



Committee on Accessible Transportation (CAT)

Wednesday, October 19, 2022

9:00 AM – 11:00 AM

WebEx/Virtual Meeting

MINUTES

Attendees:

CAT:

Jan Campbell, Chair
Leon Chavarria
Dave Daley
AJ Earl
Director Keith Edwards
Annadiana Johnson
Patricia Kepler
Adam Kriss
Barry Lundberg
Kris Meagher
Claudia Robertson, Vice Chair
Dr. Ryan Skelton
Cassie Wilson

Absent:

Mike Sandell

TriMet :

Nathan Banks – Service Delivery
David Bouchard – Planning/Policy
Joseph Camper – ADA Coord. (Bus/Rail)
Charlie Clark – LIFT Sr. Analyst

TriMet (Continued):

Tony Clark – Director, Service Delivery
Eileen Collins – Mgr. LIFT Serv. Del/Elig.
Mary Hill – Director, Bus & Rail Ops
Jeremy Hurley (Contractor)
Matthew Kintz – Bus. Analyst LIFT
Leiite Lemalu (Contractor)
Marti Magee – Exec. Admin – Transp.
Dan Marchand – Planning/Policy
Stephen Mobley – Portland Streetcar
Margo Moore – Director, ATP
Grant O’Connell – Planning/Policy
Clayton Thompson – Planning/Policy
Inessa Vitko – Exec. Dir. Transportation
Pat Williams – Director - Security

Public:

Kathryn Woods
David Brownmiller
Laurie Chambers, Edwards Center
Damon Blocker
Heidi Lee

Opening Remarks/Call Meeting to Order at 9:01 am

Introductions – Margo Moore introduced all of the individuals present

Approval of Agenda - Patricia Kepler submitted the motion for approval; Annadiana Johnson seconded. Motion passed.

Approval of 9-21-2022 CAT Meeting Minutes

Annadiana Johnson noted a change on the last page with public comment, states Adam Kriss talked about the stop at 11th and “Adler” should be “Alder”.

Motion to approve with correction – Annadiana Johnson; seconded Patricia Kepler. No discussion. Passed Unanimously.

Announcements from Chair

(Jan Campbell) I hope everyone is reading all of their materials so that we can discuss and actively participate in the discussion. A couple of points from former meetings: Annadiana Johnson will be reading the chat; in the packet you will note that the chat is included in the minutes; staff review and try to get comments back to you if questions arise.

Dave Daley expressed a desire for an opportunity for CAT member issues of concern to be heard by the whole committee. The Executive Committee decided that 15 minutes would be reserved at the beginning of each meeting to get CAT comments on the agenda. That practice will commence at the November CAT Business Meeting.

The topic of adding a hybrid in-person/virtual meeting option for future meetings was presented. Margo Moore is exploring options – the in-person portion would likely be located in downtown Portland.

Chair Jan Campbell asked for a show of hands in favor of hybrid meetings – Dave Daley, Barry Lundberg, Annadiana Johnson, Leon Chavarria, Patricia Kepler, Kris Meagher, Claudia Robertson, Ryan Skelton, and Adam Kriss raised hands in favor of hybrid meetings. Adam noted that once we have a location in mind, we will have a better idea of whether people are interested or not.

Chair Jan Campbell noted that there have been so many ad hoc meetings recently; if the committee reintroduced a former practice of regularly scheduled sub-committees that met at a regular cadence, it may make meeting scheduling and attendance easier for the committee and members of the public. We would still need to determine the days/times to meet. The two sub-committees would be LIFT and Fixed Route (with a chair for each from CAT membership) and mainly be working groups. If an issue needed to come to the full CAT, it would come through the sub-committee with a work session open to the public.

Chair Jan Campbell asked for a show of hands of those interested in participating: Annadiana Johnson, Claudia Robertson, Cassie Wilson, and Patricia Kepler noted their interest.

Dave Daley commented: I'll certainly participate if this is the way we want to go; but I prefer the ad hocs because it's more specific, flexible and inclusive; less bureaucratic.

Chair Jan Campbell replied: we'll still have ad hocs. However, this is a way to have a regularly scheduled meeting without excluding ad hocs for one-off topics; it is participation we are concerned about. It looks like the majority want to try it, so we'll move forward with that. Then issues will come into those committees for discussion.

