterations. But in the most recent contract solicitation process, transit one, the call center contract. So July 1st will be transitioning to transfer of leadership there. So we're just excited to see what that new partnership looks like. And John will be sort of taking the helm over the local operations. So we're excited with all of the changes that we've seen so far in transportation that will see a lot of those same benefits in the call center. So those are my big updates.

Jan Campbell: Margo. Anything.

Margo Moore: I have nothing to add. And I know we have a busy agenda. For the sake of time, I will pass.

Jan Campbell: Anybody for public comment?

Jan Campbell: Kathryn welcome. Thank you. Go ahead. And we have 2 to 3 minutes.

Kathryn Woods: I am curious about the huge increase in ridership in LIFT looks like. I do keep track of my own rides and I've had a slight uptick in rides in which I got the 15 minute ahead called during the window. But the ride occurred, picked me up quite a bit out of the window. They weren't consequential rides. I didn't make complaints about them. I just kept notes on them. They were, for instance, rides home in which the window would have been 4 to 4:30. And I got my call at 4:20. The ride appeared at 4:45. That's one I can think of off the top of my head. When you count on time pickups, do you count them from those calls or do you count them from when the vehicle actually arrives? Because at least sometimes I'm getting discrepancies and I'm looking at the statistics and the statistics look better than what I have right now. And maybe this is due to the huge influx of passengers. Can anybody speak to that?

Jan Campbell: So usually on public comment, we just make a comment and then we don't go into back and forth on questions and answers. We have a couple of minutes, but I really just want public comment to be comment.

Eileen Collins Mastel: I was just going to reference it in the chat, but we consider it on time based on when the operator performs the pickup or performs the drop off. So the IVR call out has nothing to do with how we capture on time performance. It's when it's captured on board the vehicle.

Jan Campbell: Any other public comment? OK, then I need to go to the nomination report. Leon and Kris and I were on the nomination committee. We had great applications. We reviewed four of them. We had four apply and three had not been on CAT previously and one has. We won't go into everyone's qualifications, but one applicant represented the houseless, which we haven't had on board before. We also had somebody from the real rural areas in Clackamas County. We had individuals with new disabilities that are not represented on CAT and we had one college student. They were all very involved in the community. So now we're going to take this list of recommendations to the General Manager and to the TriMet Board president that either approves or doesn't. And so Kris is going to read our list. And then just, I hope by consensus you all agree with it or with your blessing, whatever. But this list will be submitted forward. So go ahead, Kris.

Kris Maher: Okay so the nomination list: Annadiana Johnson, Adam Kriss, Barry Lundberg, Claudia Robertson, Diana Keever, Ryan Skelton, Cassie Wilson - and she is the new appointment to open position and then Trish Baker again a new proposed appointment to open position. Then Michael Sandell and Katie Gordon. That's it.

Jan Campbell: So that's our list that we would that we would like to forward to, again, the General Manager and to then to the TriMet Board. Any questions? Adam asked, how many open positions are there? There were two. I need to have some volunteers to do the officers and the members at large and if you want to be on the executive committee, which again is member at large and officers, you are not able to be on the nomination committee for those positions. So I need at least two people, please, if you want to volunteer now, if you do not want to volunteer, then I will be calling and seeing why you don't want to volunteer. I guess we'll have to figure out some way because I can't be the only person on it. So anybody want to volunteer to help me out on that? We do have the vice chair and positions for members at large. Anybody want to volunteer? Raise their hand, please. Do you see any hands, Chris?

Chris Hunter: Anna's hand is up and so is Leon.

Margo Moore: Patricia also stated she was interested in joining the executive committee. Yeah. Patricia. Yeah.

Jan Campbell: I just want to make sure that people understand if you're going to be running for one of these or you're interested in one of these positions, you cannot be on the nominating committee. So who will help me on the nomination committee that are not wanting to be on the executive committee? That's the question I'm asking.

Chris Hunter: Barry? You're interested to be on the nominating committee?

Jan Campbell: Usually the nomination committee does the officers as well, but because the people that were on were interested in maybe in a position on the executive committee, they cannot help me on this. So I need to get two more people to help me. Okay. Ryan would like to. Barry? Dave?

Dave Daley: No, no, I had. I had sort of thrown my hat in the ring before. But I'm going to lower that hand in consideration of Patricia's application. So I would support her and I'm not going to run for the executive. You. If you need some help, I'll do some help for sure.

Jan Campbell: Well, we can do a May meeting after we make up the slate and they'll come on board in July. We're hoping to get it in May.

Chris Hunter: I'm going to get that information over to Margo and Sam right after the meeting.

Jan Campbell: Leon. Did you have any questions?

Leon Chavarria: I was just going to say that I want to step off the nominating committee and make an application to the executive committee.

Jan Campbell: Thank you. Okay.

Adam: So how many how many positions are we going to have on the board then? Didn't we add one last year?

Jan Campbell: That's going to be in for discussion. The bylaws have one. But we did bring somebody else on. So, I mean, we did open it up. So we're going to discuss that a little bit.

Ryan Skelton: In connection with this, can you forward me a copy of the bylaws, please? So that I can read those sections before I show up for this meeting.

Chris Hunter: I'll get an updated version out to you everyone.

Jan Campbell: So we've got Barry and we've got Dave and Ryan and myself. Be sure to let us know if you are interested being on the executive committee.

Patricia: Of candidate recommendations for CAT. Claudia brought up a question, and I was just curious. I mean, I know we're asked to approve it, but what is our role in that? Can we ask questions about the candidates?

