

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION  
World Trade Center, 25 SW Salmon  
January 17, 2018  
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:** Trish Baker, Lori Bauman, Jan Campbell, Leon Chavarria, Deidre Hall, Diana Keever, Adam Kriss, Arnold Panitch, Jerry Pattee, Zoe Presson, Claudia Robertson, Chris Walker

**TriMet Staff Present:** Lt. Rachel Andrew, Eileen Collins, Michael Dohn, Doug Kelsey, Jennifer Koozer, Kathy Miller, Margo Moore, Patrick Preusser, Jesse Stemmler, Nancy Young-Oliver, Michael Younger

**First Transit Staff:** Damon Blocker, Ricardo Boulware, Ples Bruce, Jennea Jones, John Joseph, Michael Marre, Ben Sawyer, Paul Silva, Blake Vaughan

**Visitors:** David Bouchard, David Gallup, Melora Golden, Joanne Johnson, Chris Maher, Carolyn Patrick, Ben Pollack, Bill Womack, Kathryn Woods

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Jan Campbell, CAT Chair, called the meeting to order at 9:00 am.

**Approval of the Minutes.** The CAT passed a motion to approve the meeting minutes for November 15, 2017 with the following corrections: 1) in paragraph 3 on page 6, change “send in the middle of the platform” to “wait in the middle of the platform” and 2) in paragraph 5 on the same page, change “vehicle” to “vehicles.”

**Announcements from Chair**

- Elaine Wells, Executive Director, Ride Connection, is retiring in June.

**Staff Comments**

- Kathy Miller, Manager, LIFT Eligibility and Community Relations, reported:

- CAT membership recruitment for terms beginning July 1, 2018 will begin in March. There will be a total of seven positions available and current members will have the opportunity to reapply as desired.
  - CAT members are invited to an informal reception for the final candidate for the General Manager position beginning at 8 am prior to the meeting of the Board of Directors on January 24. At 9 am, there will be a brief question and answer period with the candidate which will require advance registration. The meeting is in the Plaza Conference Room at the World Trade Center.
  - The CAT will recognize the efforts of Neil McFarlane, General Manager, who is retiring on February 21. Members of the Executive Committee will present Neil with a plaque from the committee at approximately 10 am.
- Patrick Preusser, Executive Director, Transportation, reviewed the plans for covering the workload for the ADA Compliance Administrator position with the departure of Dion Graham. There are three titles to the ADA. Dani Tamcsin, Deputy General Counsel, handles the Title 1 employment issues and also the Title 2 process for ADA grievances. Kathy Miller will handle the Title 2 process for requesting reasonable modifications. Staff is working to streamline the processes for these requests and update the website. Steve Witter, Executive Director, Capital Projects, will handle the Title 3 process which addresses building and construction.

### **Board Member Comments**

- Lori Bauman, Board Member and CAT Representative, provided a brief overview of the process for selecting the new General Manager. She said all of the Board members participated in the process.

### **Discussion**

Jan asked if a representative could continue to attend the CAT Executive Committee meetings to address ADA issues. Patrick responded that staff could attend as required. He added that there would be greater participation in CAT's activities from other areas about mid-year as more staff become available.

Adam Kriss asked who would be attending the CAT meetings in Dion's place. Patrick said that Kathy would be retiring and that her replacement would be providing support to the CAT and handling the reasonable modification process. Her position will be the primary contact for ADA issues and other staff can assist as needed.

Margo Moore, Director, ATP, added that Michael Younger, Assistant Manager, LIFT Service Delivery, has also worked in fixed route service and would be able to respond and/or follow-up on questions regarding fixed route issues.

Claudia Robertson asked that staff provide a list the staff contacts for the ADA questions. She said that the CAT has always had staff support from those who are very knowledgeable on the ADA and would like to have someone available who can answer questions, particularly any questions from the audience.

Arnold Panitch commented that it would be helpful to have a representative from the Training Department.

Trish Baker asked if CAT members would have an opportunity to participate in the interview process for Kathy's replacement. Margo responded that she would reach out to some of the CAT members to converse with final candidates.

**Follow-up Items:** 1) Patrick will follow-up with Harry Saporta, Executive Director, Safety and Security, to identify additional staff to attend CAT meetings to respond to training and fixed route issues. 2) Staff will provided CAT members a list of staff assigned ADA responsibilities.

