



**Committee on Accessible Transportation  
Business Meeting Minutes  
Wednesday, December 18<sup>th</sup>, 2024  
9:00 a.m. – 11:30 a.m.  
Webex**

**Recording:**

<https://tmshare.webex.com/recording/service/sites/tmshare/recording/playback/cc7fe6579f8f103dabf2e2032e5ef40e>

**Password:** XfsMdme3

**CAT Members**

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

**TriMet**

Justin Rossman, Sr. Community Engagement  
Charlie Clark, Service Delivery Manager  
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  
Roger Stelmach, General Mgr. Broadway Cab  
Karol Orozco Escorcia, Sr. Project Mgr. IDEA  
Pat Williams, Dir. Security & Emergency Mgmt.  
Raychel Schindelman, Digital Accessibility Spec.  
Bruce Smith, IDEA

**Guests/Public**

Elianna Gnoffo PCC AEDR  
John Merrick-Russell  
Jeremy Mingo  
Lisa Strader – PBOT ADA Coordinator

## MINUTES

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

1. Roundtable Introductions
2. Approval of Agenda by Claudia Robertson, second by AnnaDiana Johnson. Two changes to the agenda, the next Wayfinding meeting will be January 28, 2025. Also, Charlie will be doing the presentation on NEXT on demand service, as Eileen Turvey is out ill today.
3. Approval of November Business Minutes by Patricia Kepler, seconded by AnnaDiana Johnson, no discussion or abstentions. Katherine Woods is excused.

### 09:15 - B. Safety & Security bimonthly update – Pat Williams – Dir. Security & Safety.

- **Oversized packages/bags of cans**, TriMet Security vs. Fare Enforcement personnel. Fare Enforcement is done by TriMet staff, not the contracted security. They will issue citations and warnings. Allied Security – Portland, is the contracted security. Allied can't issue citations but they can remove people from the train for egregious things like smoking on the bus and blowing it in someone's face. We also have law enforcement and they can issue a citation or make an arrest. During COVID we had a significant reduction in security, now TriMet is starting to ramp up again and establish our expectations for behavior and to also hold people accountable for paying their fare.
- **Blue light phones** look much like a 5-6 ft. tower on the transit platform with a blue light on top. To activate, you push the button and it will be answered by a security dispatch person who also has a visual display. There was a group of CAT members who came out to try these new security phones and they were pleasantly surprised. There were suggestions for needing placement consistency on each platform. They were designed for security use but it is also a visual deterrent for someone who might act inappropriately. Several of these have been installed in areas where TriMet has had significant challenges.
- **Senate bill 1553** and House Bill 4002 this is to address open consumption of narcotics in public and on public transit. This helps law enforcement and helps TriMet enforce the interference with public transportation.
  - Patricia Kepler – In reference to fare inspection, it's not uncommon for a blind person to struggle with trying to find the ticket machine especially with crowds on the sidewalks and the

train shows up and they have their HOP card so they just get on. Then having fare enforcement be unnecessarily rude is an issue she hears about often from this community.

- Claudia Robertson – Questioned about all the oversized items that people are bringing on the bus. Bags of cans, big rolling carts filled with possessions, huge garbage piles that people park in the priority seating. How can you regulate that as the operators are not supposed to engage.
  - Pat Williams responded that it's not just large items but the struggle regarding the Bikes with carts, as well as E-Bikes needs to be addressed. We need to work to change the code. When someone sees something please call 503.238.RIDE or email TriMet.org to report it to security.
- Dave Daley told Pat Williams that if you can tell a disabled person on a mobility device that there is not space for them to ride, then you can tell someone carrying oversized items that they don't have space for that. Dave also mentioned another thought regarding bike rider issues needing a deeper dive because the bike hooks are not working the new bikes have wider tires.
- Jan Campbell asked Pat Williams if they had talked about the vulnerability of people using the blue light security phone during a security issue. She also asked how can the deaf community communicate with security through the blue light.
  - Pat Williams responded that cameras located on the platform see people who are in trouble or in need of help. 3000 cameras on platforms and 10,000 cameras in many other close proximities, such as elevators.
- Patricia Kepler relayed her thoughts on the button on the bus that allows you to talk to the operator and how it's very loud and like a red flag with the loud alarm going off. It's nice to know you can push the blue light button and not say anything but you can indicate that there's need for assistance.
- Dave Daley also shared that you can talk to TriMet security with your cell phone, so you can be a block away and call them to report something.

