

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION  
World Trade Center, 25 SW Salmon  
July 17, 2019  
9:00 a.m. – 12:00 p.m.**

**CAT minutes may be obtained in alternate formats by calling TriMet's Accessible Transportation Program Administrative Offices: (503) 962-8200/TTY 711, 8:00 am to 5:00 pm weekdays**

**CAT Members Present:** Lori Bauman, Jan Campbell, David Daley, Deidre Hall, Annadiana Johnson, Diana Keever, Patricia Kepler, Adam Kriss, Kris Meagher, Rebecca Miller, Arnold Panitch, Zoe Presson, and Claudia Robertson

**TriMet Staff Present:** Eileen Collins, Dan Marchand, Margo Moore, Greg Skillman, Clay Thompson, Kathy Whitman, Kim Zurcher

**First Transit Staff:** Damon Blocker, Tanner Brown, John Joseph, Ken Wilson

**Visitors:** Trish Baker, Max Calder (MTM), Art Llewellyn, Breanne Morton (MTM), Carolyn Patrick, Lee Sitter, Chris Walker

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Claudia Robertson, CAT Vice-Chair, called the meeting to order at 9:00 am and welcomed operators, staff and other visitors. She asked for a motion to approve the minutes.

**Approval of the Minutes:** Patricia Kepler made a motion to approve the minutes as written. Annadiana Johnson provided a second. Claudia inquired about discussion and requested a vote. The minutes were approved.

**Announcements from the Vice-Chair**

- Lori Bauman announced TriMet will be voting on the ordinance to close the two Mall MAX stations along with a one year trial closure of the King's Hill Station. At this time the Skidmore Fountain station will remain open. The TriMet board meeting will be held at the U of O building (75 SW Couch) at 9:00 am on July 24<sup>th</sup>.
- Greg Skillman stated the standard operating procedures (SOP) for the Stroller Policy are going to be revised, and asked CAT to join him in an Ad Hoc to discuss and give feedback regarding the pending changes.

- Claudia reminded CAT about the upcoming E-Scooter Ad Hoc scheduled for July 23 at 10:00 at the TMC Conference Room (515 NW Davis St). Kim Zurcher stated there would be a call in number for those unable to attend in person.

### **Staff Comments – Margo Moore, Director, ATP and Kim Zurcher, LIFT Eligibility Coordinator, ATP**

None

### **Public Comment to the CAT**

Chris Walker mentioned he has had issues with increased pain following rides in LIFT vans and passenger wagons due to the bumpiness of the ride. He has heard complaints that the seats are not comfortable, and are difficult to sit on for prolonged periods of time.

Chris reported that he has gotten feedback on the Will Call Policy. People are having difficulty properly timing their trips due to their initial ride to their destination taking longer than anticipated. He has heard that clients are struggling with how the policy was adopted.

Jan asked how many people had he heard from regarding the Will Call Policy. Chris replied he hears from five or six people a week regarding the policy.

Art Llewellyn shared his submissions for a subway system for MAX to run along Naito Parkway. He believes there are safety concerns regarding the SW corridor project. He voiced disagreement with the dark blue color for the new buses due to poor visibility and contrast especially at night, and stated that the white buses were more visible.

Art mentioned converting the buses to electric is not beneficial. They jostle and are empty a lot of the time. They would be a good option for a rapid transit route though.

Art stated the LIFT vehicles should be low floor with lower emissions with quieter engines. The whole fleet should be replaced.

### **CAT Chair Nomination and Election – Claudia Robertson, Vice-Chair CAT**

Claudia submitted Jan Campbell to be Chair for CAT. Rebecca Miller seconded the nomination.

Claudia opened the nominations to the floor, and no other nominees were given.

Jan was voted to be Chair unanimously by the CAT committee.

Jan thanked everybody and welcomed the new CAT members, David and Kris. She also thanked Kim for putting together the CAT handbooks for the year.

