

## Committee on Accessible Transportation Fixed Route Sub-Committee Agenda

February 8, 2023

### CAT Member Attendees:

**Campbell, Jan**  
**Daley, David**  
**Earl, Alex-Jon**  
**Johnson, Annadiana**  
**Kriss, Adam**  
**Robertson, Claudia**  
**Sandell, Michael**  
**Wilson, Cassie**  
**Skelton, Dr. Ryan**

### TriMet Attendees:

**Benn, Guy** – Program Manager,  
Transit Oriented Development  
Strategy  
**Bouchard, David** – Admin., Policy  
and & Planning  
**Camper, Joe** – Coordinator, ADA  
Compliance

### TriMet Attendees (Continued):

**Clark, Charlie** – Senior Analyst, Accessible  
Transportation Programs  
**Collins, Eileen** – Director, Accessible  
Transportation Programs  
**Koozer, Jennifer** – Director, Community Affairs  
& Engagement  
**Marchand, Dan** – Manager, Service Planning  
and Development  
**Salisbury, Gaylord** – Director, Operational  
Training & Development  
**Shariff, Shabina** – Coordinator, Community  
Affairs  
**Sherraden, Catherine** – Senior Project Manager,  
Engineering & Construction  
**Thompson, Clay** – Coordinator Outreach  
Services  
**Williams, Pat** - Director, Security & Emergency  
Management

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### **Minutes:**

- A. 9:30 -** Call to Order and Introductions
- B. 9:40 -** Sub-Committee Governance
  - Leadership
    - Dave and Annadiana volunteered to co-chair
    - Adam asked about the focus and requirements of the sub-committee and leadership

- The committee voted and the decision was unanimous to elect Dave Daley and Annadiana Johnson as co-chairs.
- Eileen clarified and provided the CAT work plan elements for the sub-committee:

<b>Section 1.0 – Fixed Route Services</b>	
Objectives	Work with Transportation Operations leadership to address accessibility issues related to fixed route service in the areas of performance, equipment, and procedures. Improve programs and performance in serving customers who are older adults and/or customers with disabilities.
Content and Scope	<p>Identify needs and address improvements in specific areas of bus and MAX service and performance:</p> <ul style="list-style-type: none"> <li>● Awareness and sensitivity to the needs of customers who are older adults and/or people experiencing disability (operator training)</li> <li>● Stop announcements (Interior, Exterior, Requested)</li> <li>● Automated Stop Announcements (ASA)</li> <li>● Space management and use of priority seating</li> <li>● Securement Systems and policies</li> <li>● Safety &amp; Security</li> <li>● Marketing &amp; PIO – ensure accessibility of customer information (web, phone, etc.)</li> <li>● Other policies and practices related to accessibility</li> </ul> <p>Identify pending issues for resolution in 2022-23.</p>
CAT’s Role	Work with staff to develop effective programs and services that address customer needs and use resources effectively.
Subcommittee Involvement	<p>To be determined based on the project and issues.</p> <p>Ad Hoc committees and/or Business Meeting</p>
Expected Timeframe	Ongoing through the year

## Section 2.0 –Construction, Engineering & Service Planning & Facilities

Objectives	Work with project staff to address plans and features related to the accessibility of services, facilities, and equipment.
Content and Scope	<p>Projects for consideration would include:</p> <ul style="list-style-type: none"> <li>• Better Red</li> <li>• Division Transit Project</li> <li>• Service Reductions &amp; Expansions <ul style="list-style-type: none"> <li>▪ Bus stop spacing and location</li> </ul> </li> <li>• Other access &amp; safety issues <ul style="list-style-type: none"> <li>▪ Platforms &amp; Shelters (and associated bus stop landing pads)</li> <li>▪ Curb Cuts/Ramps</li> <li>▪ Signage (including Braille, tactile maps, and Transit Tracker access)</li> <li>▪ Bus Wraps</li> <li>▪ Fixed route bus design (interior and exterior)</li> <li>▪ Light rail and commuter rail vehicle designs</li> </ul> </li> </ul>
CAT’s Role	Identify CAT’s issues and questions. Review, comment, and make recommendations.
Subcommittee Involvement	<p>To be determined based on the project and issues.</p> <p>Ad Hoc committees and/or Business Meeting</p>
Expected Timeframe	Timing to be determined by the process and flow of activity for each respective project.