Director Edwards – I just wanted to suggest that as we explore having hybrid meetings, look at the option of moving the meetings into different districts in the TriMet service area.

Chair Jan Campbell: I agree – to find an accessible location that meets the needs of CAT and the public. We will explore with staff.

Annadiana Johnson– I have concerns about the presentation materials. The text is very difficult to read. We should be more diligent with making sure those presenting to this forum have a document to present in an appropriate format that we can view so we can be more actively involved in the discussion.

Dr. Ryan Skelton– I think fixed route is a large enough topic that the whole committee should be part of the discussion but a sub-committee would be good too.

Annadiana Johnson: I have been asking since the beginning of this year to get engaged with fixed route even if others don't want to get engaged. I am hoping that we move forward with getting something going soon.

Chair Jan Campbell – going forward with the next CAT meeting – we will have time allocated for CAT members to make comments about non-agenda items in which they have concerns.

Eileen Collins: Concerted efforts were undertaken to ensure the accessibility of the information contained in the business meeting packet. We have received additional feedback regarding the lack of contrast of some of the colors used in the LIFT report and the report has been fixed to reflect better practices in accessible documents.

Public Comment:

Laurie Chambers – Director, Edwards Center Job Placement Program– She is very concerned about LIFT subcontracting with Broadway Cab. States there are huge safety concerns with the cab company having competency to transport people with Intellectual and Developmental Disabilities. The Cab company not showing up or not providing appropriate service for Hand-to-Hand customers. Cab providers introduce a lot of chaos when they don't show up or are excessively late. Sometimes customers don't know for over an hour that it was supposed to be a cab. They call and report it to LIFT Customer Service. Safety concerns alone have people not going to work, they are losing income, and have increasing anxiety. This issue is jeopardizing people's jobs. I want to thank Eileen for resolving the issue for our riders pretty quickly.

David Brownmiller – Piggy backing on what Laurie just mentioned. I am a father and guardian of a user of the LIFT service. My daughter Katie uses it to get to and from work through Laurie's agency. She works two hours twice a week, and LIFT is critical to her getting to work. It has been life changing for her and it has been dependable. The lateness of the service and the problems with Broadway Cab have been very destructive and difficult for her to adjust to. The difficulty is not just the cab company, but going through her job records where she clocks in and clocks out, in 18% of the time the bus or cab was late in getting her to work. She is in a job situation where she needs to clock in and out and if she is late clocking in she doesn't get credit or get paid, it is difficult on a psychological basis and the payroll basis. Overall, I want to emphasize that it is a great service, and we want to give you applause for that, but if there is some way to deepen the roots or adjust the timing that would be very beneficial for her.

Director Keith Edwards – do you have data regarding how much time your daughter has lost for any of this?

David Brownmiller – Yes, the data that we have is that in 9 instances, the bus (combo with cabs) – service was 21 minutes late to pick her up, and the overall cost to her was about \$82 in lost wages and she is on a limited income, so while it is not a lot to many of us, she notices when she has lost wages.

Kathryn Woods - Broadway cab and accessible service – looking at the statistics and I have some suggestions about using accessible service; only using them for trips that do not have an appointment time. With limited accessible vehicles, I've heard of stories of people who have waited hours for an accessible vehicle. I heard

a person who needed an accessible cab who was sent a sedan. Definitely not enough accessible cabs or drivers who are trained appropriately for accessible vehicles. The other option is to build routes for cabs so all of the rides are accounted for ahead of time.

9:15 Keith Edwards – Board Update

The Board is considering a system-wide fare increase. We (the Board) need to make the decision in the next few months. We haven't decided on what the increase is going to be or how it is going to impact everyone. I would request a statement from the CAT committee regarding how a fare increase would impact the community. I would like to get feedback stating whether a fare increase would create concern for members of the community. We don't have time for a survey, but I would like to get something in general on how a fare increase would impact the community if it happened in FY24 or FY25. November 9th is when the board will be meeting to discuss this matter, would need it in the previous week.

Chair Jan Campbell – CAT members, please raise your hand if you are in support of drafting a letter communicating CAT's concern over the impacts of a fare increase on older adults and riders who experience disability.

CAT Members who raised their hand or communicated concurrence: Dr. Ryan Skelton, Barry Lundberg, Dave Daley, Annadiana Johnson, Kris Meagher, Cassie Wilson, and Patricia Kepler.

