

COMMITTEE on ACCESSIBLE TRANSPORTATION

November 17th, 2021

9:00 AM – 11:00 AM

WebEx/Virtual Meeting Recording

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

Staff: Margo Hunter, Charlie Clark, Pat Williams, Rachelle Glazier, Jon Santana, Amparo Agosto, Marissa Clarke, Kathryn Wittman, Tony Clark

Guests: Kathryn Woods, John Lewis, Leiite Lemalu, Trina Loucks, Lisa Strader

Meeting Minutes

Call Meeting to Order:

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

Approval of Agenda – Annadiana Johnson moved approved the agenda and Dave Daley seconded the motion. Agenda approved.

Approval of Minutes of 10-20-2021 CAT Meeting Minutes (**Attachment A**): Annadiana Johnson moved to approve the minutes and Leon Chavarria seconded. Approved. Claudia Robertson had corrections to the October meeting minutes. Page two under the bullet of Margo introduced Rachelle Glazier. Rachelle stated is was an absolute “please” to be, please should be changed to “pleasure”. Also on page three under Safety and Security where it states they are putting cameras on several platforms, I would like to clarify and add they are MAX platforms.

Announcements from Chair - Jan Campbell stated she did not have any announcements at this time, but would like to talk about Public Safety when that comes up on the Agenda.

Staff Updates:

Margo – Margo introduced Rachelle Glazier and asked her if she had anything that she wanted to share with the committee. Rachelle shared from an open perspective that we are experiencing some challenges with operator shortages and recruiting and retaining staff right now. I think a number of agencies are challenged with recruiting, and so we do have several vacancies open where we're working aggressively to try to recruit, recruit people as quickly as we can. I ask for everyone's patience through that process as we are shorthanded and as time goes on, if we can't get that hiring up, that that shortage will be more critical.

Dave Daley - had a question for Rachelle and Lisa Strader from PBOT about the temporary bus stop ramps that PBOT had installed, and I was trying to figure out how much coordination there was between PBOT and TriMet prior to those things going in. I was kind of wondering why we didn't get a notification before they were going to do those improvements, so we could at least take a look and make sure that our folks were going to be able to board effectively and all that kind of stuff. Lisa Strader commented that she is not the person responsible for that project but she is aware that PBOT has asked to be on the December CAT agenda to talk about the temporary platforms and survey that is due at the end of December. Dave stated that there had to be a planning period before they did that. That's the time to talk about something that's going to happen at a stop as opposed to looking at them two or three months after it's installed. We don't know if it works. So it's like once again, we've got decisions being made that are going to affect people getting to the bus stops and I don't know if people are left trying to leave us out of the loop. But we certainly were not in the loop. It is just discouraging because we have this happened time and time and time again. Lisa Strader acknowledged that PBOT can do a better job keeping committees like CAT involved in projects.

Jan stated they the CAT had talked about these, specifically one in Northwest Portland but it had been sometime since that discussion. Claudia stated that we did. It's on between Northwest 18th and 19th and Flanders. That's that floating one, but they did the asphalt ones out in like Southeast 80th and Stark. I sent pictures of those, they put in those yellow standing areas in the middle of the street right there at the end of a curve on Stark with those candlesticks up there all over out here in East Portland. Most of the candlesticks have been mowed down by vehicles. The yellow has faded and now covered with dirt, and I don't believe I have ever seen anyone using them at all. There was the question of the distance between the candlesticks and someone with a

wheelchair being able to get through there. PBOT didn't ask anybody, they just did it. There was no coordination with TriMet, just like there was not when they changed all those stops on the Weidler couplet, they just stuck those out in the middle of traffic. Without any consultation from anybody that we ever heard of, and we took a tour of those too. So they continue to mess with our access to transit without ever consulting, whether or not that's a good idea. They have been doing this for a while and then wanting to come a year and a half after they started messing with the stuff out here is a little bit disingenuous. Jan thanked Claudia, Dave and Lisa for discussing this topic. Lisa will work with Chris to have this topic on the December CAT agenda.

CAT Report:

Jan Campbell: calling for members to apply again if they are interested in serving on CAT and we will be doing outreach into the community. Chris is continually doing outreach into the community about CAT and that is ongoing. It is also time to set up a nominating committee. Our terms go from July 1st to June 30th and they are two year terms. The people up for the two year terms this time will be Adam, Barry, Claudia, Ryan, Arnie, Zoe, Diana and Anna. If you are interested in serving on CAT, you will need to reapply and submit your application for the two years term. We will continue to do outreach for new members as well. The last thing that I need to do is to appoint a nominating committee. If anybody's interested in serving on the nominating committee, if you want to raise your hand or send something to Chris. Dave Daley, Kristen Meagher, Patricia Kepler and Jan Campbell will be the nominating committee. Patricia, Kris and Dave expressed their interest during the meeting.

Board Report – Keith Edwards was unable to make the meeting today.

Jan asked Charlie Clark if there was anything in the WebEx chat that he could read to the committee. Charlie shared some comments from Adam Kriss. Adam stated that it doesn't make sense to have PBOT at the December meeting if they already put in the platforms. Adam also asked what the new ramps are. Dave sent him over to the email that Chris sent everyone. Adam also says that he agrees with Dave, no reason to have a discussion now after the fact. Adam also asked, who is the current commissioner of PBOT? Lisa Strader responded that Joanne Hardesty is the PBOT commissioner.

