

COMMITTEE on ACCESSIBLE TRANSPORTATION

January 19th, 2022

9:00 AM – 11:00 AM

WebEx/Virtual Meeting Recording

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

Staff: Margo Moore, Chris Hunter, Eileen Collins, Pat Williams, Rachelle Glazier, Tony Clark, Ben Baldwin

Guests: Kathryn Woods, April Bertelsen, Gina Galstadi, John Lewis, Leiite Lemalu, Trina Loucks, Lisa Strader, Robyn Johnston, Elisa Gerber

Call to Order:

Jan Campbell called the January CAT Business meeting to order. Jan asked for a motion to approve the agenda for the January Business meeting.

Approval of the Agenda: Ryan Skelton moved to approve the agenda and Keith Edwards seconded the motion. Agenda approved.

Approval of Minutes of 1-19-2022 CAT Business meeting minutes. Ryan Skelton had a change to minutes from January on page 11, last paragraph, Ryan stated the minutes state "I wasn't able to take while", the word notes needs to be added to read "I wasn't able to take notes while". Correction

made. Motion to approve the January minutes, Adam Kriss moved to approve and was seconded by Kristen Meagher.

Announcements from the Chair: Jan Campbell - I just wanted to let you know yesterday Anna and I were on the safety group, TriMet safety meeting, and they were looking at the different categories of who they were going to cover to look at specifically. They had mental health but I don't remember all of the other categories, but they left off people with disabilities. This is important because they will be breaking it into categories to develop specific trainings for each category. We got that back put on so when we're talking about safety concerns in that meeting, they will be including persons with disabilities. They're going to be soliciting small grants to organizations within the community, so what we were looking at was kind of like an RFP. They wanted to focus in on specific categories for people to address when they were applying for these small grants to do the training and then that's when we noticed the disability category was not on there. They didn't understand really why that was left off, so Anna and I got it back in as a category.

Anna: Yeah, I think actually that how it may have happened is that they originally had seniors and youth mixed together, seniors and children; and when they broke out those categories for some reason, the people with disabilities ended up falling off because it was part of the original category list. I was going to bring it up, but you had put your hand up first. So I but I'm really glad that we got it back on there.

Jan Campbell: Claudia do you have a question?

Claudia Robertson: Yeah, I was going to ask you if seniors were on there or older adults. So they have grouped seniors and children together?

Anna: Not anymore, it was originally they have now split it into youth, and they have brackets around age categories and then seniors, I mean, as a separate thing because I objected when they first produced that category list.

Claudia Robertson: Ok, thanks.

Jan Campbell: Ryan did you have a question?

Ryan Skelton: Just a brief question about the RFP process for those, is there a list of agencies that they're planning on doing outreach to or have they gotten that far yet on the committee?

Jan Campbell: Yes, there is a list of agencies that people could submit and they had some. Are you interested in that?

Ryan Skelton: Well, I was thinking of checking with ILR to see if we want to do it, but I'll have to talk to the head folks to see if we're interested in that.

Jan Campbell: Ok, it probably should be pretty soon. You can send that to Anna or I and we can forward it on to John Gardner.

Ryan Skelton: Ok.

Keith Edwards: Jan, if we could talk later, I'd like to talk a little bit more about the safety issue, but I don't want to take a lot of time right now.

Staff Updates:

Chris Hunter: Jan staff updates for me, I will jump in there. Happy New Year to everyone. I hope everyone had a good holiday. The biggest staff update I have is I want to make sure that I sent out the link to the CAT application to the CAT website. I also put some hard copies into the CAT packets for some of those who got hard copy CAT packets delivered on Friday with a paper application inside - in case you wanted that. Those are due by the end of February and they are up on the CAT website, which is TriMet.org/Cat there's an online application on that page. You can print the PDF and you can fill it online and submit it electronically. So I know some of you have, some of you guys have already submitted yours, so thank you and for the rest of you, please let me know if there's anything I can do to help facilitate that process.

Jan Campbell: Thank you, Chris.

Margo Moore: Good morning, Jan. I really don't have any updates I was going to. Check with Rachelle and see if she had anything she might want to share with the team this morning.

Jan Campbell: Oh, great.

Rachelle Glazier: Good morning, everyone, I can chime in quickly here. Just want to give everyone a gentle reminder that we do have a temporary service reduction in place. So if you plan on traveling or you know, anybody in the area that's traveling, just please encourage folks to check that website and look for those reduced lines. Additionally, just want to keep everyone in the loop that we have had some challenges recently with MAX service. Unfortunately, we've had several employees off battling COVID right now, and we do have a high number of cases here at TriMet; so we have had some increased cancellations and delayed trips. So just please

use that app and double check and I just asked for everyone's patience during this time. We've really had some challenges getting folks here. To close out we are still moving aggressively with our hiring campaign. We have seen a minor improvement there, not significant, but we do have a large number of applications and a large number of folks have stepped up in the agency to do interviews so that we can get these individuals processed quickly. So just wanted to give that quick update and again, just ask for everyone's patience during this difficult time and we really appreciate having the opportunity to be here in this meeting and just share information with you. So thank you for the invite.

Jan Campbell: Thank you, Rachelle.

Jan Campbell: And I see Keith has his hand up.

Keith Edwards: Yes, thank you, Jan. I had a question. Do you have any numbers of percentages of employees that have been vaccinated? I know there's been a big drive to get everyone vaccinated along with some incentives and I just wanted to know how successful that has been.

Rachelle Glazier: I can send those exact numbers over, but just to answer your question, Mr. Edwards, at a high level, we do have a significant number of employees that are vaccinated, so I know that more than half of our employees are vaccinated. But unfortunately, what we're seeing is some breakthrough cases. Even folks who are vaccinated, unfortunately are still contracting COVID right now.

Keith Edwards: Thank you.

Jan Campbell: I know I've been riding the lift quite a bit and don't use the fixed route very much right now, and the on-time performance has been great for me as an individual. Eileen, did you have something?

Eileen Collins Mastel: I was just going to save mine for my report later on at the time of the committee, so I think I can get everything into my 15 minutes that I've got with my contractors.

Jan Campbell: Ok, great. Thank you. Dave, I'm going to put you on now if that's okay. But did you want to talk about what you have been working on, you and I been kind of going back and forth about what's going on.

Dave Daley: Sure.

Jan Campbell: Yeah, which is great. Thank you for all your advocacy in this.

Dave Daley: Yeah, I'm not going to take a lot of everybody's time. I sent the letter over to Chris. Chris distributed it and sent it to all the addresses. I got a response from John Gardner last night, he's going to take the issue to TEAC first. At some point, it may be appropriate for us to take a position on it, but we can go into it in more depth whenever that happens.

Essentially, I'm here representing the Aging and Disability Services Advisory Councils from Multnomah County. Multnomah County Human Services deals with the most vulnerable people in our community, and those two councils are there to help keep them focused on what people's needs really are. One of the things that we've discovered is that there are some people who are either older or disabled and very low income people who have got real challenges avoiding hunger. One of the things that we're about here is trying to make sure that nobody has to choose between

having the freedom to travel around the community and buying food; and that's what these recommendations are directed at. One of them is to establish a new category on the fixed route such that if you meet two of the honored citizen criteria is, in other words, if you're older and extremely low income, your fixed route fare would be free. I personally think that one might actually save TriMet some money at the end of the day because some people are going to move from paratransit service to fixed route when the fixed route is free, I believe, and each one of those people that does that is going to save, you know, 30 - 40 bucks a trip, whatever the number is.

