



Committee on Accessible Transportation
Business Meeting Minutes
Wednesday, November 20th, 2024
9:00 a.m. – 11:30 a.m.

Recording Link:

<https://tmshare.webex.com/recordingservice/sites/tmshare/recording/playback/fbad5be5898e103d97f352c10cdebf4d>

Password: 3Wem3RQg

CAT Members

Jan Campbell
Annadiana Johnson
Claudia Robertson
Dave Daley
Richard Hunter
Patricia Kepler
Jason Jablow
Patricia Kepler
Franklin Ouchida
Sky McLeod
Kathryn Woods
Tre Madden

TriMet

Justin Rossman, Sr. Community Engagement
Eileen Turvey, Director Accessible Transportation
John Gardner, Exec. Director, IDEA
Erin Graham, Board of Directors CAT Liaison
Joseph Camper, ADA Coordinator Legal Services
Mary Hicks, Sr. Admin Asst. ATP
Kittie Kong, Sr. Community Engagement
Jonathan Lewis, General Mgr. Transdev
Joe Tobias, Sr. Project Mgr-Customer Experience
Christina Barboza, Language Access Prog. Mgr.
Karol Orozco Escorcia, Sr. Proj. Mgr. IDEA
Bruce Smith, IDEA Partner

Guests/Public

Ryan Skelton
Adam Kriss
Keith Edwards

MINUTES

09:00 - **A. Opening Remarks** – Jan Campbell, Thank you for attending yesterday’s grand opening event.

1. Roundtable Introductions
Approval of Agenda, Motion to approve was made by Dave Daley, 2nd by Claudia Robertson, no abstentions.
2. Approval of October Business Minutes
Discussion – Claudia Robertson - page one first bullet, hidden disabilities-sentence was not complete. D – Staff update, whom should be who, would like a calendar invite. With those changes made, no disapprovals no abstentions.

09:15 - **B. TriMet Title VI** – John Gardner, Chief Inclusion, Diversity, Equity & Access at TriMet – This is the work that TriMet is either responsible for or supports directly. Today’s presentation will focus on Title VI. Thank you to Director Edwards for creating TriMet’s Rosa Parks day where everyone rides TriMet free. The Civil Rights Act of 1964 stated that NO person in the United States shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance. This creates guidance around nine elements.

Those areas that we work on are:

1. Title VI Public Notice
2. Title VI Complaint Procedures,
3. Title VI Investigation, Complaints or lawsuits
4. Public Participation Plan, how we develop and implement. CAT, TEAC, Service changes, Project Open Houses, Surveys.
5. Language Access Plan, (Safe Harbor Communities and those eligible for translation services, at the project level.) how we develop and implement.
6. Board Membership and Recruitment - Demographics are reported out and represented in the 7 districts.
7. Sub Recipient monitoring (Portland Community College, Portland Street Car, Transdev, and Ride Connection) must have a Title VI program to be in compliance with federal rules and regulations.
8. Equity Analysis for new facility siting and construction as well as selling property. When TriMet builds or sells we make a Title VI analysis – within 2 mile radius.

9. Equity Analyses for major service and fare changes completed since the 2022 submission. Study if there is a disproportionate burden on low income or minority community members or riders.

People can file claims directly through our system or they can go directly to the State or Federal government. Anything that involves a protected class becomes a priority or immediate complaint. They work from which garage the complaints originated, then create an investigation and engage the rider when it comes to that point. Joseph Camper is the current ADA/Title VI complaint investigator.

09:30 - C. Comments

Dave Daley – Older adults and Ada classification. TriMet Stop-spacing should be a service change that comes to CAT so that we can get a chance to comment on it.

Jan Campbell – On language access, how do you address hard of hearing or deaf people who need interpreters or including those who speak a different language. It's hard to find those interpreters as well as the technology available.

- John Gardner – Reasonable accommodations are made. We try to get that information ahead of any public convening so TriMet can make those services available.

Dave Daley – Future Frequent Express services planning where we increase the size of the vehicle but we don't change the size of the ADA portion of the bus creates an ADA compliance risk. We are improving it for one category of passengers and not improving it for others. The FX people refuse to make that part of their future standard.

