

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION  
November 20, 2013  
9:00 a.m. – 12:00 p.m.**

**CAT minutes may be obtained in alternate formats by calling TriMet's Accessible Transportation Program Administrative Offices: (503) 962-8200/TTY 711, 8:00 am to 5:00 pm weekdays**

Attendees: Jan Campbell, Chair; Trish Baker, Dr. T. Allen Bethel, Leon Chavarria, Harold Cheeks, Jim Jackson, Diana Keever, Beth Nagy-Cochran, Arnold Panitch, Zoe Presson, Claudia Robertson, Terry Watson, Chris Walker

Staff: Kathy Daniels, Susan Florentino, Corrinna Griffis, Steve Kautz, Kathy Miller, Allen Morgan, Bob Nelson, Robert Potts, David Trimble

Guests: Sgt. Matt Engen (Transit Police), Chester Jackson, Arlene Kimura, Adam Kriss, Kathryn Levine (City of Portland); Margo Moore (First Transit), Shoshanah Oppenheim (City of Portland), Paul Pappas, Kathryn Woods

**APPROVAL OF THE AGENDA AND MEETING**

Jan Campbell, Chair, asked for approval of the October 16 meeting minutes.

Beth Nagy-Cochran said that she was listed as an attendee but had not been at the meeting.

**John Betts made a motion to approve the October 16 meeting minutes with the noted correction. The motion was seconded and passed with one abstention (Beth Nagy-Cochran and Harold Cheeks).**

**ANNOUNCEMENTS FROM THE CHAIR**

Jan reported that Stan Lewis, former CAT member, had moved and Kathy indicated that she had his contact information.

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### **WRITTEN COMMUNICATIONS**

Kathy said she had distributed a copy of an email between Adam Kriss and Allen Morgan regarding the bus stop at SW 4<sup>th</sup> and Hall.

### **STAFF COMMENTS**

Allen Morgan reported that staff will be reviewing the service stop at SW 4<sup>th</sup> and Hall to consider moving the bus stop pole and shelter to align with the service stop location. Staff will also review the parking area with the City of Portland.

Arnold Panitch suggested moving the stop closer to Lincoln Street and the future PMLR connection. Allen said that the stop location had initially undergone an extensive review and there were a number of constraints and jurisdictions involved. The current location may be the closest option near Lincoln Street.

CAT members commented on the need for street repairs on the MAX stops in the Old Town area including at NW Davis and First Avenue. The pavement is broken making it difficult for people, particularly people who use mobility devices, canes, walkers, etc., to cross.

Bob Nelson, Interim Deputy General Manager, responded that most of that area is included in the Banfield MAX alignment which is scheduled for a major overhaul. Funds have been provided by the federal government to rehabilitate older systems. Staff will provide updates as progress is made.

David Trimble, Director, Business Programs, introduced two new ATP staff. Kathy Daniels is the new Assistant Manager, LIFT Service Delivery. Kathy has been with TriMet for 15 years and has considerable experience in operations.

Margo Moore is the new manager of LIFT Central Dispatch for First Transit replacing Aaron Borton. Margo has extensive experience in call center management, most recently in the Seattle area.

David welcomed both new staff members to the LIFT program.

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### **PUBLIC COMMENT**

Arlene Kimura reported on a recent trip on MAX with a friend who uses a mobility device. When the train pulled into the station, the operator did not extend the bridge plate when the doors opened. Her friend managed to board the train without the use of the bridge plate though it was difficult. It was her understanding that the bridge plate would be extended automatically if there was a customer with a mobility device waiting to board.

Allen responded that operators are to extend the bridge plate if they see a customer who uses a mobility device waiting to board. He encouraged customers to report any incidents to Customer Service so that they can be investigated. Allen said that he would contact the appropriate staff to review the procedure for training purposes.

Zoe Presson commented that in the past, CAT members had participated in the ADA accessibility portions of training for new rail operators. Allen said he would follow-up with the assistant training manager.

