



## Transit Equity Advisory Committee

### Meeting Notes

### Zoom Meeting

Tuesday, May 9, 2023

4:30-6:30 p.m.

**Present:** Abby Griffith, Ana Munoz, Anitha Lobo, April Berterlsen, Bhaktirose Dawdy, Ellie Gluhosky, Irena Cheredayko, John Carter, John MacArthur, Marcela Tupayach, Sarah Ford Oades, Tristan Isaac, Nancy Young-Oliver, Karol Orozco, Amparo Agosto, John Gardner, Pat Williams, Eileen Collins, Trieste Palmer, Annadiana Johnson

#### System Updates TEAC and TriMet updates and announcements.

- **New Operator Safety Panel Installation** - we are set to begin retrofitting our buses with larger operator safety panels next month.
- **Fare increase vote May 24<sup>th</sup>**- The TriMet Board of Directors will vote on a proposed fare increase on Wednesday, May 24
- **Building a better 82<sup>nd</sup>** –Online Open houses - Partners from Portland to Clackamas County are working together on options to replace the existing Line 72 bus on 82nd Avenue with FX – TriMet’s new Frequent Express service. A [survey](#) about transit use on the thoroughfare will be available through May 31<sup>st</sup> to get a sense of what a version of FX could look like on the 82nd Avenue of Roses.
- **HollywoodHUB**- The Portland Design Commission unanimously approved plans to move forward with HollywoodHUB. Construction on the Hollywood Transit Center project is expected to begin by early next year.
- **Celebrating Asian American and Native Hawaiian/Pacific Islander Heritage Month** – Artist Jeremy Nichols’ striking floral design transformed one of the buses into a beautiful work of art. Nichols calls it, “Ikebana for Okasan,” and says it was inspired by his family in Japan.
- **Recognition to 32 years of service**- Former Governor Brown was presented with a unique gift to honor more than 30 decades of serving Oregon. Recognizing her support and work with the Black Oregonian Pardon Project, which granted a full pardon to Black Oregonians who made transformative changes in their lives upon being released from prison.

**TriMet staff provided an overview of the [TriMet Budget](#) TriMet Budget-** outlining the budget's various revenue resources, costs, allocations, and conditions.

- Local revenue:
  - Employer Payroll Tax
  - Employee Payroll Tax
  - Passenger Revenue
- Federal stimulus package



**Qualified Entity-** TriMet is the most prominent transit entity in the region with a contingency of 3%, but it is not a fixed amount. We have to have 2 ½ months of operating resources

**Restrictive funds-** those funds are only available for specific projects or programs.

- How will the fare increase help TriMet?
- The revenue will help stabilize TriMet's financial future and allow the rollout of our Forward Together service plan, developed with the community, to increase service by more than 30% from pandemic levels. Without the increase, the fiscal cliff could be as soon as 2026.
- How often does TriMet review its revenue sources capabilities?
  - *Every day, weekly, this is not a static process. For example there are resources that are recalibrate every Monday, such as fuel prices and utilities.*
- Are there performance and budget measures related to equity that TriMet and the TEAC track?  
*Staff to share in a future meeting*

Budget 101- Members are interest in a more in-depth session to learn more about all the different specific programs, allocations and conditions involved yearly before the budget process begins.

**Hollywood Elevator Access Pilot Project Overview** of a testing strategy for improving elevator reliability by restricting access to transit users only.

- **The 30-day pilot**, will be taking place from **June 12 - July 11** at the elevators of the Hollywood Transit Center MAX station
- This is a testing strategy for improving elevator reliability by focusing on access to transit users only.
- There is no cost to access the elevator, but riders will need to tap a valid form of payment on the elevator card reader for the elevator doors to open.
- The pilot focuses on keeping the elevators cleaner and avoiding substances that damage the elevators thus creating unplanned outages for cleaning and repairing. Elevators are frequently broken down due to vandalism, forcing individuals who rely on them to travel to other stations.
- Staff will record data to evaluate its effectiveness and customer experience. The data will be analyzed to determine if and when is implemented system wide.
- Staff will be available during the MAX operation hours to assist folks during the pilot and record feedback on the pilot to include in data sources.
- Why are you not staffing station with TriMet staff?
  - *TriMet has a very large need for customer service right now with construction disruptions and other events, we are short staffed. Security staff are available at a greater level than regular on-street customer service.*
- PBOT has been receiving complaints for several years about various elevators on transit and elsewhere around security and cleanliness. What are the kinds of data are being looked at?
  - *TriMet will have staff in the field getting feedback on the pilot to include in data sources.*
- This is deeply inequitable because the Hop card is not accessible