The second recommendation is to establish a low income fare for LIFT, which does not currently exist. Right now you have to spend a bit of money, \$74, on the LIFT in order to have it convert to a monthly pass. That puts real pressure on people who have to use LIFT, and it really discourages them from being as free and to ride as much as they like to ride and go to places they'd like to go. I think it's a real equity issue because it affects people of color, more so than other people in our community. Lastly, we're asking that we establish a more responsive methodology for rating people with cognitive decline as eligible to ride the LIFT. We don't really certify that many people for cognitive decline. We know from the data that 1 in every 10 seniors will experience cognitive decline at some point in their in their life. If you compare that with the fact that we don't have very many people certified, I think there's something that we're not doing right.

One of the things is that the person themselves can't navigate if they're in cognitive decline, they can't navigate the certification system. So what we're asking is that we establish some procedures such that the caseworkers at the county, if they're working with someone, maybe even a medical social worker that's working for one of the agencies that does

evaluations can make referrals directly to the certification center so that we can streamline the process of getting folks like that approved for LIFT. So those are the three things that we're that we're recommending. We addressed it to John Gardner. Like I said, we got a response from John last night saying that he was going to get working on that. It was fairly encouraging, although you never know; he is going to go to TEAC with it first. I'm sure Annadiana will be able to tell us how that worked out and please remind me and I'll come in and support it whenever that, along with a couple of my other co-signers on the on the committee. With that, and if there are any clarification questions, I'll be glad to answer them.

Jan Campbell: Dave, what I'd like to do is take it back to the Executive Committee and talk a little bit more about this. I know we were waiting for the letters to forward, which you got, and see how CAT wants to be involved. So if we can put that on the Executive Committee agenda that would be great. If people have a questions, you can contact me.

Dave Daley: Oh yeah, absolutely. If people have got questions about what we're thinking about here or how it how it might work. One of the big issues is going to be to figure out where that line gets drawn in terms of what we're going to define as the extremely low income and assuming that someone really actually wants to do this. That's going to be an interesting process and figuring out where to draw the line.

Jan Campbell: Thank you.

Dave Daley: For the county that are professionals at this and working at it every day that could be able to help us maybe define the right point, so. Thanks, Jan.

Jan Campbell: Thank you. I see Anna put that TEAC meetings are held the second Tuesday of each month between 4:30pm and 6:30pm. Thank you for putting that in the chat because I know we used to get announcements from them and I don't see those coming anymore. So that's a good reminder. I did forget one thing that you might have noticed really different when we came on to this meeting, we had virtual meeting etiquette and best practices, and I want to thank Margo and Chris for helping the Executive Committee develop these, and I'm sure Eileen was also part of that. We just thought because we're going virtual and there's quite a change on how you interact on virtual meetings, as well as just respecting people and their ideas. So we thought that we would do this every meeting, we would bring it up at the beginning. The four of them are (1) show up on time and be prepared; (2) remain attentive and physically present. (3) Allow everyone an opportunity to participate and (4) remain on topic and use respectful language. Then there are some points under each of those. I'm not going to read them all, but I will be reading them for the next few months. Chris, you sent these out to the CAT?

Chris Hunter: Yes, I did.

Public Comment:

Kathryn Woods: Yes, I do have a public comment.

Jan Campbell: Ok and Kathryn, we have about two minutes.

Kathryn Woods: I have a prepared public comment, and I'm going to say it quickly. I feel that LIFT is leaving out parts of their service who include people with cognitive difficulties, older people and people without computers, especially. An example would be when we had our last really

bad weather situation, I called LIFT to see what the announcement was, and they gave one announcement for the entire week in which we were having bad weather and the announcement, after saying that people should choose their rides carefully, basically referred them to a computer. It referred them to the LIFT Cares website, and it referred them to the TriMet website with those three groups of people that I just mentioned unable to do either. There was no change from day to day. I called it every day because I was checking on it. When I called it, I heard the same message all seven days in which the weather issue was being a problem. I do feel that TriMet LIFT is taking a lot of situations in their service in which they are leaving those three groups of people out. Which are a great deal of their people. People with cognitive difficulties, including people with minor cognitive difficulties because of, say, a head injury, who are basically independent or would like to be but have trouble using a computer. People who don't have a computer and people who were born before the time when computers became a regular part of daily life. I do feel LIFT should look into this and make a better choice of how they announce changes because of whether in the future. Thank you.

Jan Campbell: Thank you, Kathryn, can we put that also on the Executive Committee agenda.

Board Report:

Keith Edwards: Thank you very much, and I apologize, I don't have a report today. As you know, the meeting with the CAT and the TriMet Board were at the same time on the same day last month, I talked to Kimberly Angove to make sure that that never happens again. She said she'll take care of that. So it doesn't happen going forward.

Jan Campbell: Thank you so much. So we caught up on some time on that then, and we'll hear from you next month, I'm sure, right?

Keith Edwards: You certainly will.

Jan Campbell: Thank you. Ok. Safety and security, Pat.

Safety and Security:

Pat Williams: Good morning, Well, I'd like to start by saying, Happy New Year to everybody and hope everything is going well so far. I don't have a lot of steps like a lot of people, but I do have one good question that I want to ask everybody, but I'll cover a few of the things. So on a positive note of all the acid reports, which are the how we glean a lot of our security stats. Very few involve accessible transportation or LIFT and so that's a really good sign for us, but that doesn't mean that there's not security related problems on the system. That just means that we are not getting reports of security issues. So for that reason, I'm going to ask this question because of the few that we have seen involving accessible transportation; there have been some times where we've had folks in mobility devices where the batteries have went dead and they've been stranded on platforms. So my question to you would be, what is the availability of charging stations for those in mobility devices? Is that something that is a frequent challenge? I know with all the electronic devices that we are using as a society, it stands to reason that this would be also an issue for people in mobility devices.

So I would ask that question, and I'll give you a few seconds to ponder on that and I'll take some questions when I'm done and I'll finish the other topics that I wanted to bring up. Rachelle mentioned earlier that we have had a reduction in staff and that's to include operators significantly. That's

impacted us. So with that said, as you know, we've had a reduction in law enforcement and security. We are actively trying to work together to leverage the different work groups within TriMet to stay within the working agreements so people are not working out of classification and security, doing TriMet jobs and TriMet staff doing security jobs. But we are working with the Employee Union too and I believe an MOA has been signed. A Memorandum of Agreement has been signed to say, when there is limited law enforcement to respond, when there's limited security availability or TriMet supervisors to work with each other to support each other. That would mean calling security to come and help with the supervisors or calling a supervisor to come help with some of our security. So far, that is starting to work and a great example was just the other night on 82nd Avenue, we had an incident where there was a number of people that were trying to set up a camp on the platform, one of the supervisors didn't feel comfortable doing it. She was called to deal with it all by herself and so some of the folks that work for me in the Fare Enforcement Team, we had several of them show up to help her, and that's a great example of different work groups working together. But it's been a little bit of a change in working conditions for us. But we're working to support everybody, not only the staff but the customers, so they feel safe on the system. I'm actively trying to increase the amount of security on the system by several dozen people, thanks to General Manager Sam Desue. He's authorized me to give a pay increase and so G4S officers, which is a primary contract that we have on the system, I was able to work with them. That was somewhat of a, as many of you know, with labor groups sometimes it just takes a lot of negotiation to get everything inked down on paper in a contract. So we got cooperation with that, so there's been an increase in pay. I don't have a whole lot of new numbers yet, but I'm very promised by seeing new applications coming in to work for us on security. So that's very promising.

I'm hoping by next month I can have some fruits of that hard labor. TPD as well with their reduction in numbers, they're actively trying to have a presence on the system, even though they have less officers. They've had to come up with some innovative strategies. But one of the things that they're really requiring of officers is to be visible on the system, at least for a small percentage of their day when they're not responding to calls. We've had some very positive feedback. Jan, I think you were on the meeting last night with the reimagine public safety oversight, and I read some of the commendations that we had from people saying, you know, it's very nice to see people out there. The Safety Response Team has been giving out granola bars and some bottles of water, some socks and things like that, that really help people that are in need. That really goes a long way. A lot of our customers really see a compassionate side of the enforcement component that we have. Again, as I said, the Safety Response Team, we have already have documented thousands of contacts with people on the system who are who are vulnerable populations that we're making referrals to social services. The one thing that I don't have is, I don't have any numbers to show who's actually taken advantage of the social services, and that's probably going to be one of my biggest challenges.

