

**COMMITTEE on ACCESSIBLE TRANSPORTATION**  
**September 15th, 2021**  
**9:00 AM – 10:30 AM**  
**WebEx/Virtual Meeting Recording**

<https://tmshare.webex.com/recording/service/sites/tmshare/recording/a13d4115f86d1039b7890050568fac24/playback>

Password: TyqUq3cN

Members: Adam Kriss, Annadiana Johnson, Arnold Panitch Barry Lundberg, Claudia Robertson, Dave Daley, Diana Keever, Jan Cambell, Kris Meagher, Leon Chavarria-Aguilar, Patricia Kepler, Ryan Skelton, Keith Edwards and Zoe Presson

Staff: Chris Hunter, Margo Hunter, Eileen Collins, Charlie Clark and Angel James

Guests: Kathryn Woods, Pat Williams, Jeanelle White, Mike Pullen, Cassie Davis, Steve Drahota, Patrick Sweeney

### **Meeting Minutes**

#### **Call Meeting to Order:**

Introductions - Jan Campbell introduced everyone present via Webex while waiting for others to join the meeting.

#### **Approval of Agenda**

#### **Approval of Minutes of 7-21-2021 CAT Meeting Minutes (Attachment A):**

**Announcements from Chair** - Jan Campbell and Annadiana Johnson have been appointed to the Public Safety Advisory Board with TriMet. Annadiana will represent Washington Co. and Jan will represent Multnomah Co. Both Jan and Annadiana agree that having two CAT members give input to this effort will be great.

**Margo** - Some of the pictures for the articulated bus were a bit of a concern, but Margo has had more conversations with Jesse Stemmler to better understand how they are going to move forward with this project. Nothing has totally changed in regard to the design, but both parties have a better understanding as we move forward with looking at busses in the future.

Things are changing, wheelchairs are getting larger and they need to keep this in mind when looking at future bus builds. Moving forward, Margo feels confident that CAT members will be brought in during the design phase so that we will not end up in the situation that we are in now. Production for the buses will start on September 16.

**Staff Updates:**

**(Margo)**

Rachelle Glazier is on board, making her transition to get settled in Portland and will join a CAT Business meeting in the near future.

**(Chris)**

The Eligibility office has had some changes as David Lawrence has left TriMet to pursue other opportunities. He has been here a long time and was great to work with, so it is hard to see him go. Nichole Houston is one of our Administrative Assistants in the office that will be stepping in to be an interim Eligibility Coordinator. Angel James will be leaving the eligibility office as she has accepted a position at another organization in the Portland area. Both David and Angel will be missed and we wish them well.

**Public Comment:**

**Kathryn Woods** shared her information in regards to records she has kept of her LIFT rides since she started using LIFT in 1996. Kathryn says that for people who are calling in rides or scheduling rides on the internet, the LIFT program has gotten much worse. She has sent an email to LIFT administration and spoken to customer service about her recent experience with late pickups. Not sure if this has to do with the change in contractors or not. Kathryn shared her experience around poor LIFT time windows and feels that this is not the great TriMet service that she has been use to receiving in the past.

**CAT Report:**

Welcome Back!

**Board Report – Keith Edwards:** There was no TriMet Board of Directors meeting held in August.

**Public Comment on Item C:**

**Safety and Security (Pat Williams & Jeanelle White):** Stats really have not changed much since the last meeting, but Pat shared information about a few things Safety and Security are focusing on right now. They include, but are not limited to:

- A number of cameras and lighting are being upgraded throughout the system for better visibility. We have updated the Blue and Yellow MAX lines and just finished a complete upgrade at the Gateway Station. Cameras have been updated to digital from analog and this gives us increased visibility. Parking garages have been neglected in the past, because we have been trying to focus on other tasks, but we are very excited about the much-needed changes for our customers.
- We have provided quite a bit of training for our transit police, security partners and our fare inspection teams. We are also trying to push this training out to our facilities, public affairs, bus/rail operating staff and maintenance workers. We are in a class today called Crime Prevention Through Environmental Design (CPTED) and this is assisting us in the area of how we fix sight lines, how we improve vegetation and look at how we make our service more user friendly and make people feel safer on our system. We are also looking at equity and focusing on areas that are low income to see how these new security measures impact specific areas.
- We are looking at a pilot program where platform cameras will be installed along the Division Street Project that goes from downtown out to Gresham. We will select 10-12 platforms to use this new software and monitor safety. In addition, we'll be placing a panel on the bus above or in back of the operator that will hopefully bring awareness to riders and detour someone from acting out. We will also be looking at adding this feature to breakrooms so that our employees can see what is going on outside before they open the door to leave one of our facilities.
- We are updating a policy that involves how to respond when a person on our system has a weapon. We have had a number of discussions around how this will impact the customer and our staff on how we'll get officers to respond.

