



Committee on Accessible Transportation  
Business Meeting Minutes  
Wednesday, October 16<sup>th</sup>, 2024  
9:00 a.m. – 11:30 a.m.

Recording Link:

<https://tmshare.webex.com/recordingservice/sites/tmshare/recording/2b483d286e06103d9bf7e6b54a18cb65/playback>

Password: wFStDt56

**CAT Members**

Jan Campbell  
Annadiana Johnson  
Claudia Robertson  
Dave Daley  
Richard Hunter  
T J Anderson  
Patricia Kepler  
Stella Moore  
Jason Jablow  
Tre Madden  
Sky McLeod  
Franklin Ouchida

**TriMet**

Eileen Turvey, Director Accessible Transp.  
Justin Rossman, Community Engagement  
Charlie Clark, Mgr. LIFT Service Delivery ATP  
Eric Demmitt, Senior Program Manager  
Andrew Wilson, Sr. Analyst LIFT  
Christina Barboza, Language Access Prog. Mgr  
Kittie Kong, Sr. Community Engagement Coord.  
Joe Camper, Sr. Analyst, Legal Services  
Vildana Ovcina, Exec. Asst. To Andrew Wilson  
Mary Hicks, Sr. Admin Assistant ATP  
Jonathan Lewis, General Mgr. Transdev  
Ethan Snyder, Mgr. Civil Rights & Equity Prog.  
Bruce Smith, DEI Partner  
Karol Orozco Escorcia, Sr. Proj. Mgr IDEA  
Gwen Snyder,

**Public/Guests**

Dr. Ryan Skelton  
Lisa Strader, PBOT ADA Coordinator

**MINUTES**

09:00 - **A. Opening Remarks** – Jan Campbell

1. Introductions - Round table.

After introductions, Jan Campbell shared that she and Franklin Ouchida attended Director Edwards’ reception last week as he has

retired from the Board of Directors. They shared many wonderful things that he and his wife have done within this community. Jan Campbell also shared that it was White Cane Day at the Airport yesterday and she was there with Patricia Kepler and Justin Rossman.

- **Patricia Kepler** – The event was very informative, they gave out Sunflower Lanyards to people with that may have a hidden. There are 60 West Coast Airports that are involved in this program, not just PDX.
- **Justin Rossman** – I was able to use the Good Maps tool myself, using it to guide myself through the airport. It was an amazing tool and I hope to introduce it to our internal people. To Patricia’s point, the Sunflower program at the airport is great and they also provide a supporter lanyard for people willing to support someone with a hidden disability.

**Jan Campbell** – Shared where the LIFT vehicles drop off at the airport, as it was confusing to find the sign. This needs to be brought up in the LIFT sub-committee meeting.

**Eileen Turvey** – Reaching out to Aira visual interpreter program that uses your phone to provide sight challenged people with verbal navigation wayfinding assistance. It will even help you locate items in the grocery store.

2. Approval of Agenda. Claudia Robertson gave the Motion to approve – It was seconded by Richard Hunter, No discussion, none opposed, no abstentions.
3. Approval of September Business Minutes. Dave Daley gave the Motion to approve –Patricia Kepler seconded. No discussion, none opposed, Claudia Robertson abstained.

09:15 - **B. General Public Comment**

**Dr. Ryan Skelton** – Would like to thank the Ride Guide team for being helpful with his boarding challenges at the Lloyd Center platform now with the Benson HS kids back in school using the MAX.

- 09:25 - **C. LIFT Subcommittee update** – LIFT Co-Chair Jan Campbell, We need to make an agenda for next month’s meeting. T J Anderson and Patricia Kepler gave a brief overview of the last LIFT meeting that included updates on the Instacart and the Fixed Route Honored Citizen pilot.

09:35 - **D. TriMet Staff Updates – Justin Rossman,**

- CAT meeting page updated on TriMet’s website <https://trimet.org/meetings/cat/index.htm> has been updated. Justin went over the page verbally to show those current updates. Thanked everyone for their help and input to make the page easier to navigate.
- Whom would like a calendar invite to the Wayfinding Ad Hoc that has been restarted? Patricia Kepler and Sky McLeod are the co-chairs and the first meeting is 11/1 at 9:30am. Please let Justin Rossman know if you would like to be at the first meeting or to be part of the meeting invitation.