Public Comment – No public comment was made during the meeting.

Fixed Route Report- John Santana the director of rail operations on the light rail side. I'm also responsible for our dispatch center and I oversee our streetcar employees as well. Though I think, as everyone's aware that the city of Portland runs the streetcar operation. I'm definitely interested if there's any feedback, concerns, questions, happy to speak to those. Zoe Presson stated that last weekend, I went to get to the library and somebody had taken over the library streetcar stop as a place to live. I wasn't even able to get off the streetcar without a security lady helping me. John Santana thanked Zoe for sharing that experience and he will take the information to the streetcar supervisors. John stated that is a challenge they face on the streetcar side, they will address is collaboratively with the City of Portland and work towards a resolution.

Jan asked what the process is if this situation happens. Do the drivers turn that into security or can they ask the person to move? John stated the driver can ask. As far as actually helping someone move, you know who's maybe not willing to? We are reliant on, whether that's TriMet, streetcar or reliance on essentially the City of Portland resources for that removal process. Same thing on the on the TriMet proper side, if we have a shelter that's being occupied, we can send a supervisor out there to try and get the person to move. But beyond that, we're reliant on law enforcement or those types of folks.

Pat Williams from TriMet Safety and Security gave an update on the removal of campsites from TriMet property. Pat stated that we have to post a sign, it's a laminated sign that lists all the rules and regulations, and it cites the TriMet ordinance and the legal justification for us to say you have to vacate our property. We can give them twenty four hours by state law or by our ordinance allows, but we typically give forty eight to seventy two hours for folks to vacate. So when we do go out and post, we usually say, hey, do you need services? Is there any way we can try and help facilitate this? What are your challenges? We try and be very compassionate about when we do this, so we're not just pushing them off in a real, abrupt or reckless way. So with that said, we post it well in advance. Then if there needs to be a cleanup after the fact, we hire a contractor, J.R. Johnson, as our contractor I think they are used also by the City of Portland and amongst other people to come out and clean up the aftermath of the campsites. Now, when we're talking specifically of a shelter on a platform, if it's in our TriMet shelter, we have the right to do that. However if it's on a public sidewalk and it's outside of our shelter, we don't touch that. Now, if it's attached to our shelter, that's when we can come in and assess it. What we look at is, is it interfering with operations of our system or does it put somebody in jeopardy or in a life safety issue? So that happens predominantly at shelters or bus stops where

we have limited space for people to go down a sidewalk or on platforms downtown, predominantly downtown, where the tents or camps will kind of hang over the curb onto our right of way. We go out and try and rectify that. Now that allows us to take more of an emergency stance and move that sooner. We don't have to wait the period of time, and you'll hear something else where we talk about drip line. And what that means is if there's a shelter that is hanging down on one of our platforms downtown on a city sidewalk, we only have the statutory authority to move somebody. So the legal authority to move somebody out from an area that's under one of our canopies or what they term the drip line.

Pat - A real good rule of thumb for everybody to understand is that when you're on a public sidewalk that is a right of way for all persons. So unless you impede the operations of transportation or somebody to be able to get through with mobility devices can any real enforcement action be taken. But again, we try and take a very compassionate approach to this and encourage people to move before we have to take any of enforcement action.

Dave Daley has a question for John about dispatch. Dave commented, as we start building ridership back, we're probably going to get back to where we see more pass ups of mobility devices by fixed route buses. What is the existing dispatch protocol for that? I'm particularly interested in whether the driver is required to provide feedback to the client about when the next bus is coming and whether the next bus has a position available. John stated that the driver should be providing that information, if we're properly operating. This is something we have to continue to monitor from a scheduling perspective to ensure that for the routes we are seeing significant ridership coming back that we are still able to maintain enough bus service that we're not dealing with 88 pass ups and overload issues. Our operators are required to report that and dispatch is able to give them information about where the next bus is. But often they know where their follower is as well and can share that with an individual who is stuck at the stop.

Kathy Wittman, Director of Bus and Field Operations at TriMet presented the CAT with a presentation about the Fixed Route operations performance report. Kathy stated that in the past 31 days on time performance has been 90.4%, our average before the pandemic was about 87%, and at the peak of the pandemic we were up to 95%, but now we're returning back to the more normal where we were prior to the pandemic. Traffic's pretty much got back to normal, so that's where we are there. Our fixed route bus performance, the top 10 routes that offer securement and ramp deployments are the line 6 Martin Luther King Jr. Boulevard, line 12 Barbur/Sandy Boulevard, line 15 Belmont/Northwest 23rd, line 17 Holgate/Broadway, line 20

Burnside/Stark, line 33 Mcloughlin/King Road, line 57 TV Highway/Forest Grove, line 72 Killingsworth/82nd Avenue, line 73 122nd Avenue, line 75 Cesar Chavez/Lombard and line 77 Broadway/Halsey.