### **Moda Center and Gresham MAX Shuttle – Dan Marchand, Manager Service Planning and Development, and Clay Thompson, Coordinator of Service Outreach**

#### **Lloyd Center/Moda Center**

Clay Thompson reported there will be a two week shutdown of MAX service from August 4<sup>th</sup> through the 17<sup>th</sup> in the Lloyd District for rail repair.

A switch will be removed and straight rail installed at 10<sup>th</sup> and Holladay to lessen noise. The Rose Quarter Transit Center will have two switches and the curved tracks repaired between Interstate Avenue and NE Wheeler Avenue.

Service operation changes include the Blue Line only on the west side to Hillsboro, and running down to the Expo Center with the Yellow Line. The service will run with 10 minute frequency during the peak hours (6:00 am – 6:00 pm) of the day, and run with 20 minute frequency at non peak hours (before 6:00 am and after 6:00 pm). The Green and Blue lines will come into the Lloyd Center station with 20 minute frequencies, and the Red line will only run from the Airport to Gateway. There will be no Green line on the Mall, but a circulator will be running to assist with capacity concerns.

TriMet is promoting the use of Line 20 and 58 as Westside Blue line alternatives, and promoting Lines 19 and 77 as an Eastside Blue and Green alternative. There will be other options available as well. Extra bus service will respond to reports of capacity.

There will be a bus bridge running from Lloyd Center to the Interstate Rose Quarter stations. It will utilize Lloyd Blvd, 7<sup>th</sup> Avenue, and Multnomah to access the stop closures. The Kenton shuttle will run down Columbia Blvd to the Airport to lessen the amount of transfers needed during construction.

Many customer service agents will be out in force to assist riders at the major transfer and bus shuttle locations to give information and directions when needed. TriMet is going to close 13<sup>th</sup> Avenue from Multnomah to Holladay in order to stage equipment. Holladay between 11<sup>th</sup> and 13<sup>th</sup> will be local access only with parking removed to allow for the shuttle buses.

### **Lloyd Center/ Moda Center discussion**

Claudia requested multiple additional bus lines to be listed as alternatives to help with capacity issues. Clay responded that alternatives are listed on the TriMet web page, and sent out via e-mail blasts to subscribers.

Arnold Panitch inquired how long it would take to utilize the Kenton shuttle to the airport. Clay stated that it should take approximately 45 minutes to get from the airport to Pioneer Square. It is recommended to add 30 minutes on to a regular trip during construction. There will be additional customer service agents to answer questions and give travel suggestions.

Adam Kriss queried about the MAX mall service. Clay reported there would be no changes to the Yellow/Orange line, and there would be no Green line service downtown during the closure. A mall circulator will run between PSU and Union Station with a 20 minute frequency.

Kris Meagher asked what the best route to take to get to Gateway from 5<sup>th</sup> and Davis when using MAX during the closures. Clay suggested utilizing the shuttle system from Rose Quarter to Lloyd Center. There will be customer service agents who will be identifiable by their yellow vests at the Rose Quarter to direct people to the shuttle. There will be extra traffic control and signage to assist during this time as well.

Jan inquired if there are alternate formats available for the information. Clay stated the written information is available in English and Spanish with a low vision option available on line at the website with text and graphics.

Trish Baker suggested having information at the airport and the hotels in the area that will be affected by the closures.

### **Gresham**

Dan Marchand reported the Gresham Project will run from September 22<sup>nd</sup> through October 5<sup>th</sup> from the Rockwood MAX station to the Cleveland station. The

operator breakroom and signal communication building are being replaced during this time which is requiring the train to be out of the station.

Shuttles will be stopping close to each MAX station at the most optimal location available. Customer service agents will help with wayfinding along the route.

## **Gresham discussion**

Jan asked if the shuttle stops were going to be close to curb cuts or street crossings with signals. Dan responded that a closer look will be made to ensure accessibility, and assured CAT there would be staff available based on customer volume.

Annadiana voiced concern about accessibility of the shuttle stops for those utilizing mobility devices. Dan stated boarding locations have been assessed, and in some cases ramps will be deployed in crosswalks for accessibility.

Claudia questioned if the Rockwood Park & Ride is ever full to capacity. Dan replied that it generally does not fill up, so there should be ample space available for those that decide to drive to Rockwood to catch MAX.

