



**Committee on Accessible Transportation  
Business Meeting  
Minutes  
Wednesday, October 18, 2023  
9:00 a.m. – 11:30 a.m.  
WebEx**

**CAT Attendees:** Annadiana Johnson, Claudia Robertson, Patricia Kepler, Dave Daley, Barry Lundberg, Adam Kriss, Ryan Skelton, Diana Keever, Jan Campbell, Director Keith Edwards, Kris Meagher

**TriMet and General Public Attendees:** Jeremy Hurley, Jonathan Lewis, Justin Rossman, Charlie Clark, Kathryn Woods, Eileen Collins, Joseph Camper, Leon Chavarria, Lisa Strader, Marti Magee, Nick Anderson, Patricia Teezer, Roger Steinbach – BCAB, Tony Tapley, Amparo Agosto, Julius Larosa, Bruce Smith, Mary Hicks

**CAT Attendees Absent:** Mike Sandell, Tre Madden, AJ Earl

<b>Minutes</b>
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Claudia called the meeting to order at 9:02

**9:00: A. Opening Remarks – Jan Campbell**

1. Approval Of Agenda – Motion to approve Diana Keever; Second Dave Daley
2. Approval of Minutes (September) – Motion to approve Annadiana Johnson; Dave Daley seconded.

**B. Staff Updates:**

- Eileen Collins – Volunteers needed for Emergency Preparedness exercise in Robertson Tunnel - Sunday Nov 5th, from 9:00am – 3:00pm. Evacuation exercises. Critical to have an emergency response run through. You could simulate an injured person or bystander.
  - Eileen to send flyer to committee for Sign up by Oct 31<sup>st</sup>.
- Eileen Collins– Just went to APTA conference in Florida, elected to APTA Access Committee leadership.

- Presenting Well Class - 48 TriMet staff signed up for the inaugural class to provide accessible communication to diverse audiences in a meaningful way. Next class will be held December 4, 2023.
- ATP Community Engagement Topics – Justin Rossman
  - PSU survey of FX platforms – Materials were included in a separate email regarding PSU collecting community feedback on the FX platforms.
    - Nathan is the contact Justin passed along for any questions or ideas on how to promote further accessibility or feedback.
  - City of Beaverton – Travel Ambassadors needed, but deadline has passed. May still take interested individuals, reshaping the future of Beaverton transit.
  - November Field trip to Public Safety Office – Tour, to choose a date and get that information out to CAT committee.
  - CAT application feedback – fully updated, only one person responded to Ad Hoc meeting request. Justin will send the application out to all members for comment. Submit Comments by October 31<sup>st</sup>.
  - Type 6 Train viewing – Dave Daley was the lone CAT member who showed up. He got a private showing by Justin. Over 1,000 people from the public showed up on Sunday Oct 15<sup>th</sup>; it was an amazing experience.
    - Dave was very impressed, ramp was wider and wonderful.
    - The flip-up seat gives a wheelchair user something to hang on to.
    - Our expectations of the driver being able to see the whole train is not probable.
    - It would be nice to have Directional cameras that would focus on the speaker needing information.
    - With regard to Security Cameras, Justin has asked for a picture of the operator booth to share with CAT.

- Ryan, asked where buttons are to open train door – It would be easier to deal with the buttons that are not in the middle of the doors?
  - Dave, one button on back of the flip up seat. The other is on the door.
  - Adam, asked Dave why they put the button on the door. Does the button disappear when the door opens?
- Friday ADA trainings with New Bus Operators - call out – Thank you to Annadiana, Kris and Michael for being at the trainings last Friday. Looking for others who might want to attend.

**9:50 C. General Public Comments:**

Kathryn Woods - Announcing stops that are not included in the ASA's (on buses). On Fixed Route, having just had surgery, I needed a stop call - Driver says to ring the bell, when the stop was requested. Calling out "The next stop" is good customer service. There are other passengers who have problems (ADA) with called stops.

- Eileen to follow-up with Operator Training team to reinforce requirement.

**10:00 D. CAT Committee Comments:**

Director Keith Edwards - At next meeting, would like to invite Director Robert Kellogg and Board President Ozzie Gonzalez.

- Hope you were able to see the Type 6 trains on Sunday October 15<sup>th</sup>.
- Director Edwards would like for a couple of CAT members to be able to attend the groundbreaking at Hollywood hub. By invite only, but Eileen will check to see if we can get some invites.

Dave Daley - I found out back channel that the elevator at the Gideon Overcrossing has been transferred to the authority of the City of Portland. We have given the responsibility of that elevator to a department that has a \$4B repair backlog. I was surprised that we did not hear more about it. Were we ever told about this.

- Eileen to look into.

Claudia Robertson - The bus stop overhaul and inventory #77 lanes are very narrow. Those stops have only a grassy area – 52<sup>nd</sup> St. It's going to take longer than our lifetime to get those stops improved to the point of accessibility. Stop needs improvement due to parking in the area. No bus pullouts, no sidewalks, a bus could not deploy a ramp there.

