

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
World Trade Center, 25 SW Salmon
Mezzanine 2/3/4, 2nd Floor, Building 2
November 20, 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: Jan Campbell, Leon Chavarria, David Daley, Annadiana Johnson, Patricia Kepler, Diana Keever, Kris Meagher, Rebecca Miller, Arnold Panitch, Zoe Presson, Ryan Skelton, and Claudia Robertson

TriMet Staff Present: Charles Clark, Eileen Collins, Sam Desue, Dan Marchand, Margo Moore, Patrick Preusser, Kathryn Simon, Greg Skillman, Jamie Surface, Blake Vaughan, Michael Younger, Kim Zurcher

First Transit Staff: Mark Elias, John Joseph, Ben Sawyer, Ken Wilson

Visitors: Jeff Anderson, Trish Baker, Amanda Brady, Max Calder (MTM), Sgt. Matt Engen, Julia Kulak, Breanne Morton (MTM), Carolyn Patrick, Ginger Rogers, Autumn Shafer, Dan Marchand (TriMet)

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: Annadiana Johnson mentioned a correction to be made to page seven of the September minutes. Annadiana made a motion to approve the minutes with the correction. Rebecca Miller provided a second. Claudia Robertson inquired about discussion and requested a vote. The minutes were approved.

Announcements from the Chair

- Claudia advised CAT members to review an e-mail that was sent regarding the Division Transit Project that is addressed to the Portland

Bureau of Transportation (PBOT), and to notify Jan Campbell with any suggestions or support the project.

- Claudia announced applications are available on-line for the upcoming CAT nominations for next year. <https://trimet.org/meetings/cat/join-cat.htm> Applications were given to those members who need to reapply. Completed applications are due no later than January 31, 2020.
- Jan shared with CAT that Lee Sitter passed away. Lee was a friend of Adam Kriss' and of CAT. A condolence card will be sent.

CAT Reports

- **Executive Committee:** Check packet for meeting minutes.
- **Stroller Policy:** Greg Skillman requested approval from the CAT for the revised stroller policy which allows children to remain in an unfolded stroller under the supervision of an adult as long as there is not an ADA qualified person needing to utilize the priority seating area. The stroller should not block the aisle or impede passengers, and it should be parked with the child facing the rear of the vehicle with the brakes on. The policy is part of TriMet code, and will need to be changed through an ordinance that is presented to the Board. David Daley made a motion to support the revised stroller policy. Zoe Presson seconded the motion. The motion passed unanimously.
- **Operator Safety Barrier Ad Hoc Report:** Patrick Preusser reported TriMet is moving forward with providing the operators with a safer environment to protect them from assault. There is an initiative to install operator safety panels on the fixed route buses. The initial panels made it difficult to navigate the entry of the bus into the priority seating area. A modification was made that created an additional two inches of space through the entryway to allow for easier boarding.

Transit Police Department (TPD) Report, Sgt. Matt Engen

Sgt. Matt Engen stated TPD is focusing on the Holiday Season that is ramping up. The Holiday Tree Lighting in Pioneer Square kicks off the holiday events, and TPD will be working in conjunction with Central Precinct to ensure a smooth event. Holiday surge missions will have additional personnel on the weekends, evenings, and early mornings to have a more visible presence to deter criminal activity.

TPD continues to have staffing challenges. TriMet has augmented security through their GPS contracts and Portland Patrol Incorporated.

Sgt. Engen asked if CAT members had noticed additional uniformed staffing when utilizing the service. Annadiana stated that she has seen a few fare inspectors on

the Westside MAX, but has not seen a presence at the platforms. Sgt. Engen stated the larger percentage are between the core on the Eastside and South. In the evenings there are generally a couple of uniformed staff at 42nd Ave, Lloyd Center, and Gateway to help give a presence of safety and security on the platforms.

Annadiana asked if there has been an increase of riders that are utilizing the service for warmth instead of transportation reasons. Sgt. Engen replied that tends to happen more frequently on the Red Line, but there would likely be an uptick if the weather turns colder.