Jan Campbell: In the bylaws, it states that the nomination committee makes the recommendations and it goes to the general manager and to the board president.

Claudia Robertson: No, it doesn't. I keep telling you that. I keep reading it. It says. "The selection of nominating committee members and the designation of the nominating committee chair will be the responsibility of the chair of the nominating committee shall be responsible for reviewing and recommending persons to the Committee as a whole for subsequent appointment and or reappointment by the TriMet General Manager and the TriMet Board President". Committee of the whole. But the committee, the whole has no information to make that decision. Those should have been included as soon as they were available, even if it was yesterday afternoon, that it should have been mailed out with brief biographies, because that's what we've always done. We've always done a little bit of personal information, so we actually know who the nominees are and to approve this without knowing who anybody is. Patricia's right. We don't know what we're consenting to if we do consensus. So it's the committee of the whole for subsequent appointment. So we send these to the general manager and the board, not just the nominating committee. Following the 2019 bylaws.

Jan Campbell: That's why we asked for the consensus of the group.

Claudia Robertson: But we don't have any basis to make a consensus on.

Jan Campbell: Yeah. And that's why I tried to do and I'll tell you and I'm sorry for the this process Chris and I were going over it late. I mean, last yesterday afternoon, we were only able to get a couple of the people today and yesterday that we had to interview and we have to get it to the appropriate people to get this moving. It was very hard to get all the interviews and that's what's difficult, you know, arranging people's schedule. I tried to give a general description of what we because we also have to be careful that some of the information shouldn't come out in a public meeting. So we had to make sure we just I tried to do just the general information. I know I wasn't clear on that.

Patricia: And I appreciate that. You did such an eloquent job of talking about we had new applicants, we had new disabilities. We had different representation than we have had before so I guess I just have some questions as to why there are two of those new applicants are not up higher based on that. And I mean, obviously I trust you all that you did you interviewed all of these candidates and are making the choices that you feel are best I'm just thinking about representation, that's all.

Chris Hunter: Okay. Well, I know this is a hot topic right now. We do have the agenda. We start to stay on schedule. So let me make a note. In the last two years that I've done this I haven't sent out the information about all the applications to all the CAT members.

Claudia Robertson: That isn't what I was saying. I was saying the list of people with a brief just a brief overview age, whether they're over under 65, student, their occupation or whatever, at least we had that. We didn't have that at all, just not even names until today. And we don't have any.

Ryan: So are there are there more applicants than there are positions at this moment?

Jan Campbell: Yeah. There were four applicants and two positions.

Claudia Robertson: Besides Arnie, what was the open position?

Jan Campbell: The opening position was Zoe's. And we will take this into the Executive Committee. Let's continue on.

Chris Hunter: Karen.

Karen Powell: Very much. Dan and members of the CAT Committee. I'm delighted to be here with you today. My name is Karen Powell and I'm TriMet, director of Facilities Management. And the way I try to describe what I'm responsible for is kind of by process of elimination. Our maintenance division at TriMet has four departments. One takes care of the busses, changes the tires, and builds the engine. One does the same for the rail equipment, the rail cars. And then you have maintenance of way who takes care of the rail alignment or the train tracks and the signals. Anything that doesn't fit in those three categories kind of winds up in facilities management. So I oversee

maintenance and cleanliness and repair of our occupied facilities, our big bus and rail garages, our administrative headquarters at 17th, and Holgate, about 7000 bus stops with about 1200 shelters, rail platforms, about 162 transit centers, park and rides, the Honeycomb Jewish Temple over on barber and all sorts of other things that are too numerous to name. So it is my pleasure to be here with you today to talk about elevator outages. The elevators are part of my portfolio for maintenance and repair. And unfortunately, I think that we have all noticed and been very materially impacted by the increase in elevator outages that we have experienced over the last couple of years, particularly associated with the pandemic. And not only are we seeing more outages, we're seeing the elevators are out of service for a longer duration. So I'm very happy to be here today to share with you some of the reasons why and what we're experiencing in the background and some of the strategies that we've developed to try to get the elevators back in service much more quickly because we recognize what a material impact it is on our riders and our community when they cannot access transit resources. So I have a little bit of a PowerPoint and I hope that you can bear with me. I'm going to try to share my screen properly.

Jan Campbell: Can you address the disparity between the physical slide presentation and the electronic version we received?

Chris Hunter: I was looking at the printed slides directly from the PowerPoint that was sent out in electronic packet and the printed version is the same.

Claudia Robertson: It has different graphs. And all of the numbers are different on the graphs than they are on the electronic version.

Karen Powell: I apologize and I apologize if there was any discrepancy. Can you all see my screen now?

Jan Campbell: There will be some that will not be able to see the screen. And that's why you really need to describe what you see on this, what you're putting up.

Karen Powell: Wonderful. But those of you who can see the screen, do you see the PowerPoint slide there now?

Chris Hunter: Yes, it's up.