This list of those who would like to attend - Eileen, Franklin, Claudia, Annadiana, Jan.

Dave Daley: shared a need for the Wayfinding committee to reach out to ODOT as quickly as possible to become involved with the TV Hwy corridor project, as well as future projects. We’ve gotten PBOT up to speed, but need to get with ODOT and get them to these meetings.

- Board of Directors and CAT meet & greet on 10/23. Patricia Kepler – in person, Franklin Ouchida- in person, Jan Campbell – In person. Stella Moore - virtually, Claudia Robertson - virtually, Dave Daley - In person. Sky McLeod – virtually, T J Anderson – in person. Tre Madden – virtually.
- Eileen Turvey: Introduction of new CAT members at the Board of Directors meeting – especially with the two new board members and seven new CAT members and identify which board district the CAT members fall into. Eileen has been asked to provide an ADA overview about Paratransit and what CAT does in four different information sessions so the Board of Directors can better understand the legal requirements as CAT presents issues or budget initiatives. This hasn’t happened often with TriMet so this is an exciting update with getting this in front of the Board.
- Justin Rossman – Dave Daley requested information in the fixed route reporting for pass-ups. He would like to see a 13 month rolling calendar instead of 12 months. The reporting team was able to include that in this month’s meeting packet.
- Justin Rossman - Sent an invite and received some responses to the National Disability Employer Awareness Month and will be hosting a Lunch & Learn, “Access to Good Jobs for All” – this will be held October

31<sup>st</sup> at 12:00pm at OMP, to include TriMet staff as well as Committee on Accessible Transportation, and our friends from North Pole Studios, who designed some of our LIFT bus wraps.

- Eileen Turvey – Jan Campbell was a recipient of an Oregon Daily Journal of Commerce – Women of Vision award. The award is in support of Women who are shaping the environment with technical skill, leadership and mentoring and helping to create opportunities for future generations of women in the industries. We are proud of everything Jan Campbell does for our community.
  - Eileen Turvey – Official invitation sent to all CAT members for the grand opening of the Jan Campbell Transportation Center. Nov 19<sup>th</sup> at 2:30pm. The location is 710 NE Holladay
- Eileen Turvey – Wanted to let CAT members know that she and Mimi Bernal-Graves, will be going to the Oregon Transit Association (OTA) Conference in Seaside at the end of the month and will be giving the presentation “Presenting Well”. They will be talking about not just accessibility of meetings and digital content, but additional steps to build out accessibility in our system. We will also be presenting a session on innovations and continuous improvement in paratransit so that we can help other agencies throughout the state make some similar advances and utilize some of the tools we use here. We also had good feedback at the American Public Transit Association (APTA) TriMet became the leader in web content accessibility guideline requirements and enforcement by the DOJ. TriMet hired an amazing content developer. We would really like to include them in the wayfinding ad hoc to learn about the plan our digital content team has to make with TriMet, through Trip Planner, through ticket vending machines, through all of the digital channels to make sure we are meeting the accessibility of web content. Many other agencies are behind and don’t even know where to start.
  - Eileen updated CAT regarding their work with Ron Brooks from UZURV who wrote the book, “All Aboard” and he cited the work around Presenting Well as some of the best practices and digital accessibility. Also doing a deep dive into how we make online maps more accessible for people who can’t process the visual content of maps. It’s an area that several groups are struggling with around the country.

- Jan Campbell questioned Eileen Turvey about receiving an award at the Transform conference.
  - Eileen Turvey: Yes we received an Innovation award for the Instacart program. Eileen did a presentation to the whole conference on how we developed an Instacart delivery program, created a getting started guide so other agencies could just download all of the documents and materials and know exactly how to engage. Several agencies have downloaded the guide and are starting their own Instacart program.