As far as the securements offered, the top 10 routes in October, total securements refused where 10,655 and this is documented by the operator when they've offered securement and somebody refuses, they just push a button to document that refusal. The line 20 had 971, line 72 had 861, Line 75 had 696, line 6 at 679, line 57 had 557, line 12 had 544, line 17 had 531, line 73 had 482, line 15 had 480 and line 33 had 451.

As far as ramp deployments the top 10 routes for October. We had a total of 53,020. The line 20 had 4128, line 72 had 3854, line 75 had 3039, line 57 had 2954, line 6 had 2889, line 15 had 2446, line 12 had 2332, line 2 had 2173, line 17 had 2171 and line 77 had 2123. From November 2020 through October 2021, we can see we on average pass ups of mobility with our folks with service animals, we average around two a month. Bus stop ADA issues, we've only had one in the last 12 months and that was in April. Pass ups overall, we had 44 for the month of October, so we do average around 40 a month.

Patricia had a question for Kathy pertaining to the change in drop off/pick up at the Beaverton Transit Center. Patricia stated: I went to the Beaverton Transit Center and discovered that it had totally been changed sometime in the last year, I was told it was about a year ago, so it was after the pandemic started, with the drop off and pick up areas. I was curious as to why we weren't notified. I didn't know about it until I was surprised, had no idea where I was and how I needed to get onto the next bus. Is this is a permanent change? Why was this change made? Kathy stated the planning department reviews all the transit centers and looks for efficiencies, so it was an efficiency reason getting the buses in and out more quickly. Kathy stated that she will make sure that the planning department disseminates information to the CAT committee when changes like these are made. She will also check with Customer Service to see how these changes are rolled out to the community to inform everyone about significant changes made on the system.

Dave Daley had a follow up comment related to customer pass ups for that was discussed with John Santana earlier. Dave shared with Kathy that we were just following up with John to find out what the protocol on pass ups was now. The most important part being, if we're going to pass someone up, making sure that the operator gives feedback to the passenger about when the next bus is coming in and if the next bus has a position available. That's

just the most critical part of this because just blowing through and saying, hey, we have two mobility devices already and just pulling out with no more information to the customer doesn't get it done, and it leaves the passenger having no idea if the next one is going to be able to accommodate them. John put up the protocol about when somebody is going to be stranded more than 30 minutes, 30 minutes or more than we're supposed to make a an affirmative response to go pick them up. I don't know if any of those are happening now or if we identify those separately or how we track that. But biggest thing is driver compliance with giving the passenger feedback, so the passenger is not sitting there with no information about when they're going to get moved. Kathy stated she is going to review the SOP and put out an operator notice that they communicate information about the pass up to the passenger, when the next bus is coming and that they have also communicated with dispatch. Dave commented that if we've got like an older person there, someone that's got obvious mobility issues, it's not just people in mobility devices that this 30 minute procedure applies to. We've got to make sure that they understand that it's just not wheelchairs we're talking about. It's also people with limited mobility and folks that clearly this should apply to.

- **Pass Up Procedure for Operators:** For individuals that may not have this function, so it's alternative service must be provided to any passenger with access or functional need that may be stranded for more than 30 minutes due to ramp equipment failures or overcrowding. Stop and explain the situation to the customer. If you're following less than 30 minutes behind you, tell the customer when the next bus will arrive and notify dispatch. That's 23.88 pass up and send and resume service if it is more than 30 minutes before the next bus arrives. Collect all information needed to arrange for transport. Get the customer's name, the customer's destination ask if the customer can use a regular cab. Or do you require a vehicle with lift equipment? Notify dispatch just 22.88 tied up and send. When dispatch responds by the handset, state your block number, location and direction of travel. Respond to questions from the dispatcher as clear and concise as possible.

Anna made a comment about Patricia's questions of stop changes and reconfiguration. She stated it would be nice if the public could be notified months in advance of any changes. Kathy stated she will work with planning on this.

Public Comment:

Kathryn Woods - I had a question, when you're doing the pass up and the wait is going to be 30 minutes, alternative transportation, can that still include putting a certain ride on the TriMet LIFT for stop to stop? It used to be that that was one of the alternatives allowed and Broadway Cab was the other and Broadway Cab doesn't have a lot of accessible cabs.

Jan Campbell: Maybe we need to check on that that was put in place. How many years ago? Yeah, quite a while and I believe I'm not sure, but I believe it was if a chair broke down. We could ask for somebody to come, you know, from the main bus, but we can sure look into that.

Margo Moore: We all have some type of a contract with Broadway Cab, LIFT has one as well as fixed route. In the event something like that happens, they usually don't call us to come pick up someone because again, they're really not eligible. They may not be eligible for a service, but they do have that Broadway cab contract, so they would have to call on them and hope that they have a ways that they can dispatch for that person. But that as a practice in the nine years that I've been here, I've never seen that as a practice.

Kathryn Woods: I've ridden the LIFT for like 30 years, and I've seen it happen in the past. But the other thing is my concern is Broadway Cab doesn't appear to have enough accessible cabs for when an accessible cab is required. When LIFT calls for an accessible cab. So I'm wondering if they actually have enough accessible cabs to do this when that's what the requirement would generally be. If it's somebody in a chair who is waiting more than 30 minutes, then they're going to end up waiting for like an hour and a half for a Broadway cab because they're way, way, way down in both accessible cabs and people who can drive accessible cabs, as I understand it.