Jan mentioned a lot of mobility devices utilize the Rockwood MAX station, and Rebecca Miller stated there could be some pedestrian issues due to the number of devices that could be waiting for a shuttle. Dan said he would follow up and check on ramp deployments and ridership at that station. Outreach is still being conducted for the Gresham project.

## **LIFT Operation Report March and April, LIFT Hop Card and Will Call Policy Update – Eileen Collins, Manager LIFT Service Delivery, ATP**

### **Will Call Policy**

Eileen Collins reported that LIFT is working on enhancing the customer experience in the areas of removing the capacity constraints with on-time performance issues and excessive hold times in the call center. By limiting the issues that propel the calls the more LIFT is able to increase service for our riders.

The biggest area for improvement was refining the Will Call Policy. LIFT is not required by the ADA to offer this service, but LIFT does offer this to those who may not be able to anticipate the end of an appointment time regarding medical, court, or social services agencies.

Over the last year 278 customers have utilized Will Call one or more times. A communication was sent to those who had used Will Call to inform them of the upcoming changes. There were only six complaints in the first month following implementation.

Will Calls are to only be utilized for return trips from medical, public, or social service agencies where one would be unable to reasonably anticipate a return trip. There are specific hours for Will Calls, Monday through Friday from 8:00 am – 7:00 pm with a few allowances for Saturdays. There will no longer be Will Calls available on Sundays or holidays.

### **Will Call Policy discussion**

Patricia announced that she did not receive notification of the policy change, and that in the past she has utilized Will Call for her return trips from work. She stated she is not always able to predict when a student may need assistance. She also mentioned that she did not receive a letter, or e-mail, regarding the policy change prior to it being implemented. Having to cancel a ride due to work would likely end up with a suspension because of the ride being marked as a no-show. She believes the number of suspensions will increase due to the new policy.

Eileen reported 53 percent of the Will Calls are never activated. This affects the LIFT operators due to routes closing because of Will Calls that did not get activated. Five operators have resigned because of their hours being cut by 30 percent due to Will Calls not activating. There is currently an operator shortage, so being able to more accurately predict LIFT service that is on time, safe, and efficient is a goal.

David suggested giving people the ability to alter their schedule because sometimes things come up that is outside of their control, but let them know when scheduling a ride that it is best to set up a return trip time. Eileen stated LIFT has a No Strand policy, and there is a commitment to getting people a return ride.

Jan asked if exceptions could be made. Eileen answered that it is possible, but it is important to maintain the balance of serving customers and prioritizing why one reason for an exception is more acceptable than another. Margo stated the rebatching of rides due to Will Calls is affecting on-time performance.

Patricia mentioned with the holidays with longer lines and LIFT possibly dropping people off late to their destinations or having slow service could cause a person's return ride to be waiting for them when they arrive. Eileen stated the service would not be going away, but there needs to be a more efficient way to maintain

service quality. There have only been six complaints regarding the policy change that have come through customer service.

Rebecca stated the policy implementation has been enacted, and there is an impact to people with disabilities. She suggested doing some outreach to those that were impacted by the change to find other solutions. Margo reiterated that Will Call is not mandated by the ADA, and LIFT is going above and beyond by offering the service. The reason why it was not brought to CAT is because it is not an ADA mandate. There are service disruptions which can ultimately cause issues for other riders due to Will Calls not being activated.

Patricia suggested creating a formal requirement for cancelling Will Calls to lessen the number of Will Calls that are not activated. The goal is to encourage people to take fixed route when they are able. She proposed a work-around that if a Will Call is not cancelled by noon it would be considered a no-show to allow for a little flexibility.

Adam Kriss mentioned that it is commendable for LIFT to have the Will Call because it is not required by the ADA, but an issue with the ADA is that it is written in a way that it has minimum requirements. The emphasis for CAT is accessibility, and sometimes that gets lost in the shuffle. LIFT is asking their riders to be flexible, so it would be reasonable to ask LIFT to be flexible as well. The emphasis needs to be on accessibility, and it is not always going to be convenient for everybody. Being low on operators should not be reflected onto the people that depend on the system.

