

COMMITTEE on ACCESSIBLE TRANSPORTATION

October 20th, 2021

9:00 AM – 11:00 AM

WebEx/Virtual Meeting Recording

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

Staff: Chris Hunter, Margo Hunter, Eileen Collins, Charlie Clark, Pat Williams, Rachelle Glazier, Clay Thompson, Shabina Shariff, Luke Norman

Guests: Kathryn Woods, John Lewis, Leiite Lemalu

Meeting Minutes

Call Meeting to Order:

Claudia Robertson introduced everyone present via Webex and called the October CAT Business meeting to order. Claudia presided over the meeting, as Jan Campbell was unable to attend.

Approval of Agenda – Dave Daley approved the agenda and Kris Meagher seconded. Approved.

Approval of Minutes of 9-15-2021 CAT Meeting Minutes (**Attachment A**): Adam Kriss approved the minutes and Annadiana Johnson seconded. Approved.

Announcements from Chair - Jan Campbell was unable to attend today's meeting due to important pre-planned appointment. Meeting' will be extended to 2 hours, they will now be from 9am to 11am.

Staff Updates:

- **Chris** – Chris updated the CAT on the Burnside Bridge project; he informed the CAT there is a community task force meeting about this

project next Monday the 25th. He will send out the WebEx link to the members so they can attend.

- **Margo** – Margo commented that the new Executive Director of Transportation at TriMet was in attendance of the CAT Business meeting. She introduced Rachelle Glazier and welcomed Rachelle to the meeting. Rachelle introduced herself. Rachelle stated that it is an absolute pleasure to be at the CAT meeting. She appreciates the opportunity to be part of the CAT team and to reach out to her if anyone has any questions or she can help in any way.

Margo stated that one of the biggest challenges right now to the agency is the broken/back up supply chain around the country. It has been difficult to procure parts, vehicles and even hiring staff. Adam Kriss asked what the driving force behind not being able to find drivers. Margo stated that the main obstacle is that people are not applying or looking for employment at this time.

Dave Daley had a follow up comment about the Burnside Bridge project. He wanted to know if TriMet has or is going to make a decision on whether or not to close the Skidmore MAX station. He feels that decision needs to be made about the Skidmore stop so that a more informed decision about access to and from the bridge can be made.

Claudia commented on the work the STFAC committee has been doing over the past year in regards to House Bill 2017 and the STIF was established in Section 122 of that bill. This is also known as Keep Oregon Moving by providing a dedicated source of funding for improving, maintaining, or expanding transportation for all users. Claudia informed us that the Governor's budget came out without the backfill for the STF money; the legislature did not put it back in the budget. They instead passed senate bill 1601 that bill said to merge both of those project funds and establish a Rules Advisory Committee (RAC) to draft new consolidated STIF program rules. The RAC has met six times since spring of 2021, with an OTC adoption target of December 2021. Claudia reported that at the end of the fourth meeting that it all started to come together and that they stayed pretty much to the same language that was in the original STIF process. They did change the required makeup of the required STIF advisory committees to ensure that seniors and people with disabilities were represented on those committees.

For more in depth information and knowledge of this project please visit [Oregon Department of Transportation : Consolidated STIF Rules Advisory Committee : Public Transportation : State of Oregon](http://www.oregon.gov/odot/RPTD/pages/STF-STIF-RAC.aspx)
www.oregon.gov/odot/RPTD/pages/STF-STIF-RAC.aspx

Public Comment:

Kathryn Woods - Had some experiences with LIFT which were way below standards of the LIFT. She contacted customer service and they were helpful in reaching a resolution of experiences. She stated she did have some questions that were not responded to and proceeded to ask the questions to the committee. The timeliness of the LIFT has gone way down and she wanted to know with the LIFT contractor change how much that has to do with the less than standard service? Unfortunately, Kathryn lost connection to the meeting, but staff will follow up with her in regards to her questions.

Board Report – Keith Edwards: Director Edwards was unable to attend the CAT Business meeting today.

Safety and Security (Pat Williams):

Pat shared information about information of a couple of things Safety and Security are focusing on right now:

- Pat stated they are moving forward with security cameras on several platforms on the system, these platforms will include 82nd, 94th, 122nd, 148th, 162nd and possibly Eastman Parkway in Gresham. They have the capabilities to put the upgraded cameras at the platforms, which will be great for security so they can monitor the platforms remotely when there is no physical security available. Electricians are working along each stop to complete this project from Gresham inward toward Portland.
- Pat shared with the committee that the new Safety Response Team and shared a photo of the team. He introduced Lee Hunter and Tom Hunt. Tom is the manager and Lee is the assistant manager of the SRT. Pat shared that the community should be seeing these team members on the system now. There are seven members right now out on the system and more to follow as they finish their training with a total capacity of twenty-four members. The SRT's primary duties are engaging with riders and employees, connecting riders to wrap around services and have a high visibility presence on the system, which

includes buses, trains, platforms, parking lots and TriMet facilities. They will also engage in low-level security concerns such welfare checks, conflict resolution, providing basic first aid and assisting with referrals for quality of life issues. Pat stated as of now the SRT is not responding to calls, but the main objective is to be out on the system and being proactive in enhancing the customer experience and safety. During the short duration, thus far the team has helped multiple people who use mobility devices and provided assistance.