Karen Powell: Oh, I'm sorry. This is where my ineptitude might get to us. But if you will bear with me, we'll go ahead with the two slides. I do apologize, but my technological adeptness be showing at this moment and what I have up in front of us now is my title slide. That is an elevator outage mitigation strategy to the Committee on Accessible Transportation or CAT with today's date, April 20th of 2022. And the second slide that I'm showing is our overview slide, and I'll just read it, if you don't mind. It'll be a little repetitive with my earlier remarks. Thank you for this opportunity to review tremendous elevator outage mitigation measures and strategies. The included graphs depict the increasing rate of outages, many of which are attributable to vandalism issues such as urination and elevators, shattered glass cab doors, dismantling and theft of components such as the emergency call handsets and even the interior cab wiring itself all continue to increase in frequency and affect elevator operations. The global supply chain issues that we're all experiencing have also delayed fabrication and shipment of parts, in turn increasing outage durations. So it is again, not a pretty picture. It is very, as we know, impactful to our riders, our community and also our TriMet staff. So I'm going to my third slide now, which says TriMet has many elevators. There are 33 total elevators in our portfolio, of which 20 are customer facing elevators that access areas such as a max platform or transit center. And the data that I've provided in the graphs that we'll be looking at together this morning really focus on those 20 customer facing elevators that are most impactful to our riders.

Karen Powell: I'm changing slides now to our fourth slide, which lists some of the mitigation strategies, and I'll review some of these strategies before we dove into the details with the graphs of the outages. So we have many mitigation strategies that we're working and have implemented, including working with our elevator repair and maintenance contractor KONE to seek approval from the state inspector to return elevators with broken glass cab doors to service while the doors are still cracked with the application of a plastic coating to allow the elevators to remain in service until new doors can be installed. Approvals are granted on a case by case basis dependent upon specific conditions. And I'm going to depart from the slide right now and just share a few more comments about that. It is a very large order of magnitude ask of an elevator inspector to allow an elevator to go back into service. That is not, for lack of a better term, pristine. Elevators are a very delicate apparatus and it is the role of our state

Karen Powell (continued): inspectors office and their local representatives here in the counties, to be sure that elevators are in tip top shape before they are allowed to go into service. So having this conversation with KONE and our local inspector about allowing us to put a very robust plastic coating over the cracked elevator glass door, it's a very large achievement.

Karen Powell: And as I noted when reading the slide, the inspector will only grant that approval on a case by case basis. So we can't receive a report that an elevator glass door has been broken and then put the plastic coating on it and put it back in service. We must bring in the elevator inspector first, and that inspector must feel very comfortable before signing off. So sometimes that process takes a few days. We might be able to put a plastic coating on that, that glass door within hours, but we can't return it to service until the inspector approves it. And with scheduling and so forth, it often takes up to three business days to get the inspector out there. So that's the first mitigation strategy that I wanted to share with you today. And again, I'm very proud of that conversation and of our ability to persuade the elevator inspector of the importance of taking this nominal risk of returning that elevator to service with that plastic coating. The next bullet on my slide, which is to the second of two bullets due to glass breakage, TriMet has explored the option of replacing glass elevator doors with stainless steel doors. It was determined that this considerable change to the design and esthetics will require significant community and stakeholder engagement and therefore cannot be immediately implemented. So I want you to know that we're taking a very broad view of this issue, and we are brainstorming and putting everything on the table that could potentially mitigate and improve our performance in regards to elevator operations.

Karen Powell: And so one of the early ones was let's just replace those glass doors with stainless. But unfortunately, due to those design considerations, we were not able to implement that particular strategy. I've now gone to the slide number five, which is a continuation of the mitigation strategies, and I have two more bullets on this page. The first TriMet has initiated a standard practice of ordering spare glass elevator cab doors to keep on hand to facilitate immediate replacement of broken glass doors. Unfortunately, the rate of breakage coupled with supply chain issues, has impacted our ability to keep spare doors in stock. So when we realize that we could not revert to a stainless steel door that would be more robust and less subject to damage in the way that the glass doors are, we thought, well, the next best thing is to always have a set of

Karen Powell (continued): glass doors on the shelf. So the very moment they're broken, we can replace them. But as I shared with the text of the slide, both the rate of breakage and the supply chain delays have rendered this challenging. We are currently sitting and I'll knock on wood here and try not to jinx myself.

Karen Powell: We do have a spare doors in stock as of today, so if we do have glass breakage, we should be able to respond quite quickly. But that has been something that's been quite a bit of a challenge to stand up. My second of two bullets on this mitigation strategy slide is elevator components are increasingly damaged and corroded by excessive urine as elevator control modules and related electronic components fail. We have begun a process of replacing them with what are called NEMA. Four compliant fixtures and IBA four compliant fixture contains elements that are more resistant to moisture damage. There is an increased cost of about 30% for going with these NEMA fixtures, but we find that that is money very well spent. I am sorry to have to share with you that that this is an issue for us. Some of our elevator components have been so corroded by continuous urination on them that they've literally the metal parts, the brackets that hold them in place have started to corrode and actually fall apart. So again, this is a little bit of a good news, bad news for the long term performance. It's much better to have these NEMA 4 compliant fixtures. Unfortunately, at times, this has also slowed the process of getting a particular cab back into service because of the supply chain issues and the associated delays with getting those NEMA 4 compliant fixtures. And I saw something fly across my screen.

Karen Powell: I think that Anna had a question, but do we have a regular inspection schedule? Yes, we do. And thank you for that question. We work we have a very good working relationship with our partner, KONE, and they inspect the elevators on a very regular interval. They also perform preventative maintenance on a very rigid schedule. And then we also have our field ops supervisors who check on the elevators on a multiple times per day to try to address some of the vandalism issues, the inappropriate occupancy that we see lead to subsequent failures. So we do have eyes on them. And we also have members of my team. Their title are service workers. And these folks are out every day working from platform to platform and transit center to transit center, both cleaning up the elevators and also reporting any issues or concerns that they see. So we've got a number of different entities and groups that are looking at these elevators on a very regular schedule so that we can all do all that we can to try to make sure that

Karen Powell (continued): we stay ahead of it. And again, if we can prevent an outage, all the best. And if there is an outage, if we can mitigate it by getting that elevator back into service quickly, that is always our goal. And before I go on to my next slide, I wanted to share a couple of other.