## **Public Comment**

David Bouchard, Intern with OPAL Environmental Justice, and working with Bus Riders Unite, urged TriMet to find a full-time replacement for the ADA Administrator position who was experienced in dealing with accessibility issues. He added that the accessibility work is important and benefits from a robust staff dedicated to the effort.

## **Transit Police Report – Lt. Rachel Andrew**

Lt. Andrew provided an update on Transit police activities and reported that the recent holiday activities in November and December, including Phil Knight's basketball tournament, had gone well. Increased missions on the transit system on the weekends also helped holiday shoppers feel safe on the system.

Lt. Andrew also reported:

- Transit police will continue to do weekend missions in more targeted areas to make the best use of resources.
- Efforts are underway to continue to help TriMet with camp clean-ups and efforts to alleviate future problems around TriMet facilities.

- Transit police continue to participate in new bus operator training to help prepare them for encounters with customers who may be displeased, upset, aggressive, etc., with the goal of reducing operator assaults. TriMet is also evaluating the use of protective shields around the operator seat area.

## **Discussion**

CAT members asked on which buses/bus lines the barriers were in use. Doug Kelsey, Chief Operating Officer, said that the barriers have been evaluated on Line 4 as well as other lines on the system. Staff has reached an agreement with the operators and the barriers will be included on new bus orders going forward. Other buses will be retrofitted but it will take several years to complete the project.

Doug said that the barrier provides another safety/security tool for the operators to use and yet still provides the flexibility to have a positive customer satisfaction presence.

Jan said that she had ridden on a bus with one installed and it does take a little longer for the operator to get in and out of the seating area. Doug agreed and said there will be an adjustment period for the operators but they are being used in other systems and are well accepted by the operators once the transition has been made.

Arnold asked Lt. Andrew about verifying Hop card fares. She replied that she has a Hop card reader which indicates the last time the rider tapped the card, the location and whether or not a valid fare has been paid. She added that customers are still being educated about the need to tap each time they board the vehicle.

There was discussion about the current status of the fare citation. Lori commented that there would be a first reading of a new ordinance at the January Board meeting that will reduce the initial penalty and provide a community service option if a citation is issued.

## **FY19 Budget Process – Michael Dohn, Senior Financial Analyst III, Budget and Forecasting; Nancy Young-Oliver, Director, Budgets and Grants**

Nancy Young-Oliver reviewed the timeline for the FY19 budget process. The budget is currently in the review and decision phase. The proposed budget will be released to the Board of Directors in mid-March with public hearings to follow. The final budget will then be presented to the Board for adoption.

Michael Dohn reviewed the status of the CAT's FY18 budget priorities. Highlights of the presentation included:

- LIFT has purchased 15 vehicles to replace the minivans and will be placed into service this month. There is also a new contract for 25 replacement vehicles and five expansion vehicles to be procured before the end of the fiscal year. FY19 includes the purchase of 42 replacement buses and five expansion vehicles.
- TriMet added 3.4 percent additional service in FY18 and expects to increase service by 4.7 percent in FY19.
- LIFT is working on the implementation schedule for an IVR system that will give the program the ability to improve customer notifications. The plan is that it will be place in late summer, early fall.
- TriMet Customer Service has expanded its hours from 8:30 am to 4:30 pm Monday-Friday, to 7:30 am to 5:30 pm daily.
- The fixed route operator recertification program and performance monitoring system continues.
- In January, 2018, staff began a review of customer information which will continue through the fall. Braille, raised lettering and tactile maps are on hold at this time. The size of bus schedule displays have been increased.
- Staff will continue to work with the CAT on the accessibility features of the new Type 6 MAX vehicles.
- The FY18 budget included addition 15 new positions for increased fare enforcement.
- Wayfinding improvements have been completed at two Orange Line stations and Transit Trackers displays have been added or upgrade at four station with more scheduled for FY18.
- Consideration is being given to increasing staffing levels in the FY19 budget for cleaning fixed route vehicles.

## **Discussion**

CAT members made the following comments:

- The Transit Tracker screens can be difficult to see for those with vision problems and also very reflective.
- Would like to see the blue bus stop poles be installed at all stops.
- Lighting is very poor at some stop locations (i.e., stops near City Hall for Lines 6 and 58).

The CAT agreed that the list of priorities should remain the same for FY19.

**Action Taken:** Adam Kriss made a motion to adopt the priorities as presented for FY19. Trish Baker seconded the motion and it passed.

