

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
World Trade Center, 25 SW Salmon
March 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: Trish Baker, Jan Campbell, Leon Chavarria, Deidre Hall, Annadiana Johnson, Diana Keever, Patricia Kepler, Adam Kriss, Arnold Panitch, Zoe Presson, Claudia Robertson, and Dr. Ryan Skelton

TriMet Staff Present: Lt. Rachel Andrew, Jon Bell, Max Calder, Eileen Collins, Cindi Deibert, Jennifer Koozer, Leonard Lamberth, Alan Lehto, Josh Mahar, Carol Mayer-Reed, Margo Moore, JC Vannatta, Vanessa Vissar, Shanice Williams

First Transit Staff: Blake Vaughn, John Joseph

Visitors: John Garland (RideConnection), Kris Meagher, Lee Sutter, Chris Walker, Kathryn Wood

Jan Campbell, CAT Chair, called the meeting to order at 9:00 am and welcomed operators, staff and other visitors. She noted that there was a lot of information in the meeting packet. She asked for a motion to approve the minutes.

Approval of the Minutes: Trish Baker made a motion to approve the minutes as written. Annadiana Johnson provided a second. Jan Campbell inquired about discussion and requested a vote. The minutes were approved.

Announcements from the Chair

- Jan spoke on a panel for a mobility conference held at Portland State University on March 11, 2019. She received a lot of good resources and new contacts. It focused on technology in regards to the low vision and blind communities.
- Patricia Kepler mentioned she is working in conjunction with Metro and the Oregon Zoo/Parks and Nature ADA transition plans. Looking at facilities to start with, and moving into programs as well. The Active Transportation

Summit will occur April 24 – 26, 2019. Details are available at <https://www.thestreettrust.org/events/2019/active-transportation-summit>. Claudia Robertson noted that Metro has a new transportation committee.

Staff Comments – Max Calder

Max announced Rebecca Miller is in a new position as Washington County Area Agency on Aging director.

The nominating committee for FY 2020 Membership Selection and Chair Designation is composed of Anna Johnson, Claudia Robertson, Zoe Presson, Adam Kriss, Diana Keever and Arnold Panitch. The committee will select qualified applicants for Fiscal Year 2020, and recommend an individual for Office of Chair. Members up for re-selection include Trish Baker, Jan Campbell, Leon Chavarria, Deidre Hall, and Patricia Kepler.

Transit Police Report – Lt. Rachel Andrew

Lt. Andrew mentioned undercover missions are continuing in Gateway, 82nd Avenue, and Powell. Businesses and rail are being highlighted while conducting surveillance missions to target unsavory conduct. The Greyhound bus area and Beaverton Transit Center are being focused on for targeting areas in which customers feel uncomfortable riding MAX.

Bus Operator safety is a first priority and assaults have recently gone up. This is a focal point for enforcement and prevention. Investigative efforts into solving the crimes, while supporting the bus operator is a primary concern.

The current K-9 sergeant is retiring, and the replacement is currently going through a 12-week training program. The new sergeant and supervisor will be returning in May, and staff is looking forward to the new change. There should not be any changes in deployment.

Spring Break is the week of March 25th for Oregon, and the week of April 1st for Washington. Missions are planned to curb any potential issues. Lt. Andrew confirmed they are working with School Resource Officers to facilitate the reinforcement of positive behavior.

Public Comment

Kathryn Woods stated that she has given two complaints regarding LIFT service, and has not received any communication regarding resolutions. She has noticed

a decline in operators announcing themselves over the last six months. Dispatch and customer service have declined due to the robotic nature of conversation.

SW Corridor Update – Jennifer Koozer, Manger Community Affairs

Jennifer Koozer introduced Josh Mahar and Carol Mayer-Reed. Josh is coordinating the Marquam Hill connection for the SW Corridor project. Carol is working in conjunction with the SW Corridor Light Rail project.

This project is planning the construction of MAX expansion from downtown Portland along the Barbur corridor to Bridgeport Village in Tualatin. Jennifer proposed an ad hoc subcommittee to talk in depth about the Marquam Hill connector. Focus for the project will include supporting equal and affordable access to jobs, education, housing and recreation.

This project is a partnership of TriMet, Metro, and the jurisdictions light rail would be running through. Metro has been leading the planning process, and TriMet is taking the lead for design, construction and operation of the line.

There will be a potential regional funding vote in November 2020. If funding goes as planned construction would start in 2022, with service beginning in 2027.