### 09:30 - C. General Public Comment

- Elianna Gnoffo questioned why is the fare box not on the MAX itself instead of the HOP card tapper on the platform, and what about the

street cars fare system. You can't tap your HOP card on the MAX, only on the platform. Street Car has the ability to tap on board.

- Pat Williams responded that the streetcar is a whole different system.

09:35 - **D. LIFT subcommittee update** – LIFT Co-Chair – T J Anderson everything looked well covered in the minutes. Nothing to add.

09:45 - **E. Wayfinding Ad Hoc update** – Wayfinding Co-Chair – Patricia Kepler, everything looked covered in the minutes.

09:55 - **F. TriMet Staff Updates** with Justin Rossman.

- **Self-Descriptions and pronouns** during meeting introductions. These are not mandatory. They have been new within the last year but if you are uncomfortable, you may just say your name.
- **Sunflower lanyard program**, TriMet is now officially part of this program, for people with hidden or non-apparent disabilities to signal people that they may need extra support while traveling. We also ordered supporter lanyards for those who will offer to support someone with a disability in their travels. Sunflower lanyards will be available soon at the Jan Campbell Mobility Center.
  - Jan Campbell – Regarding the Outreach on Sunflower program, will you be telling others about this program and where to get the lanyard?
- **Jan Campbell Mobility Center officially seeing riders** – We are officially seeing customers for LIFT eligibility now.
  - Justin Rossman informed the Cat members that there are ADA doors being installed for the restrooms at the mobility center.
- **Headphone for meetings for CAT members** – TriMet has extra headphones and are offering to CAT members to help with meetings. Reach out to Justin if you would like a pair.
- **FY26 CAT recruitment selection committee** – We will be conducting interviews starting in February. We currently have 12 applicants in the pool. Thank you to Annadiana Johnson for being the Executive Committee member leading this process for TriMet/CAT. We are looking for CAT members to read thru the applications and participate with the selection committee to conduct interviews. FY26 (TJ Anderson,

Franklin Ouchida, Jason Jablow) We have two Executive members whose terms are up. Recruitment will close at 5:00pm January 31<sup>st</sup> 2025.

- **Jan Campbell** – We have done this both ways, will we be selecting officers in a separate nomination? Justin Rossman responded yes, it will be separate.
- **Justin Rossman** mentioned that there is an online training on Bias for anyone that is part of this CAT selection committee. Reach out if you would like to have this information.

#### 10:05 - G. Committee Member Feedback & Discussion

- **Annadiana Johnson** – encountered a bus operator who was not familiar with CAT. She provided a CAT card and would like to incorporate knowledge of the CAT Committee at the operator trainings.
- **Justin Rossman** Shared that our Trimetable Employee Resource group, which is staff with disabilities or allies of staff, would like to come up with tabling sessions at each of the garages regarding CAT, to let our operators know about the TriMet’s employee resource group and speak to the CAT committee as well.
- **Dave Daley** Brought up The fixed route report in our packet which showed ADA pass ups on 82<sup>nd</sup> Ave, it continues to be the leader for pass ups every month.
- **Richard Hunter** had questions about fare inspectors being equipped with knowledge regarding other social services agencies or resources to give people so they can get the help they need for TriMet fare programs for low or no income.
- **Justin Rossman** said he would check in with the Safety and Security team about the possibility of carrying some information with them to outreach people regarding programs like our Honored Citizen.
- **Trey Madden** Agreed that Resources for fare inspectors but also wondered if they go through implicit bias training as well. Fairness and diplomacy regarding and encourage compassion.
- **Claudia Robertson** shared that Street Roots used to publish a booklet with services information – can we look into these for our customer service people to have on hand. Possible avenues for obtaining these booklets might be Central City or Ride Connection.