Margo Moore: One of the things we're doing, Kathryn, just as an FYI, is we as TriMet are utilizing cabs less. So we're freeing up those vehicles for the public. We're using our buses much more. First Transit's been doing a great job in ensuring that we're doing so. So we're hoping that will help because we've got the vehicles to actually make it happen. So we're just ensuring that we're scheduling things differently at this point.

Rachelle Glazier asked in the chat if it would be helpful to invite the Director of Service and Planning, Tom Mills, to the CAT meetings so he can share upcoming changes and talk about specific service changes. Dave Daley stated that we've talked about this a whole bunch of times, Rachelle, and it

becomes this big aggravation because we continue to get information after the fact. It would be so easy to create a resource that we could actually go look at. A bunch of members on the CAT are quite capable of going to and looking at an online resource to see what changes are coming up. Maybe go out there on the street, educate ourselves about what they're talking about and be prepared to elevate a particular situation to the committee. If we think it's problematic, you know, we've got to find some way of not having these things turn into big irritations afterward because nobody asked us ahead of time. It's just so aggravating and counterproductive. Rachelle stated that should would help facilitate some collaboration with the service planning department. Margo commented that prior to COVID service planning did come to the CAT meetings months before service changes were made to inform the committee and get feedback. We will work to start getting this information more as we move forward and work with Tom and his team to stay informed. Jan commented with all the change in staff at TriMet and new people coming on we need to build those relationships and let them know that the CAT is here and available and wants to be involved.

Ryan Skelton asked a question about collecting information on tracking securements. He asked is there any cross-check to ensure that a driver hitting the button, which correlates with passenger refusal of securement, correlates with an actual request from a passenger to not be secure? Kathy commented, we would hope that the integrity would be there, that the operator has asked the passenger if they wanted securement and inputted that information. We can do some spot checks on that, operators should be asking and recording that information. That is part of our SOP, so I'm going to check on that. We will make sure that everybody's been communicated to, and we did send out an operator notice about a year ago on that too, so we will send out another reminder.

Adam Kriss asked in chat, how do you collect data on ramp deployment? Is it automatically recorded when the ramp is deployed or does the operator have to push a button on the MDT? Kathy stated that there is trigger in the system that records it so when they run the report there is data on ramp deployment activation.

Barry Lundberg commented in chat that we need make sure that our men are clear with our concerns about this coordination and advance information issue so that we've definitely got it on record.

Safety and Security – Pat Williams:

Pat - Security related incidents on our system, I think anecdotally I don't have a hard number to say I have X number percentage of this. But really the overwhelming majority of problems we handled is disruptive passengers. That usually stems from somebody that either has got a substance abuse or mental health condition. We have a number of issues with non-destination riders that what we call our people that are just getting on the system and they're riding all day. We're trying to adjust address these issues very compassionately. We have a certain amount of people that in today's environment, they just want to refuse to recognize any authority whatsoever or laws or establish laws. We're trying to deal with that within the parameters of what our legal system will do. Those are our primary issues that we're dealing with and because of that, we're trying to provide more security and high visibility patrols, either through Security Safety Response Team or just TriMet staff in general through the fare inspection team or our other field operations staff. The presence on the system seems to make everybody feel much more comfortable, and it will lower the temperature for lack of a better term before things get out of hand. What we see through a lot of our videos is somebody will be acting up, they'll be shouting or they'll be agitated, and that will kind of displace problems throughout the entire bus or rail, the train car. Oftentimes that will lead to some type of physical altercation or criminal behavior. So again, we're trying to address that with staff to provide high visibility presence. We've increased our pay for our security, so I'm hoping that we're going to get good results with that. But if you're aware of all the challenges with hiring staff right now, it just seems like everybody's having such a challenging time with that. I'm keeping my fingers crossed, but I'm talking with our security providers or our contractors on a regular basis.

I have a meeting today with our contractors about this very issue. One of the things that we're looking at with our transit police is because we have limited numbers and we have a challenge with neighboring jurisdictions that don't have people in the transit division, police division. What do we do when we have these challenges with alternatives to incarceration? That's essentially what's being looked at for district attorney's offices around the nation. And I talked with people at an APTA conference just last weekend from all around the nation, and everybody's going through the same challenges now. Each region's got its beliefs that that are more reflective of that, those communities, but everybody is dealing with these problems. Yesterday I met with the transit police leadership team and some of their supervisors to discuss how do we tackle these issues when we have these chronic offenders that are out here that are not necessarily reaching to a level of a serious crime where they can be lodged in jail. How do we deal with this? We're discussing how to create systems that will trigger people to say, OK, we have a problem person.

