



**Committee on Accessible Transportation  
Business Meeting Minutes  
Wednesday, November 15, 2023  
9:00 a.m. – 11:30 a.m.  
Webex**

**Join from the meeting link**

<https://tmshare.webex.com/tmshare/j.php?MTID=m3dc12780ab01940ebfa1468dfce00654>

**Join by meeting number**

Meeting number (access code): 2534 863 0200

Meeting password: mRxNVEmN323

**To join from a mobile device**

+1-415-655-0001 US Toll

**CAT Attendees:**

Jan Campbell  
Director, Keith Edwards  
Annadiana Johnson  
Claudia Robertson  
Diana Keever  
Kris Meagher  
Patricia Kepler  
Dave Daley  
Barry Lundberg  
AJ Earl  
Adam Kriss  
Michael Sandell  
Tre Madden  
Ryan Skelton

**TriMet and General Public Attendees:**

Lisa Strader - PBOT  
Roger Stelmach - BCAB  
Andrew Wilson – Exec Director, Safety & Security  
Nick Anderson - Transportation  
Nathan Banks – Planner, Sr Scheduling  
Justin Rossman – Community Engagement Coord.  
Tony Tapley – Manager, Field Operations  
Charlie Clark - Manager, LIFT Service Delivery  
Ozzie Gonzalez – President, TriMet Board of Directors  
Amparo Agosto – Mgr. Comm. Engagement Programs  
Marti Magee – Exec. Admin. Assistant  
Josh Opper – Manager Cust. Service/Reservations  
John Lewis – General Manager LIFT  
Jeremy Hurley – Asst. General Manager LIFT  
Patricia Tezer – General Manager LIFT Operations  
Bruce Smith – Diversity, Equity & Inclusion  
Joseph Camper – ADA Compliance Coordinator  
Mary Hicks – Sr. Admin Asst. ATP

**Public:** Kathryn Woods

## A G E N D A

09:00 **A. Opening Remarks** – Jan Campbell, Chair

Roundtable Introductions

Jan attended the Portland evacuation drill – there were problems related to the evacuation of disabled and elderly people.

1. Approval Of Agenda

Motion was made by Annadiana Johnson, and seconded by Dave Daley. There was no discussion and no objections/abstentions. The motion was passed.

2. Approval of Minutes

Motion was made by Claudia Robertson, and seconded by Dave Daley. There was no discussion and no objections/abstentions. The motion was passed.

09:25 **B. TriMet Board of Directors Update** – Welcome President of TriMet Board of Directors - Ozzie Gonzalez

He shared his background is in Environmental science and architecture. Has been on TriMet board since 2018. Helping us at TriMet be better – President Gonzalez is pleased with how CAT and this community deals with our existing assets. The work with crime prevention and maintaining our bus shelters as well as visibility and access. We aren't just interested in complying with regulations, we want improved practices for those with disabilities in our community. Encourage CAT to bring more ideas to the group.

**B. Staff Updates**

- Wayfinding Ad Hoc update – Patricia Kepler, We have been meeting for the last year. Now that we have Sub Committee meetings we will address the Wayfinding issues within those meetings. Working with IT, working towards better lighting etc.,
- Justin Rossman – Submitted recommendations that went to the board towards advancements needed by the Wayfinding group.
- Jan Campbell asked when CAT Bylaws will be provided to TriMet in December (no meeting in November) for bylaws to go into effect at the first of the year.

- Jan Campbell brought up the BOD meeting being held, and Ozzie said the next meeting will be at the White stag building in NW Portland on 2<sup>nd</sup>.
- Charlie Clark, US Dept. of Trans. RFI – proposed rules of accessibility around transportation buildings.
- Dave Delay. FTA same day delivery, which funds will be available 5310 funding.

09:45 **C. General Public Comment** Kathryn Wood, 20 people were part of the piloted program for same day dispatch, for paratransit. Glad to hear that more pilot projects are happening.

09:40 **D. CAT Committee Issues**

Mike Sandell: Proposed changes to service, biggest concern between #70 being cancelled and #17 rerouted, leaves only one bus going up and down Broadway.

Annadiana Johnson: Fixed Route 2<sup>nd</sup> week in Dec on Wed. Bring proposals to the CAT meeting.

Dave Daley: Thinned out stops/stop removals – need more stops that are closer together for people who have mobility issues.

Ryan Skelton: Elevator at Hollywood has been out periodically for the last few months.

10:00 **E.** Director Keith Edwards– Continue to push top people to be here to hear our issues. Need to be involved. Want to invite the Board members to meetings to see what CAT is all about.

Jan Campbell – Other new TriMet board members – Director Robert Kellogg District 3 SW Portland and Director Tyler Frisbee District 4 SE Portland

10:10 **F. Break**

10:30 **G. TriMet Community Engagement: 2023 Highlights & 2024 goals –**  
Amparo Agosto – Manager, Community Engagement Programs

Presentation – Community Engagement

Veterans event, Open Houses, Multicultural Outreach, and Community based, language based, partnering. Moving services around to accommodate, since the pandemic. Late January will be coming back to the communities to let them know what TriMet found out from the feedback. Set up 16 Registration events

Bilingual Communication “How to Ride” booklet.

Look ahead for 2024 – Outreach as well as host events. Continue to distribute cards to riders who paid cash. Attend community events within the 7 Board Districts.

Annadiana Johnson – why was the FX train done in South East, why not Hillsboro. SW side needs an office to purchase HOP cards.

Dave Daley – please improve/establish your outreach to senior community and aging services.

Mike Sandell – Safety Response Team doing outreach, their role is fairly new – How do I find out about this team.

Director Keith Edwards– are we doing exit surveys to see how we are doing. I see they are printed in several different languages, are they in braille.

Amparo Agosto – enhance systems for sight impaired.

Recommendations and understand where the needs are, want to be proactive.

Claudia Robertson – Street Routes, small resource guide is a good marketing tool to use at the different events.

11:15 **H. Inclement weather & Service Changes (LIFT & Fixed Route) –**

Charlie Clark - Manager, Lift Service Delivery. Impacts and how it impacts our community. LIFT coordination with Fixed Route for inclement weather (snow, ice)

County coordination LIFT was getting positive input from last year’s ability to get around. Code Red – Life sustaining appointments only.

Encouraging others to stay home during bad weather events.

Emergency Operations Command Center, EOCC – Communicating out

to customers using IVR – letting our customers know we are going into Code Red and doing life sustaining transportation only. Monitoring all webcams and training supervisors going around what do we need to do to normalize service as soon as possible after the weather events. Getting people to work – dispatchers and operators. Communication throughout the agency is important.

Mike Sandell – Since the last snow apocalypse partnered with Big Star and UZURV – will they be utilize this year.

Charlie Clark – Yes, the Smaller chained vehicles get through to places that the big buses would not be able to. We have supervisors and snowbirds to help assess the situation. Can be several unknowns to work around. Call in to reinstate the ride.

#### 11:35 J. **Close of October CAT Business Meeting**

Add to agenda of Fixed Route Sub-Committee -

Contracted to evaluate TriMet Evacuation Drills, Robinson Tunnel – problems with evacuating elderly and disabled Charlie will look to safety and security team for more information.

Justin to send request for list of all the groups our CAT members are involved in.

Justin will find timeline for elevator at Hollywood transit center

Justin & Mary - Update to CAT Handbook, add Map of Board of Directors.  
Annadiana will not be attending next meeting.

This Page left intentionally blank