



**Committee on Accessible Transportation
Business Meeting Minutes
Wednesday, July 17th, 2024
9:00 a.m. – 11:30 a.m.**

Recording Link:

<https://tmshare.webex.com/webappng/sites/tmshare/recording/9e8e46692685103d9e7e0a50c0195c9c/playback>

Password:

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CAT Members

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

TriMet

Eileen Collins Turvey, Dir Accessible Transportation
Justin Rossman, Sr. Community Engagement
David Motorca, Intern
Kittie Kong Sr. Coordinator Community Engagement
Joseph Camper, Sr. Analyst ADA Compliance
Joe Tobias, Sr. Project Manager
Coral Egnew, Mgr. Community Affairs
Patricia Tezer, General Mgr. LIFT Call Center
Andrew Wilson, Sr. Analyst ATP Patricia Tezer,
Jonathan Lewis, General Mgr. Transdev/LIFT

09:00 - A. Opening Remarks – Jan Campbell

1. Roundtable Introductions
2. Approval of Agenda – Move to approve by Annadiana Johnson and seconded by Claudia Robertson. No abstentions.
3. Approval of May Business Minutes – Approved and seconded.
4. A thank you to Kris Meagher

09:15 - **B. FY25 committee member introductions** – Jan Campbell

New Members welcomed and each shared a small bio about themselves. Richard Hunter, Sky McLeod, Franklin Ouchida, TJ Anderson, Jason Jablow, Stella Moore.

Claudia Robertson, Vice-chair – Shared about the ATFAC group and is accepting applications. Welcomed the new members and anyone who might be interested in joining.

Annadiana Johnson, shared about the LIFT subcommittee and asked the new members to become involved.

09:45 - **C. Fixed Route subcommittee update** – Fixed Route Co-Chairs, Annadiana

Johnson and Dave Daley. The presentation included in the packets on the 82nd Street was very good. The process of development and putting together standards for the FX and large articulated buses. However, there is a need to enlarge the area for mobility devices. There is a tour scheduled on the FX 2 although a couple of the problem stops were not included on the tour agenda. Let Justin know if you need to get a ride to this tour.

- Eileen Collins Turvey, talked about the new Falcon device, which is designed to interpret what's on the digital reader boards. There is a beeping sound emitted to help locate the button you push, in order to receive the auditory information for those who are unable to read the board.
- Joe Tobias and David Motorca are working on the Falcon project. With the initial install they found if there was traffic in the area it was hard to hear. The vendor who provides them was asked to increase the volume and currently the beeping is not active as we would like input from the CAT to check on the beeping tone and how often the tone is emitted. Currently it is only in English but they will be looking to expand to Spanish. There are 50 Falcon devices on order due in August/September and they are planning to install 40 at select stops. 10 are reserved for stops adjacent to CAT members who would like to have one installed at their stop.
- Eileen Collins Turvey - even though this is a fixed route issue, most of our visually impaired riders are on the LIFT Sub-committee and the tool is primarily geared to that population. This would be beneficial to engage our wayfinding ad hoc group due to the positive community feedback for Urban Commission for the Blind and visually impaired riders as well as CAT members.

- Sky McLeod – She would like to be part of the Wayfinding Ad-hoc committee, so please let her know when this becomes available.
- Joe Tobias – we have two focus areas in terms of installation. One is the Max platforms on the back of the HOP reader. The second one is the bus mall. They have small buttons but have not been working for years so they are looking to replace those with the Falcon devices.
- Eileen Collins-Turvey – One of the frequent problems we hear about is locating the HOP validator. This creates a dual purpose where the beacon on the Falcon device is emitting sound, which helps for location of the HOP validator as well as the digital sign information. All of that will be in a central location. This is part of the AFTAC funds we got for the technology grant.

09:50 - **D. LIFT subcommittee update** – LIFT Co-Chair

Please let Justin know if you would like to be a co-chair. Not a lot of extra time involved and you would help to create an agenda.

09:55 - **E. FY25 Subcommittee co-chairs** – Jan Campbell

10:05 - **F. TriMet Staff Updates** –

- Justin Rossman talked about the event this past Saturday where TriMet sponsored and participated in an event called Expedition Bridge to Inclusion. This event was through a non-profit called ALSO that supports our community with IDD and it was very similar to Amazing Race. People of all ages were involved interacting with people who have disabilities as well as those who don't, in using the transit system. 6 members of our CAT team that were there participated in the challenges. TriMet is actually going to be donating a retired LIFT vehicle from our fleet to this organization. This was announced at the end of the awards ceremony for this event. This organization works with individuals with intellectual and developmental disabilities to help them live full productive lives and integrate into the community and living independently in their own homes or in group homes and find employment opportunities.
 - Mentor program for new members
 - Justin Rossman – The plan is that all new members will have a mentor. Please email Justin with your ideas and they will play a little matchmaker to get people connected.
 - New Operator ADA trainers

- Justin Rossman – Bus, Max and LIFT Operator training. Looking for new committee members to be involved in these trainings. The real conversational style Q & A with your lived experiences. Franklin, Sky and Stella expressed a desire to help and Justin will be sending out calendar invites, but please email Justin with any questions.

10:10 - **G. Public Comment** - Jan noted that there was no public on the meeting.

10:20 - **H. TriMet Board of Directors Update** - Keith Edwards – He was not able to make the meeting.

Eileen Collins Turvey informed CAT members that Director Gonzalez will be leaving the board and July's meeting will be his last meeting. They will be having a sendoff for him and everyone is invited. September is also the last meeting for Director Edwards. The CAT committee may want to do a letter presentation for him.

- Annadiana Johnson suggested that we get a conference room at TMC and have a virtual connection to the Board meeting to talk and Thank Director Ozzie Gonzalez.

10:30 - **I. Break**

10:45 - **J. TransPro Survey for Bus, Max and LIFT –**

Justin Rossman - Senior Coordinator, TriMet Community Engagement
Accessible Transportation

Eileen Collins - Director, TriMet Accessible Transportation Program

Eileen -pared down the survey presentation to touch on the information that needed focus. A question regarding the acronym ISA, which stands for Industry Sampled Average. This shares the other transit agencies involved a 2 year rolling average and are representative of their current market. We are the 9th largest system in the country. She went on to explain the methodology used for this survey and then explained the Net Promoter Score for LIFT of 69 and moved on to the results summary which included a 98% overall customer satisfaction score. She then ended with LIFT Customer Characteristics and other TriMet services.

11:00 - **K. Questions & public Comment**

11:15 - **L. Committee Member Feedback & Discussion** – Jan Campbell asked that the Feedback time be shared next meeting to allow for the continuation of the

TransPro Survey information. All were in agreement.

11:30 - **M. Adjourn Business Meeting** – Motion to adjourn this meeting and seconded.

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