So let me give you an example. We had an individual that had ultimately we found out he had a traumatic brain injury. However, he's got an alcohol problem as well. So he was on our system daily multiple times a day, causing disruptions, and we had over thirty five calls for police in one month about him. We've gotten together, we used our district attorney, and a public defender and actually got him plugged into a treatment program. It's not actually not a treatment program, but it's a mental health issue. He's getting the help he needs. We're trying to figure out how to get a system that's robust that will help us with folks like that. I think I feel like we're moving in a positive direction with that. The one thing I will say to you, folks, is we don't see many incidents with LIFT, like we see on the bus and rail system. What I will say is LIFT is impacted, as Margot quite well knows a lot of their facilities. The last point before I open for questions is last meeting, we talked about the division transit project and what I found out there. There was a question about cameras on the platform. So these are at bus platforms. Somebody had asked are they rail platforms? No, the bus for the large articulated buses. We have I don't know how many total platforms, but it goes all the way from downtown on Division, all the way out to Gresham. We have elected to say, you know what? It's in our best interest to try and get some cameras on these platforms because they are servicing a large group of people getting on and off. We have multiple doors on there, so it's in our best interest to not only monitor this for a safety issue with regard to OSHA and other slips, trips, falls life safety issues, but also a security issue. I've started with right at the Division platform, starting at 82nd, then 93rd, then 122nd, then 148th, then 162nd, and then at Gresham at Eastman Parkway. What I found out is the fiber for all of the camera systems will be completed by May of 2022. Be mindful this is a very long term project that's taken a number of years, so all the fiber should be in by May of 2022. Those platforms can start be serviced with cameras, hopefully for the fall of 2022. We're looking at about a year out before we can get these things functional and we're looking at other ways to get other platforms on there. This is really a pilot project that was not funded, but we have come together to recognize, this is an issue we want to try and get on the front end of.

Jan commented that beyond the reimaging public safety group that Anna and I have been appointed to, it is especially important assisting people that are having mental health issues at the time and not just booting them out, but helping to get them get services. Hopefully these are things that will be addressed. Pat Williams stated there are two groups. One of them is the Safety Response Team, and then the other a mental health crisis response team. The mental health crisis response team is a very specific group that has a clinician that is supported by a law enforcement deputy sheriff or a

police officer, and the other team is safety response. Think of this as more of an ambassador ride guide, wayfinding customer service concept.

Those are two distinctly different the clinician or the mental health component. They are what you normally would go into an office environment and go through counseling and really moving forward on a path to try and live your life and try and calm things down. They're not used to working out in the public. They're used to being in a clinical environment. So we're trying to move them out. That's been a challenge, to say the least. What I am going to be happy to say is that what we're learning from them is that when they do have a law enforcement component to it because they need that security, they are not going to necessarily be making physical arrests with the clinician and law enforcement officer because they want to develop a relationship with their communities. They'll usually call somebody else in as opposed to our safety response team. They're going to be just out riding the system, being available, interacting with people. I'm really happy to say that they are starting to identify accessible transportation issues that you folks would be happy to see. When they see the doors are not staying open long enough for people having problems on platforms, they're trying to address them, and I think it's bringing to light some good things.

Anna stated she had an issue with a customer at the Hillsboro Transit Center who was aggressive towards her. There were other passengers there that stepped into help de-escalate the situation but she did not see any Transit staff. Anna wants to know what about safety on the West side? Pat commented that the West Side is where we have the majority of our police presence right now. I understand that that you may not have seen them, but you have to understand as well that we cover 533 square miles. It's hard to be everywhere all the time. The other thing to consider is given the example you're seeing, if you do have a problem and you called 911, that would go to a police officer because you're standing on a sidewalk, you're not necessarily on the system. They've got to have dispatch channels to the appropriate first responders. Your point is well taken. This is exactly what we're seeing. It's a societal issue that is not stopped in any particular geographical area, it's just everywhere. Anna stated that this incident did take place on TriMet property and suggested putting cameras in locations on the West side as well. Pat thanked Anna for that suggestion, and stated that this is the direction we are going, we are increasing our cameras exponentially. We've upgraded just tons of our cameras that were at the end of life from an analog and we've moved to digital. Again, I'll look at this very location to see what is available.

Jan had a question regarding security on the Streetcar as she has had some incidents with an individual harassing her. She is wondering if Streetcar

would call for security or what is the process there. Pat stated that streetcar does have a security component. I don't know their numbers, but it is significantly less than what we have at Trimet. The likelihood of a problem on streetcar, if they don't have somebody in a security capacity nearby that event would go directly to 9-1-1 dispatch through the Bureau of Emergency Communications and the City of Portland.

Adam asked in chat if Pat could explain the difference between PPD and TPD. Pat - Simply put, nothing. Now I'll elaborate. A police officer is a police officer in the state of Oregon, each has geographical boundaries. You're not confined to the city limits or the county limits in which you serve. Now you're not going to go outside of your county to arrest somebody else because there's different court systems with court dates. I'll say myself, I've arrested people in other counties for a couple of decades I did that, so it's not a problem you have with authority statewide. Now what happens is when you call the police, when you call 911 and you ask for police services they will dispatch the appropriate person assigned for that geographical area or that responsibility. So if you're on a train or bus or any of the TriMet vehicles they would say, is any transit police working? And if there are, they will dispatch the first available transit police officer to respond if none are available and it's a life safety issue. They're going to dispatch either a Portland police officer, Gresham Police, Multnomah County, whoever, whichever geographical boundary you're in.