- Timing of meetings: 9:30 – 11:00 on Wednesdays
- Content of meetings: Suggestions will generate from CAT,
- Suggested Topics for future meetings:
  - Mike Sandell – If you have a LIFT or HC Personalized hop card, donated fare precludes the ability to have a virtualized Hop Card
  - Dave Daley – Bus Operator Training and SOPs review and update

- Adam Kriss – Bus Wraps, more discussion – no wraps on windows – Bus Wrap specs no longer allow wraps to cover the windows. How to address phasing out the old wraps.
- Adam – is Portland Street Car part of this committee?
- Dan Marchand – I'd like to find a regular time and place to provide Bus Stop updates, additions, removals and changes, etc., so that we can make sure we are staying
  - Dave Daley – we've been begging for that for years! So that would be ideal.

**C. 10:00 -** Topic: Hollywood Transit Center Update and Field Trip Plan  
**a. Slide Deck provided as attachment to these minutes**

**Comments: (many comments in Chat at the end of this document)**

**Dave Daley:** In terms of using the FX2 type shelters, we have an ad hoc group that is working on wayfinding for riders who are visually impaired, and no two shelters are the same. Some of the signs are on stand alone poles, some of the side of shelters. It would be worth the time to speak to the wayfinding ad hoc to find something that works. Historically the octagonal blue poles help visually impaired riders locate the direction for the entry to the bus. The white line where the bus door is supposed to load is too close to the shelter, so the boarding area has to be outside the footprint of the shelter. We need to give some real thought to that.

**Catherine Sherraden-** that is really good feedback. We can definitely do that. They are going to have a typical shelter, similar to the shelters on the 75 and 77 line.

**Dave Daley** – wonderful news. Make sure the pole is not inside the shelter.

**Catherine Sherraden** – there will be real time signage inside the shelters and braille too.

**Annadiana Johnson** – in regards to the slope of the ramp. ADA says maximum 8%. But that is a lot. That really is a steep slope for someone who walks with a cane, a walker or manual wheelchair. I am concerned that you have decided on the shorter ramp, but still have the steep slope. Is there no way to have the power station shifted a bit so the slope doesn't have to be so extreme to navigate over it?

**Catherine Sherraden** – A really good question. I do remember your concern from before. Unfortunately, there is not room to have a more gentle slope. We cannot extend the ramp and slope further into the paseo because it would block the fire lane, which is violation of fire code.

**Annadiana Johnson:** Is there no way the ramp could be closer to the apartment building?

**Catherine Sherraden** – we have to maintain a 20' easement by Portland Code.

**Claudia Robertson** – I am curious, having been through several of these projects...Has it ever occurred to anyone that if you can't make these accessible projects, maybe these constrained areas that are present aren't the most ideal locations. Is traffic going to be diverted to the east off of 1-84, where is the detour, how is that going to happen? Have you considered the liability of building a residential area with no schools, no parks nearby, with soon to be skateboarders on the ramps. Hard to get anywhere with such dense housing with no parking. This is just adding complexity. I don't understand who decided that this was a good project in the first place. Why go ahead with this stuff when they are such ill-conceived ideas.

**Guy Benn-** funny enough, this was a City of Portland idea years ago. Bridge housing is our partner on the housing project. It is a very complex issue. The idea is that people can live and be close to amenities without owning vehicles. Yes, there are some compromises on accessibility, but it is better than what is there today. It is being built to cater to the

residents. We can have a follow-up to address some of your concerns with Bridge Housing.

**Claudia Robertson**– Hollywood neighborhood got the presentation at least a year ahead of this project, and they are opposed.

**Jan Campbell** – the ramp. The ramp is pretty much a done deal. My concern is 1:8 is very steep. That is the old dimension, and very very steep. Ramps are not just used for mobility devices, also used for older adults, and other mobility devices, and strollers. Are there any benches? Catherine – there are safety concerns about benches and people living on benches. Compressing users with pedestrian traffic to and from trains. Right now, no plans for benches on ramps, but there will be benches at the bottom of the ramps. A bit of a constrained space and a safety problem.