**Public Comment on Item E:**

**Annadiana** - Will a timeline be released as to when these items will be rolled out so that CAT can give feedback on them? **Pat** - This is something that is not finalized yet, but we are working with DeeAnn Sandberg on how to message this and I will hopefully have an update for you by the time we meet again.

**Leon** - If people can see the panels on the bus they'll have a lot more confidence in riding the buses. **Pat** - I pitched the panel idea to TriMet prior to my arrival and was told that it was a threatening approach to take and it was not well received. With our camera upgrades, we will be able to have a clearer picture of those that cause disruptions to our system. We have great examples of how this system is already helping us. This does not stop people from doing bad things, but it helps us to assist the authorities where we can in apprehending these individuals.

**Kathryn** - Kathryn wanted clarification regarding the weapons policy. **Pat**- We are updating our policy on how staff should respond if there is a weapon on the system.

**Burnside Bridge ADA Connections Update (Mike Pullen, Cassie Davis, Steve Drahota, Patrick Sweeney):** Mike Pullen shared the timeline and phases of the Earthquake Ready Burnside Bridge Project. He gave a report detailing the current progress. The County is listening to the concerns of the public and CAT members. The following topics were covered during the presentation:

- Existing conditions and ownership of property along the bridge (City of Portland or Multnomah County)
- Initial options previously discussed
- Feedback received from CAT regarding connections to the bridge and the concepts proposed
- County Proposal-how to traverse to/from the bridge using the stairs and elevators
- New Consideration-potential west approach bus stop relocation to NW 2<sup>nd</sup> Ave
- Original concept along with other options proposed

Concerns that are more specific were raised regarding access and egress for stairs, ramps, sidewalk improvements and elevators. In the interest of time, some of the comments/questions in chat were read aloud, but if there are additional questions, please send them to Chris at [Huntermch@trimet.org](mailto:Huntermch@trimet.org).

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

- LIFT is working with OHSU emergency discharges to help clear space in local hospitals for the rising number of Covid patients. There are a lot of patients that don't have transportation benefits and

have a difficult time getting home from the hospital. Additional training will need to happen, so we're looking to build a pilot project so we can use some of our capacity of unused vehicles to be part of that solution.

- October is National Employment Disability Awareness month and at LIFT we have number of people that we employ through First Transit that experience disability and are also LIFT riders. Supporting and employing people that experience disability is important to us. We will begin advertising openings for positions at the Call Center on board our LIFT buses. We are excited to collaborate with First Transit on this initiative.
- TransDev will start with LIFT October 1<sup>st</sup> and we are thankful for First Transit assisting in making this a smooth transition. We will have an ad hoc meeting soon so that you can hear TransDev's perspective on service and meet the managers.
- We are struggling with on time performance right now. Staffing remains a challenge here and across the nation and this is impacting our availability of vehicles as well as delays in background checks.

### **Public Comment on Item E:**

**Claudia** - Are stretcher patients handled a different way? I have learned that Washington and Multnomah County have made it impossible to transport stretcher patients because you have to have an ambulance vehicle and state licensing. **Eileen** - We do not provide transportation to those that are on stretchers or attached to IV's, but we're trying to meet with Metro NW to identify with them how to have an EMT on board our vehicle during an emergency transport.

**Contractors Report:** There was discussion around customers with service/companion animals. **Steve (Broadway Cab)** - We do not have any logged complaints with Broadway Cab regarding service/companion animals in the last couple of years. No complaints logged with LIFT either.

**Patricia** - Are riders logged in the system as having a service/companion animal? Steve (BC) No, they are not. The driver can only see the area the trip is in.

**Jan** - Is there training on how to treat the service/companion animal? **Steve (BC)** - We see the service/companion animal as an extension of the rider and treat them with the same respect that we give to our passengers.

Jan wants the executive committee to think about the format of the meeting as well as how we work with chat since it's not accessible to all members.

The CAT business meeting adjourned at 10:47am