Jan stated that she has noticed fewer people moving out of the priority seating area on MAX. Sgt. Engen stated that it is an ongoing issue, and it is something that TPD asks their officers to be aware of and help educate riders when able.

Leon Chavarria inquired about whether or not riders are tapping their Hop passes appropriately. Sgt. Engen affirmed TriMet deploys fare inspectors in two ways. Either a static location on a MAX platform to talk to riders as they board or deboard, or they may step onto a train to check for fare on active riders.

Sgt. Engen reported that he has been transitioned out of patrol work, and is now the supervisor of the explosive protection canine unit. He is sweeping trains on a regular basis with his canine partner.

CAT Reports – LIFT CARES (Customer Automated Ride Exchange System)/IVR Ad Hoc

Dave stated he circulated the materials covering LIFT CARES to the staff at the County Aging and Disability facilities with positive results. The one issue that was brought up is the ability to have additional languages available on the system in the future. Staff was comforted to know that the old system would still be available, and the implementation would be done in phases.

Eileen Collins reported the outreach plan is available, and it describes the customer notification system LIFT CARES. It will have call-out functionality that will remind customers of their trips, and will notify them when their ride is fifteen minutes away. It will also have the capability of notifying customers about inclement weather events that may cause reductions to service. She reaffirmed customers will still have the option of calling in if they do not want to utilize the automated service.

Discussion

Dr. Ryan asked if using the identifying customer number was the only way to self-identify over the phone. Eileen Collins replied that customers will have two options to self-identify on the phone. Rebecca Miller asked if a third party could be notified about the arrival of a customer's ride. Eileen said she would have to look into whether that was possible within the system.

Public Comment to the CAT

Dan Marchand identified himself as the Manager of Bus Service & Bus Stop Planning for TriMet and had visited last summer to talk about MAX stop closures. Dan made himself available to return to the CAT or sub-committee meeting to discuss bus stop closures that had occurred on SW Columbia at 10th Avenue and NE Halsey or NE Weidler, around 102nd, where TriMet was involved with some road and stop changes that are being applied throughout the city. Dave Daley commented that there are two topics to discuss: the project with PBOT and, the removal of bus stops.

Autumn Shafer identified that she was speaking on behalf of Darian Slayton Fleming, who couldn't attend today but wanted to bring to attention the petition submitted to CAT asking TriMet LIFT to reinstate all will call and early return rides. Autumn added that the early return rides is a basic necessity of freedom and asked that the CAT review the petition report's impact statements and provide a response.

Julia Kulak stated that she understood why the will calls were discontinued however an open dialogue with the ridership would have led to solving the problem.

Dr. Skelton clarified the point in the report about the location of the meetings was not on the website, and not in an accessible format and easy for people to locate and, asked that staff address those points. Autumn added that she has heard from other individuals who are sight impaired that this meeting location is difficult. Jan asked that anyone attending the Executive Meeting read the petition report. Jan informed both Autumn and Julia that memberships to CAT and, the work groups are open to the public.

Amanda Brady introduced herself as a dialysis social worker and asked for a Spanish speaking option when calling into LIFT. She provided an example of not having any Spanish speakers available. Amanda made herself available to help design the phone system to accommodate a direct Spanish speaking option.

Ginger Rogers asked that the will call and the ride return be reinstated because of anxiety and unfamiliarity with the city. Leon Chavarria offered some suggestions to help her with both.

Fare Policy Changes – Jamie Surface, Senior Fare Policy Program Coordinator and Greg Skillman, Senior Deputy General Counsel (Governance)

Jamie Surface started by saying that Hop has brought to light several things in the fare code that were outdated and needed clarification. She stated that there are no fare increases related to these changes. Greg Skillman stated that eliminating paper tickets on December 31st was introduced some time ago but not LIFT paper tickets. The changes presented here are specifically regarding the LIFT fares.