Reimagining Public Safety Advisory Committee – Amparo Agosto: My name is Amparo Agosto and I am senior coordinator for community engagement programs here with the Transit Equity and Inclusion and Community Affairs Department at TriMet. I am new to this role. Previously, I was doing community outreach with Capital Projects and working for the Southwest Corridor Light Rail Project, and then moved on to the Better Red Light Rail Extension Project. I'm currently in the community engagement team that was just put together recently this fiscal year. So my job will be to communicate and engage with the community on the various projects that we are working on. The Reimagine Public Safety is one of the projects that our team is working on currently, along with all other divisions within TriMet. This is a project that touches on every single division, and I will walk through some of the items that you may have heard from us in the past and try and answer some questions where we are at in terms of the project itself and how we will be utilizing your feedback. If there is interest for us to keep coming back and do report outs, we can do that. We also have two members, two of your members here who serve on the Reimagine Public Safety Advisory Committee, Jan and Anna. If they would like to do a report out, we can work together to do so.

Amparo - This is a slide on the committee recommendations for reinvesting the \$1.8 million that was set aside in 2019. There was a call for public safety to be done a little bit differently than what we have been doing for the past years. What we have on this slide is describing the approaches that TriMet took on in the efforts that we have done in the last year and a half or so to move the public safety initiatives forward. So on the left side, you have the three approaches that we are working on, which is where we will be reinvesting the \$1.8 million dollars. The first item is training, which is training for all for all frontline TriMet employees on anti-racism, cultural humility, mental health and the de-escalation. The second item is to increase the presence of Trimet personnel and unarmed safety presence. The third item is a crisis intervention team, which is trained to deal with those in mental health crisis or other behavioral issues. Within those three items, we have five areas of focus. Those five areas of focus are shown here with circles overlapping each other, and we have training, technology, communication, systems presence and infrastructure. Within those five areas of focus we have initiatives that both the committee and staff will be working together to move them forward.

We have three items under training, seven items under systems presence, two items under technology, six items under infrastructure and six items under communication. Moving forward, we have a timeline shown here of phase one of the project. This is going back to the summer of 2020, when we started the community engagement process to find out what the community viewed as items that we could work on to make sure that public transit could be inclusive and welcoming for all and in fall of 2020 we formed the first Public Transit Advisory Committee. This committee met over a period of a month and a half and reviewed all of the information that we gathered from surveys, focus groups, one on one interviews from the public, as well as TriMet staff, committees, and they move forward their recommendations to the board and winter of 2020. The board approved the recommendations and in spring of 2021 we hired a project manager who's also here with us today, Marissa Clark. In Summer of 2021, we have assigned the various initiatives to staff and audit the assessments that will be taking place to make sure that those initiatives are moving forward and making sure that we have a way to figure out to reassess them and making sure that we can either duplicate the process or make changes as we see fit. In October of 2021, we kicked off our first reimagined Public Safety Advisory Committee. This committee will be charged with providing guidance to chime in and implementing the initiatives that were approved by the board. This committee again is going to be adding insight and guidance to TriMet as it designs, implements and evaluates the effectiveness of new public safety programs as they were

recommended by the Reimagine Public Safety Initiatives. The names of all of the committee members are listed here. We have, as I mentioned earlier and Annadiana and Jan from the CAT committee and on the reimagined Public Safety Advisory Committee, we have Adam Jenkins, Celess Roman, Cesar Tapia-Chavez, Fred Casey, Jairo Rios-Campos, Jonathon Colon, Joseph McCleary, Kasi Woidyla, Lee Helfend, Lonnie Silva, Mahesh Rao Udata, Nansi Lopez, Ray Atkinson, Scott Brumitt, Wendy Sell and our TriMet board member Laverne Lewis. All of them are meeting monthly and going over the information via Zoom. All of the information that is recorded and we have that information available on our website. If you would like to listen in on some of those.

The members of this committee represent many different agencies in the community, the agencies are Ecumenical Ministries of Oregon, Clackamas Service Center, Latino Network, ATU757 union representative, City of Fairview (Play East), Centro Cultural, Home Plate Youth Services, Virginia Garcia Memorial, OPAL, Urban League of Portland, a community member, Washington County Chamber of Commerce, Clackamas Community College, Northwest Housing Alternatives, Life Works Northwest, Disability Rights Oregon and the Committee on Accessible Transportation. So we have the Public Safety Advisory Committee and this is comprised of members from Clackamas County, Multnomah County, Washington County and community members and our board members, as I mentioned earlier. We also have the reimagined project stakeholders, which is comprised of the board, the Multnomah County Commission, the Transit Equity and Advisory Committee. We will be also presenting to you all the Committee for Accessible Transportation, and then we have our community partners, writers, and staff in the broader region as well. We will also be working with the safety and security staff and partners, which is comprised of the customer safety and supervisors, the four GS and Portland Patrol, Multnomah County Sheriff's Office and other jurisdictional policing agencies.

Amparo Agosto: In addition to that, we have the reimagined Public Safety Projects staff, which is comprised of our project coordinator, administrative support, public affairs staff and of course, all of the divisional staff that are assigned to work with the project. This touches all of the areas of TriMet and the various different departments. Where we are now, we have our executive leaders have signed the various different initiatives that will be worked on by the staff and the initiatives that will be worked on by the Safety Advisory Committee. So far, we have completed six items one under training, one under systems presence, one under technology, one under infrastructure and one under communication. The Reimagine Public Safety Advisory Committee just kicked off their first meeting and had their second meeting on Monday.