Paul Pappas commented that he had complained to TriMet staff at a meeting of the Richmond Neighborhood Association earlier in the year about the bus stop and crossing on SE 43<sup>rd</sup> and Division. The crosswalk was unmarked, had no signal, and was near a curb. While he didn't receive any initial resolution, months later the bus stop was relocated to SE 42<sup>nd</sup> and Division where there is a marked crosswalk and it is safer.

Mr. Pappas said he suspected that the stop may have been moved due to construction nearby. The current location is good because it serves both Cascadia Behavioral Health and On the Move which are both organizations that provide services to people with disabilities. He commented that he hopes the move of the stop is permanent.

Allen indicated he would follow-up on the status of the stop and report back.

Adam Kriss commented in support of Ms. Kimura's remarks and said that there are many people who do not use mobility devices yet benefit from the use of the bridge plate. There seems to be an issue with a customer having enough time to push the button on the outside of the car to extend the bridge plate if it isn't extended by the operator. The same issue can occur on the Portland Streetcar.

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Adam said he would also like to suggest that staff consider requesting the removal of parking spaces at the stop at SW 4<sup>th</sup> and Hall.

Arnold said that TriMet has suggested that customers using mobility devices wait in the middle of the platform since some of the older vehicles are not equipped with ramps.

Jan shared that the low-floor vehicles have a wheelchair accessible symbol displayed outside on the front of the car at the top. Zoe added that if the car number has a "1" in the first place, it has stairs. The numbers "2", "3", or a "4" in the first place indicated a low-floor. These facts should assist customers with identifying which car is low-floor.

### **TRANSIT POLICE REPORT – Sgt. Matt Engen**

Sgt. Matt Engen provided an update on Transit Police activities and highlighted the following:

- Patrols and enforcement including the use of plainclothes officers and canine deployments will increase during the holidays to respond to increased ridership in the downtown, Lloyd Center, Gateway and Clackamas Town Center areas. These additional resources will be in use after Thanksgiving and through Christmas eve.

Past experience has shown that the additional presence on the transit system reduces the amount of criminal behavior. Officers are also asked to ensure that elevators at platforms are in good working order and that customers are being respectful of the appropriate use of the priority seating areas on MAX and buses.

- Progress has been made on the investigation into the homicide about six weeks ago at Holgate Transit Station. Two suspects are in custody and a third has been identified.

### **CAT FY14 WORK PLAN – Kathy Miller, Manager, LIFT Eligibility and Community Relations**

Kathy Miller reviewed the final draft of the FY14 CAT Work Plan.

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Claudia Robertson commented that she had reviewed the Work Plan with the Elders in Action Transportation Committee. They requested that the topics of space management and the use of the priority seating area be made a top priority in the plan.

Claudia asked if the requirement for stop announcements should remain in the Work Plan given the installation of automated stop announcements. Jan responded that she thought they should remain in the Plan.

Claudia also suggested that all references to "Public Work Session" be changed "Business Meeting and/or Ad Hoc".

Dr. Bethel questioned deleting the reference to "Public Work Session" and its impact on public involvement. Claudia responded that in the past, the CAT had held extra subcommittee/work session meetings but had since moved to one meeting per month. Public comment is now taken at the business meeting.

Jan added that there is a public comment period at the beginning of the business meeting and also an opportunity is provided after each meeting agenda item. Kathy commented that there is also quite a bit of public outreach for the business meeting informing the public of opportunities to participate.

Jan suggested adding an additional sentence about the opportunities for public comment.

**Beth Nagy-Cochran made a motion that the CAT adopts the FY14 CAT Work Plan with the noted changes. The motion was seconded and passed unanimously.**

## **OTA CONFERENCE REPORTS**

Arnold commented on his attendance at the OTA Conference in Bend, October 6-9. He attended presentations on the difference between mobility and accessibility and learned about alternative transportation using multi-modes. He also attended a session on planning for smart growth and reported on the use of "road diets" which involves creating narrower roads with wider pedestrian pathways. This allows for shorter crosswalk paths allowing traffic to move faster.

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Arnold reviewed the advantages of utilizing mid-block crossings with signals. He also learned there is a website called [www.walkscore.com](http://www.walkscore.com) which will rate the pedestrian pathway for walking and accessibility on a scale of 1-100 for a specific address.