Jamie clarified that the Adult Honored Citizen/Youth paper foil tickets are no longer valid January 1. We are encouraging anyone with them to use them and to trade them in before the end of the year. One of the other changes is removing the 14-day LIFT pass because we sold only four all year. The number of accepted fares on LIFT was consolidated from 26 to five; and, the fare to transfer from a Fixed Route bus to a LIFT bus will be corrected from \$1.50 plus a transfer to \$1.25 plus a transfer; and, removing language about regular bus fares being accepted on LIFT. LIFT completed a ticket collection in October and found no single-use paper tickets collected.

Greg emphasized that the changes have to be implemented via amendments to the ordinance. The fare changes would be read at the January and February Board meetings. Additional changes include adding “per ride” after the cost, for clarification. Jamie noted that a rider could use the transfer ticket or printed ticket within 2 ½ hours and pay \$1.25 for a LIFT trip or, a LIFT Hop card onto a fixed route, since it would be charged \$1.25 initially and the customer would be charged an additional \$1.25 if a LIFT trip was taken within the 2 ½ hours of the fixed route tap. The LIFT pink foil tickets are not going away but the eFare single use paper tickets that come from ticket vending machines are not valid on LIFT because there is no way to validate them on LIFT vehicles.

Discussion

Dave Daley noted that he circulated to county staff who had several questions about how the eFare system works on fixed route. He mentions that it is frustrating to have to cause elderly people to track a descending balance in order to travel. The eFare is not just a LIFT issue, he said, and the senior center people are very concerned about it. He asked that TriMet go out there and find out the issues are to reassure the community. Jamie said that she would address that concern to the

Hop department. Jamie said that a social service agency can load a specific monthly fixed route honored citizen product on to a Hop card so there is no descending balance. Dave replied that both the social service and the individual have to add funds at the beginning of the month in order for the program to work, which defines the problem. Jaime reaffirmed that she would let the Hop department know. Jan wanted to have the Executive Committee discuss the matter.

Rebecca Miller said that she incorrectly bought a regular Hop card, for her aunt who rides LIFT, and asked to clarify that she needs two different cards. Jamie informed her that a LIFT-qualified individual can use the LIFT Hop card for fixed route and LIFT. The LIFT card will charge the honored citizen rate of \$1.25 for 2 ½ hour ride on fixed route and, \$2.50 for all-day pass. Rebecca confirmed that it doesn't work in reverse, a regular Hop card doesn't work on LIFT. Jamie said, correct, the LIFT Hop card confirms the individual is qualified to ride LIFT. Jamie said that because the cards have a photo as identification it also add confirmation that the right person is using the card.

Ginger Johnson explained that her social service provider gave her the wrong Hop product to use on LIFT because it seems that the social service provider did not understand how it worked. She asked that the social service providers be better informed. Ginger says that she doesn't use it because it seems to be a hassle. Jan asked Eileen Collins to speak to that and meet with Ginger to assist her. Eileen introduced Charlie Clark as the Hop Outreach Coordinator who contact the DHS partners to educate them and will connect with Ginger after the meeting.

Trish Baker asked Jamie if the 20-punch card was included in the acceptable fare instruments. Jamie confirmed that the LIFT 20-punch card will remain.

LIFT Operations Reports - First Transit and Broadway Cab Update – Steve Hext, Broadway Cab Manager; Mark Eilas, Regional Vice President for First Transit and; Max Calder, Regional Director, Mobility Management, MTM

Steve Hext, Broadway Cab General Manager reported that the complaints about unattended passengers and audio has declined with Eileen's help. He noted that Broadway will experience some increases in insurance rates because of the number of rear-end collisions caused by other drivers hitting cabs because of other drivers texting while driving. He commented that he will be focusing on pickup times. There was an increase of late pickups in September and October. He said he will work with Eileen to develop a plan to improve.

Discussion

Claudia Robertson commented that they have just about wiped out the dispatching errors. Steve replied that they have worked with Eileen to automate as much as they can to remove the human errors. Claudia noted the improvement to on-time performance but is concerned about the complaints about drivers not announcing themselves. Steve replied that last time he spoke about a [mobile phone] app that they have to alert waiting customers of the vehicle's location and arrival although that would be difficult to those that are sight impaired.