Amparo Agosto: We anticipate that this committee will be meeting for 24 months. The first item that we checked off on here was to establish the new Safety and Security Advisory Committee to support the implementation of the recommendations. Moving forward, all the other items will be checked off as they are completed by the committee. The first initiative that the committee is working on is training, and this training initiative is to partner with community based organizations, under development and provisions of trainings through micro grants and direct contracts. This in progress because we just started working on this with the committee. What this is looking to do is to go beyond the required trainings and focusing on awareness for a more welcoming system for all who use transit. We are looking to apply the community knowledge to our frontline staff and making sure that the process is communicated, but that we are also able to replicate these trainings. To do that, we took a look at the list of the items that were identified by our previous surveys and the community outreach that was done in 2020 and the public sent us all of this information in terms of what types of trainings they thought we needed for our staff.

Amparo Agosto: The list of trainings that came out of the survey were training about anti-racism and anti-stigma, de-escalation techniques and approaches, cultural competency and cultural humility, implicit bias, supporting riders with disabilities, supporting youth and seniors on the system, trauma informed care, diversity and culture, community history, events, social structures, as well as concepts of racial identity, bias, privilege and prejudice. In addition to that, we have supporting riders with mental or behavioral health challenges and on resources referrals and where those resources could be found for those who are experiencing significant poverty, homelessness or mental health issues. Lastly, training on civil rights, we took a look at what we currently have within TriMet that addresses those areas outlined previously and we found some items on that list that were missing for trainings. Those trainings that were missing are as follows, anti-racism and anti-stigma, trauma, informed care, community history and social structures, racial identity, bias, privilege and prejudice and resources for those experiencing significant poverty, homelessness or mental health issues. We added the other items on there because, although we do have them, those are items that we can always continue to add more resources to. We will be working with the community to provide these trainings to our frontline staff, the way that we see that happening is by doing some training grants, and we anticipate doing 8 to 15 grants, with budgets ranging from five thousand to ten thousand dollars each. We will be working with the committee to make sure that we can get the specifications and the requirements aligned with the TriMet training standards and making sure that we can have those meet the standards for all of the trainings that we currently have once working with the community to bring those trainings to our staff. Some of the ways that we

foresee having these trainings be available to our staff is to have it be video based, online or interactive, because of COVID, we're not able to do in-person trainings currently, so that kind of limits where we can be in terms of trainings with staff in person. We are looking to increase awareness and grow the understanding across the identified areas that you saw listed earlier.

Amparo Agosto: We are also looking to include pre and post assessments to make sure again that we are meeting the standards, but also that we are able to replicate these in the future. In terms of the training and partnership role I will give an overview of the curriculum, plan and the learning goals. We want to identify the training areas and making sure that we engage with the person taking the training that we have questions, activities and simulations as necessary, that we provide a sustainable format that can be supported and maintained, and that we can describe how the approach will work as a video based training in making sure that it's integrated into our learning platform TriMet. We will be working with our partners to make sure that the training materials in any relevant content for this training is delivered successfully and we are able to provide those ahead of time. We are going to work with TriMet staff to successfully capture the training product and integrate it into our learning platform. In terms of the support, we are looking to outline the specifications needed in order for community based organizations to meet the required components and goals, and making sure that when we go out to do the request for proposal that we have a web page during the procurement to make sure that they all have the information or that we are able to answer all of their questions.

We are also be holding orientations for those trainings for the RFP and information sessions where we can answer any pre proposal questions to make sure that everyone who wants to apply has the ability to ask and have those questions answered before submitting that proposal. Then we will work with respondents to make sure that their training plan and product is able to be integrated into our Learning Management System program or our e-learning platform. How does that relate to you all? Well, in order for us to move forward with the request for proposal, we are asking our three committees so that would be CAT, TEAC, and the new reimagined Public Safety Advisory Committee to review the list of trainings that were previously identified by outreach done by our staff, other committees that we reached out to previously in 2020. Then review the list of the items that we currently offer in terms of trainings and the items that where we currently lack trainings. Then let us know which areas we should focus on when we go out to do the request for proposal. We recognize that all of these trainings are of importance, but we do have to narrow them down in order for us to figure out which ones we will be focusing on.

Amparo Agosto: To do that, we have a training survey that was sent out to you all, but I will send out the link again. We would like to capture all of your feedback and any questions and suggestions that you may have in regards to the trainings. It's a very extensive list, so we would like to capture what your thoughts are in terms of the areas of focus for these trainings. These will be asked across the three committees. Once we have enough responses from this committee as well as TEAC, we will be able to bring this information back to the Reimagine Public Safety Advisory Committee in December and talk about what the responses were. We then should have a very good idea on what the areas of focus will be so that we can start drafting that information for the request for proposals that will go out to the community based organizations to submit their training information to us. In terms of the next steps, we had to shift things a bit because we didn't have enough responses from the two committees. We are continuing to send out the survey to get enough responses, and in December, we will be talking about the responses required in drafting the RFP for the community. In January, we hope to have a final review of the request for proposal language, as well as having a clear role and areas of focus for the trainings. Also in January, we hope to launch the request for proposals. I believe from CAT, we got about three responses and from TEAC we received three responses.