Director Edwards – we don't know how much the increase will be or when it will happen, or whether it will be phased on or immediate. I want CAT to provide input upfront if it is impactful for CAT members or the communities you represent. I believe most CAT members are on fixed incomes, and with inflation, this will likely be impactful. I want to make sure we are considering your issues and concerns. I want to make sure any increase is equitable; e.g. a business or an entity that can afford an increase, then we want to be able to promote that, if I can afford a \$1.00 increase I should pay it.

• Public Comment

Patricia Kepler – I agree with Director Edwards. Many people with disabilities paying rent increases, fare increases. I think a fare increase right now would be really detrimental

Annadiana Johnson – I am in favor of moving forward with a letter of concern to the Board.

Claudia Robertson – It's been awhile since we've been through this. CAT has always opposed fare increases. Honored Citizen fare is always ½ of adult fare; LIFT fare is the same as Full Adult fare; if it's not going into effect until FY24 or FY25, we have time to weigh in on this. We don't have to have feedback by 11/9. Having more information before we write a letter, will make the content of our letter more relevant. The STIF funding that came in was a lot higher than we thought it would be. A portion went to low-income fares, which we have been pushing for. Can any of that increase in STIF offset a fare increase?

Chair Jan Campbell – Director Edwards, do you think this could wait until we have more information?

Director Edwards – I would like to have your feedback by the 9th. You have about three weeks to have a sub-committee or Executive Committee meet to have a general discussion. I agree that it's a little nefarious because you don't have all the information you need.

Chair Jan Campbell – we can do a general letter and state the overarching concerns with fare increases in general, and not make a total recommendation but list our concerns.

Adam Kriss - Director Edwards you mentioned looking at people with fixed incomes, has there been any discussion about a sliding scale for fare increases?

Director Edwards – yes, lots of discussion, not so much involving a sliding scale, but for youth, students, and low-income. Not a sliding scale per se that he is aware of.

9:47 C. TriMet Security Update – Pat Williams

Margo sent a list of questions from the last meeting, for which I provided answers to her.

- Working very hard to increase security on the system – added 45 people recently, which is really promising. More movement in the last 3-4 months than the past four years.
- Increased security/staff presence on the system; at facilities, getting people on buses to help monitor on-board.
 - Converting the “Twisted Carrot” (former restaurant) in Gresham for a security station
 - Converting the concession stand at Gateway Transit Center to a security station
- Rapid Response Unit is ramped up – when there is a security threat or biohazard – the team sees it on camera and then we send people out immediately to get them cleaned up. Send security staff with service workers to ensure everyone is safe.
- Safety Response Team (SRT) video (2 minutes)
<https://www.youtube.com/watch?v=7lqE1w28Pd8> – Please watch. There are now 48 members of the SRT whose responsibility is to help contact vulnerable riders and people in need. They wear uniforms that are vibrant and visible. Carry water, granola bars, feminine hygiene products, blankets, etc. Making referrals to social service agencies, people around the country are modeling what we are doing. SRT members undergo several weeks of training to learn how to communicate and de-escalate persons in trouble or in need. We are wondering how to recognize persons with disability so that

we can develop curriculum for persons in need who experience disability – looking for a member from CAT to help – Anna volunteered;

- President Biden’s visit on 10/14-10/15/22. Our fare inspection team was helping with turn backs and clearing buses and trains to help the public still get service during President’s visit.
- There was a homicide near Lloyd platform on Friday 10/14 - individuals knew each other and we picked it up on video and are helping PPD solve the crime.
- Stabbing last night (10/18/22) on 122nd platform. Transit police are following up. Victim is not cooperating with police.
- Stats we are currently tracking and closely monitoring – measuring how does this stat impact operator safety, service disruptions, safety on system:
 - Threats or harassment are the highest security incidents we are recording: in 2020 there were 4,582 incidents; 2021 – 467 incidents; in 2022, now down to 221 incidents.
 - Assaults (including throwing things at operators) – downward decline currently.
 - Operators who are spit on – also on the decrease. Working with the Multnomah County District Attorney’s office on this effort.
- De-Escalation Training – Will be made available to all security staff and forward facing staff, road and rail supervisors. There have been several iterations of enhanced training and negotiating for a much broader de-escalation training for the entire agency
- Crime Prevention Through Environmental Design (CPTED) Training – another initiative that came up with the Reimagine Public Safety Campaign. Currently in our third round of training – opened up to community partners (like Oregon Clinic at Gateway Transit Center) helps people understand how to get the community involved to create safe paths of foot and vehicle traffic to get more eyes on the system. Last week we had seven different work groups from TriMet and some contractors who participated. Looking at CPTED-related upgrades at Gateway, Parkrose and some other areas.
- Safe Rest Village at 122nd. Working with City of Portland to clean up camps in the area, painting the fencing and get the safe rest village started. Should be completed this month and opened in the coming months.