Dave Daley commented that the on-time performance trend is not positive but negative. Jan Campbell noted that the cab to customer interaction does not have a good reaction. Steve reaffirmed that phone use while driving is against the law and they do address it, as they are made aware of it. Jan noted that she gets sent a cab when the LIFT vehicle is running late. Steve noted that the late pickup is something he will be working on with Eileen.

Diana Keever said that she does not like the cabs picking her up because they treat her like a child. Jan restated what Dianna said and added that the cab drivers should have some training to work with people with disabilities and offered her assistance. Steve stated that the drivers have required training every two years conducted by Ride Connection. Jan asked if there are people with disabilities that are part of the training. Leon Chavarria noted that a cab that picked him up was not identified as he expected. Steve replied that it was the City that removed the requirement to color scheme the taxis. Steve replied to Rebecca's question about the requirements for sensitivity and cultural training under the TriMet contract and said although he wasn't prepared to discuss the specifics, the TriMet contract was almost the same as NEMT contract which means that the requirements are almost the same. The drivers are trained to the highest standard of all the contracts. Steve explained that it is the same with their uninsured motorist coverage. Broadway carries a million dollars of liability coverage.

Ginger Johnson commented that she had an unpleasant and inappropriate experience with a cab driver. Because of that experience she suggested that Customer Service be open on the weekends to take calls. Jan asked if there was a way for Eileen to get her information about that ride.

Heather Minton with the Disability Art and Culture Project reported an incident with a cab driver who spoke limited English arrived to pick up a blind participant and had a difficult time with the driver – the participant couldn't see and the driver couldn't express himself. Heather suggested taking a look at making sure the drivers are able to communicate with the population they are interacting with.

Mark Elias, Regional Vice-President for First Transit, reported that October was a better month than the previous three months. He stated that he is personally involved with regular meetings about on-time performance and complaints. Mark commented how all of the General Managers communicate and work cooperatively. One of their biggest challenges was driver shortage, which is common industry-wide. They have made changes to the starting wage and shift structure. Being able to hire more successfully has meant covering more service and improving the on-time performance. They are open about the numbers and progress. They have also increased wages in the call center which has decreased the open positions. The call center has asked for additional training resources. First Transit is excited to sponsor the Winter Wonderland program again.

Discussion

Dave Daley asked if Multnomah will ever make 90 percent on-time performance. Mark replied that Multnomah was hardest hit with shortage of drivers but expects that they will get to 90 percent after the newest group of drivers gets experience. Dave asked how many vehicles and dispatchers are in service at peak. Mark said that there were about 180 vehicles and 5 dispatchers. Claudia Robertson noted that the number of complaints presented in the documents didn't add up. Mark wasn't sure why that was but would get it corrected. Claudia also asked about what is done about preventable collisions. First Transit performs safety related campaigns to focus on specific categories or themes. Mark continued to say that drivers are retrained before they return to service. Drivers are allowed three preventable accidents within 18-months before they are terminated, unless it is a severe accident. Mark explained the uptick in preventable accidents by saying that because of the shortage of drivers, there was a certain amount of fatigue that played a part in that result. He expects that to decrease as more operators are made available for service. He commented that there may have been additional losses because of those accidents. Mark emphasized that Multnomah location went 90-days without a preventable accident and received an award for that achievement. Both Jan and Mark commented positively how Ben Sawyer, General Manager, has turned the morale around at the Multnomah location.

Dr. Skelton asked about the comment Mark made earlier about the erosion between arrival and appointment time. Mark meant both because there tend to be more early arrivals in the smaller vehicles so they are looking at slowing down the system speed to those vehicles. Dr. Skelton stated that he has heard that early arrivals are a concern for the community because some businesses may not be open when they are arriving early. Mark agreed that it is a significant concern of theirs also. Jan wanted to discuss split shift at another time.