So what I would say to you is think of it this way if you've got a recommendation from a doctor to do certain things and are you? Back to follow it on your own, and that's kind of the challenge we're facing with people is when we make a recommendation, hey, here's some services for, say a shelter or mental health assistance. Do people actually follow through with it? So we're looking to figure out a way to measure that. I could show you some stats, but really, nothing's changed that much. I can tell you our biggest challenge is operator assaults on the system, and we're actively trying to figure out ways to reduce that. Our best way is visible presence.

We do know that when security or police get on the system, people that want to cause problems get off the system and so for that reason, we're putting them on specific bus lines, Transit Police and running missions on certain bus lines to have some visible presence. I'm hoping that that's going to play out. So with that being said, I'll entertain any questions and specifically, I'd like to hear from you about mobility charging.

Jan Campbell: I believe I had forwarded Eileen. I'm not sure we have talked about chargers.

Jan Campbell: I actually know a gentleman who is a wheelchair user that has a business back in Eastern Oregon, called Quick Charge. You can put them in and they quick charge your chair and they're very reasonable. The state parks have brought them on in other places. His name is Darren, I can also forward that information to you.

Pat Williams: Yeah, I don't want to go too far and do it. But you know, I've been involved in this in my former profession where we had outlets in parks and things like that for people. I have to be very mindful and cognizant of the fact that that sometimes when we open up charging stations, if they're not monitored, it attracts a lot of people that engage in inappropriate behavior. So, you know, there's a challenge, but there's a tradeoff and so we just have to monitor that. But if there are options available, I think that would be good. The first thing that comes to mind is that we have I'm looking at the concession stand at Gateway Transit Center. It had been occupied by a person who's no longer there, and I'm looking to use that actual structure itself to have a reporting station for security. So if there is a way, I could tie it to that it makes sense to do that. But again, I'm up for any suggestion. So any other questions about or comments about mobility charging?

Chris Hunter: Anna has a question.

Annadiana: Yeah, in response to Pat's question regarding the charging abilities, I was at Beaverton Transit Center, the big mall. My batteries went dead and they looked everywhere on the outside. All of the outlets were turned off. They very nicely allowed me to sit in the driver's break area room so that I could charge for half an hour and be able to get my scooter onto a bus and get home. But I know that Beaverton Transit Center is a major station and there's nothing there available for people.

Jan Campbell: Did you have a charger with you on it? Because a lot of people don't even carry their chargers?

Annadiana: I did have a charging cable with me, but I had no place to plug it in.

Jan Campbell: So some chairs do have that availability, and they have chargers actually on their chair, but a lot of chairs do not so. But that's good to know Anna and thank you.

Keith Edwards: Pat, I had a question regarding, how we are communicating about the resources for mental health issues because, you know, there's a huge stigma about mental health and everybody's not going to jump up and raise your hand and say they have a mental health concern or issue. So how are we communicating that so that folks feel comfortable with them getting and taking advantage of the resources that are available to them?

Pat Williams: Yeah, that's a good question. That is the million dollar question, I think really is how do you convey the message? So we do have some fliers that some people pass out. We do have cards that people can hand out so they feel comfortable. So it's not it's not an open conversation with people in front of others. We encourage people to have those conversations and not so much on a train or a bus, but maybe on a platform where they can have time, one on one time. So the one thing that I'm seeing from the few accommodations that have come in recently is there has been some really significant appraisal of how the SRTs are making people feel and not only the people that they're having the direct contact, they're having impact on people watching. I think time will tell with this. That's going to be one of the things that I really have to look at, is not only are they helping to reduce crime or the feel of crime through their presence, but also the mental impact and the emotional, not the mental, but the emotional impact they're making on the customers to feel welcome.

I don't have a good answer for you for that because we just haven't had them out on the system long enough, other than they all bring contacts with their with their prior experience. They're reaching out, they're actively reaching out. We've got a laundry list of people, social service providers that they're engaged with now, and we're trying to get plugged into the current Behavioral Health Unit that the City of Portland has and through Cascadia and other services available to get us on the front page for people to recognize, hey, we have a service out here. Marissa Clark, who worked for me, she's on a national level talking to people around the country at transit agencies who all have similar programs and what works, what doesn't work. Different regions of the country have different ways of doing business. But I think we're going to have a lot more success to look at in about six months when we can have a good baseline of stats and sorry for such a long winded answer, but I hope that, that at least begins.

Keith Edwards: You know, I appreciate that. Thank you very much. Another note regarding safety and security. I know a couple of gentlemen that have put together a program and basically that program is being used at, for police force and it's called the acronym is CALM and it's two former police officers who put a program together to de-escalate and help, you know, calm down situations that can actually go south in a heartbeat. So I will get that information to you so you can perhaps contact them and maybe you can utilize them as well.

Pat Williams: If you could send that to me, that'd be great.

Pat Williams: I will all mention we talked earlier or somebody had mentioned earlier about training and RFPs are put out. We are actively doing additional training. We're engaged in discussions right now to solidify, I think we've already got the contract signed by somebody who who's been in the mental health profession for nearly 40 years. He's worked with a variety of customers throughout the country, predominantly in the Pacific Northwest. We're bringing him in here next month and we're going to have the first two classes. I think we're going to get up to one hundred and twenty of our staff through it. Then as well as others here, so this is an ongoing effort to deal with mental health issues, substance abuse, de-escalation and get that out to our staff as much as we possibly can.

Jan Campbell: Thank you. Any other any other questions?

Kathryn Woods: I am very impressed that they're working together with mental health. As well as transportation issues and people who have had transportation and mental health liaisons in other places. I would really like

to hear what Annadiana has to say. I have also noticed something on a TV program. I think it was on Channel 6, I think they noted that TriMet was using strategies to discuss problems with people rather than be punitive. Thank you.

Pat Williams: Thank you for that comment. I. I'll tell you, I take a lot of pride in what we're doing here, we've put a lot of effort into this, and we started well before the Reimagine Public Safety campaign started, and that started with the direction of Marla Blagg, who I just think the world of in her innovative thoughts to try and advance our efforts to help vulnerable populations. There's a lot of people out here who are working diligently to try and get this done. It's just a very slow process. Yesterday, I was really proud to see our team present to the Multnomah County Board of County Board of Commissioners, and it really was a culmination of a year and a half or almost two years of hard work to try and get plugged into systems. So I think we're making progress. We just sometimes can't always see the forest through the trees. So I'm really happy to interact with this group because I think you guys are all you're all actively trying to share your story. I think that's really important and it's hard in times when we're all competing against each other, you know, for time and support. So keep doing what you're doing. Your voice is being heard and we're going to try and support you as much as possible.

Jan Campbell: Pat I believe the Reimagine Safety Committee is looking at different ways of working with people that experience mental health issues and other disability issues as well. So yeah, it's a whole new paradigm and it's just wonderful.

Pat Williams: I will support that based on some of the, you know, I've got some sense here that that, you know, that really is the issue that we are

dealing with is mental health and substance abuse. It doesn't mean that there's no other problems, but those really, they percolate to the top of the list. With the mental health issues that require medication, a lot of times, if anybody's ever been through this or known somebody, how difficult it is to stay on top of the meds or the meds prescribed differently, does the ailment or the illness progress or decrease with time and age? You know, there's so many factors that come into play and that often leads people to self-medication with street drugs. The prevalence of street drugs on our system, people say it's a victimless crime. It's not it's not a victimless crime. People get sucked into that lifestyle because of necessity to try and help with their mental health issues or addictions. So it becomes a vicious cycle. But the reality is, these are very complex issues that that a lot of people are working very hard to deal with.