- Why security?
  - *Most of the issues that we have on the elevators are related to security issues- drug use, bathroom, etc.- and they are already in the system during service hours.*
- Why is bathroom access a security concern?
- Echoing Tristan, isn't the clear issue that there is a lack of restrooms on the system? Why is increasing security presence and increasing barriers to getting on the platform the strategy here and not increasing the amount of restroom facilities?
  - *The bathroom issue is not correlated with riders who did not have time to get to a restroom facility before completing their trip.*
  - *Elevators are breaking down regularly because of vandalism so people who need the elevators and use a device have to go to other stations because of breakdown. We have to make sure we are focused on customer service and the inconvenience of the pilot and future changes makes the elevators more reliable and that's better for the ADA community using all of our elevators.*
- CAT is in support of this pilot to help improve the overall accessibility of elevators.
- How do you access the elevator if bus pass is lost? I don't understand how this is helping the ADA community.
  - *Data from the pilot would help in increasing reliability of elevators; currently people who rely on the elevator must to go to other stations when there is an elevator breakdown.*
- Can we look at something other than an elevator for access? Something that doesn't breakdown, like a new access ramp? TriMet needs to look at alternatives to elevators to avoid access issues.
  - *Please share your suggestions*
- There are a lot of elevator issues in general including parking garages across the city. There should be a larger discussion about elevator safety in general and how riders can remain safe in elevators in general.
- Hoping that during the pilot project there are parallel cost-benefit analyses conducted for alternatives like bringing elevator maintenance in-house for TriMet (which might make sense considering the number of elevators on the system); increasing cleaning staff or even closing the elevators at night when most issues occur.
- Can security officers not be in uniform for this pilot?
  - Security staff are not able to use a different uniform, however, they are receiving additional training from Customer Service Team to provide a positive customer service experience.

**TEAC did not have enough members present for a formal vote related to the proposed fare increase. Staff held a straw poll for the members in attendance to share their thoughts in either favor or opposition of the proposed fare increase.** The majority of TEAC members in attendance were in opposition to the proposed fare increase, with two members abstaining. TEAC member OPAL/BRU also submitted a drafted letter addressed to the Board opposing the fare increase proposal. The letter was shared with all members but not reviewed during the meeting given the full agenda. Members are asked to submit topic requests 5 days before the meeting.



**Fare Subsidy Workgroup** – Staff provided an overview of workgroup members, timeline, and scope of work

- This workgroup will move forward regardless of the Board’s vote.
- 11 current workgroup members.
- Research expenses around \$25 - 50,000 including analysis of fareless models. Research to determine what other transit markets are doing to go fareless and how is working.
- What would it cost to go fareless system-wide or just in some products or fare types
- We need our research partner in place by end of July/beginning of August
- Present initial finding in October 2023
- Presentation to GM in December/January
- Tell us what you would like us to include in what we ask our research partner to do.

**Comments and Announcements**

- Excited to jump into this Fare Subsidy Workgroup project and see what we find out.
- **TEAC orientation on June 22, 2 - 4pm.**
- Latino Network - groundbreaking of facility in Rockwood on April 29 was a success.
- IRCO reopened senior citizen program providing hot lunches. Thank you to TriMet for providing bus passes for them. Also for those provided to Ukranian refugees.
- IRCO Gala on Thursday.
- MHCC excited about new care center opening and educating folks on how to use TriMet and how to apply for fare relief. Excited for new students in the fall.
- Anitha, thanks for the fare relief funds. Great help to our clients. Students look forward to summer youth pass. Admin costs not covered in funding would be helpful to cover costs.