

Portland Streetcar Citizens Advisory Committee Meeting

Thursday, September 21, 2017, 3:30-5:00 p.m., City Hall, Pettygrove Room

Members in Attendance: Owen Ronchelli, Chair; David Brandt, Vice Chair; Lenny Anderson; Bill Bagnall; Kara Boden; Carolyn Brock; Michael Cannarella; Susan Pearce; Zoe Presson; Ian Stude

Staff Attendance: Dan Bower, Julie Gustafson

Others in Attendance: Raymond Becich, Stephen Weber

1. Meeting Called to Order:

Ronchelli called the meeting to Order. The minutes from the August 17, 2017 were approved.

2. Public Comment

No public comment was made

3. CAC Advocacy

Ronchelli stated that he and Brandt had discussed the desire heard from many members of the CAC to become more effective advocates and described two upcoming events on October 19 that will replace the normal CAC meeting. The first will be a session with the Portland Streetcar, Inc. Board of Directors and the Citizen Advisory Committee in the afternoon. The second would be a public event that evening potentially at a brewery or another event place. Brandt followed up that he and Ronchelli would like to have the CAC do some serious brainstorming following these meetings on how they can be better advocates by going out into the community to advocate and to listen. Discussion of possible advocacy activities ensued. There will be a continuation of the discussion in the months to come.

4. Customer Facing Experience

Committee members reviewed printed materials and station areas. Committee members asked what can be done to improve the look of the shelters. Gustafson reported that the benches will be painted in the coming months using a powder coating process that will be more durable. She added that the lettering on the shelters is repaired on a regular basis and that staff inventories the stations on a regular basis.

The committee asked if there was additional signage that could help clarify common confusion for riders and discovered that much of the confusion already has a sign to address it that is not read, such as which types of currency are accepted in the on-board fare machines.

5. Staff Updates

Streetcar Mobile Music Fest will be Saturday, October 7th from 4-7pm from PSU Urban Plaza north to NW 23rd and back on the NS Line. Gustafson asked for volunteers to ride the streetcars and make announcements/answer questions.

Gustafson provided updates to the CAC on the statistics provided each month.

The City is forming a Technical Advisory Committee about safety improvements for biking, walking and transit. They have requested a representative from the Streetcar CAC.

6. PSI Board Update

No update was provided.

7. Other Business

Committee members asked for clarification on Hop Fastpass and general fare related issues.

The next meeting for the Streetcar Citizens Advisory Committee will be Thursday, November 16, 2017, 3:30pm-5:00pm at Portland City Hall, Pettygrove Room. The October meeting has been replaced by an advocacy event in the evening, details TBD.