Karen Powell: Things with you. I know that Pat Williams comes to your committee, I think, on a regular basis. And we'll be talking a little later today. And I'm really happy to report that our two teams, Pat Williams and mine, are working together very closely and very effectively to address some of the issues that I believe impact the elevator outages. And that's really the safety and security that comes with upgraded lighting. All of the things that I've just talked about are really untoward behavior that tends to be a little bit easier to commit when you have the safety of darkness. And if you've been out to a gateway lately, we upgraded all of the lighting at Gateway and have seen a tremendous improvement there. Also, Gresham and Clackamas Town Center and Pat's team and my team are currently working together as we speak to implement a schedule to upgrade the lighting at all of our platforms over the next two years. And we very strongly believe that that upgraded lighting is going to be very important in mitigating a lot of the issues that I'm talking about today with elevators, as well as the other issues that unfortunately we are seeing very prevalent these days around our system. So before we dove into the data and the graphs, does anyone have any questions about the mitigation strategies?

Jan Campbell: Dave had his hand up and then Adam.

Dave Daley: Yeah. My question is, who specifically decided to put a stop to the stainless steel door mitigation?

Karen Powell: That was through a consortium of our executive directors. And so that conversation is continuing. It has not been abandoned. It's just something that we're not able to implement immediately.

Dave Daley: Well, I'm trying to get to why? I mean, who is it? That's holding up for broken glass doors because there some people here that can intervene with various folks? And, you know, if we don't know who to talk to, then that becomes a little difficult.

Karen Powell: Sure, there are impacts on the public relations side in terms of the design esthetic and the community impact that such a significant shift would imply. And also on the design and construction side through our engineering, construction and planning. So those groups are taking on, I believe, the assignment to move this forward and further explore it with the appropriate constituents. Someone is a little bit out of my bailiwick.

Dave Daley: I just don't get who the appropriate constituencies are. You're talking to people who use the elevators here and it seems like a...I go to a lot of places where there's a confluence of unhoused people and attractions and you see those rough brushed stainless doors all the time. So the idea that this is some kind of some kind of off the wall deal is just crazy. And it seems like we ought to be getting on with it.

Karen Powell: Well, I would be very happy to follow up and ask that at your next meeting next month that those questions be addressed. Unfortunately, I'm not able to answer them myself, but I'll be glad to follow up and get you some answers.

Dave Daley: So you've made the recommendation and then someone is basically slow walking it in design or public relations or somewhere else.

Karen Powell: I would not disagree with that statement. Thank you, Dave. We'll be sure and follow up on that. And was there another question as well, I believe.

Adam: Are you finding that the rate of vandalism is getting worse at certain places and not at other places because this might be really related to what we were talking about earlier with the camping issue on the TriMet property.

Karen Powell: Adam, thank you for your question. And when we go through the slides with the graphs, you'll see a little bit of this illuminated. Sure. What I would say is we are absolutely seeing an increase in the vandalism and particularly towards the latter end of the pandemic. I found some of the data a little bit surprising. We talk a lot internally at TriMet about the band field and about the east side being more challenging. What we've seen during the pandemic is more protests and lively events downtown and even sometimes going out west. And so it is shifting the dynamic as we see protests and those kinds of activities. We see a lot of this kind of vandalism. And as they move

Karen Powell (continued): around town, you can see that the impacts move around town. We are certainly having a lot of impacts from the houseless population. And as you talked earlier in the meeting today, that's a real issue for all of us, for the community and also for TriMet operationally, because those impacts. Inhibit are both our elevator service, but also cleanliness on our platforms and just the general sense of security. So I would say, to answer your question, I'm not seeing I'm not seeing the clear pattern that I expected to see. I'm seeing it more generalized. So as we dove into those graphs, please keep asking questions. I've got quite a few notes about quite a few of the data points, and so we can look at those together and then.

Jan Campbell: We need to go through the slides and then maybe we can bring you back because we do have somebody right now on board.

Karen Powell: Absolutely content with the data slides. And I have just brought up our first slide with a graph on it. This is slide number six. My intent was really just to show the trend here rather than to dig into all of the details. But what do you see? This is a graph that shows by calendar quarter the number of outages that we're seeing on the West Side. And Adam, to your question. I had expected to see a much higher rate on the east side than the west side. But what I see here jumping out at me is in the third quarter of 2020, getting towards the end of the calendar year of 2020 13, outages at the zoo, 20 outages at the zoo in the second quarter of 2021, 15 outages at the zoo in the third quarter of 2021. Those are dramatically higher numbers for those of you that are not able to see the slide. Looking back to the first quarter of 2019, two outages prior to the third quarter of 2020, the height of outages at Washington Park was seven. So really more than double and in some cases nearly triple the outages in one quarter. Now on the same slide together with Washington Park, I also have Sunset Transit Station, which you see a similar pattern earlier in 2019, one outage per quarter, first quarter, 2020, we go up to three in a quarter, then we go two quarters with only one outage and then we go up to five outages in the fourth quarter of 2020 at sunset, seven outages in quarter, one of 2021 at Sunset, six outages that following quarter.