Eileen Turvey – The current FX standard is 2 mobility spaces and the desired would be 3.

Richard Hunter – asked for clarification on ERG group acronyms included in the last slide.

- 09:45 - **D. TriMet Board of Directors Update** – Director Erin Graham was introduced by the retired BOD member and CAT liaison, Mr. Keith Edwards. Director Graham took some time to share the information she has been receiving about accessible transportation programs, regarding the Instacart program and TriMet spurring interest in other transportation markets with this

program. She was very excited about the different language options and how that's being developed and overall just being inspired by all the different programs and the work of the committees across the board. She also shared some experience with OMSI using Aira. Using it and actually running some programs to see how people could use it in an informal environment. OMSI has run it through their evaluation and research group and invited Eileen to come and learn more about this program.

A few of the CAT members in Wayfinding voiced their excitement at being involved in the information provided, concerning the Aira program. More to come.

10:00 - E. General Public Comment

Adam Kriss – Last couple times he has ridden MAX, they have been using one car instead of two. This was prior to the 5:00pm hour. He also shared that when there is only one Max car pulling in, it goes to the very front of the platform and it also doesn't have enough space for mobility devices. Adam feels that TriMet could have that information communicated on the reader board.

- Joe Tobias responded by asking for this input and feedback for our planning team. One way to provide this information is to call or text 238-ride. Tell them what platform you're on, the train number and any information that would pinpoint that particular line or stop.

Ryan Skelton – would like to ask if Title VI relates to other agencies the TriMet oversees the processes for, one of them being Ride Connection. A lot of those are volunteer services and they have driver shortages which results in a decrease in service availability for a number of members in the senior and disability community. There is a population for whom those type of agencies are the only available option. So at what point is oversight triggered?

- Jan Campbell has asked that Justin Rossman get the information from John Gardner and report back to Ryan on this information.

Ryan Skelton – Wanted to mention that platform overcrowding as it relates to single car trains has been a big issue for me lately. In these types of scenarios, people with mobility devices can barely make it to the car where the ramp is before the train is ready to depart.

- Justin Rossman requested that Ryan Skelton provide a list of those platforms to provide to our customer service manager who deploys the customer service team out into those areas.

10:10 - F. Committee Member Feedback & Discussion

Kathryn Woods – Questioned the use of single car trains when it's already crowded with people who walk normally and don't use mobility devices.

- Joe Tobias responded that TriMet has a very limited time to perform maintenance and this might be the time that they are doing this. I will take this back and dive deeper and come back to CAT with more information.
- Franklin Ouchida – When they are running the series one cars there is a section where I bring my wheelchair to the front. I always wave to the driver and they always open the doors for me.
- Dave Daley – We should pass this on to Justin Rossman as an agenda item for Fixed Route subcommittee. We should ask staff to come and provide criteria for deciding when there are going to be single car trains so that we can figure out if it's understandable, publishable and predictable. We have already expanded the overnight maintenance period by doing the bus bridge to take some of the pressure off, but it's something we need to explore on the committee.
- Claudia Robertson – Addressed the issue of the restrooms at the new Jan Campbell Mobility Center, not having automatic doors.
Justin Rossman – Responded that a work order has already been placed and the doors will be upgraded.
- Richard Hunter – He is also responding to the single car trains that it is a huge inconvenience for anybody and should be addressed.
- Jan Campbell – They used to have a wheelchair symbol at the top of the Max train but I don't know if that is still happening.
- Franklin Ouchida – His experience has been that it's not that it's overcrowded, but people get in the way. They'll wait the 9 or 10 seconds for the ramp to come down and then the mobility device can't get on because they are getting off the train and coming towards you. He would like for the wheelchair symbol to be nice and big.