- **Annadiana Johnson** Learned that to receive reduced TriMet rates you must have a permanent address, so houseless people without a permanent address are unable to apply.

10:20 - **H. TriMet Board of Directors Update** – Director Erin Graham was unavailable to be present for the meeting.

10:30 - **I. Break**

10:45 - **J. TriMet NEXT, On Demand Service - Charlie Clark**, Service Delivery Manager.

- Introducing On-Demand Service to TriMet’s Portfolio presentation – NEXT
  - Determining the right On-Demand Model for current service needs.
    - Rider-specific and Geographic
  - Proposed Polygon vs. Equity Priority areas - (Gresham)
  - Paratransit cut away bus will be the vehicles used.
  - NEXT - Neighborhood Express on Demand Mobility devices and trained operators in customer assistance.  
Co-mingled trips (ADA/paratransit and general public) served at the same time. Two zones within the service area.
  - It will be communicated by a direct mailer to LIFT eligible riders who live and travel in this area. Trips will be requested via the White Label rider application, by phone, web booking, no on-street hailing, does allow for same day requests, much like Uber. Trip must begin and end in the respective zone. Hours will be 6:30am to 8pm, Monday – Friday and 9:00am – 6pm on Saturday and Sunday.
  - Transdev will be the contracted operator service company
  - Timeline is already in progress. Technology Integration is already in progress. Will launch winter 2025, Ridership and Data Analysis will begin February 2025 – June 2026.
  - Partnering with Spare Labs (platform providing this service) used in concert with Trapeze Driver-Mate Tablet.
  - Strategic Outcomes of Pilot – Effective, Successful integration, Operations model developed and piloted and supporting the models development and pilot. Reporting model, Data about ridership, cost, customer satisfaction and operator satisfaction. Pilot evaluation report including recommendations for changes and future expansion.

11:15 - **K. Comments and questions:**

- **Claudia Robertson** – same day service for paratransit riders. How do you schedule the return ride? (Advance or on-demand) Hours of NEXT is a really good timeline.
  - **Charlie Clark:** Schedule on app for on-demand and it will give you an eta as to when the next available vehicle can be there.
- **Dave Daley** Are certified LIFT riders are the only ones available to ride this system? Keep ideas open to provide integration with seniors.
  - **Charlie Clark:** Yes, you must be a certified LIFT rider at this time.
- **Annadiana Johnson** Does this program allow for Profiles like Uber and Lyft apps that include your photo and things like service animal?
  - **Charlie Clark:** There is a profile but not sure if it has photo capability.
- **Jan Campbell** – Book as close to 3 hours, will the person have contact with the operator? Are there some people who will have access who wouldn't have had access before?
  - **Charlie Clark:** 3 hours might not end up being the timeline, you can call or book on the app – on demand.
- **Franklin Ouchida**-This service area is for the pilot program at this time.
- **AnnaDiana Johnson** – Fares – will they be taking cash/HOP cards.
  - **Charlie Clark:** Hop cards only at this time – no fare boxes.
- **Jeremy Mingo**– Sacramento has a similar system called Smart Ride. Have you looked at pre-existing programs? Majority of funding was Federal funds.
  - **Charlie Clark:** Yes, we have look at some other programs out there.
- **John Merrick-Russell** – Cancelled Penalty times in the pilot program.
  - **Charlie Clark:** This is a pilot program and will not have penalties for cancellations.
- **Jeremy Mingo** – onboard HOP pass would be a huge convenience.

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

- Executive Committee Planning January 7<sup>th</sup> at 9:30am
- LIFT Subcommittee January 8<sup>th</sup> at 9:30am
- Business Meeting January 15<sup>th</sup> at 9:00am

**Upcoming CAT new operator trainings:**

- MAX new operator ADA training – December 30<sup>th</sup> 12:15pm
- Bus New Operator Training – January 3<sup>rd</sup> 11:30am
- LIFT New Operator Training – January 9<sup>th</sup> 1:00pm
- Wayfinding Training – January 8<sup>th</sup> –
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11:30 - **M. Adjourn Business Meeting**