Keith Edwards: Thank you again. I just kind of wanted to piggyback on that, I just found out the other day I was reading something and I was really taken aback here because I wasn't aware that there's almost 300 different kinds of mental health disorders. You know, even me, not just being a layperson, if I see someone with a broken leg, I can kind of ascertain that, broken arm I can kind of ascertain that; but that doesn't mean that I can care for it. But at least I know kind of what's going on. With mental health if there are 300 different things that could be going on and I couldn't tell A from Z. So I understand the difficulty of that and that it's just so daunting and challenging, so I understand all of that. So I appreciate your efforts.

Pat Williams: Thank you, that's a point that's taken up quite a bit with the de-escalation training. A lot of people have the belief that, well, if you go through a de-escalation class and you're going to be able to de-escalate anything, well, that's not the case. It can be the case. Sometimes very few and far between, though. One of the things that they focus on is how to

identify red flags and that is simply, I use the analogy with our bus operators. They're professional drivers, and they should be able to know how to identify a problem one to three blocks ahead and navigate around or through that problem safely. For our people that are forward facing out on the on the system that are trying to intervene, how to approach that without getting so deep into the problem that they can't back out, that's been the challenge for law enforcement, and they recognize that. So now we're trying different strategies. But again, there's a lot to consume, a lot to digest. But I feel we're making progress.

Leon Chavarria: I didn't have any questions, but I just started to write down this note I was going to mention at the Executive Committee meeting as to what Keith was talking about the over 300 different things. I know that there are 40 different types of epilepsy. That's just that's just a drop in the bucket. But what I was going to say at the Executive Committee meeting was perhaps putting some cards on the buses. So then people that ride the mass transit will know that things are available to them, like social services and counseling or something like that. But maybe we'll just discuss that at the meeting.

Jan Campbell: It's a great idea.

Ryan Skelton: Pat, can you put your email in the chat, I have some thoughts that I'd like to share with you by email rather than taking up the time here, but I just have some general information that might be useful to distribute to TriMet, and it's publicly available so, thank you..

Jan Campbell: Thank you Pat.

Pat Williams: You know, I'm here to do everything I can to support TriMet and the customers and staff and you guys are right there. The operators are near and dear to my heart because they're on the front lines of everything and they're trying to do a very tough and demanding job. Before I leave, I'll say I put my desk phone number in the chat and I did see the comment about the Barber Transit Center that there's a concession open there. The one thing that I will say about I've got to be mindful of these concession stands. I'm trying to get in there, this is kind of a new way that we might be able to have a presence, but I can't necessarily because I don't have the staff to staff them like twenty-four/seven or at least for the majority of the time. Why Gateway is really a lure to me because I have staff that report to Gresham and I have staff that report to Washington Park that all they report to their workstation at those locations, then they ride the system to Gateway. But when they leave, they have to leave Gateway a little bit early to get to their final destination so they can complete the reports. So I want to make Gateway kind of a hub because of the amount of people coming and going. So if I can fit Barber into that, I'll try and do it. But with that, I'll leave you. And again, thanks and we'll see you guys next month. If you have questions or something you'd like me to cover for next month. Shoot me an email or leave me a voicemail.

Jan Campbell: Thank you. Okay. I'm going to read just in case people can't get into the chat. His information it's williamP@TriMet.org and the phone number is (503) 962-5874. Ok, thank you.

Claudia Robertson: I'm just, just a question about Pat's email address. It has William without the S. And is that correct? Because his name is William.

ATP/Contractor Report:

Jonathan Lewis: The biggest update that we have, we had a new operator bid subsequent to the new run cut that took place. That new schedule started a week ago Sunday. So you've probably seen some different operators driving different, at different times of the day, adding more service availability with dedicated drivers at night as well. We continue to work with our operators to make sure that we have on-time pullouts and working with them on on-time performance, as well as, you know, being a little bit more progressive in how we interact with our operators with regards to comments, both obviously negative but also positive to be able to recognize those operators in a more public fashion when we receive commendations on their behalf.

Jan Campbell: Jonathan, would you mind telling us your title? There's so many new people working now, and I think just to keep us reminded of who you are until we get used to you.

Jonathan Lewis: I am the General Manager with Transdev, who obviously is the new contractor or contract provider of the operators with TriMet LIFT.

Dave Daley: Yeah, question for John, basically, it's I see where this report we got here were like 88.5 or so, which is kind of worrisome when you get in the 88s, you know, what's your sort of realistic prediction about when you can get this thing back into compliance.

Eileen Collins Mastel: Can I just chime in on John's behalf? Because part of what I wanted to share was with this new run cut; you know, one of the few areas that we're not, knock on wood, we're not seeing the huge pinch is that Transdev has done a phenomenal job stopping this contract. With the new run cut last week we were between 94 and 98.8% on time

performance. So really getting more service where it needed to be. Our prior service hours were based on pre-COVID numbers and that factored in our region, one location being in service. So we had a lot of inefficiencies and we were we were waiting for the pandemic to end because we kept talking about post-COVID, what service is going to look like. We don't know when that's ever going to happen. So hopefully soon, hopefully soon. But we finally got some service on the street that actually reflected where it needs to come from, which garage it needs to originate from, and the hours of the day that were most prudent, also capturing a lot of previous cab service. So prior to this run cut, we were at about 10 % cabs per day. Right now, we're down about 3% or 4% cabs per day and really trying to increase our dedicated fleet capacity so that we can ensure that all of our customers get service when they need it and it's on time. So they have done that. We've achieved it with this last run cut and we're going to continue to monitor and tweak to make sure we don't saturate with service that we can't afford to sustain, but really focus on the areas where we can get the wins. John and his team have done just an outstanding job with so many challenges in rallying their operators to get to work every day and get the needs met. So I can't thank them enough for the innovative ways that they are looking at approaching service. They've been phenomenal partners.

Jonathan Lewis: Thank you, and if I could just add real quickly to that, Eileen. You know, we, when we transition the contract October one, we've brought back probably 25 operators that had been furloughed subsequent to the pandemic to help increase our driver numbers. We are still not there. We still need to continue recruiting, especially for the night time and weekend hours. That's what we're focusing on our recruitment efforts going forward for the next couple of classes that we build and develop. Like Eileen indicated, there's been some challenges, maintenance type challenges, fueling side challenges that have impacted our pullouts and our

ability to get operators outside. Of course, that has a trickle-down effect to on time performance. Then, like I said, just making sure that we proactively identify and work with those operators that have low on time performance to really look at the root cause. Was it an operator error? Was it a scheduling error? Was it a dispatching error? Where is the error occurring and what can we do to identify the root problem of it and then be able to fix it?

Like Eileen said, I unfortunately do have to drop off to attend to another meeting here at our Region II facility. But if anybody else has any quick questions, I'd be happy to answer.

Jan Campbell: Thank you.

Eileen Collins Mastel: Excellent, one of the challenges that we are seeing is really around maintenance and fueling, so I wanted to get everyone up to speed with the position that LIFT is in now. We hear a lot about the operator challenges that fixed route is having and I'm happy to be a part of that group that's doing the interviewing and we're getting some really great candidates. I'm really impressed. With our fueling contract, we have what's called wet hose fueling where the fuels come on site to our yards. They're supposed to be there every night to fuel our vehicles so that we're ready for pull out in the morning. At our Region II location in Beaverton, they've fueled that location 16% of the time over the last month, which means that if our buses don't have gas or diesel, if they don't have fuel, we can't make pull out. So we've been working with our maintenance team and our procurement team and our environmental team to really look at some new solutions that will build in some self-sufficiency for LIFT. The challenge that the fuelers are having is that having Hazmat Certified CDL drivers is a huge

challenge right now. They're offering \$10,000 signing bonuses to attract new operators.