09:45 - **E. CAT FY25 budget priorities –**

**Justin Rossman – CAT makes budget desires. A few things on our list coming up.**

1. LIFT operations – vehicles, technology and enhance current service standards and provide same day service options!
2. Tactile maps at all transit centers: Wayfinding and guided navigation supported as a function of the TriMet Trip Planner. Starting with Oregon City and Beaverton are being redesigned.
3. Increased security on the system with additional Safety Response Team members throughout the system.
4. Improve the Cleanliness of bus and MAX vehicles.
  - a. Franklin Ouchida: Clean up the bus stops as well.
  - b. Annadiana Johnson: Also, need to define where trash cans are placed. The cities who place them, can obscure the vision for the bus driver to see the rider. Also, they can be placed too close to the shelter and creates a problem for people with mobility devices.

**Eileen Turvey:** Support from CAT is important through the difficult conversations with the Accessible Transportation Fund advisory committee to make this a TriMet priority. LIFT vehicles will not be fully funded through the ATFAC process so we really need CAT’s weight behind this to make sure we can get funding and support our program and get the eyes and ears of our leadership team to make this a priority.

**Dave Daley:** I Completely support what Eileen Turvey said. There are very different visions of how effective we are providing services in the senior community. Some would say that people are old, not disabled so they should be able to take the fixed route system. We need more outreach

into how we get more seniors comfortable using the fixed route system. We need someone other than Ride Connection or TriMet LIFT to make some analysis and get us down the right trail to what the effective program would look like. Maybe someone like Portland State as an example.

**Claudia Robertson:** We call ourselves the squeaky wheels of advocacy. Older adults and people with disabilities need to be more apart of advocating. One of the things missing from our community is a dedicated advocacy group for older adults. I think Portland State is the place to start, in their geriatric program.

**Annadiana Johnson:** Older adults, short trips on Fixed Route but next day no energy, would then need the LIFT. Might be able to get to where I was going but no energy, difficult to get home.

**Jan Campbell:** Can we work on this further, in the Exec. Committee Meeting or do we have time today.

**Eileen Turvey:** We don't have time to do this during the Exec. Committee, as budget work needs to be submitted by end of this month. If the Exec. Committee wants to take it offline and have discussion via email, we could do that. We are already consulting with Portland State and Amy Parker's program, to evaluate transit centers for wayfinding and accessibility, it wouldn't be difficult to amend. The journey map of older adults and how they can better engage with services. If you are good with me drafting something to send to you all regarding this research topic, I would be happy to share it with the group.

**Jan Campbell:** We will ask Eileen to do that. As you get older there are hidden disabilities and this has been a big issue.

**Sky McLeod:** FX Standards, talk about how they're only having two securements per the articulated buses, and the manufacturing side should be a priority of trying to have more securements on the buses.

**Dave Daley:** Even though we had an example about a neighboring transit system that has 3 securements successfully, not sure why they won't commit to three securements, using benchmarks from other agencies that aren't as good at serving their community. It just doesn't make sense.

**Annadiana Johnson:** We recently had a meeting about not being able to use the center door, it's not accessible by use of a ramp, on the articulated buses. We must stress how important it is that there is more space in the front so mobility devices can come in and secure.

**Eileen Turvey:** There will not be any buses purchased this year, so we will have time to work on this for next year.

**Tre Madden:** Proposed funding for social masking marketing campaign on public transit. Security for the wellbeing for those on public transit with chronic illness, seniors, those with disabilities and those with multiple co-morbidities. Educational awareness campaign.

10:00 - **F. TriMet Board of Directors Update** - Keith is absent today but we would like to send a get well card to Director Edwards's wife.

Justin Rossman, updated that there are two new TriMet board members and that Erin Graham, District 2 is the new CAT liaison.

10:15 - **G. Committee Member Feedback & Discussion**

**Ryan Skelton:** Connecting with public amenity stops as well as a media campaign regarding safety.

**Richard Hunter:** Advocacy for seniors in the Legislature. More money for Human Services and the special transportation fund. Holding listening sessions all through the state.

10:35 - **H. Break**

10:45 - **I. Vision 2030** – Eric Demmitt, Senior Program Manager, Strategy & Planning

Partner with community to build our ridership. Connecting People for a Better Life. The five pillars – 1. Ridership 2. Community 3. People 4. Infrastructure 5. Resources.