10:30 - G. Break

10:45 - H. Committee Recaps -

- Jan Campbell Mobility Center Grand Opening –

- Jan Campbell wanted everyone to know how much it meant to her and she was so thankful for everyone who showed up for this honor. Eileen’s speech was recorded by Patricia Kepler’s new Meta Glasses as well as reading of the plaque that will hang in the lobby of the building.
- The group was in agreement that the festivities were wonderful and there were many people in attendance. Many people from the transit community who CAT members had not seen in a while.
- Tre Madden – Congratulations Jan Campbell and it was wonderful working with you at the operators training.
- Franklin Ouchida - Made the comment that we should open the big doors to the Park area outside of the new facility and have an annual open house.
- Justin Rossman Confirmed the idea of having a 35th ADA celebration out in that park and inviting a lot of our local vendors and partners in July 2025.
- Annual Oregon Public Transportation Conference, ABCs of Transportation: Accessibility, Back-to-Basics, Capacity Building - Jan Campbell & Patricia Kepler
 - Jan Campbell - Eileen did two presentations “Presenting Well”. Jan attended the Title VI presentation, as well as a presentation regarding service animals.
 - Justin Rossman - Mark Zollner with Schetky NW a vendor for LIFT busses was able to provide a ride home for Jan Campbell and Justin Rossman. Next year’s conference is in Bend. Would be nice for CAT to do a public advisory presentation at next year’s conference.
 - Claudia Robertson - Letting CAT Members know ahead of time about conferences. They can also pay for their tickets if they do not get a ticket through TriMet.
 - Dave Daley - Recommended a Joint project with Lane Co. for next year’s Oregon Public Transportation Conference in Bend.

11:00 - **I. TriMet Staff Updates –**

- Current members terms and FY26 recruiting – Justin Rossman emailed all whose terms are ending in July. Pass on the application information

to others. They are Due January 31st and we already have 10 applications in, at this time.

- Operator commendations.
 - Visit the web: <https://trimet.org/contact/>
 - By texting or calling [503-238-7433](tel:503-238-7433)
 - Justin Rossman – Dave Daley had reached out to our team to let us know about a bus driver who went out of their way to help a person traveling in a mobility device get onto their bus, even with needing to adjust the position of the bus. So we want to make sure this gets heard because the operators love to know when they are doing a good job.
- New Ticket Vending Machines (TVM) pilot starting on 12/2 and across the entire alignment projected on 2/2/25. Planning a group visit at Center Street on 12/6/24 and promoting individual site visits.
Pilot locations can be found at platforms:
 - Willow Creek
 - Beaverton TC
 - Rose Quarter
 - Gateway
 - PDX Airport6 CAT Members will be coming to the new Bus Operator training and the same day will do a group visit to a new machine setup inside of the Center Street Garage.
- Cat Business Cards – arrived yesterday and were handed out to CAT Members who attended yesterday’s festivities. We explained that there is a raised box around the QR code that you can feel which helps to tell you where to point the camera on your phone and will get you directly to the website.
- Language Access program here at TriMet sent out an email regarding language access program survey. They are hoping to get 2000 responses. Justin Rossman will send out the link to everyone to go in and take the survey as well as forwarding the survey to other community members.

11:10 - **J. Fixed Route Subcommittee update** – Fixed Route Co-Chair

- Dave Daley - referred to the TV HWY project that they had reported on in a previous meeting. CAT needs an ODOT line of communication to try

and accomplish what we've done with the City of Portland in getting them to understand what really needs to happen at bus stops. He also touched on passups which are an upward trend from past years.

- 11:20 - **K. Wayfinding Ad Hoc update** – Wayfinding Co-Chair Sky McLeod: Shared about the Accessibility testing for push notifications (Real time access). Push notifications for those who are unable to hear or see that their bus is arriving, or that their stop is coming up. Wayfinding Subcommittee meetings will happen the fourth Tuesday of every month 9:30 – 11:00am.

Adam Kriss - Fixed route sub-committee agenda item would be to get more information on why there are one car service instead of two car.

Annadiana Johnson - Upcoming New operators training was showing as December 1 in error. Should be Monday, December 2nd.

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

- Wayfinding Ad Hoc – November 26th 9:30am
- TriMet Board of Directors – November 27th 9:00am
- Executive Committee Meeting – December 3rd 9:30am
- Fixed Route Subcommittee – December 11th 9:30am
- Monthly Business Meeting – December 18th 9:00am

Upcoming CAT new operator trainings:

- MAX new operator ADA training – December 1st 12:15pm – should be Dec 2nd.
- LIFT New Operator Training – December 5th 1:00pm
- Bus New Operator Training – December 6th 11:30am

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

Motion to adjourn by Dave Daley, seconded by Richard Hunter.