We're really looking to gather the feedback from you all because you are very involved when you represent a very unique perspective and we want to make sure that we capture that when we're talking about the types of trainings that are frontline staff should be receiving. Some homework, I hate to do this to you all, but I am looking to have responses from you, and if you could log online and if you need assistance, I am more than more than free to be available and walk you through it and help you with that survey. I want to make sure that all of the responses are captured.

Looking ahead at the project timeline for year one for the committee, and this is the work that we anticipate them working on for the next year. In January we have the training grants that we will be releasing the RFP. In February we are looking to start the conversation with the crisis intervention teams, which Pat mentioned earlier. We are looking to start the conversation in terms of what teams are out there, what type of research we have done and how we can take all of that information from other models to make sure that we are starting to look at the type of team that we would like to see for TriMet.

In March, we will be talking about our rider's club survey. Really looking at asking the public how they see some of the initiatives and getting feedback and how that reimagine public safety initiatives are working out. In April, we'll be talking more about safety and security reports. In May we are looking to have a clear role and understanding of what the crisis team will look like and

hopefully start talking about the RFP by that time. In June, we will be talking about the different stops and stations and ranking them in terms of doing an assessment tool and all of that.

I mentioned earlier, we would be more than happy to come to CAT and report out on either on a monthly, bimonthly or quarterly basis, so that we have the ability to keep you in the loop and making sure we are capturing your feedback. I wanted to make sure that I shared this with you, we have the TriMet public safety page where you will be able to look at the background information and learn a bit more about how we got here, and you'll be able to look at the list of current members and by December, we should have a short bio as well as a picture of the members on that web page. You can also look at the meetings page, which is where we will have all of the information on the meeting dates, times, all of the presentations that we've done, as well as the recording of the meeting. In case you would like to see how see or hear how that meeting was conducted and the notes will also be listed there.

Arnold Panitch asked what the definition of Cultural Humility is. Marissa Clark responded that it is really just language, you might have heard of cultural competency, and that's the idea that you can learn about other cultures and understand them. Cultural humility is just one step further kind of recognizing that unless you're from that culture, you're not really going to understand. But you can learn and continue to learn best to work with people or serve people from different backgrounds, whether it's culture or race or ethnicity. And so it's just instead of cultural competency, it's cultural humility.

Arnold would also like to see the phrase "everybody rides" and "universal design" added into the vocabulary of this topic. Amparo commented, I will add that, and I appreciate you for bringing that up. I will note that Mimi did do a presentation last this past Monday, and she spoke with our committee to make sure that was discussed and that universal design is used when we are going out for the request for proposals. So that was an oversight on my end, but it is something that we are including as part of this proposal.

Ryan Skelton had a couple of comments. The first thing I wanted to ask is and this is a peripheral question, but it's related to something that you brought up today. You mentioned that all of the trainings are likely going to be integrated into TriMet's training platform and also provided digitally. I'm wondering, since that is the case, has anyone taken a look at the ADA accessibility of that platform to make sure that folks with disabilities have equal access to the training? Then the other thing I wanted to bring up is that I'm really glad that there's going to be a field clinician that's going to be a part of some of these initiatives that we have going on because I think that one of the main issues in Portland right now and really in all of the surrounding areas

is access and capacity to adequate mental health care to address the crisis that people are in.

Ryan Skelton how much of the RFP from a numbers perspective or the budget? How much of that is supporting the treatment part of what the team's doing? Marissa responded to Ryan and wanted to clarify, we don't have a team yet. We are going to be in the preliminary stages of researching and investigating what a teen could look like, so I will note your questions, and we'll be sure to keep them on the forefront as we develop that team. Amparo, so we're just starting the conversation, the timeline that I mentioned earlier in February is when we are thinking we will be able to start that conversation into crisis team and what models are out there and sharing research with the committee members. In terms of the RFP and accessibility for people with disabilities, like I mentioned earlier, Mimi, who manages the training portion through TriMet, she's the training manager and works really closely with other teams to make sure that the platform has all the capabilities to cater to all of our employees and their needs. Did mention ADA accessibility and how that will be added to the scope of work so that it becomes a component in the request for proposal when we when we go out for that. Those are great observations and thank you for making sure that we include that on there.

Claudia Robertson: I want to ask only about the survey. I believe that I filled it out. Do you want us to resubmit it if we've already done it? Amparo commented I can check to see who has filled it out and send out a link again directly to those who have not. I will note that the start of the survey the first day there was a glitch in the system for some folks, and the responses were not captured. If you received an email with your answers, then your responses were captured. If you did not receive an email response with all of your responses, then your information was not captured.

Dave Daley: Yeah, real quick, I had a private exchange with Marissa in the chat, but you listed de-escalation skills as a training capability that already exists. In my experience, virtually every bad interaction on a bus between passengers had some kind of de-escalation failure by the driver involved. I think we need to revisit de-escalation training for the drivers because clearly it's ineffective in getting those skills to all the drivers that need it now. So, I don't think you should treat that as a completed skill that's already there. Amparo stated, thank you that makes perfect sense making sure that we have added resources to those trainings that we already have, so I will add that.

November CAT Business meeting adjourned at 11:00am.