Claudia said she found the conference fascinating and informative. She attended sessions conducted by the keynote speakers on the topics of urban design and traffic movement, including the benefits of narrower roads as reported by Arnold.

Claudia also attended on a session how the access to transportation enhances the health and well-being of citizens, particularly in smaller communities and for those who are able to remain in their own homes through the aging process.

The most interesting session she attended was about the approach to transportation planning through an ODOT committee on intermodal Oregon. Each division of ODOT is represented and the committee also discusses topics regarding bicyclist and pedestrian needs.

Kathy also attended the conference and commented on additional sessions on connecting communities through the use of mobile technology, ODOT updates, and how brain science affects productivity in the workplace.

**PORTLAND STREETCAR – Kathryn Levine, Project Controls Manager, Portland Transportation, City of Portland; Shoshanah Oppenheim, ADA Title II and Civil Rights Title VI Program Manager, City of Portland**

### **Portland Streetcar Operations**

Kathryn Levine, Project Controls Manager, Portland Transportation, City of Portland, introduced her new role with responsibilities for Portland Streetcar operations. She provided an update and highlights included:

- The Eastside Loop opened on September 1, 2013.
- Construction is currently underway to close the loop to allow streetcars that are currently on the Westside and Eastside to cross the new TriMet PMLR bridge which will open in 2015.
- Additional streetcars have been purchased to increase frequent service once the loop is fully opened.

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- The fifth and final production vehicle under contract has been delivered. Additional testing and safety certification is underway and the car should be in service this month.
- A proposed schedule is under consideration for Fall 2014 which would allow 14-minute service on the North-South Line and the Center Loop Line.

### **Discussion**

Zoe Presson said she is on the Streetcar's advisory committee and the improved service schedule proposal would allow for 7-minute service along 10<sup>th</sup> and 11<sup>th</sup> Avenues. Kathryn agreed that would be a result of the proposed changes.

Arnold asked about reports of an additional track being considered to avoid congestion and why the track is needed. Kathryn responded that there are two projects underway. One is substantially complete and affects the line to OMSI. It initially included one track but as expanded to two tracks as part of the PMLR work.

Design is underway for the Jasmine Block Project between 4<sup>th</sup> and 5<sup>th</sup> Avenues and Montgomery Street. The addition of the double track will eliminate a bottleneck at this location. The goal is complete design, hire a contractor in the spring and have the work completed before PSU opens for classes in the fall.

Arnold commented he has seen shuttle buses on the CL at MLK and in the downtown area. Kathryn said that Streetcar works with TriMet to operate shuttle buses when construction interferes with Streetcar service.

Arnold noted that the use of shuttles presents difficulties for riders, particularly for people with disabilities and that the additional wait times can cause problems.

Leon Chavarria asked about any fines for fare compliance. Kathryn responded that the fine would be \$175 once enforcement begins. She will report back on the start date.

Jan said it was her understanding that PSU students are allowed to ride for free. Kathryn said that PSU is a sponsor of the Streetcar so students with ID do ride free. A large percentage of Streetcar riders' fares are provided through three

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major sponsors or through the use of a TriMet pass. The percentage that actually purchases tickets is small.

Claudia discussed issues with the use of the bridge plate on the Streetcar. Kathryn said she wasn't aware of any specific issues but she would follow-up.

### **Portland Transition Plan**

Shoshanah Oppenheim, ADA Title II and Civil Rights Title VI Program Manager, City of Portland, provided an update on the City of Portland's Transition Plan which includes 397 City facilities for review of ADA compliance of accessibility. The Plan is a comprehensive outline of how the City will address any issues of non-compliance.

Shoshanah indicated that the right-of-way is not included in this phase of the Transition Plan but it does include all parking lots and buildings that the City owns, manages and/or operates.

Tier I facilities list includes parks, the Portland Building, City Hall, the 1900 Building, several police facilities including the Justice Center, and other facilities that were deemed as the highest priority by a stakeholder advisory committee. The committee membership includes three members of the Commission on Disability including Jan Campbell, Adam Kriss, and Joe Vanderveer.