But part of that supply chain challenge is that there aren't enough CDL testers in the state to get new CDL operators certified to come out and drive. So unless you are an existing CDL, Hazmat Certified driver, which is such a finite specialty, it's not like you can just go get certified tomorrow or in the next three to six months to become one of those drivers. So with COVID exposures and illness our fuelers are not making it to our yards to fuel them. So we're looking at solutions like having portable fuel islands located at our yards. We're partnering with fixed route to fuel our buses at Merlo right now. Unfortunately, Powell is under so much construction that getting our buses in and out of the yard to fuel them enters into a lot of challenges for fixed route pull out. So we're working on an alternate proposal from a new vendor that's trying to build a fuel business, and we're excited to be able to partner with new folks that want to be able to serve TriMet. We're hoping that we can get a resolution on that. So at least fueling will not be a problem for service. Then we have the maintenance issue. We are using more vehicles in service right now than we used pre-COVID because we have capacity limits on our smaller buses because we have to keep riders six feet away from our drivers. So pre-COVID, our peak was 215 vehicles being used in service. We're driving half of the miles doing half of the trips and we're using 219 vehicles and service right now. The challenge with that is that when we have a radiator or a transmission or an engine that fails, there are supply chain shortages that there aren't the parts for those, whatever the specific issue is to replace and fix in our vehicles. We also have half the number of technicians working on our maintenance contract right now because their contract is a mileage based contract and we're driving half the amount of miles. So there are days when we have 79 out of our 240 vehicles used in service not available for pull

out. So that's a huge challenge for us. And through it all, Transdev has been phenomenal and finding ways to beg, borrow and steal, to get vehicles fueled, to get them moved from one yard to another so that they can make pull out. And it's really shown us that the need to partner to collaborate and work as a united front, doesn't matter who signs our paychecks. We all have a duty to do here, and our team has just been really phenomenal in finding new ways. Our maintenance contractor is bringing on temporary staff where they can, but also having certified diesel technicians. They're in high demand right now and we're not able just to go out and hire folks like we did pre-COVID. So a number of challenges.

But I don't want this to be a depressing conversation because like I said, our on time performance with a new run cut last week has been phenomenal and what we're seeing as the greatest challenge to us now is the number of our riders who are having positive COVID exposure, either they're sick themselves or they've been exposed. And because we know we transport folks who are more likely to be vulnerable to more extreme responses to the illness, we treat it as a public health threat when we are notified that someone is positive for COVID or has been exposed to COVID. So folks that notify us of that get a 14 day service suspension so that they don't get any of our other riders sick. We recognize that keeping those folks isolated and at home may be great for them, but them not getting out to be able to get groceries or necessities is a huge issue. So we are allowing customers that are on COVID suspensions to continue to use our grocery delivery program so they can continue to get groceries and that's a free service. We're hoping more folks will continue to use the grocery delivery program and stay at home and stay safe, but get the necessities that they need. So even on a suspension, we're allowing that service to continue free of charge; and we're looking for new ways that we can continue to reach out to our customers and make sure that they're

getting their needs met and the constantly changing environment. We have a lot on our plates right now. We've got our maintenance contract is out for bid and our call center contract is out for bid. Lots of change is happening around us as we try and navigate through this environment. Any questions?

Annadiana: Yeah, I'm just curious when you're doing grocery shopping, whether it's you traveling or whether it's you taking the groceries to a customer that has been ordered and you pick it up and take it to their home? What's the limit on how many bags they can have?

Eileen Collins Mastel: We don't have a bag limit for the grocery delivery program. We just have a bag limit when customers are carrying their own. In our grocery delivery program. The vehicles that are doing those deliveries have some big rubber made storage bins, and they have like hand carts that can more readily move, you know, larger quantities of items, which we don't have on our normal service routes. So it just becomes a matter of efficiency and dwell time and operator making multiple trips back and forth. So no limit.

Annadiana: OK, and so what is the limit when a person goes to do their own grocery shopping?

Eileen Collins Mastel: Let's say its three plastic bags or four paper bags.

Annadiana: Ok.

Eileen Collins Mastel: And it's not just groceries, it is any parcels we treat the same way.

Annadiana: Ok, and now with the grocery pickup and delivery, is it building or door to apartment door?

Eileen Collins Mastel: It is door to customer door, so whatever that looks like, and we've asked specifically for customers that have the COVID exposure if they see the operator come to drop off the groceries that they wait until the operator is a safe distance away before they come out to get their groceries so that they don't risk exposure to the operator.

Annadiana: Ok, and I'm thinking of an apartment building that could be multiple floors, they would take it up to the person's apartment?

Eileen Collins Mastel: I believe so. Yeah, we wouldn't leave that just outside, we have not had any issues with people not getting their groceries. I think the first week that we started the program, someone wasn't home in time and we ended up redelivering their groceries.

Annadiana: A building that that has somebody at the front desk. Do you just drop it off at the front desk or do you take it up to the apartment?

Eileen Collins Mastel: You know, I need to look into that and get back to you. I'm not sure what we've done in those situations.

Jan Campbell: Do you want to mention how payment is done?

Eileen Collins Mastel: Yeah, so for customers who do the grocery delivery program, it requires online access, so they would need to go online to the order groceries like you would normally do. So LIFT doesn't deal with any of the payment for customers. If it's Fred Meyer, for example, you'd go to the Fred Meyer website. You would order your groceries, you pay for them

online. You get a confirmation number. When a customer calls to book the grocery delivery trip, they provide that confirmation number to the reservation that's noted on the pickup. Then our driver pulls into the pickup spot at the grocery store, calls the store. They bring out the groceries for the named customer. They sign for them and then they deliver them to the customer's home free of charge. .

Adam Kriss: So Eileen, you're basically a third party delivery system they ordered the groceries from the actual store, right? They don't order it from you.

Eileen Collins Mastel: Correct. Yes.

Adam Kriss: So you're basically a contract vendor now?

Eileen Collins Mastel: No, we're just a transit service trying to do the best we can by our customers to keep them safe.

Adam Kriss: No, I don't mean like that. I was just trying to find out like more of the, you know, procedure, there's a lot of like delivery services like Instacart and DoorDash and Grubhub, but you're not like them. They order food from the store and then the store gets in touch with you?

Chris Hunter: Well Adam, it's like basically ordering a LIFT ride for your groceries to be delivered to your home.

Adam Kriss: Ok.

Eileen Collins Mastel: So I'll put in the link information on our website so you can read all the details about it, there's a lot of information out there about it and we also will go to pet stores and pick up pet supplies.

Patricia Kepler: Thank you, Eileen. I wanted to actually bring that up, remind people about that, and I'm so excited. I was one of the people that begged you guys to do this when things started. I'm so happy to hear it is still going on, but I did have a clarifying question as well about the pet food. So you'll go to like Petco and for those who use service animals, that's huge. But is there like is there a weight limit on the bag of dog food? Like if you normally get a 45 pound bag of dog food, is that something the drivers can do or do we need to get smaller bags of dog food?

Eileen Collins Mastel: No, they have their hand truck for a reason, so they can they can cart them out. We also go to food pantries that offer to have the food baskets to be picked up and delivered to home. So it's not just major grocery stores and what we're trying to really expand to meet the bulk of the community need.

Patricia Kepler: I mean this is so awesome because those services that the stores are offering, they charge a ton of fees. It's really nice that you guys are doing this for our customers.

Eileen Collins Mastel: You need to be a LIFT eligible customer.

Claudia Robertson: Yeah, I just want to know, at the start of all this with the grocery delivery, a lot of the social service agencies, ride connection partners and ride connection were also doing food delivery. We had a problem with refrigeration, with the food banks transporting their commodities. Has that been a problem for LIFT? Also there was a problem

about the EBT. The person needed to be there in person to pick up the groceries if they were ordered to with their EBT card. Has that been resolved so that that doesn't have to happen anymore?