Public Comment

- **Dave Daley:** 122nd follow-up. Every time I go by, there are people at the stop who look like they don't belong there. Is there anything being done to clear that out to make it more hospitable to riders?
- **Pat Williams:** We are increasing our presence there regularly. You are spot on. Neighbors are concerned, as well. We are trying to work as a force multiplier with neighborhood associations, businesses to increase presence. We are doing the best we can and we are trying to run missions to make an impact.
- **Annadiana Johnson:** What about the west side? Hillsboro transit is really unsafe.
- **Pat Williams:** Great question. One of the things I am doing with our security manager at Allied Security is to build out a plan to appropriately staff all of our facilities. As we get more staff we are methodically building out the presence throughout the system and they will not be left out.
- **Chair Jan Campbell:** I will be happy to talk with Pat about getting CAT involvement. We will discuss at the next meeting.
- **Pat Williams:** We will connect with the trainers to start a dialog and determine what content/challenges need to be part of the curriculum regarding including impacts to people with disabilities.

Staff Updates:

Introduction of Inessa Vitko – New Executive Director of Transportation

Margo Moore introduced Inessa Vitko as the new Executive Director of Transportation Operations Division. She is not new to TriMet, though. She is full of energy, knowledge, and most recently worked as the Chief Operating Officer at Vancouver's C-Tran where they were the APTA #1 Transit agency in the country under her leadership, twice!

Chair Jan Campbell: We will add her to the agenda next month for the business meeting.

10:04 - CAT FY23 Work Plan Priorities

Chair Jan Campbell: Committee please review the work plan we sent to you. We have not received many comments. We will move those into the sub-committees and then the chair and the sub-committees will establish priorities.

- Public Comment – None.

10:05 – 10:15 - Break

10:18 Forward Together Presentation – Grant O’Connell (TriMet)

View the Forward Together documents online here:

<https://trimet.org/forward/>

<https://trimet.org/forward/#conceptdesign>

<https://trimet.org/forward/#survey>

<https://trimet.org/forward/#background>

Grant O’Connell: I heard the comments from others earlier about accessible formats. I am a senior planner with the long-range planning department. I am a middle-aged white male with brown hair and a beard, calling in from my home office, which can be viewed in my background.

In our planning and policy group, I worked with David Bouchard (a person who experiences visual impairments) and Eileen Collins (from LIFT) to add accessibility features to help all viewers review content. We also have a copy in braille if needed by folks. I will do my best to fully describe what is on screen for those who may not be able to visually participate.

(Forward Together presentation, slides and text explanation of slides document provided to committee as attachments to the business meeting packet)

Annual service plan process will review these changes and any further changes on an annual basis.

- Public Comment

Ryan Skelton: I have two comments/questions: 1) Under Forward Together, have any of the terminated lines affect LIFT service, because of the service boundary issues? 2) Lake Oswego is already an area that has diminished transit service. I know if there is pushback from folks not to expand in a given area, I just wouldn’t want the new concept to cut off a given area in the district all together.

Grant O’Connell: Eileen and others are working in detail to understand impacts to the LIFT boundary. There are also areas of expansion (Progress Ridge, East Multnomah County, etc.) as a consequence of the twin goals of ridership and equity, making sure that communities where people experience lower incomes are covered. For example, there is an affordable housing area in Lake Oswego that

Metro is working with, and we are increasing service there; where the route around South Shore is lesser impacted by low-income riders. We will take great pains to evaluate those concerns.

AJ Earl: my question is regarding the operator shortage. Do you think that increasing service levels will increase retention but also hiring? I heard that operators left as a result of COVID and uncertainties about service.