Max Calder, Regional Director of Mobility Management for MTM introduced Brianne Morton, Program Manager for MTM who runs the day-to-day operation with two full time Mobility Assessment Evaluators. Max reviewed that MTM performs assessments with the applicants for physical and cognitive functional ability for LIFT applicants. Max reviewed the different types of tests they perform to assess applicants. Max commented on how MTM has branded themselves as mobility manager that aligns with Doug Kelsey's, TriMet General Manager, emphasis on being a mobility integrators. The numbers show that the low amount of non-eligible applicants also emphasize the customer focus. Max reported that Brianne's team was recognized to be the most highly engaged of Max's seven direct reports. Max reported that the group is utilized with significant discretion so that applicants are not put through an assessment that don't need them. Max reported the average number of assessments for September and October was 323; there was an average of 236 new applicants, 87.5 recertifications, 106.5 outdoor functional assessments, one fixed route and/or rail assessments, and 2.5 functional assessments.

Discussion

Jan asked if everyone has to go through an assessment. Brianne replied that if the Eligibility Coordinator determines that it is exceedingly clear that the applicant is unconditionally eligible for LIFT service, it is not necessary to submit the applicant for an assessment. Jan asked if she knew those numbers. Brianne said that she can provide them to her separately. Jan confirmed with Michael Younger, Interim Eligibility Manager, that those numbers would be reported beginning in January. Brianne confirmed that MTM performs the functional assessments piece for LIFT eligibility. The TriMet Eligibility Coordinators determine the eligibility of LIFT applicants. Arnold Panitch asked for them to define mock bus test. Brianne replied that anyone who is ambulatory for a physical assessment or who might use a wheeled mobility device, will take onboard the mock bus for travel training or, to observe their ability to navigate onboard public transportation.

Patrick Preusser, Executive Director of Transportation for TriMet thanked the contracted staff. Patrick announced that he has accepted an opportunity with another organization. His last day is December 29th. Sam DeSue will take on some of Patrick's responsibilities until a replacement is found. Jan thanked Patrick for his service, collaboration and cooperation.

TriMet Pedestrian Planning – Eve Nilenders, Planner I

Eve Nilenders stated that the purpose of a pedestrian plan is to partner with jurisdictions in the service district to reduce barriers to riding transit. Based on a 2011 analysis some jurisdictions were able to use the results to leverage for funding to build upon the needed infrastructure. TriMet has partnered with Alta

Planning that specializes in bicycle and pedestrian planning. Annadiana participated in a stakeholder forum in September. There will be continued public outreach in the Fall and Winter. There is an online survey available that takes about three minutes to complete. Dr. Skelton asked if they want general public to comment on the survey. Eve said yes. There will be a virtual open house coming with an interactive map. They hope to wrap up in June. Some of the surveys show that 90 percent of transit riders walk to transit. One of the challenges is that TriMet doesn't own many of the right of ways even though we might operate in it. There is a city within the service district that passed a \$20 million bond for transportation projects with a large pedestrian safety focus. They are now asking for help to spend those funds. The ultimate outcome will be a list of projects that are based on the priorities that have been identified with the greatest impact on the ability to walk or roll to transit, from the vision zero perspective that one death is too many because pedestrian fatalities are rising per capita. Those deaths occur near transit stops and seniors, youth, and people with low incomes are more likely to depend on transit. It's important to identify locations with the greatest potential for increased ridership.

Discusson

Dave Daley commented that he was surprised to find out that enforcement actions goes to the court system and asked how that could change so that it goes back into enforcement because pedestrian fatalities are directly related to enforcement of red light and speed laws.

Autumn Shafer asked how the community can get involved with this project because she worked with Vision Zero on the Pedestrian Safety Action Coalition. She also asked about how to get involved in the ad hoc committees. Eve said that she was happy to talk to her about getting involved with the Pedestrian Plan project. Right now they want to encourage people to take the survey.

Adjournment

Annadiana moved to adjourn, to which Zoe seconded and Jan officially adjourned at 12:00 p.m.