Eileen Collins Mastel: That hasn't been resolved, but we have some ideas which involve going to pick up, so the customer would still need to order their groceries online, then we would need to go pick up the customer, take the customer with us to get the groceries and have them sign for them because they need to show their EBT card when they use that for their purchase. Then we would take them both home, which limits their exposure to having to be in a store and if they're exhausted from life, they can still do the shopping and enjoy the convenience of the online shopping without having to go in. We've had so many other challenges thrown at us, and I see Adam had a question about how many customers use this. We get about between six and eight a day, so it's not widely used. But for those six to eight people, I think it's probably pretty huge and it's why we continue to do it because we know that there is a continuing need for it and will when we get some additional bandwidth, we will continue to push forward on that EBT front. Refrigeration hasn't been an issue because we pick up one customer's groceries, deliver them to them before we pick up other groceries. So it's a pick and drop, pick and drop.

Claudia Robertson: What if the person with the EBT is one that's positive?

Eileen Collins Mastel: We wouldn't be able to do that. We wouldn't be able to take them if they were COVID positive.

Claudia Robertson: Ok, thanks.

Leiite Lemalu: Eileen, can I add something?

Eileen Collins Mastel: Yes Leiite.

Leiite Lemalu: Hi, Leiite, Assistant general manager for Transdev. One of the things that we added for this new run cut that started on January 9th was a route before the last van gets in at about 2am. Right now, we have a route that runs seven days a week and goes all the way until the next van comes in at 3:45am, so we can say that LIFT is a 24 hour service now, so I want everybody to know that. So that's a good thing.

Eileen Collins Mastel: I appreciate so much that we are doing that because that's where we were seeing the biggest challenges with the shortage of cab operators in those late night trips that have the potential to leave folks stranded out in the community if a cab didn't show. So the challenge that we were experiencing, one of the challenges with Broadway Cab and their operator shortage was specifically for customers using mobility devices who needed a van cab, and they didn't have enough operators out on the street in those late night, early morning hours, and we were risking having customers left stranded at community locations because a cab didn't show up. So transit really stepped up and offered this overnight service so that we have a safety net. So no one gets stranded, no one gets stuck anywhere, and we have 24 hour coverage to ensure that all of our customers get home safely.

Adam Kriss: That's really nice.

Eileen Collins Mastel: Or to get wherever they are going, maybe get to dialysis safely. So we really appreciate that we have that coverage now. It helps me sleep better at night, for sure.

Jan Campbell: Eileen, because I ran into this, I just want to ask if this is still true. You have to take the LIFT both ways to get that. You can't go somewhere and then, it's my understanding, and you've ordered the LIFT home. This happened to me a while ago, they would not. I was stranded and this was like last year and they wouldn't pick me up because they said we didn't take you there. It has to be a rigid. You have to begin the trip and end the trip both ways with the LIFT to do that. Is that right?

Eileen Collins Mastel: So our No Strand Policy says that if we take you somewhere, we will make sure we get you home from somewhere. So yes, this would be a case of, if we had a trip arranged by cab and the cab did not show up, if the person had a trip scheduled with us, whether we took them there or not. If they schedule a trip with us, we'll make sure they get to where they need to go for that trip with this coverage.

Jan Campbell: Great.

Annadiana: Yeah, so in the case of the person, a year or so ago who ended up having their flight changed and came in late, but they had a LIFT scheduled to take them home from the airport. They had gone a week before or whatever it was. Would you guys take them home?

Eileen Collins Mastel: Absolutely, we made that change I think about two years ago to our same day time change policy. So making sure that if customers were no showed for a trip outside of any fault of their own, like your flight left late so you didn't get back when the bus is going to pick you up, we will absolutely still send a vehicle to get you.

PBOT: Temporary Platform

April Bertelsen: Hi, thank you Jan. Hello, everyone. My name is April Bertelsen, and I'm currently the Transit Coordinator at the Portland Bureau of Transportation and the Complete Streets Team and Planning, and I am here with my colleague, Gina Gastaldi. Gina, would you like to pop on introduce yourself?

Gina Gastaldi: Hi, everybody. Thanks for having us. My name is Gina Gastaldi, the Transportation Planner at PBOT on the Complete Streets team.

April Bertelsen: I am here to present to you information about our temporary platform evaluation and online survey that is out for the public to take and then provide some time for questions or feedback or any discussion that you want to have now. How's that sound?

Jan Campbell: We're good, and yeah, so we want to be sure to leave time for questions, because this will be new to some people, I think.

April Bertelsen: In November or December you all hopefully got an email with links to our survey, but if not, we are keeping our survey open. We extended the deadline to January 27th so that you all could participate in the survey and if you have other feedback we're here to talk about it too. So I'll go ahead and get started and share my presentation.

April Bertelsen: The Portland Bureau of Transportation is evaluating some temporary platforms that we recently installed around Portland, and this evaluation will help decide if and how we use these tools. These different platform types in the future and what we learn could inform design refinements, context considerations of where or how to place them, implementation and maintenance needs. So a bit of background, in 2020

and 2021 PBOT in partnership and coordination with TriMet installed two different types of temporary platforms, really as a part of multiple different programs and projects. But some of that was associated with the Rose Lane Project, and we are, as part of the Rose Lane Project we are also evaluating many aspects and this was one of them. So what we installed include five rubber modular platforms that are made by a company named Zicla, you might hear us refer to them in that way, and five asphalt platforms. The temporary platforms are helping us to make quick, affordable changes in city streets. They are generally used at transit stops, though not always. Ultimately, these temporary platforms are intended to help it make it easier for people to walk, roll, bike and take transit. The platform designs vary because we've installed them, you know, to meet different needs, depending upon the location. We also, we've been evolving our design as we learn from since the initial installations. So those variations, again, are both because there are different kinds of platforms, but also they're there to meet different needs and purpose or a different context but also as we evolve the design.

April Bertelsen: Up on the slide that I have right now, there's an image of the temporary rubber modular platform that is located on Southeast Hawthorne just across the bridge, approaching between Grand and Sixth Avenue across from the Multnomah County building there. It has an image of a cyclist approaching the platform ramp in the green bike lane adjacent to the platform, which has a pedestrian waiting on it for transit. There are stickers on the sidewalk and a yard sign advertising our evaluation online user survey. So we wanted to tell you more about the two types of platforms and where they are located. I'm starting with the asphalt temporary platforms and these ones that have been installed, do not have a bike ramp included, and they're typically located along the curb zone to provide a temporary curb extension at bus stops. They provide people with

more space while waiting for the bus boarding and deboarding, and allow for the bus to stop in the traffic lane in some instances. As I said they do not include a bike ramp for these installs, and a number of these were installed as a part of our safe streets COVID response work early in the pandemic. As a part of our slow streets and Gina is a part of this as well. The locations where we have them installed as of summer 2020 is on SE Washington at 80th Avenue, SE Stark, far side of 82nd Avenue, SE Stark at 90th Avenue and SE Stark at 94th Avenue and then SE 105th and Stark. We are anticipating two additional installations of temporary asphalt platforms as a part of the Rose Lane project along SW Alder. That would be at 6th and 10th Avenue. Those would be followed with a more permanent installation in the years to come. The slide also includes an image of one of these asphalt platforms and this one is located at SE Stark at the bus stop near 90th where the sidewalk is particularly narrow so it was helpful to have more space for people to walk and weight and distance from each other during a pandemic. This one there's on street parking beyond the platform, as you'll see in the photo or one could see and a bike lane that is adjacent to the platform and two travel lanes with a truck trailer that's traveling by. The bus stop is still located on the sidewalk and there are white candlesticks or traffic wands that are located at each end of the platform to help guide people, as well as the increased visibility of the platform from the roadway.