Grant O'Connell: yes, very astute question. While it was not a stated goal of this project, it is an unintended benefit. One of the challenges of hiring, is that we used to start operators as part-time, mini run operators which we needed for peak service. By offering all day service, we can offer more full-time work.

Dave Daley: Just concerned whether we're looking at people who use mobility devices as a subset of people who ride transit. I've been spending a lot of time on Division lately. Lots of people with mobility devices. But we've set the new buses (FX) up to not be accessible to people with mobility devices. Add the barrier restrictions, so you can't turn the mobility device around if there is someone in the left-handed position. We have to think about how we're setting the bus up, which is a discouragement for riding.

Chair Jan Campbell: and be able to take larger chairs, take your walker with you, etc.

Grant O'Connell – my team's priority is service design, I was not involved in the provisioning of amenities buses...

Dave Daley: one of your equity priorities is people who have disabilities so you can't discount that.

Director Edwards: what is the demographics of the people you surveyed. Do you have percentages or data for folks who have disabilities who responded?

Grant O'Connell: the survey was fielded as part of our TriMet Attitude and Awareness survey by DHM research. They take great pains to ensure the sample they gather is statistically representative of the region as a whole. There was another open option for anyone to take the survey, and the third option was to offer a facilitated survey to community groups who represent communities of interest including people with disabilities. We were able to look at the survey in

three different ways: right after returning ridership, the focus is on ensuring equity. Including reaching out to different communities and groups

Kathryn Woods: Making sure that LIFT service impact is evaluated. Some of these areas have riders who are transit dependent (like Lake Oswego). Some of them are forced onto LIFT and need it. In any of these places where service reductions are planned, please don't leave out hospitals or colleges – they are dependent on service there.

Claudia Robertson: I hope that we are going to be able to get more in-depth on some of these concepts. Where there are intersections with new and existing service, what will it mean? Specifically the line 23, it is about 70 minutes right now. If you have a new 95 line (148th avenue) is it going to have a different turn around route? Continuous service along Glisan – what does that mean?

Grant O'Connell: currently stops at 181st and Rockwood, we would extend beyond 181st on Glisan.

Claudia Robertson: when you broke up the 19, they had to switch to the 75 to go out further, continuous service that is 60-75 minutes apart is not great.

Barry Lundberg: it would be useful for me to see some mapping that indicates levels of low-income, automobile ownership, etc. You may have mapped this, but none of the illustrations we have show this information. As we move forward, maybe you could show this?

Chair Jan Campbell: we may have an ad hoc on this, and there are open houses that people can chime in, and for sure we would like to be part of a focus group. I will send an email indicating what type of information people would like from you? Does that sound good?

Grant O'Connell: we are not planning on focus groups, we are doing open houses, but the survey is the key part of input. But that's not the end of the story. This is a guide and we will go back to the public annually to revisit this concept. I just want to stress that some folks are trying to get it perfect, but it will always be a work in progress and refined before it becomes final.

Claudia Robertson: Open houses are they in the evening?

Grant O'Connell: there was one midday yesterday

Clay Thompson: Mid-day yesterday (10/18/22) at PCC Cascade Campus. Today (10/19/22) 4-6 at Rosewood Initiative, four are in-person and one virtual, also one in Spanish.

Forward Together Open House Schedule: <https://trimet.org/forward/#openhouses>

Jan Campbell – I will be sending out some email with follow-up requested. Be on the lookout.

Claudia Robertson motioned to adjourn; Annadiana Johnson seconded.

Meeting Adjourned at 11:02

Webex Chat:

09:03 Mary Hill: Mary Hill is Here

09:05 ADAM: Where's Jan

09:05 Annadiana she/her: on the phone

09:08 ADAM: Interesting how come

09:08 Annadiana she/her: she says her computer is not cooperating this morning

09:16 ryan: I think fixed route is a large enough topic that the whole committee should be available for input but that doesn't mean that I won't participate in a subcommittee if that's the direction we choose to go

09:20 aj: Hi all, had trouble waking because of smoke but I'm here

09:21 ADAM: to Director Edwards point I like the idea of moving around and if we do the hybrid meetings are we going to allow members to choose which meetings will be attended in person vs webex?

09:23 ADAM: important to select locations that are on bus routes and accessible

09:29 ADAM: what organization is Lori with?