### **Discussion**

Claudia suggested that she would like to share this information with Elders in Action and Shoshanah agreed. Claudia also asked about the right-of-way plan.

Shoshanah stated that there was a transition plan in 1993 regarding the right-of-way that included sidewalks, curb cuts, streets, crossings, signals, etc. It was decided that this work would be addressed at a later date from the current project. She is working with the Portland Bureau of Transportation to strategize next steps on the right-of-way plan. It would involve a policy review and require extensive funding.

Terry Watson asked if most of the non-compliant aspects of the plan were because the facilities pre-dated the ADA. Shoshanah agreed that was the case in some instances. She added that another component would include an evaluation of the services the City provides. She's working on a strategy to



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ensure services that are provided are non-discriminatory and without barriers for people with disabilities.

Arnold asked if the review would include access to buildings from bus stops. Shoshanah responded that staff is evaluating some paths of travel into the entrances of the building. She added that there is a complaint procedure in process for citizens to report issues with curb cuts and/or sidewalks.

Arnold stated that there also often issues with access for the LIFT buses. Shoshanah said that the City would work with TriMet to address whatever issues arise related to building access.

Jan commented on the City's proposal to increase the number of designated parking spots in the downtown area for people with disabilities who drive and have placards. She suggested that the City might also consider adding more bus zones for LIFT vehicles to encourage people with disabilities to use the downtown area.

Jan also commented that Streetcar operators are not proactive in extending the bridge plate. On the newer cars, they sometimes have to attempt to extend it three or four times before it works.

She finds that the Streetcar usage is increasing and it is getting more difficult to board, particularly if the customer uses a mobility device. She suggested that Streetcar consider adding another bridge plate for better access and quicker boarding.

Jan also suggested that the City consider expediting the review of the right-of-way ADA compliance. She asked that the City also better educate maintenance employees on leaf and snow removal activities to keep locations available for ramps to be deployed

### **Public Comment**

Adam suggested that the Streetcar label the vehicle to show which door includes the bridge plate so that it is visible to waiting customers. He also asked that Streetcar stops be reviewed. Some stops have benches, shelters, and route information but others do not.

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Jan suggested that Streetcar issues might be reviewed on a quarterly basis and all agreed.

### **EASTSIDE AND SOUTHEAST SIDE SERVICE ENHANCEMENT - Steve Kautz, Manager, Service Development**

Steve Kautz, Manager, Service Development, provided an overview of the work on the Eastside and Southeast Side Service Enhancement. Highlights of the presentation included:

- The Eastside plan area includes East Portland (generally east of I-205) and the cities of Gresham, Troutdale, Wood Village, and Fairview in east Multnomah County, and unincorporated Multnomah County within the TriMet boundary, as well as connections to the west and south.
- The Southeast plan area includes Southeast Portland (generally from Division St. south), Milwaukie, and communities to the south and east including Happy Valley, Gladstone, unincorporated urban Clackamas County, Oregon City, and Estacada. The work in the Southeast quadrant will begin in early 2014.
- Service Enhancement Plans (SEP) encourage community engagement, outreach, and detailed service reviews to identify how service can be improved.
- The purpose of the SEP is to address how to prepare for the demand for more local and regional service to connect customers with jobs, education and services, both in the immediate areas and throughout the region.
- The SEPs will involve reviewing data and plans for residential and commercial growth, consider infrastructure improvements, understand demographic changes and consider equity needs.

Steve said that the SEPs will inform TriMet's Transit Investment Priorities (TIP) and identify areas for future service and opportunities to partner with jurisdictions and the private sector to improve access to transit both in the short-term and in the future.

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Eastside outreach and engagement is in the early stages and will continue into early spring. The longer term vision planning should be completed within the next 12-13 months.

The Southeast project includes the start-up service plan for PMLR and the bus service plan. Staff held the initial meeting with the PMLR Citizens Advisory Committee. The PMLR element for the bus service should be ready by sometime in late spring or early summer. By December 2014, the start-up service needs to be identified to be implemented by the September 2015 opening date.