## **Public Comment**

Kathryn Woods asked if the hours of operation for LIFT Customer Service would also increase. Margo Moore responded that the change had been made for fixed route service only.

David Bouchard expressed concern that the recommendation for more Braille signage was on hold. He urged staff to reconsider.

Melora Golden also asked why the work hadn't moved forward.

It was agreed that staff would arrange for an update on the review of customer information at a future CAT meeting.

## **FY19 Service Plan - Kerry Ayres-Palanuk, Director, Policy and Planning**

Kerry reviewed the FY19 Service Proposal. Staff is in the process of completing public outreach and the final proposal will go to the Board of Directors in March for the first reading and in April for the second reading and adoption.

Service improvements will take place in September 2018 and March 2019.

Proposed improvements include:

- All night service on Lines 20 and 57 and to the Portland International Airport
- Frequency improvements on Lines 20, 73 and 81
- Increased span of service on Lines 61, 64, 66, 68 to OHSU
- Midday service to Line 96
- Route change or extension to Lines 79, 24
- Line 79-Clackamas/Oregon City will include new service on Webster
- Line 4 Division/Fessenden will be divided into two lines
- Line 24-Fremont extension to NW Portland and Goose Hollow

## Discussion

Jan asked if the LIFT service would also provide service all night along the Line 20 route. Margo said that it would and that LIFT has made the appropriate changes to its service area.

Trish Baker asked if the proposed changes to Line 24 would result in any changes to Lines 15 and 77. Kerry said they would not.

Arnold asked about the Line 4 and transferring downtown to travel north. Kerry said that the Line 4 is a very long line and one of the lines with the lowest on-time performance. By splitting the line, staff hopes to improve the performance and the transfer times should be very short.

Claudia commented on the challenges on Lines 19 and 12 and connecting to travel to North Portland. She asked if the Division Project goes forward if the Line 4 would travel from the mall to North Portland.

Kerry said that the Line 4/Fessenden will run from St. Johns, on its current route, into downtown, and probably turn around at Columbia/Jefferson. The Division Line would run from Gresham to downtown and then to Union Station and turn around. She added that service plans have not yet been developed for the future Division Project.

Claudia also asked if the Line 73 would be extended to Clackamas Town Center and commented on the numerous transfers involved for riders in the East Portland area. She shared concerns that riders on the East side feel that every time service changes occur, they result in more difficult routing in that area.

Claudia asked if the LIFT service boundaries would be impacted by the proposed service plan. Kerry said that staff has reviewed and it doesn't appear that there will be changes to the LIFT service boundary though it may change some of the hours of service.

Adam asked about the routes and frequency to the airport on Lines 20 and 57. Kerry reviewed the routes and said that it is expected the service would be about every hour. She added that there would also be one more additional trip on the Red Line. Additional trips cannot be added to the Red Line in the late evening/early morning due to the need for time to perform maintenance on the rail system.

Chris Walker commented on the lack of service within the Forest Grove area, particularly for service after 6 pm. Claudia said she would provide Chris with some information on other services.

## **Public Comment**

Kathryn Woods said that the issues with LIFT service in Forest Grove are most likely associated with the ADA boundary requirements. She added that dividing the longer routes on fixed route might be beneficial for both the operators and customers.

David Bouchard expressed appreciation for the all night service on Lines 20 and 57 to the airport. He suggested that TriMet market this service so others will know they have more options for late service along those routes. He also asked that TriMet consider extending this type of service to the Division and/or Powell areas.

Kerry said that when TriMet was considering the route, it wanted to make the connection with the Line 20 since it will be all night service as well. She added that the agency hopes to provide more “owl” service in the future.

Ben Pollack, Bus Riders Unite, reported that they had been contacted by some TriMet riders who use Line 4 from Southeast Portland to St. Johns to commute to work and were concerned about the no. transfers that would be involved with new routing.

## **LIFT Operator Training Review – John Joseph, General Manager, Region 3, First Transit; Jennea Jones, Safety Manager, Region 3, First Transit**

John Joseph and Jennea Jones reviewed First Transit’s LIFT Operator Training Program. The entire training program takes approximately 120 hours.