April Bertelsen: The next slide is about the rubber modular temporary platforms and the current locations of those, there are five. There is one NW 18th at Flanders that was installed in August 2020. This was our first and I believe when went 19th in Flanders, installed in August 2020, SE Hawthorne at 6th, which was installed in July 2020. One on SE Hawthorne at 12th and also installed in July 2021. There was one installed at NW Broadway on Northwest Broadway and Couch, which is used for parking,

passenger loading and unloading. The slide also includes an image of one of the platforms. Again, this is the one on SE Hawthorne at between Grand and Sixth Avenue, and the slide includes a photo of the modular platform located there. There is a black rubber platform in the roadway, between the sidewalk and a new red bus priority line. The bus only lane with two buses in that lane approaching the platform. There is yellow tactile warning panels around the edges of the platform where it is located on the roadway, and there is a green bike lane in the roadway along the curb behind the platform. Then there are green ramps in the roadway at each end of the platform that allow people biking to stay near the curb and ride up and over behind the main platform area. In this image, there is a person biking down the ramp back into the bike lane, and there is also a white crosswalk across the green bike lane at the same level as the platform, as a platform and the sidewalk to allow people to walk and roll to and from the platform. Cyclists must stop for people crossing between the sidewalk and platform in advance of that bridge between the sidewalk and platform. So it is a crosswalk, and then the cyclists can continue on after people have crossed. There are also very various white traffic wands or the candlesticks along the curb and platform on both sides of the bike lane ramps to help guide and increase visibility. I just wanted to highlight that there's many different elements that are part of the design and serve multiple purposes, and it is indeed very colorful. Each color for different things. We have on our website, which I'll include a link to, or you can learn more about the platforms in our Instagram Story. We will be adding more information of how to use these platforms for various users. Then onto my next slide, next slide includes a map with the location of each of the platforms that I just listed off and described, and it displays both the rubber platform and asphalt platforms on the map for a total of 10 that we are evaluating.

April Bertelsen: As a part of our evaluation, we have a user survey that is available online and we encourage everyone to take the online survey to tell us about your experience with any of the temporary platforms and include the direct link to the survey. It's a Survey Monkey survey and the survey has been open from November 3rd and extended to extending to January 27th, 2022. This is an image of the stickers that we've located on the sidewalk, which is a red and white sticker that says, please give us feedback on this bus platform with our Rose Lane logo, a cute little bus with Rose Lane and smiling and some logos and the survey address to take it online and a QR code that people could take a snap of with their phones to then access it via the web. I again, encourage everyone to individually take this the survey does allow you to comment on individual platforms one at a time, and then you can repeat the survey for another platform, or you can just make general comments about the platforms in general. I wanted to also highlight that we have been doing engagement with various groups around this evaluation.

We had hoped to visit the CAT committee in December. We had to bump to this month, but we are extending the survey time frame. We also have visited Portland's Bicycle Advisory Committee, Portland's Pedestrian Advisory Committee, our Central City in Motion, a working group given a number of these projects for some of them, are part of that plan and implementation as well as you today, and also had shared information with the TriMet Transit Equity Advisory Committee about the survey. There's also been past engagement about various projects, including ones that have these platforms through the central city in motion as listed there between 2016 and the present. There was a 2016 presentation from the Central City and Motion Project Staff to the Portland Commission on Disabilities at the beginning of the planning process in 2018, there was a presentation again to the Portland Commission on Disability at the end of

the planning process and in 2019 to 2020 there was collaboration with the Central City Concern for passenger pickup and drop off its services at the Service Center on Northwest Broadway and Burnside. It's part of what helped lead to one of these platforms and in 2020 there was a presentation to TriMet CAT Committee in partnership with TriMet and an invitation to our Central City and Motion Open House at that time just before the pandemic and since then, most of our engagement has been online or visiting groups online.

April Bertelsen: I wanted to share a bit more, so moving on to my next slide about our evaluation, the user survey is one element of it. In that survey, we really want to learn more about people's experience in terms of accessibility, safety and comfort, ease of use and accessibility, the benefits or concerns. Are these helping in the locations they're located or are there concerns and general feedback? Again, we're trying to also get this information that's location specific and to understand it from all types of users. People walking, rolling along the sidewalk, bus riders, bikers, scooting, driving, all angles and most definitely including people with various disabilities. In addition, we are conducting some support, a technical survey and engaging internally our staff from both from PBOT and TriMet and that includes convening people from planners and project managers and designers and engineers and our maintenance and operations staff to see what we can learn from the platforms that have been installed to inform how we go forward. So that includes design guidance for all users and types and all ages and abilities; delivery and constructability of these platforms. Drainage durability, what happens when the wear and tear and what happens if they are hit, maintenance and vice context considerations that might be location specific or otherwise. So part of the timeline on that is that we are hoping to conduct and get all the feedback we can this winter and work with a consultant to summarize and

make findings and evaluate and then have a report back in the spring or possibly the summer, depending on the time it takes to pull everything together. Then we would certainly be sharing that on our website and can report back.

Jan Campbell: So we have quite a few questions.

Annadiana: Sure, I've been at the TEAC meetings. This has not been in discussion. I've been going to TEAC meetings for over two years and you have not done this presentation and showed pictures and all of that. So take TEAC off your list or if you're planning on being in a TEAC meeting, it's going to be in February.

April Bertelsen: Just to clarify, when we did our system updates, I provided that information and the link to the survey to the TEAC. They didn't have time on the agenda to do the presentation, but expressed that if there was interest that I would come back and do it, and I did not get a request to do the full presentation, but I would certainly still offer that up if the group wanted to.

Annadiana: Ok, then to the rest of my issues, the way that they're set up to low vision people would present tripping and falling hazards. The entry from the existing sidewalk to the platform is pretty narrow. Why does it not encompass the full length of it? Because with that, what is it three or four feet? You could fall off either side. There's nothing preventing that from happening. Also, you say the bicycles are supposed to stop. Is there a stop sign to tell them that because I don't see it in your photos?

April Bertelsen: The crosswalk is an indication that they should stop, and I think some may, but we'll take that as feedback on that point, you would

think adding a stop sign for cyclists as well as wider connection between the sidewalk and platform.

Annadiana: With the platform edge being an edge like that and the same thing with the entry to it, people are going to step off of that and fall into that ditch area. Also, I noticed on the one from Burnside, the ramp up the mound in the picture was down in this corner anyway. Where it meets the sidewalk that hump up can be a tipping problem for people with mobility devices. I would consider it unsafe to do that in one of your other examples you have it coming straight across, not with that mound up and which would be safer. But again, there's nothing preventing people from falling off. Then my last point is that the paratransit LIFT, where are they supposed to be pulling over to pick up and drop off people with the existing configuration of the bus lanes and bus lines? That is possible as long as you don't put those candlesticks in the way. But with this, there's no place on that block where you can pick up or drop off a person with LIFT.

Jan Campbell: I had some of the same concerns, and especially with the paratransit I was thinking and we've heard from LIFT drivers about things that PBOT is doing regarding sidewalks and access. Sometimes it is difficult to get the LIFT buses to places up to the curb where they need to pick up customers.

April Bertelsen: Thank you. This is this is important feedback, and I did want to clarify there are the LIFT drivers trying to serve people on this platform, on Broadway, at Burnside, and they're not stopping in the lane, but they're looking for a place, parking spot along the curb.

Jan Campbell: Eileen, I had sent you a message, a private message regarding this. Are you? Do you want to address that? Or I'm wondering

because we're running out of time if we're going to. I did pull this up, Chris suggested it earlier. If we are going to have to have another meeting on this because I do think this is new to people and we're getting quite a few questions and I haven't even asked for public comment or anything. Would that be feasible?