09:30 Laurie Chambers: Edwards Center Inc

09:31 ADAM: Thank you and excuse me for getting your name misspelled

09:31 Patricia Kepler: This is a good question for Lori as well. She mentioned having to bring off duty staff in to support these employees that have been left behind

09:32 ADAM: are we able to re emburse

09:34 aj: If there is a public in-person component to meetings might I suggest the alphabet district? Mainly because it's close to rail and on crosstown routes. Just an idea

09:34 Patricia Kepler: If the cab shows up at all

09:35 Annadiana she/her: what do you mean by the Alphabet District? I am unfamiliar with that term

09:37 ADAM: is this fare increased for fixed and Lift

- 09:37 Patricia Kepler: with the current inflation and absolutely everything going up raising fares would be a huge barrier to people on fixed incomes
- 09:38 ADAM: I think we need a discussion before a letter go out
- 09:40 Annadiana she/her: The public and regular riders with low income are asking for free transit
- 09:40 ADAM: this is not a great time for an increase
- 09:40 ADAM: I want to know why this is coming up now
- 09:41 ADAM: and discussion (for Director Edwards) of a sliding scale
- 09:44 Annadiana she/her: Executive Committee meets on the 1st
- 09:48 Annadiana she/her: what about the west side?
- 09:49 Pat Williams: <https://www.youtube.com/watch?v=7lqE1w28Pd8>
- 09:50 ADAM: I think we need to also address the ‘no pay’ meaning that I recall we’ve had issues with people not paying fares anyway so that needs to really be addressed first
- 09:50 ADAM: It might help to look at other cities to see what they are doing
- 09:50 Annadiana she/her: I would be willing to help
- 09:56 Kathryn Woods: I am no longer on cat but I would be willing and interested in helping with recognizing people with disabilities and what their needs could be
- 10:00 ADAM: Have we been enforcing the “no fare zones”
- 10:00 Annadiana she/her: we have no no fair zones at the moment
- 10:02 ADAM: we actually do as at the OMSI max stop, there are words that say no far zoone
- 10:03 Mary Hill: I have to drop off but Inessa is representing for Transportation.
- 10:04 Annadiana she/her: a few of us participated in a panel which Eileen hosted. It was for TriMet staff...it would be food to do that sort of thing for Security staff also
- 10:06 Pat Williams: All, I have to drop from this meeting for another meeting. I’ll follow-up with Margo for any updates.
- 10:07 ADAM: I agree with Claudia that we need more information on the possible fare increase

- 10:09 Claudia Robertson: Tony Clark, what breed of dog is that? I know it's none of my business, but it looks like one of my dearly departed grand dogs.
- 10:17 aj: Welcome Vanessa!
- 10:18 aj: Inessa, rather! Welcome!
- 10:22 Annadiana she/her: my point earlier was about the fact that this and other slides should be split into two slides for those of us who CAN see, but not as well as everyone else.
- 10:23 Annadiana she/her: the slide is labeled 'changes in demand'
- 10:24 Annadiana she/her: Changes in goals is another slide which should have been two separate slides
- 10:25 Patricia Kepler: How is the Wes doing?
- 10:25 Annadiana she/her: 5,000 respondents is a VERY low number compared to our ridership
- 10:34 Kathryn Woods: hospitals and colleges need to ALWAYS have access – both clients/students/patients and workers of both
- 10:36 Nathan Banks: WES Ridership in Sept. was about 500 per weekday. A year ago it was below 400.
- 10:39 ADAM: Kudos to Director Edwards on throwing shade my way :)
- 10:41 Annadiana she/her: what about the rides who line on either side of those high income areas, who want to get to the other side of it? Now they will have to go AROUND it...
- 10:42 Kathryn Woods: what about those few riders who DO depend on transit in those areas, EG Boones Ferry or Lake Oswego area?
- 10:43 aj: Q: is it anticipated that system expansion will boost hiring?
- 10:43 aj: Er, service rather
- 10:45 Annadiana she/her: taking service away will not get them out of their cars and onto public transit
- 10:51 Annadiana she/her: and shopping carts and strollers
- 10:54 Annadiana she/her: 5000 respondents is a VERY small number and not representative of our ridership
- 10:59 Clayton Thompson: Forward Together Open House Schedule
<https://trimet.org/forward/#openhouses>