Karen Powell: So these are really dramatic increases. Fortunately, at Sunset, we're starting to go down 2020 one third quarter was only one outage. But you can see that the trend is. It's moving in the wrong direction. And I'll go ahead and move on to the next slide, which is also a graph of the Washington Park Zoo in Sunset with the duration

Karen Powell (continued): of the outages. And what this graph really shows you as the supply chain hits with the issues we're experiencing with gaining supplies and deliveries, the outages are getting longer. Now, I will share those of you that can see the slide. There's an extraordinary outage at Washington Park in 2019. That was during the refurbishment project. So that one was not an unplanned outage. But it is part of this data set and many of these longer delays in getting these elevators back into service are directly attributable to trying to get supplies through KONE and their inability to get deliveries from their manufacturers. I'm going to move quickly now to slide number eight. And please stop me if...

Jan Campbell: We won't be able to ask questions because we're running over so...

Karen Powell: Great. Well, in that case, Jan, would it be better to just conclude now folks do have these graphs in their packet and I'd be happy to answer questions via email later or come back next month if we need to move along with the agenda.

Jan Campbell: Yeah. We do need to move on to the agenda. So if that's okay, that would be great. We'll look at our agenda for next month, but that would be great.

Chris Hunter: I can collect all the questions in here. And if people have questions, you can email me and I will send them off and coordinate with Karen and get answers back to you guys.

Karen Powell: Wonderful. Well, thank you again so much for your time today. I'm very happy to be able to share a little bit of background on this very, very impactful issue. Thank you again.

Jan Campbell: Thanks, Karen. Okay, Pat. You might want to stay on Karen because Pat's on here and I know you mentioned him.

Pat Williams: Good morning everyone! Okay. I won't bore you with a whole bunch of stats today, but I will bring up some things that have been high on our list and I'll be available for any questions I do want to mention Karen had dropped a message about the lighting upgrades and we've been doing this with cameras, so we're really excited to see this partnership. We obviously work very well together, but we're bringing in some

Pat Williams (continued): engineering construction folks as well as other divisions to help really work as a force multiplier to use some of the funding that we get and be responsive to people's needs out there. So these lighting upgrades are really, really nice to see. And we've developed this, I've mentioned this before, SEPTED Crime Prevention Through Environmental Design, and we're using these theories. A lot of architects and architecture firms use these theories and principles. But I think this is really to Dave's question earlier, you mentioned about some design issues. When I came to TriMet, I realized very quickly these guys were bringing me in for all these questions and it was the same stuff over and over again. So I went to one of our project managers in engineering construction and he had said, design criteria is how we do this. And we've got literally chapters and chapters, hundreds of pages on how to build things and stay consistent. And so there could be one tweak to something that can really be a ripple effect on the entire system.

Pat Williams: And so he had agreed that it would be great to incorporate some theories and principles, not theories, but principles into their design criteria so we can ensure that we really have a robust safe system throughout the whole line. So I'm happy to say that that's working. It's just a very slow evolutionary process. The one thing I will mention that you may have seen, I've talked about and before the safety response team, we have them out on the system on the mornings and the afternoons. Initially when they were out on the system, they were just during daytime hours. I don't have the specific numbers, but I can tell you that they contact thousands of people a month and we're keeping stats on that and that's really been a positive thing for us. They've run into a number of people that are making referrals for social services. So when somebody asked a question about what are we doing with campers, we are sending them out dealing with a lot of our folks that are houseless, making referrals and letting them know what's available. And that is, again, that's a duplication of many, many other services that are going on right now. But we're happy to help and assist all the other efforts. Camping, camping, specifically. I oversee that. And so there was a question earlier about a lot of the tents near the rails.

Pat Williams: We report those weekly. We report them daily to the city of Portland when we are not able to clean it up ourselves, when we can clean it up if it is on TriMet property, we get them posted ASAP. Typically we give people the ordinance allows us to remove a camp within 24 hours or immediately if it's an immediate safety hazard.

Pat Williams (continued): However, we try and give people 24 to 48, 72 hours to gather their things, do it on their timeline. So they're not such a rush and so impactful on them when we can't get assistance from the city of Portland. Sometimes there are some policies that really bog things down. I reach out. I just spent about an hour on the phone yesterday with some folks from ODOT because we're having some issues along the Green Line. So I'm hopeful that we're going to escalate that cleanup much, much sooner. But I feel we have a very efficient system compared to what the City and ODOT have. Now, I would like to share a photo and I know some of you can't see, however I'm going to show it. I think this is what's right here. Sam Desue had mentioned or Bonnie had mentioned that we cleaned up Skidmore Fountain. I know some folks can't see that, but the others who do have a computer. Can you see this? What you are looking at is Skidmore Fountain. I wish I had a before and after. I didn't have time to dig up the before picture, but the before picture showed no less than ten, if not 15 or 20 camps or tents and people sleeping on the sidewalks with graffiti everywhere and human feces, you name it, it was there. This is the byproduct of Skidmore. Found both sides of the rail. This is looking north to your right would be where Saturday market is to the left is just a wall that's under the Burnside Bridge. We have went down there in pressure wash. We upgraded the lighting we have. I've got security down there every day. And I'm very happy to say that it's been clean like this for well over two months. So very successful. Nobody thought we could do that and we were able to do that. So I'm very happy about that. Next, real quickly, I will mention we've had a number of reports about people smoking drugs on our system. I don't think this impacts LIFT, but it certainly impacts our rail, mostly our rail, but also the bus. And so we're working with our field ops staff. There is a directive put out to operators when they do see somebody smoking.