**10:15 E. TriMet Board of Directors Update – Keith Edwards**

Education session talking about “Vision 2030” – where do we want to be in the next seven years. He will share more in the next executive committee meeting. The goal is 120 million riders by 2030, which is a 10% increase year-over-year for each of the next 6 years – with that will be other issues that come with it. There are five pillars of the plan. People and the community is at the core of the ridership; comfort and safety. TriMet is the best form of transportation. Safety and security is a fine line to walk and we need to provide respect and dignity to all. TriMet is safe and secure. However, TriMet needs to beef up security.

- Jan Campbell - pass-ups we may want to look at more accessible passenger space for mobility riders.
- Ryan Skelton - Would like to see the details and KPIs of the Vision 2030 plan. What's the overall structure – performance indicators/progress markers do they have overlap with the disability community. Targeting certain areas.
- Dave Daley - Every time we talk about increasing rider capacity – we cannot be confined to only 2 wheelchair/mobility device spaces – we need to be involved, making sure we get more space as ridership increases.

**10:00 F. Break**

**10:15 G. TriMet Security Update - Pat Williams, TriMet-Director of Security and Emergency Management**

Security Operations Center (SOC)– Picture a 911 center, but not quite at that level. We are operating this unit at our Operations Control Center (OCC). Rapid Response Center previously only responded to bio hazards and security issues on the train. The SOC handles any security related incidents, 24/7 operation – (security-related) that do not require 911 response. Handheld radios to communicate directly with staff in the field. Monitoring cameras, radios, communicate directly with customers and staff; monitoring a radio security channel that our security officers and supervisors carry in the field. They are working directly with our Customer

Service agents, receiving Twitter requests, emails, phone calls from the public. 238-Ride can communicate directly with our representatives. Big move for TriMet, currently 10 -20% functional compared to what it will look like down the road. Live feed from people in the field, ELERTs is a computer software downloaded on a phone APP and TriMet website for public service – drop down list for non-urgent that you can report to TriMet. It provides a list of non-urgent, non-emergency, security related incidents that can be provided that do not require 911 responders. Such as suspicious activity, mental health crises, security related incident. Working very well for us. Provides dashboard information for management. Will be purchasing software for field monitoring. Need quick response time.

### **Questions:**

- Claudia Robertson - Heard on TV this morning, staffing level of transit police and job announcement to be hiring security.

Pat Williams - Complex issue, huge amount of training. The Oregon Department of Public Safety Standards and Training delivers an 18-month probationary training program. Many don't make it through hiring scrutiny, will be hard to get people hired. Law enforcement and 911 operators are starting to see more people being hired. Multnomah County Sheriff's office has shared that we will be getting more security. When Pat was with Transit Police – he managed over 50 himself, and day shift had 20 staff. We're in the teens right now. We are seeing more agencies showing an interest to come back in. We are trying to fill the void with security staff; doing leadership training. Lost Bob Day as the transit Police lead – who is now the interim Portland Police Chief. Pat is tapping in to people he used to work with to get leadership training.

- Ryan Skelton - the screen reader - has anyone done an accessibility assessment of the app. To make sure it meets accessibility standards?
- Pat Williams - E-lerts has been around for decades (the guy who wrote it created the game Frogger). Something tells me that they have vetted this for accessibility, but I will make an inquiry.
- Director Edwards - I know this is challenging and thank you for the work you do. Given Vision 2030 – we're projecting increases of 10% ridership year over year. Are we going to be able to get ahead of the safety and security needs in light of those goals? Challenges regarding recruitment and vetting. How long is the training – It would

be nice to have a short summary training overview for the CAT, maybe at the PSO.

- Pat Williams - Cognizant of the fact that we are going to meet the challenges of today's security. Biggest challenge is the employee pay. First couple of years we weren't able to give raises. We are getting better, they go through security training as well as TriMet training. We have people to provide a 3 day academy to train the new recruits. Need to hold us accountable and our standard with Leadership training, how to keep our staff functioning and engaged.
- Eileen Collins - Tour in November at the Public Safety Office. Progressive and positive force of change – celebrating the work our team is playing in our community.

Pat Williams - Responsibility and Ownership – don't push it off onto someone else. We all have vitally important roles and everyone needs to take responsibility. Talent needs to be accessed within our community. Tapping into some technology to help us create more security within our system.

SRT – Safety Response Teams - Blue uniforms similar to the other security providing a larger looking security presence! Very distinguishable with reflective vest and backpack. One of our biggest challenges is the pay. We had a supervisor leave to go deliver pizza. We have made significant increases in pay, and we are getting better applicants 52 people strong – 10,000 contacts a month within the community. Really good success stories. We are working with our state .