Vision 2030 is weaved into everything we do. It's the business plan, the climate action plan and it's the number one deliverable or goal for the General Manager.

We have a new 24/7 security operations center where you can report system issues, graffiti, shelter damage, anything that doesn't look right, and you can call or text that number and someone will be able to respond to you.

Next Step – Ridership Goal. Partnership with jurisdictional partners to find solutions. Solve the problems where they are and move forward. How can we get more people to ride?

**Comments:**

**Annadiana:** Taking stops away is not the best way to improve ridership.

**Claudia Robertson:** Partnering with our jurisdictional partners on placement of stops, placement of infrastructure, color coding, not making it harder to use the system. There are several transfer points that discourage people to ride, we need to make them a better experience.

**Dave Daley:** Feels the number one issue is the feeling of security when riding or transferring. I think there's an opportunity with changes in the Portland City government.

**Tre Madden:** Making TriMet healthier for riders and being a strategic partner with OHA to make ridership safer for those with health issues.

**Sky McCleod:** Believes more work with PBOT and ODOT and also the Environmental impact of less cars is important.

**T J Anderson:** The new power reconstruction, the neighborhood alliances now being broken up into districts we may be able to work with the representatives to get a more grassroots alliance.

**Richard Hunter:** Are you familiar with the "Getting There Together" Coalition – about 50 organizations and individuals which would be a relationship to build with.

**Dave Daley:** It's a balancing act when you're building a new service and FX2 was somewhat of a failure with stops being too far apart. The plans for 82<sup>nd</sup> are a lot better and when you look at the TV HWY plan it's a little further apart.

**Jan Campbell:** Asked Eric Demmitt to write up the comments and share them with staff. So what are next steps for CAT.

**Eric Demmitt:** The next steps are to just grow the program. We'll roll it out to the Board of Directors and then ultimately to the public by spring/summer of 2025.

#### 11:05 – Public Comments:

**Ryan Skelton:** Was struck by some of the comments regarding older adults accessing services better and outreach to them vs people with more severe disabilities. Because these two groups can be allies and a lot of their needs are similar. It's often a form of ableism to say that older people don't have these needs because they're just old and not thought of as disabled. It's a matter of education within the staff to hopefully reduce that type of attitude. I also agree with Trey about needing to be aware that illnesses are really a concern within our community right now with the resurgence of Covid. It does negatively



impact people with disabilities more severely than folks who are not already disabled so I would like to see TriMet be more supportive of that endeavor.

11:15 - **J. Comments**

**Eileen Turvey:** One thing we are looking at internally is the intersectionality of age, disability, socioeconomic status, income and the more things you pile on top of each other the more challenging it is to build service and systems for all those populations. Looking at how transit systems were historically designed generally for middle aged, white men who travel into city centers to go to corporate jobs and we recognize, as we get through vision 2030, it's a more comprehensive understanding that that is not always who is riding but maybe the choice riders are the ones who have no other options. Women who ride transit have different needs than men who ride transit. Parents with small children have different needs than people who don't. The more we can design a universal system that meets the dramatic differences and needs for all populations the more it will better serve everyone.

11:29 - **K. Upcoming meetings:**

- TriMet Board of Directors – October 23<sup>rd</sup> 9:00am
- Executive Committee Meeting – November 5<sup>th</sup> 9:30am
- LIFT Subcommittee – November 13<sup>th</sup> 9:30am
- Jan Campbell Transit Mobility Center grand opening – November 19<sup>th</sup> 2:30pm
- Monthly Business Meeting – November 20<sup>th</sup> 9:00am

**Upcoming CAT new operator trainings:**

- MAX new operator ADA training – November 4<sup>th</sup> 12:15pm
- LIFT New Operator Training – November 7<sup>th</sup> 1:00pm
- Bus New Operator Training – November 8<sup>th</sup> 11:30am

11:30 - **L. Adjourn Business Meeting –**

Claudia Robertson made the motion and Annadiana Johnson seconded it.

**This page intentionally left blank**