Pat Williams: And so I'm not talking about cigarettes. It's all of the above. Its cigarettes, its vaping, and its marijuana. Sometimes its methamphetamine, sometimes its heroin and things laced with fentanyl. So this is obviously a concern. We don't want anybody to inhale this. And so what essentially what the directive does is says report it to the SEC as soon as you see it. Police may not respond. They might respond. But we have to ensure that our customers are safe. And so the directive is get the vehicle stopped at a safe location. If there are customers on the train car, try and get them off and we can move them to another car. Open the doors for a minimum 15 minutes. We get a supervisor out there to assess the scene. That's the best we can do now until we really can analyze this from a public health standpoint. And then I will go into what we have

Pat Williams (continued): resolved a number of criminal cases just in the last month. I won't go into each one. I don't want to be doom and gloom about this, but we've had a number of issues with a number of stabbings. And again, I don't want to say these are these are stranger ON stranger. A lot of these people have running histories with each other. Some have been strangers not involved with each other. But we have been very successful in making arrests on these. The transit police with a limited staff, they do have still made a ton of progress. But I'm very happy to say our cameras have captured almost everything. And we've been able to get some good photos of these people where we share with the police. The one thing that we're dealing with right now, and it's predominantly in Multnomah County, but it also is a problem everywhere as there is a huge reduction in public defenders. And so we have one individual who pepper sprayed one of our operators. We did a very intensive investigation on that, identified the individual, made an arrest all and now the case has not been charged because the person doesn't have a public defender. So the DA's office is reluctant to prosecute on any of these. However, what we're doing is we're holding the cases. So when they can mitigate the shortage, they will reissue the cases and charge this individual. I know that's a ton of information in a very short period of time and I can see questions coming in. So I'll leave it open for any questions.

Chris Hunter: AJ had his hand up.

AJ: Yeah. My question is regarding environmental design. I know that in a lot of other countries, municipalities and so forth, where practicable, the environmental design incorporates things like perhaps flashing lights that that pulse slowly. So it's not, you know, triggering epileptic seizures for some people. And then there's music and other things that sort of create a pleasant environment, but also just make it clear to people that this is an active space and kind of keep it moving. Is that something that's come up?

Pat Williams: Yes, that's exactly. I'm glad. That's a great question. And it's a good way to really articulate what's going on. We use something called safe growth. So it's the third iteration or third generation of what SEPTED practices started back in the 1970s. It started with awareness leading to really hardening an environment with locks and gates and more of a very sanitary, industrial look. Now, it really is using safe growth practices with livability in mind, using the esthetics of a community and building a space that

Pat Williams (continued): really looks inhabited. So I think it's I think we're headed in a really good direction. And again, it's not just coming in and clear cutting all the vegetation. It's using vegetation that's very esthetically pleasing with lighting. That's pleasing. And so that's I mean, it's just really exciting stuff. Another question I saw was about catalytic converter thefts. We do keep stats on that. But that's not that's not something that I get all the time. One of the things that I have to rely on when somebody gets their catalytic converter stolen, they report that to the police. And so we do get crime stats. Usually what I'll get is I have an analyst, Janelle, who monitors the ACID reports that we get from our operations control center. Catalytic converter thefts go in waves. I'd encourage you if you don't know about this, you can literally get on YouTube and type in the Bay Area. San Francisco Bay Area News Report catalytic converter something to that effect and you'll find a really good five minute story on how that process works what motivates people to do it and the money that they make. There is essentially a law that's being changed in the state of Oregon, but it's like any law, it's a very tenuous process. And to try and keep people from being able to sell those at recycling places.

Chris Hunter: Another question, and we probably need to move on. Ryan had his hand up.

Ryan Skelton: It would seem to me that that somebody who urinates in the elevator to the point of causing a malfunction that requires part replacement would be a violation of TriMet code that would require some kind of a security response. And I what I don't know is to what extent have there been a response from security around those issues and possible prosecution of folks that are engaged in that behavior and things of that nature? Thanks.

Pat Williams: Okay. Good question. Valid question. Simple response. We can't be everywhere all the time. We try and be as many places as we can. When you see it on video, I've literally got videos I can show you where people walk up, they'll urinate, defecate, they'll graffiti in a matter of 20, 30 seconds and they're gone. So it really is one of these situations where people will do it very quickly, discreetly. What's very concerning about it is there's been legal efforts to try and make it not criminal and it has been effective. So for people to be able to relieve themselves anywhere they want. And again, we try and address it with the laws that are on the books. But it's a challenge, to

Pat Williams (continued): say the least. We have patrols in our parking garage and the platforms. I expect everybody to be through our parking garage, Gateway, for example. We have plenty of security out there. And so they'll patrol the parking garage at least once an hour, if not multiple times per hour. And that helps, but it doesn't always catch everybody doing it.

Jan Campbell: Thank you. Thank you. So there were a lot of questions on things going through chat. Chris When you do send those over and you get answers, can you please share that with the full committee? Because I'm sure some of these are interesting to other people as well on the committee. And then again, we'll have to go back to exec and see how we can leave more time for our guests. So again, both thank you very much.

Pat Williams: Welcome, everybody. Have a great day.

Jan Campbell: You, too. Stay safe. Okay. The fixed route. And if you can also give your name as well as your position. And Tony, I'll bring you on to kind of lead that discussion, if that's okay.