Some of the topics included in the classroom training are:

- Review of First Transit and TriMet policies
- Drug and alcohol testing procedures
- OSHA policies
- ADA requirements
- First Transit Employee Handbook
- TriMet LIFT Operator’s Guide
- TriMet LIFT Rider’s Guide
- First Transit Emergency Management process



- Customer Service and Sensitivity Awareness
- Smith Driving System
- On the Road Training
- Securement System

Once the student successfully completes the classroom training and has obtained a Commercial Driver's License, the student advances to the Behind-The-Wheel Training program. This training includes:

- Part 1 - Training on a closed course such as a park and ride location,
- Part 2 - Control course road work with an instructor (no passengers),
- Part 3 - Cadet training in revenue service accompanied by an instructor, and
- Part 4 - Student is assigned a training route with a reduced system speed to allow them to build experience in keeping the route on time.

When an operator is successfully providing revenue service, there is a follow-up at 30, 60, and 90 day intervals. John encouraged LIFT customers to continue to make reports to Customer Service because they also serve as a tool to identify the need for additional training.

## **Discussion**

Adam asked for further clarification on assigning new operators to a training route with reduced system speed. John responded that the slower route indicates to Dispatch that the operator is new and so fewer additions may be made to the route throughout the day. The slower routes should be transparent to the customers.

Claudia asked about the sensitivity training and if operators complete any exercises to simulate different disabilities such as vision and/or hearing loss, using a mobility device or aid, etc. John said that they do complete these types of exercises.

Trish asked how operators are trained to compensate for rough roads, speed bumps, pot holes, etc. John responded that operators are instructed to adjust their speeds as best they can based on road conditions.

Arnold commented that on a recent ride on Portland Streetcar, a LIFT vehicle blocked the track and the Streetcar had to wait for the operator to return to the vehicle. Arnold also complimented the LIFT operators on the service they have provided on the field trips taken by CAT members.

Deidre Hall suggested that CAT members participate as guest speakers in the customer service section of the training on sensitivity to serving customers with disabilities.

Diana Keever related her experiences with making reservations and said that sometimes she's asked if there's someone else that can speak for her with the reservationist because they are unable to understand her. She would like to work with staff on how to improve communications in those situations. John and Deidre agreed that they would discuss how to include this in the training.

Jan reported that an operator had recently commented on her disability in an inappropriate manner. She would like to have the training include instruction address those types of communications as well.

Jan said she rides LIFT daily and that operators should be trained to greet the customers as they board the bus as part of the customer service process. Some operators say nothing to the customers including while securing their mobility devices. She added that operators should also acknowledge when a customer's shows the monthly so that the customer knows it has been seen.

Trish Baker commented that operators need to understand that there is a wide variety of disabilities. Some customers may require assistance with fastening their seat belts while others are capable of doing it themselves. She finds it offensive if she's offered assistance when she's able to complete the task herself.

## **Public Comment**

David Bouchard asked about the trip scheduling and routing process. He also suggested that the disability awareness training be expanded and include ongoing training to adequately discuss the variety of disabilities.

John responded that the only option for operators is to slow the system speed. Staff is unable to control who is assigned to route or the direction of the route. Operators are trained to contact Dispatch if the encounter any other issues while in service.

Jan commented that in the late nineties, CAT members would accompany operators on training routes and assisted with providing disability awareness training in-person. John said he would review that aspect of the training with Deidre.

Ricardo commented that First Transit staff work closely to enhance the customer experience and immediately address customer concerns and share that information with the regions. He also wants to address any issues with the call-taking process immediately. He assured the committee that staff is dedicated to making sure every customer experience is satisfactory and supports the system.

**Follow-up Items:** 1) Deidre will work with John to identify additional opportunities for CAT members to participate in disability awareness and sensitivity training for LIFT operators. 2) Staff will consider how to improve operator communications with LIFT riders while on the bus.

## **LIFT Update – Eileen Collins, Manager, LIFT Service Delivery**

### **LIFT No-Pay Policy**

Eileen reviewed a draft of the proposed LIFT Fare Policy which was reviewed by a group of the CAT members in November.

Currently customers do not have the ability to pay for rides provided by cabs on the vehicle. Customers are instead asked to submit those fares by mail to LIFT. About 98 percent of cab fares go unpaid. That amount has been reduced to about 60 percent currently due to some recent collection efforts over the last year. For fares paid onboard the bus, the no-pay rate is about two percent.

The goal was to develop a fare policy that would address potential modes of service provided by LIFT. It is also important to have a policy in place that will be relevant once LIFT transitions to the Hop Card in the near future.