- Safety and Security have also been holding ICS training, which falls under the National Emergency Incident training. All supervisors have been attending this training. This is helping the Agency plan for large-scale events that could affect our region.
- Pat also informed the CAT that they have been conducting Crime Prevention through Environmental Design (CPTED). With this they look at how structures are built and incorporate safety around sight line improvements, vegetation, lighting and structural changes.
- **Barry Lundberg** asked whether TriMet is using the Great Oregon Shakeout or resources to inform those TriMet customers who use mobility devices what to do in case of an earthquake while they are using the fixed route system. Pat stated they do at times conduct trainings on the light rail where they will stop a train for short duration and play an announcement directing people of what to do during this emergency situation.
- **Kathryn Woods** - What is being done through security to help stop the spread of COVID-19. Pat stated that the mask mandate on the fixed route system is still in place. All riders are required to wear a mask while using the system. If a rider doesn't comply then they will be referred to a customer service agent and if the rider still won't comply then it could lead to a referral to law enforcement.

FY23 Annual Service Plan; Clay Thompson, Luke Norman and Shabina Shariff: Clay, Luke and Shabina presented the CAT with the Annual Service plan changes for FY 23. They are currently in the outreach phase. There are two phases the first in the fall and the second in the winter. The proposed services changes presented to the CAT were:

- Proposed changes to two bus lines to accommodate the new TriMet FX high-capacity bus service on Division Street between Downtown Portland and the Cleveland Park and Ride in Gresham.
- Line 2 will be retired and replaced by the new and improved FX-Division, which will let them use the Tilikum Crossing instead of the Hawthorne Bridge.
- Line 10 will move from SE Ladd Avenue to SE 7th Avenue, serving some previous Line 2 stops.

- The proposed change to move Line 80 out of Glenn Otto Park due to low ridership and to keep buses on schedule. Four bus stops on East Historic Columbia River Highway would close, and buses would turn using SE Kibling Street and SE 2nd.
- The changes to these lines will not affect LIFT Service in these areas.
- More information can be found at www.trimet.org/plan
- Shabina shared that she is working on targeted outreach in the community on this project. Coordinating with community organizations to accumulate feedback on Service plan changes. Also working the community organizations on educating their respective communities on the annual service plan changes by putting on websites, newsletters and mailings to targeted communities that could be affected by the service plan change.
- Dave Daley mentioned that he understands the need for the change to these lines. However, if stops are being taken away and riders are being informed of how to access the buses at different stops that may be further away then we should really be looking at pedestrian access and if the path of travel to the new stops is accessible for everyone and hazards are addressed along these paths.
- Annadiana asked if LIFT service would be affected by this route change in Troutdale to the number 80. Eileen stated there is no expected impacts to LIFT service with this change, if there is impact then we will reach out to those individuals.
- Claudia are these the only route changes for FY23? Clay confirmed that these are the only changes being looked at.

ATP/LIFT Report/Update (Eileen Collins): Eileen Collins shared the following updates:

- Eileen introduced John Lewis who is the acting General Manager for TransDev and Leiite Lemalu the Assistant General Manager at TransDev to CAT. It has been a pleasure to welcome them on board. Chris will be setting up an Ad-Hoc meeting with TransDev so the CAT can have a more in-depth conversation with them.
- Eileen shared that the on time performance for LIFT in September struggled a bit at 88.5%, but in the first two weeks of October with TransDev is already up at 92% and the partnership with TransDev is working well and has improved service.
- On time performance for appointments was 93.5%
- Cab on time performance has been less than acceptable and Broadway Cab is on a cure notice to remedy those deficiencies. Right now, they

are at 86% on time performance with the expectation that it will rise above 90%.

- LIFT is really working with TransDev to get as many trips moved from cabs to LIFT buses because we have more control, capacity and the ability to control those trips.
- The development of the max on board time application. This application will help Paratransit maintain comparability to Fixed Route trips. This will assist dispatch in preventing longer rides on Paratransit than it would on Fixed Route and allow dispatch to monitor possible violations.
- TriMet has launched a Disability Resource group to help educate staff at TriMet around the many topics, resources, trainings that relates to disability awareness, accessibility and Universal Design. The group will be hosting a lunch and learn event around Universal Design which will talk about universal communication in meetings, meeting content, audio/visual accessibility and how to make all things universally accessible.

The CAT business meeting adjourned at 11:00am