Tony Clark: Sure. That's great. I'm the director of service delivery, I had one of my staff members, Nathan Banks. He's prepared the report and he will present it to this. Nathan, can you take it over then?

Nathan Banks: Sure. I'm Nathan Banks. I work for Tony. I'm the senior scheduling planner in service delivery, and I have got the fixed draft bus report to present. So let me see if I can share my screen. Can you see that? Okay. And you also need to just subscribe and read everything that's on the slide as well for those. Yes, I will. Don't worry. So we're going to start out with on time performance for bus. Last month, busses were on time, 90.3%, early 2.3% and late 7.4% for the previous 12 months. That's April 20, 21 to March 22. Busses were on time, 91.1%, early 2.2%, and late 6.7%. Just below that little table, there's a chart showing a year's worth of on time performance measures for each day. It starts off in April with busses around 90 to 95% on time. And over the course of the year, we see the on time performance dropping off a little bit and now running around 90% on average. Scrolling to the next page now. And now we're going to look at the routes where we've seen most securement, offered and refused

Nathan Banks (continued): and as well as ramp deployments and the top ten for these routes. They're both in the top ten for securement refused in the top ten for ramp deployment are the same, they're just in different orders but just in route number order these are also some of our busiest routes anyway in terms of passenger boarding's. Number 6, Martin Luther King Boulevard. Number 12, Barber Sandy, 15 Belmont, Northwest 23rd, 17 Holgate Broadway, 20 Burnside Stark, 33 Mcloughlin King Road, 57 TV Highway Forest Grove, 72 Killingsworth 82nd, 75 Cesar Chavez Lombard and 77 Broadway Halsey. Next. I have a chart. It's a bar chart showing the top ten securement offered/refused by rider by March of 2022. The highest number is 878 on line 72, 835 on line 20, 628 on line Six; 588 on line 57; 578 on line 33; 511 on line 75; 496 on line 17, 470 on line 15; 428 on line 12 and 420 on line 77. For all bus lines, total securement refused were just over 10,000 at 10,137. Next, there's a small chart showing the top five locations where securement was refused, number one was Rose Quarter with 133. Number two, Clackamas Town Center, 132, almost as much. Number three, NE 82nd at the MAX Station 89. Number four, VA Hospital at 87. And number five, West Burnside and Fifth Avenue at 80. Now we're looking at a bar chart of ramp deployments by the top ten routes. The total for the month was over 50,000 at 50,241. Number one, not surprising since our busiest route was line 72 with just over 4000. 4,004. Number two. Line 20, 3,722. #3 Line 6 3,060. Fourth line 75 with 2,650; #5 line 15 2,344. Just behind it, line 77 at 2,340. Line 33 2,278. Line 57 2,193. Line 12 2,113. And rounding out the top ten is line 17 with 2,011.

Nathan Banks: The top five locations for ramp deployment are Beaverton Transit Center at 867, Clackamas Town Center Mall at 486. Rose Quarter Transit Center 476 North Lombard Transit Center, 459 and Gresham Transit Center 427. Scrolling down to our next chart, this is looking at a subset of fixed route bus SIPS by month. This is for the year April 20, 21 through March 2022. SIPS are basically complaints or commendations that come in for the public, and we classify them in various classifications. For this report, we're looking at three groups. The first one is called pass up due to mobility device or service animal. The next one is not kneeling the bus. And the third one is a bus stop ADA issue. So there is a list of numbers showing a value for each month. I'm just going to highlight the highs and lows in the averages. So for pass up due to mobility device or service animal. The max for the last year was eight in May of 2021 and the minimum was one in November of 2021 when we have an average of about five for the past 12 months for that category. Not kneeling, not enabling the

Nathan Banks (continued): bus. We actually have five months where there are no incidents of that. Otherwise the minimum is one and the max is four. One occurs in multiple months, the highest numbers four in February of 2022 and that may be a factor that we have actually hired some more new, newer operators in the beginning part of this year. Bus Stop ADA issues. The max is three in June of 2021. Three months have no complaints of that category at all and the average for the year is one for that grand total for these three categories: June of 2021 was our highest was 11. The lowest was two in November of 2021. And the average for the grand total is about seven. And the final chart I have is the overall fixed route bus pass ups. This includes pass ups for capacity as well as for mobility devices and service animals. And again, this is the year from April 2021 to March 22. The high is 120 in June of 2021. And I need to point out that at the end of June, that's when our capacity restrictions were removed from our fixed route service. And looking across the year, we have a low of 60 in February of this year and another lower value of 66 in November of 2021. I will say the trend from the chart, looking at the high point of June 2021 does show a general downward trend in this. Looking at the last three or four months, we're looking probably around 70 or so. And that's that concludes my report on fixed route bus.

Chris Hunter: We also have John from Light Rail.

Lyle Pereira: This is a Lyle from Ruby Junction. I'm going to be given today's brief for the rail. Some of you may remember me. I've been with TriMet for 16 years. 12 of those years have been on the bus side. And for the last four years, I've been the manager over at Ruby Junction. Sorry, I don't have any fancy charts to share, but what I'd just like to talk about today is our service disruptions. As we all know, we had a service disruption for the Better Red Improvement Project. We completed our first shutdown a little over a week ago, and this project was completed with timely and with minimal impact to our customers as we were providing bus bridges for our customers to get around the construction site. This project, as you know, is being conducted in multiple phases and it will be an ongoing project throughout this year, next year and into completion by 2024. Our next scheduled shut down for this project is the weekend of July 30th. And again, we will have shuttle busses to get all our passengers from Gateway to the airport. You can find most of all this information on our website at [TriMet.org](https://www.trimet.org) under a Better Red project. In addition to this, you might see some new trains coming on our alignment.