The policy includes the following:

- Unpaid fares of \$7.50 or greater (three trips) for a calendar month will be invoiced to all riders by the last business day of the month following service. Customers will be contacted by letter and given 15 days to make the fare payment. If a customer has an expired pass or another fare instrument, they may submit those to LIFT to pay the fares.
- If the customer does not submit fare payment within 15 days, the suspension of service policy will begin:
  - First offense (of three or more no pays) in a calendar month: 7 day service suspension

- Second offense (of three or more no pays) in a calendar month: 14 day service suspension
- Subsequent offenses (of three or more no pays) in three consecutive calendar months: 30 day service suspension.

If a service suspension occurs, the rider's account will be reset to zero at the end of the suspension period and any outstanding fares owed will be discharged.

Eileen stated that TriMet's Legal staff have reviewed and approved the policy.

## **Discussion**

Trish asked if this was a new policy. Eileen responded that it is a clarification as LIFT has always had the ability to suspend service for a pattern of behavior that is inconsistent with its policies. It has rarely been enforced because it happens infrequently on the buses and there was no mechanism for the collection of the fare for service provided by cabs. The *LIFT Rider's Guide* has always included the instruction for customers to send in their cab fares but the processes weren't for handling those fares weren't clearly defined.

Trish asked when the Hop Card system for LIFT would be in operation. Kathy responded that the goal was June 2018.

Adam questioned the equity of the policy in that some fixed route customers, particularly on MAX, ride all the time and never pay. Eileen said that TriMet's fare ordinance requires payment for all modes of transportation and staff have tried to make the policy as non-punitive as possible. There's no citation issued but the goal is to collect the fare.

Adam asked about the suspension process and how it works on MAX or the fixed route bus.

Lori Bauman commented that there is a fare inspection process on fixed route and the Board has an initiative in the current budget to increase the number of inspectors and fare collection on MAX. She added that TriMet has equity oriented programs to ensure that customers can afford the fare including a new low-income fare program which will go into effect later this year. TriMet also provides many thousands of dollars' worth of passes to social service agencies so there are many programs to address the affordability of paying the fare.

Claudia asked if there was a target set for the collection of unpaid fares. Eileen responded that a target has not yet been set. As more technological tools are put in place, staff will work towards setting a goal.

**Action Taken:** Claudia Robertson made a motion the CAT accept and approve the LIFT Fare Policy as presented. Trish Baker seconded the motion and it passed with one abstention (Adam Kriss).

## **LIFT Operations Report – November and December 2017**

Highlights of the report included:

### November Results

- Average weekday ridership decreased 1.7% compared to the previous year but rides per hour have increased.
- Total monthly ridership decreased 1.3 percent compared to last year. Average monthly ridership decreased 1.3 percent.
- No-Shows decreased 0.1 percent and cancellations increased 0.7 percent.
- Rides per hour increased 2.3 percent compared to November 2016.
- Call answer rate was 93.6 percent for September that was an increase of 7.2 percent over last year.
- On-time performance for pickups of 90.9 percent was 0.2 percent lower than the prior year.
- The complaint rate decreased 14 percent for November and 10 percent for December.
- Commendations increased 34 percent in November and almost 30 percent for December.

### December Results

- Average weekday ridership increased 14.2 percent compared to the previous year.
- Total monthly ridership represents a 9.1 increase compared to last year.
- No-Show is unchanged from last year and cancellations increased by 0.6 percent.
- Rides per hour increased 8.6 percent compared to the previous year.
- On-time performance for pick-ups of 90.1 percent was 1.8 percent higher than December 2016.
- Complaint and commendation rates decreased by 10.4 percent and 29.9 percent respectively.

*Note: December statistics are inflated due to the comparisons with six days of inclement weather in 2016 which significantly affected ridership growth and other statistics.*

Eileen reported that LIFT had been given the opportunity to transport third-grade students from St. Agatha's Catholic School to the Providence Center to read to a group of medically fragile children. The students were provided with disability awareness and empathy training as well training on using the transit system.

### **Public Comment**

David Bouchard commented on the possibility of equity issues on the LIFT Fare Policy from the standpoint that LIFT customers may have no other options for transportation and also be those who can afford the service the least. He suggested that any outreach be intentional in providing opportunities to see fare assistance. He believes that suspension should be an absolute last resort.

### **Adjournment**

The meeting adjourned at 12 pm.