**Ryan Skelton** – One of the things I wanted to mention is the sidewalk clearance around the shelters in the new bus pullouts and project wide when we are considering shelter placement. Even things like benches...people have larger mobility devices and any barriers in the shelter space, and navigating around those barriers is a problem. One of the options we have been talking about is auditory signage options with wayfinding options. I would encourage you at the procurement stage to consider that option.

**Catherine Sherraden** – I am optimistic that the new shelter design will be a vast improvement from past shelters. Thank you for the feedback.

**Mike Sandell** – If I am understanding the timeline correctly, starts in November of this year. The bottleneck comes in 2026, we are already into February, do you feel confident that you will have a solution that is accessible and works for everyone between now and November,. It is temporary, but a long-term temporary stop.

**Catherine Sherraden**– By bottleneck you mean jughandle?

**Mike Sandell** - Yes

**Catherine Sherraden** – you are correct. Dan is working really hard on developing temporary routing and stops.

**Dan Marchand** – we are working really hard on routing and stop placement. You are welcome to email

**Dave Daley** – Does the reroute include taking off the northbound leg?

**Dan Marchand** – the buses that are proceeding east and north the 77 and 75?

**Dave Daley** – you came to CAT and there was heavy opposition to remove the stops.

**Claudia Robertson** – Yes, from Broadway and 42ns and keep the buses on Halsey. Not only I but the Hollywood senior center, and neighborhood association, Oregon DHS office. Taking these stops off, would be a real burden. What Dave is asking, are you moving the buses temporarily or permanently.

**Dan Marchand** – We pulled that proposal. We will still serve Broadway.

**D. 10:46 - Topic: Transit Safety Update**

Pat Williams – I know we had talked about this once before.

Push hard to get additional staffing for safety personnel – Total SSE staff = 268; budget 412; 280 personnel on the system now, a HUGE increase. Some of the other things we are doing is tightening up long-term exclusions, it has been adopted by the board, and they have started to be used for people who are chronic violent offenders. I am also very happy to report upgrades in lighting. Replacing lightbulbs with high volume lights. At Rode Quarter it is most noticeable, but we have identified a number of stations and platforms to update:

**Mike Sandell**- Can you quickly clarify which of those three or four on the line graphs are the folks in blue shirts who go around and check up on people?

**Pat Williams** – that tis the orange line on the graph, the Safety Response Team (SRT) we are at 45 and should be at 60 by summer.

**Mike Sandell** – Lighting – If I am at a bus stop, lighting makes me feel really safe, but no trip hazards make me feel any safer. Any plans to adjust that?

**Pat Williams** – Yes, that likely falls under safety, and I can push the comment over to my cohorts.

**Ryan Skelton** – in regards to statutory and or TriMet perspective, is there a difference in the enforcement ability with Allied vs. TriMet personnel.

**Pat Williams** – I am no attorney, but i can handle that. Allied doesn't have statutory authority , but they are required to protect property and can make a citizen's arrest like the rest of us. There are state statutes that would enable us to remove folks from a train. If we have to get a bus or train into a garage and need to remove a person, we are working on the authority through contracts. TriMet staff can enforce our code of conduct.

We are working with social service outreach and mental health workers to get assistance to the people who need it, and people who are up to no good and committing crimes, are also ending up where they can't continue to hurt people.

In short, we have issued dozens of citations and warnings; with 18 arrests by the Sherriff's office. It's a varied approach of outreach and communication to help the folks who need it. Stay tuned for more.

We have continued with the escalation training; several iterations and levels of de-escalation training. Disruptions are going down, requests for additional police are going down; it tells us that it is starting to make a difference. We are providing leadership training for our supervisors to help their staff with the tools to be successful. Gresham PD reached out last week, looking for a runaway juvenile; within 3 hours the boy was found due to transit security staff.



Allied helped jump down on the tracks to remove a man from the tracks and saved a man's life, many other Allied staff performing life saving activities. Sam will be presenting appreciation to the officers.

**Adam Kriss** – A high profile exclusion recently. Are these happening often? What are the enforcement tools for people who have been excluded to keep them off the buses and trains?

**Pat Williams** – we have an open system and it is hard to keep people from coming back on. What we are doing, as part of our plan with increased presence; is to provide photos to track people to ensure we have the right people who have been excluded and they would be additionally cited.