Patricia asked if the Will Call policy change is connected with the No-Show policy that was recently modified, and if a ride can be revised if there are things that are outside of their control. Eileen replied the No-Show policy states that circumstances beyond the rider's control would not be held against them.

Claudia expressed when LIFT first started TriMet offered service that was way above what the ADA mandated, but service has been dialed back with boundary and policy changes. It is difficult to take away a service that has been offered in the past without getting any pushback from the clients. Letting clients know ahead of time about policy changes could be beneficial. Margo stated that the policy change was not brought to CAT because Will Call is not required by ADA. Claudia replied that in the past changes have been discussed with CAT regardless of ADA mandate.

Jan suggested bringing the Will Call Policy to and Ad Hoc to further discuss the issue due to the fact that the policy was not shared prior to enactment.

## **LIFT Operations Report/HOP Card update**

Eileen reported LIFT's weekday ridership is continuing to decrease due to worksite closures. It is anticipated over the next six months as sheltered workshops continue to close other worksite locations will be generated to reconnect their clients to their community. Weekend ridership has increased, and no-shows are down a little.

There has been a 50 percent decrease in complaints in regards to Broadway Cab, and down 30 percent regarding buses.

Invoices are being sent to customers who did not pay for their trip due to receiving a cab or they did not present fare onboard a bus. The most frequent no-pay customers have been reached out to for the HOP launch. 100 high frequency cab users were contacted in April with 40 percent utilizing HOP appropriately. In July LIFT is sending out 259 HOP cards to high frequency LIFT riders who would likely benefit from fare capping.

LIFT has increased the amount of time to pay the invoices that are being sent out to three weeks. This has increased call volume, but decreased the number of suspensions by 60 percent. It is possible for people to send in a copy of their monthly pass or punch cards. There have been about 120 suspensions month-to-month, but there has been more flexibility with proof of fare and being able to rescind the suspension. There has been a 300 percent increase in fare recovery.

Eileen reported Charlie has joined the TriMet family as an outreach specialist for LIFT. He is currently focusing on HOP, and will be doing presentations to share information on how to properly utilize LIFT HOP.

## **Discussion**

Claudia mentioned that Broadway Cab vehicles are no longer just yellow. It could be more difficult to identify a cab for a LIFT ride. Eileen stated LIFT is working on an initiative with Broadway in how the operators are announcing themselves to LIFT customers. Broadway has also changed their logo to a black circle with a "B" in it. The city updated their private transportation requirements to not require a designated color for their vehicles. LIFT may update their language to make customers more aware of the change in cab colors.

David suggested LIFT share more information regarding safety, on call performance, and tracking extra-long rides. Jan stated CAT has tried to cut down



on getting too much information, but it could be discussed at an ad hoc or executive committee meeting.

Rebecca asked if customers are unable to pay if they are referred elsewhere for assistance. Eileen replied that customers are referred to Ride Connection or to a human service transportation agency in their area.

Rebecca commented that in the past there had been a discrepancy with whether or not the original monthly pass was necessary to get a no-pay rescinded. Eileen reiterated that copies of the monthly pass are sufficient, and follow up had been done on a few that had been suspended due to utilizing the wrong type of fare.

Diana Keever inquired if her LIFT HOP card works on other transit options. Eileen stated LIFT HOP can be used on the Streetcar, MAX, bus, C-TRAN, and LIFT. It is not valid fare for C-VAN though.

Carolyn Patrick queried if a LIFT HOP card could be utilized for cab rides. Eileen answered that when a customer calls in to schedule a ride reservations will inquire about payment for the trip. A customer simply has to notify the reservationist that they will be using their HOP card, and at the end of the day the HOP card will be charged for the trip if it is taken. The LIFT HOP card information is stored in Trapeze, and they are able to change their mind with the operator when they get picked up if they want to switch to paying with cash or a ticket.

## **Adjournment**

Annadiana moved to adjourn, to which Claudia seconded and Jan officially adjourned at 11:41 am.