The fifth area for SEP development will include inner Portland, St. Johns, and some communities on the inner Northwest side. Staff is working with City of Portland staff to identify the work for those areas.

Steve said that Tom Mills would be providing an update on the Southwest SEP at the December CAT meeting. He expects to be able to provide an update on the Eastside SEP and the bus service start-up plan for PMLR by April 2014.

### **Discussion**

Beth asked about the areas on the map that includes diagonal lines. Steve said those areas are not part of the TriMet Service District. This includes Damascus and Wilsonville (SMART transit). Steve added that long-term considerations might include services that potentially would serve areas in the district and offer connections.

Leon asked about the east boundary of the transit district. Steve responded that the district includes the entire city of Gresham and a little further east. Staff is also considering where community transportation services may be a better solution.

Arnold congratulated staff on the service changes made to the Lines 12 and 94 and said they have greatly improved travel between Portland and Sherwood.

He said that there had been discussion about the need for more service in Sherwood so that he hopes those requests will be considered in the development of the PMLR bus service plan.

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Arnold also emphasized the importance of transit equity for students. There are five school districts in the City of Portland and Portland Public Schools is the only one that receives free transportation. He believes that providing student transportation is one of the keys to developing future transit users for life.

Claudia complimented staff's outreach efforts in East County at the Transportation Town Hall held at IRCO. She said that it had created hope for improvements in those areas. She said that it would also be appropriate to work with the Russell Neighborhood Association. Steve responded that the Town Hall was an initiative from the legislative delegation and TriMet staff is working to keep legislators and city and county commissions informed on their efforts to increase understanding.

Leon asked about TriMet's work in educating elementary school-age children about transit use. Steve said that TriMet provides classroom resources and ways for teachers to use transit for field trips.

### **Public Comment**

Kathryn Woods commented that she supports the comments on the importance of teaching students about transit to encourage them to become transit users for life. As the service areas improve and increase, she feels that more opportunities should be provided for this education.

Kathy commented that Ride Connection works directly with special education teachers at the various school districts to provide travel training for students with disabilities transitioning to post high school transit use.

Harold Cheeks emphasized the importance of working with students to teach "bus etiquette" and what's appropriate behavior on transit.

Jan said that the CAT could review student outreach and any additional work with young people with disabilities at a future meeting.

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### **LIFT CUSTOMER SERVICE – Susan Florentino, Manager, LIFT Service Delivery; Corrinna Griffis, Administrator, LIFT Service Quality**

Susan Florentino, Manager, LIFT Service Delivery, introduced Corrinna Griffis, Administrator, LIFT Service Quality, and said she would be providing an overview on the LIFT customer service process and the location review process.

Corrinna said that the LIFT program encourages active communication and asks customers to contact staff with concerns, questions, complaints and commendations. The use of the process ensures that issues are identified, researched and resolved which enables LIFT to provide a higher level of service quality for all customers. Comments can be received by calls, emails and via the TriMet website a [www.trimet.org](http://www.trimet.org)

The majority of the reports include topics involving:

1. An aspect of LIFT service, the program, or the ride that has been provided;
2. A customer commendation for a LIFT employee;
3. A customer request for an evaluation of a specific pick-up and drop-off location; and
4. A question about LIFT policy, procedures or communications.

Corrinna provided an overview of the Service Improvement Process (SIP) which involves receiving a complaint. Steps in the process include:

1. Initiator calls with complaint and Customer Service Representative (CSR) discusses issue to gather information.
2. CSR researches supporting information which may include bus data files for trip details.
3. The SIP is forwarded to the provider manager who then takes an active role by interviewing any staff who may have been involved or have knowledge of the issue.
4. TriMet LIFT staff may also review and clarify any policies and/or procedures with the provider.
5. Once the provider has completed the research and any additional education that may be required, the SIP is routed back to Customer Service.

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6. The SIP is reviewed for complete and accurate information and to verify that the issue was addressed.
7. If the customer has requested a response, it would take place at this time.
8. The SIP is then closed and retained for any future access.

The SIP process for commendations follows the same steps but there is less research involved.