**Mike Sandell** – You mentioned non-destination riders. You mentioned you were providing citations to these people. Is that for lack of fare?

**Pat Williams** – we give some discretion to our team. If there is no fare paid, they ask them to step off and buy fare. If the person is causing a problem, help is requested. If there is a fare inspection team nearby, they are likely cited for no fare and resources for the low income fare program. There is a level of enforcement provide for that.

**Mike Sandell** – what is defined as a problem, and what training are operators given and sensitive to for the needs of these people. Something I have observed very frequently, maybe they're homeless, maybe they missed their stop. Instead of doing anything reasonable and kind, the operator yells and shakes hands. I am wondering if there is an opportunity for sensitivity training for operators.

**Pat Williams** - yes, absolutely we provide that.

**11:00 - Meeting Adjourned at 11:17 am**

**Comments from Chat:**

**from Mike Sandell he/him to everyone: 9:51 AM**

Big agree- I saw on the 77 the other day someone had to get passed up because there was no room and it was later at night on a Saturday or Sunday so the gal

had to wait a while for the next one and she was only going a handful of stops she said. It's really unfortunate when that kind of things happen.

**from ADAM to everyone: 9:55 AM**

Any chance we can bring up Portland Streetcar issues because I know streetcar is not in our agenda nor as it seems on anyone's radar but it seems no one is looking at streetcar issues

**from ADAM to everyone: 9:56 AM**

there aren't many but we need to know at least who is in charge

**from Mike Sandell he/him to everyone: 9:57 AM**

Yeah is that going to be an ongoing series of meetings? I missed it yesterday

**from Mike Sandell he/him to everyone: 10:00 AM**

I think they just kep the old ones

**from Gaylord Salisbury to everyone: 10:02 AM**

Hi Everyone. It was great meeting you, and I look forward to working with you to fully appreciate how training might better meet the expectations expressed by this group. Unfortunately, I need to step away to participate in a conflicting meeting. As Eileen noted, I will meet with her to review the results of the recent meeting Dave referenced. Thanks all.

**from Mike Sandell he/him to everyone: 10:03 AM**

I think they would all disappear eventually as they wraps get changed...but they stay for like six months or something don't they?

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

It would be nice to see all the SOPs and standards for Trimet be, well, standardized, for the streetcar as well. With ada training, passups, ASAs, etc.

**from ADAM to everyone: 10:06 AM**

So have we made Dave and Annadianna chairs

**from Mike Sandell he/him to everyone: 10:07 AM**

Oh yeah good point...are we stil waiting for folks?

**from Annadiana she/her to everyone: 10:11 AM**

What is the slope of the ramp ?

**from Mike Sandell he/him to everyone: 10:14 AM**

The express bus lays over there doesn't it?

**from Mike Sandell he/him to everyone: 10:14 AM**

The one that goes to OHSU I forget the line number

**from Guy Benn to everyone: 10:15 AM**

Line 66 starts and ends at this location. It is being reviewed under the Forward Together transit changes, but whatever its future, it doesn't need a layover at this location

**from Mike Sandell he/him to everyone: 10:16 AM**

Where would westbound buses go? On the north side?

**from Daniel Marchand to everyone: 10:16 AM**

Line 66 to OHSU/VA does currently layover at Hollywood TC, but very few times/day. This route is proposed for discontinuation this fall due to low ridership.

**from ADAM to everyone: 10:18 AM**

One of my suggestions is maybe we might want to bring in Commission Mapps ; so I'm sorry as I seem to keep bringing up the Portland Streetcar and even through Portland Streetcar is NOT within TriMet it is STILL a vital transportation need for many and so I just never understood why the streetcar seems to NEVER be included anytime we look at issues

**from Mike Sandell he/him to everyone: 10:19 AM**

So will the existing stop at Trader Joe's get removed?

**from Guy Benn to everyone: 10:20 AM**

The existing westbound stop at the north end of the Trader Joe's block will be moved further south on NE 42nd Ave where there is more room

**from ADAM to everyone: 10:21 AM**

even when we had the Portland Streetcar Citizen Committee and ZOE was on the committee the CAT never really got updates and now there doesn't seem to be any oversight

**from Mike Sandell he/him to everyone: 10:21 AM**

Wait so there's no jughandle stop until 2026? Where does it live in the meantime?