Lyle Pereira (continued): Starting this summer. We're in testing and what we call burn in to test these trains out there. The new Type 6 trains, they won't be actually in service until 2023, you know, barring any major mechanical or safety impacts that we discover through our testing. But that's exciting news for us. Those Type 6 trains will be replacing the aging Type One fleets and which is good news. We will be, once we retire, the type one fleet, we will be having an entire fleet of low floor vehicles. Our own on time performance in rail is 89%. Primary impacts to this is, of course, the projects that we have going on, including some service disruptions based on police activity, autos in our right of way and etc.. Some of that impact can be caused impacting from our operator shortages. Our operator shortages have we have limited resources to fill the service disruptions as they happen. But good news is that we're able to meet the service day with 100% pullout rate. It's just as we go through the day, it might be get more challenging as our resources are depleted due to our own worker shortages. That's in brevity my report and I'll happily answer any questions or take questions that I can respond back to later.

Chris Hunter: Thank you, Lyle. Looks like Dave had his hand up.

Dave Daley: Yeah. This one's actually for a fixed route. I'd ask it in the chat too. On these high frequency lines, the frequency adherence is sometimes more important than the on-time performance. That's going to come true really strongly on the Division Transit Project. When it gets going, how do you track frequency adherence and how do they how do they adjust that in real time?

Nathan Banks: I'm not sure about the details of adjusting it in real time, but we do have methods to measure the spacing between the busses, specifically for Division Transit. This will be the first time that we'll have a large a large span of time where we actually have busses running 10 minutes or better, 12 minutes, as opposed to just during the peak periods that we've seen in the past, which are our frequent service lines. So we do we are we're aware of the fact that at a point, the actual on time numbers aren't as important as the spaces in between the busses themselves. So we have we have methodologies to measure that for implementation and control. That's something that I'm not directly involved with. So I'm not sure if Tony wants to take that or we can we can come back with some more information on that maybe next time.

Tony Clark: Yeah. Hopefully you can hear me better. That has been a topic of discussion recently, especially with the Division Transit Project, where on time performance may not be in fact the best measurement, it's more frequency adherence. So we've been discussing better ways to kind of monitor that and report that out. So we can definitely get back to you what we come up with.

Chris Hunter: Okay. Thank you both. And I'll follow up with them too Dave and we'll get that answer back to you. Anna?

Annadiana: Many are getting tired of hearing me say this I think...On the line 57 there are several stops that are not ADA compliant and one of them is even dangerous. And I've been bringing this into conversation with TriMet and actually a few other organizations. I'm curious, is there a group that's going to be addressing this anytime soon? Because I've been talking about this for at least five years.

Tony Clark: I'm not related to bus stops, but as I mentioned earlier, we can get back to you on this bus if anybody else. Anything to add on that?

Annadiana: We just had a presentation about bus stops, and that's why I'm asking.

Margo Moore: Anna, I think that we're going to do is that's going to probably end up being a subcommittee. Just ensure that there's continual conversations.

Chris Hunter: Okay, Claudia.

Claudia Robertson: I just wanted to tell Anna that this has been going on for a really long time. I don't know if you remember Alan Lehto's business plan presentation a month ago, but he talked about the survey that was started when he was in service planning and he was the TriMet person with STFAC and Hannah Ritchie had started an entire West Side inventory working with local districts to make some bus stops, which are not bus stops even. And then Hannah left and Alan left, and then they start we're going to start an inventory of inaccessible bus stops. And I started making a whole list of ones all along the Line 71 at the time and all down Prescott where there's one that's on concrete, the rest of them are all on grass. And then TriMet stopped that too. So it's been a long time. I'm as frustrated as you are because I live out here in the hinterlands

Claudia Robertson (continued): where you're lucky if there's if the sign is on the stop sign. So keeping this in the forefront might help. I don't know that there's ever going to be anything done about it, but it's been a long time coming, a lot longer than five years. When they get the Type Six trains here for testing, can CAT please see those? Unless they're absolutely the same as the last cars.

Lyle Pereira: Great suggestion. And on that note down, I'm going to check on that for you. We the first phase of the testing is mechanical. We want to make sure the trains are safe before anybody starts boarding them. But great suggestion. They're going to be in our possession throughout the summer. So I'm let me check on that and get back to everybody.

Claudia Robertson: We've always done that with every new type of car. And so I would like with Eileen's outreach to the agency to remind people that we have done that historically and we would still like to do it.

Chris Hunter: John got back to me, Claudia, and he let me know that he gave me a contact for the person for the Type Six vehicle, and he can help facilitate that.

Claudia Robertson: Great. Thank you so much, Chris.

Jan Campbell: Thank you. And we need to leave now. We need to adjourn because I think staff has some meetings they need to go to as well. So I want to thank all of you and we'll get back to all of you and hopefully we can see those new trains coming in. Okay, everyone, I need to adjourn. Sorry, we didn't get a lot of time for the public comment. I've got a lot of things we'll be talking about at the executive committee. So thank you. And I need a motion to adjourn the meeting.

Claudia Robertson: So moved.

Jan Campbell: Is there a second?

Chris Hunter: Anna.

Jan Campbell: Any discussion. We're all out of here. Thank you.