Corrinna said that operators and/or customers may submit requests for site evaluations either through Dispatch or Customer Service. Staff reviews the address online to determine if an immediate determination can be made. If not, a service supervisor would be sent to the location to review the accessibility and safety features of how the address would be served by a LIFT bus or other vehicle.

Once the investigation has been completed, Corrinna reviews and a determination is made on what type of service direction is required for that particular address. The location file is then updated.

### **Discussion**

Leon asked if there were instructions on the website to inform customers on the information needed to make a report to Customer Service. Corrinna said that the online form does ask for those details. Customer Service staff also trained to get the details and encourage customers to report bus numbers, locations, time of day, etc. She emphasized the importance of timely reports so that the investigation can begin immediately.

LIFT Customer Service is open Monday-Friday, 8 am to 5 pm and reports can also be made via email or at [www.trimet.org](http://www.trimet.org)

Harold asked if there a mobile app for Smart phones to use for reports to Customer Service. Corrinna said that the current apps are for fixed route customers but she would review and determine if they would be appropriate for future development for LIFT.

Jan said that she usually doesn't contact Customer Service but she has had several late rides within the last two weeks so she filed a complaint. The CSR called her and said that she had reviewed her rides and was aware of the percentage of late rides which Jan found helpful. She said it is difficult to call on

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a daily basis when you work so she makes any reports for the week at the week's end.

She added that she doesn't like to file complaints because she is concerned that they will go against the individual drivers, even though it may be scheduling issue.

Corrinna responded that SIPs are routed to providers but the information about the initiator is not provided to the operator. The discussion with the operator would be more about what steps were taken to address the issue and whether or not the operator contacted Dispatch for assistance.

Jan said that some operators can determine which customers made the report based on the schedule of the ride. Corrinna emphasized that all customers are to be treated with respect and that there should be no retaliation for any complaints made.

Susan reviewed the steps in the SIP process and said that an operator would not be punished for a complaint regarding providing a late ride. The providers consider the entire on-time performance of the operator. If there is an issue, the operator may receive additional geographical training but a complaint of this sort does not go against the operator.

Chris Walker commented that he continues to have issues with late rides provided by cabs and then he's late for his appointments. He's reported them to Customer Service but hasn't received a response. Susan said she would review the trips and see if they could be put on a bus route.

Diana Keever asked if late cab rides should be reported to Customer Service or the cab company. Corrinna said to make the report to TriMet Customer Service.

Diana also asked if cab operators were required to secure mobility devices. It has been her experience that some don't secure even upon request. Corrinna said that they should secure the device and it should be reported if they do not.

### **Public Comment**

Kathryn suggested that LIFT customers might track all their ride details to help in making Customer Service reports. She has had good experiences with

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Customer Service and sends both complaints and commendations by email most of the time. She mostly uses fixed route now and but has had good experiences with the LIFT service.

### **CAT MEMBER COMMENTS**

Chris commented that on a recent LIFT trip, there was a driver in training accompanied by a trainer. The driver in training was sitting in a folding chair next to the trainer who was driving the bus. He questioned if that was standard procedure. Jan added she had a similar experience on another trip. Susan said staff would follow-up.

Zoe commented on a recent LIFT ride when she had a 3:30-4:00 p.m. pick-up and she was still waiting at 4:30 p.m. She said she would report it to Customer Service and Susan said staff would review.

Claudia said that some reports are made to Customer Service after the fact due to the customer's schedule or the fact that it is after hours to contact Customer Service. She had tried to leave a recent voicemail after hours for fixed route but it wasn't available.

Corrinna said that voicemail should always be an option for after hours and on the weekends. She will follow-up with fixed route Customer Service. Fixed route issues can also be reported on the website.

Terry questioned if the new MDT system was more helpful to dispatchers in tracking late buses and providing an opportunity to intervene in advance. Susan responded that the use of Automatic Vehicle Location (AVL) provides updates every 75 seconds vs. 90 seconds under the old system. It is a much better tool and has the capability to provide updates every 30 seconds.

### **ADJOURNMENT**

The meeting adjourned at 11:55 a.m.