**Answer: Guy Benn** – still working with the bus operations team on a final location. We need a location that works with pedestrian circulation. WE can build it sooner, but it is not safe to build the jughandle while building construction is going on.

**from Mike Sandell he/him to everyone: 10:27 AM**

Braille and also raised text

**from jan Campbell to everyone: 10:27 AM**

I have brought up several times about inviting someone from the Streetcar to come to a CAT meeting, and we can still do that. We do have a Memorandum of Understanding (MOU) with them to check in with CAT, not sure how often, but the document cannot be found.

**from Dave Daley he, him, his to everyone: 10:36 AM**

Somewhere there is a happy medium, you know for a fact that 50% of these units will have a car, some will have two cars, how does that benefit the neighborhood? No response necessary.

**from Cassie Wilson she/her to everyone: 10:36 AM**

Are we gonna be sent the slides?

**from Annadiana she/her to everyone: 10:37 AM**

again and again groups like this come to us, ask our thoughts and then totally ignore our input

**from Mike Sandell he/him to everyone: 10:38 AM**

Yeah I'd love these slides too

**from ADAM to everyone: 10:42 AM**

Any chance that this committee can go on a site visit because just seeing slides is really difficult to visualize all this

**from Mike Sandell he/him to everyone: 10:42 AM**

^^ yes adm

**from Mike Sandell he/him to everyone: 10:42 AM**

adam

**from ADAM to everyone: 10:43 AM**

Maybe walking or rolling on the ramp might help

**from ADAM to everyone: 10:44 AM**

however it seems nothing can be done with the ramp correct?

**from Guy Benn to everyone: 10:44 AM**

Of course we can share the slides - Eileen has these. We are also happy to set up a site tour and to have further discussion about this project including facilitating further discussions with our partner BRIDGE Housing who is working on a shared parking agreement for parking spaces within the neighborhood

**from Annadiana she/her to everyone: 10:44 AM**

that is what they are saying about the ramp

**from Mike Sandell he/him to everyone: 10:45 AM**

There's a home forward office there too...or at least there used to be

**from claudia Robertson to everyone: 10:46 AM**

Good news,

**from Daniel Marchand to everyone: 10:46 AM**

more routing questions? [marchand@trimet.org](mailto:marchand@trimet.org)

**from ADAM to everyone: 10:47 AM**

Unfortunately the geographic constants of a certain area seems to dictate what can be done

**from Mike Sandell he/him to everyone: 10:49 AM**

Hi pat are you able to "present" this slideshow? The text is completely illegible (for me at least)

**from Annadiana she/her to everyone: 10:49 AM**

I also can not read this slide

**from ADAM to everyone: 10:49 AM**

the person that was banned from the TriMet System, how exactly is that enforced

**from ADAM to everyone: 10:51 AM**

I'm hearing lots of typing which is distracting can everyone mute except the speaker

**from jan Campbell (privately): 10:57 AM**

Need to vote on co-Chairs

**from ADAM to everyone: 10:58 AM**

Just wanted to know more about how if someone is excluded from the system how is that enforced to ensure that person is not allowed to ride

**from Daniel Marchand to everyone: 11:01 AM**

Have an 11am meeting. thanks all

**from Annadiana she/her to everyone: 11:02 AM**

I have to run. TY for all who came

**from Annadiana she/her to everyone: 11:02 AM**

I have to run. TY for all who came

**from ADAM to everyone: 11:05 AM**

Have we elected a chair?

**from jan Campbell to everyone: 11:06 AM**

I sent Eileen a note about that. Thanks

**from Eileen Collins mastel to everyone: 11:07 AM**

Regarding voting for co-chairs. We will do that after Mike's comments.

**from ADAM to everyone: 11:08 AM**

We might want to wait on that now because many people left

**from ADAM to everyone: 11:09 AM**

however Dave and Annadianna seemed to volunteer so I guess we can just elect them

**from Mike Sandell he/him to everyone: 11:11 AM**

Oh jeez I'm 10 minutes late to something I gotta go. Thanks everyone!