Eileen Collins Mastel: I haven't heard any direct comments either through dispatch or from our operators, but we can start to gather feedback when it's presented, I'm happy to. If you need an ad hoc or another meeting, I'm happy to help in whatever way we can.

Jan Campbell: April, I'm wondering, so we don't push, push, push if we would be able to do that work with Chris and set up another meeting. I just think it's really important when we're doing this, these kinds of things that we always get LIFT involved. So maybe we could do an ad hoc group. Chris, would that be feasible?

Chris Hunter: Yeah, we could set that up if that works for April's team.

Claudia Robertson: Yeah, I have a couple of questions. If we set up an ad hoc, we're not going to make the time for the survey. I have a couple of questions pertaining to the survey. If I could at least voice them and maybe get answers. Not necessarily right away.

April Bertelsen: Yes. Prioritize that because what I would like to propose is that with this information, hopefully that can give you enough to make your individual comments in the survey and to please complete the survey. We would love your feedback and then offer to come back to a future CAT meeting or ad hoc, if that makes more sense given your agenda. Then we can discuss it more. Get more comment. I think I'll check with my

colleagues and Gina and others if February may make the most sense for that, and but I wouldn't want to delay from taking that survey individually and getting us that feedback or if you're unable to take the survey, then to, you know, contact me and we'll find a way to make that work.

Claudia Robertson: Is this slide presentation on the survey?

April Bertelsen: There are elements of this that are incorporated both on the website and on some elements are embedded in the survey.

Claudia Robertson: Ok because the map, the colors of where the asphalt and the rubber things are. The color is not distinguishable. You can't tell the difference in the colors. I would like to know if you're asking and you're surveying the operators on this, not just the maintenance people and project engineers.

April Bertelsen: Our intent is to get representatives from the operators and get that feedback as well through TriMet.

Claudia Robertson: Ok, thank you.

Dave Daley: Yeah, I keep wondering why we have so much trouble with this, I guess it's probably because ADA guidelines came out before bus ramps extended from the lift door in the front. Because when you look at the rubber ramps they're about the same width as those ramps that we looked at up on Halsey and Weidler that were too narrow and created a real safety issue when you come off the ramp and you've got to drop off to where the bike lane is. So I think it begs the question that you and TriMet need to get together and do some real time physical simulations with an actual transit bus and an actual ramp, and actual passengers with actual

scooters to determine how wide that rubber ramp needs to be, because it appears to be just as narrow as those ones that did not work up on Halsey and Weidler and creates a hazard for the passenger coming off the end of the ramp to just end up spilling into the into the bike lane. This would be so easy for you guys to just get together and figure out what that distance needs to be and how wide the ramp really should be. I have no doubt that its ADA compliant. But remember, ADA was, those criteria were designed when we didn't have ramps that extended from the front door. So it's just too narrow from the way it looks.

April Bertelsen: Thank you and I very much hope to get this information, both from users as well as a TriMet and metro staff. We're going to do some field visits and discussions as well, so my goal would be to get to what you're saying as well. I do have a question related to that because one of the things that's been in discussion is whether some of the platforms are configured, such that the bikes are ramped up the full length of the platform are nearly the full length, so it's a very wide connection between the sidewalk and the platform and can be a part of that ramp deployment from the bus or as just allowing people to move back and forth and more room for that versus the two on Hawthorne, where the ramp up for the cross the bike lane is more than three or four feet, but it is not as long, not as wide.

Dave Daley: If you pull up the Hawthorne picture, you can see exactly what I'm talking about. If you look at the Hawthorne picture, the front door of the bus is going to be near the front of that of that ramp. When you come off the front door of the ramp, the rubber piece is pretty narrow and there's a drop off to where the bike lane is there. So the bus comes up there and they stop at the same place all the time. That front door is going to be further up. See where the front door is and when you come off that front

door that does not have a ramp deployed, imagine if you have a ramp sticking out of that door. And how far is it going to stick out? How much turning radius does a big old scooter need when they board that? Are they going to be flirting with the edge of the ramp there? That's the real problem, is that I think we're using old data about what's compliant, because when we didn't have lifts that extended that far, it was not a problem, but now it's a problem because those lifts really stick out of that front door. I would prefer that where this, the whole bike lane thing be striped a little bit narrower and add a foot to the width of that rubber ramp and you'd be better off.

April Bertelsen: Ok, so a wider platform, narrower bike facility as a design solution.

Dave Daley: If you're pressed for space, I mean, in this case, you were probably pressed for space. But in this case, you'd rather have a wide enough ramp and let the bike lane be a little narrower when it has to pass the back of the of the bus stop.

April Bertelsen: Yes, where we are pressed for space, I'm wondering if where this instead of ramping down, where the door is serving and people are coming off. So if this part where the bike ramps up to the platform level was aligned with the door where the door is opening up to so you didn't have to necessarily turn it around, you could just roll on and off

Dave Daley: As long as it was marked, so that the bikers knew what they had to do. In other words, they would have to be hash marked all the way across if you did that. Yes. Straight shot.

April Bertelsen: Yes. Ok. Straight shot.

Keith Edwards: Thank you for that presentation April. The question I have is that we have a cutoff here next week, I know you want to get as much feedback as possible. So are there some artificial deadlines? It didn't stop you from extending the deadline 60 days.

April Bertelsen: We have had it open since November, and we are hoping to be able to start to summarize the feedback we're getting in order to be able to report back to and do our evaluation and report back to our bureau leadership. We have put a hold on installing any further of the rubber modular platforms waiting to do this evaluation, get the feedback and help inform future designs and that puts projects on hold.

Keith Edwards: I would hope that you would encourage them to.

April Bertelsen: We're hoping to get that feedback. I'm happy to come here more to get that even beyond the survey.

Keith Edwards: You know, given that we're in a pandemic and people's travel arrangements have been altered severely, folks don't travel as much. More people are taking one trip to the store a month instead of taking maybe three or four, you know, and the same holds true with using the TriMet services as well. So I would think that given that people aren't out here as much, maybe they haven't had that experience. So let's extend this a little bit so that we can make sure that we get as much feedback as possible from as many people as possible.

April Bertelsen: Thank you, Director Edwards. It's a good point, and I will certainly take that back and talk about it with the team to see what we can

do to extend or hold a second survey or something along those lines. So thank you. It's a good point.

Dave Daley: Thank you.

Jan Campbell: Well, thank you very much, April and I think what we will probably do is still have a meeting and I knew about the survey deadline, but people can still do that. But if you can still meet with us and take our comments, put those comments in because it is kind of a new idea for some people.

April Bertelsen: Absolutely

April Bertelsen: Happy to come back. Yeah, whether it's a regular agenda or arrange an ad hoc, thank you.

Jan Campbell: Okay, thank you so much. So before we adjourn Anna, did you want to bring that one thing up that you mentioned this earlier?

Annadiana: Yeah, at the TEAC meeting, a new TriMet initiative was mentioned and I do have a slide presentation, but wanted to comment on it before I send it out. The program is called Forward Together. They're going to be reevaluating the whole TriMet system, focusing initially on the fixed route stuff because the routes that they're using now throughout the region were initially from 1942 or something back in the forties anyway, and their timeline is over the year. Anyway, I did want to mention that what this program is before I send the slide presentation out to the TEAC. So if anybody's got an input for TriMet about route changes, enhancements, areas that need to be included in whatever TriMet ends up with or removed or whatever. Now's the time to send in your input on that.

Jan Campbell: Sounds like something that we should have a presentation at CAT with.

Annadiana: They did mention possibly coming to CAT and I think that we should arrange that sooner rather than later because their outreach is going from mid-January through February. So I wanted to bring it up now.

Jan Campbell: Oh, thank you, let's talk to Chris about that as well.

Jan Campbell: Thank you very much.

Meeting adjourned at 11:00am