- Eileen Collins - I often SRTs in groups of 4. What is the logic behind the grouping and not dividing and conquering?
  - Pat Williams - Sometimes 2, sometimes 4 – mindful of the optic. Don't congregate too long. Maybe 2 in the front of the train and 2 in the back of the train.

160 Allied officers currently (100 more than 2019) – 59 code enforcement officers – TriMet is helping with advertising. In 2019 we had 3 code enforcement officers. Sam and Bonnie, along with Andrew Wilson have been instrumental in getting these numbers raised.

- Director Edwards - what are your biggest challenges – Fixed Route or Light Rail.

Pat Williams - Just in sheer numbers Lightrail. 82<sup>nd</sup> Ave as well as Powell. Some lines/ busiest lines have more mental health issues, pulling a weapon

or made threats. Surveillance camera – law enforcement was called and responded, but there was a significant delay as these calls are put into the que with the regular 911 calls.

- Barry Lundberg - current day tensions caused by Israel/Palestine unrest, has security been ramped up until this issue has calmed down.

Pat Williams: within a day or two of the event we contacted Portland Police regarding this and they don't necessarily share some of their information.

- Jan Campbell - When there is something going on there is nowhere to get away from the situation/confrontation. It's awful sometimes what you hear on the bus.

Pat Williams - What is an emergency to one person is not, to another. We have different demands now. Is it time to call 911. So much unpredictable behavior due to drugs etc.

- Any questions send to Justin Rossman to forward to Pat Williams.
- Adam Kriss - Frustrated as there's no one to contact, riding the streetcar, is there any control on regarding security. '

Pat Williams - Limited security, share of problems but nothing significant. Because there is not any non-destination riders – people who cause problems are typically people who don't pay fare. Our presence has an impact, but the streetcar goes into a loop so you won't see that as much.

- Ryan Skelton - First response is contact the operator.

Pat Williams - Loud verbal button, for de-escalate arguments/fights. Security anticipates where to intervene.

**11:05 H. Elevator Access Project Update** - Andrew Wilson, Executive Director, TriMet Safety and Security Division

University of Washington Study update – Evaluated the exposure to drugs on the TriMet system. We asked for the level of cleaning and filtration efforts - given the prevalent use of drugs. We want to limit all use of drugs – increase presence/ be alert. Effect change. Increase cleaning efforts and air quality efforts. More studies needed regarding the long term effects of repeated exposure. No inherent risks on what they have measured. Studies to be done on risks of long term exposure to these substances.

- Director Keith Edwards - Any trends on exposure over the past few years?

Andrew Wilson - Decreases attributable to increased presence on the system of safety teams.

- Director Keith Edwards - What kind of support are you getting from the City or PBOT?

Andrew Wilson - Participating in the city Hotel group to help with security. Activity starting to track these exposures. 20 years of public health and smoking (cigarettes), people aren't taking that into consideration.

- Ryan Skelton - there are complexities with legalities in Portland, along with jurisdictional issues.

Andrew Wilson - outdoor air samples in old town Portland showed nothing. Concern for community but there was more regarding "surface exposure" vs. air quality. OPB – think out loud – delved into the concerns we should or should not have. Smog, smoke, fog exposure in the air. Some particulates are going to find their way into our systems.

- Annadiana Johnson - can you talk about the elevators?

Andrew Wilson - Hollywood elevator – elements and options that would make Hollywood Transit Center better. Not refuge area – the approach established with the Hollywood elevators are now live and we are working over the next year to grow the scope to get more access controls in the most needed places.

- Annadiana Johnson - Funding, when will the rollout funding take place. Consistency is important.

Andrew Wilson - Funding is there, but the design elements – funding an outside resource for these locations. Engaging community - pilot has gotten us down the road a lot faster. Design criteria is part of the consistency.

- Dave Daley - we need clarity on what passengers are supposed to do if they can't access the platform? What if they are not ADA eligible. We need a bill of rights for them. What are they able to do? TriMet pays no penalty, people just don't get served.

Andrew Wilson – right now if you see a disruption like threat, phone call to OCC is best. Hard to deny access to some and not to others. Rider connectivity is so important – Blue light phones similar to emergency phones on college campuses are coming soon to alert TriMet of issues.

- Eileen - LIFT coordinates closely with OCC to make sure a ride is provided should a rider be stranded.



Andrew Wilson - Actively working the elevator outage is a text alert. ATP customers or our broader customers. Text message to those when an elevator outage may be occurring.

Andrew Wilson - Eileen is a very good advocate for this community. There are options for making it accessible for everyone. There may not be a perfect scenario, but one that can address the majority is important.

- Ryan Skelton - Blue phones and any kind of elevator outage – TriMet needs large temporary signage. It's not a permanent solution but at least it's a good temporary solution to help.

**11:20 I. Public Comment**

Annadiana Johnson moved to adjourn; Claudia Robertson seconded

**11:30 J. Close of October CAT Business Meeting.**

Meeting was adjourned at 11:37 am

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