Jennifer stated it is proposed for light rail to leave downtown on a new bridge paralleling Fourth Ave, which eventually turns into Barbur Blvd. Light rail will be located in the middle of the street with two lanes of traffic in each direction. South of Barbur Transit Center it would have its own right-of-way through to Tigard Triangle, which is bounded by I5, 217 and Hwy 99W. It would run parallel to the railroad tracks down to Bridgeport Village in Tualatin.

The station located at Barbur and Gibbs is very close to Marquam Hill. Currently it is not a well improved pathway to OHSU and the Marquam Hill facilities. TriMet wants to make this an accessible path of travel. Ridership modeling predicts there would be about 10,000 daily trips using the connector to get to the Marquam Hill facilities. The Green Ribbon Committee is made up of design professionals, city council staff, and TriMet's General Manager, Doug Kelsey to make recommendations about what type of connector the design team continues with.

Carol Mayer-Reed mentioned that it will be important to sensitive to the hillside while working with the important connector. The challenge is trying to look at the many types of users, while working with the topography of the forested hillside. TriMet will be working with civil engineers and architects to look at the various

options that could include elevated walkways, elevators, tunnels or funiculars. It is of the utmost importance to be ADA compliant and to be as barrier free as possible.

Jennifer stated there should be a decision made by the project steering committee by mid-May for the light rail project, and which type of connector to do more design work on. There is an online survey asking for feedback regarding the goals of the project. www.trimet.org/swcorridor. The Green Ribbon Committee will be meeting prior to the mid-May steering committee meeting.

Discussion

Jan acknowledged there will be an ad hoc committee regarding Marquam Hill to go over options in more detail.

Business Plan Update – Alan Lehto, Director Business Planning

Alan Lehto reminded CAT the business plan is a strategic plan for TriMet as an agency as a whole. The vision is that TriMet will be the leader in delivering convenient, sustainable and integrated mobility options necessary for our region to be one of the world's top 25 most livable places.

The mission is to connect people with valued mobility options that are convenient, reliable, and welcoming for all. It is not just transit, but about how people connect with transit whether they walk, roll, or take another conveyance. “Welcoming for all” is specifically intended to include accessibility, and how TriMet meets the needs for all kinds of mobility.

The values include safety, inclusivity, equity, community, and teamwork. Safety is a value that underlies everything.

Alan stated Margo Moore is working on her business plan which targets the specific needs of her department to work in conjunction with the overall TriMet business plan.

A goal for core transit services is to meet the needs of most of TriMet's customers, seniors and persons with disabilities on fixed route and LIFT paratransit service.

Strategic priorities include enhancing customer experiences and transportation, improving travel times, reducing carbon emissions, meeting the needs of regional transportation, improving internal processes to increase efficacy at meeting customers' needs, and utilizing TriMet's assets to make sure we are doing the

best we can. These are all long term priorities to help inform the business plan and budget.

Points of emphasis specific to FY 2020 include HB2017 expansion and increasing service with Keep Oregon Moving funding, which is paying for the change in cost for the low income fare program.

A specific focus will be on advancing mobility for those with limited options. This is intended to include people with a range of abilities both in terms of physical and mental abilities in regards to LIFT paratransit. LIFT paratransit service has a 91 percent satisfaction from a recently completed survey, and is transitioning to the HOP fast pass cards. Key strategic actions include flexibility of services and tools for LIFT paratransit, and implementing a pilot project for demand responsive service for seniors and persons with disabilities.

Discussion

Jan inquired if there is anybody representing people with disabilities and seniors on the executive team. Alan replied that the business plan represents results from employee surveys, public meetings, and the executive team.

Dr. Ryan Skelton mentioned that some people that read the business plan may not understand the language that is being utilized in regards to disabilities. Alan stated the language is clear in the business plan that that addresses this objective. It is specific to seniors and persons with disabilities.

Claudia noted she would like to see the business plan and STF take a more proactive and inclusionary approach to LIFT and ATP programs. Alan responded he would take that back to the business plan, and TriMet is working on the process here. Jan agreed with Claudia, and commended Alan for including LIFT in the business plan.

Deidre Hall requested having the words accessible or accessibility in the mission statement. Leon Chavarria-Aguilar agreed it would be helpful to have more specific verbiage.

Dave Daly stated there have been a growing problem with seniors being able to access fixed route because they are not ADA eligible, and live too far away from bus stops. He is hoping for there to be analysis regarding this community to identify options. Margo replied that it is a part of the LIFT strategic plan, and thanked him for his feedback.

Special Transportation Fund Advisory Committee (STFAC) – Vanessa Vissar, Senior Planner

Vanessa Vissar noted the Special Transportation Fund (STF) includes a 27 member advisory committee (including 9 CAT members). Three different fund are currently available.

The STF formula funds include the state cigarette tax as well as general fund from the state. ODOT estimated 8.5 million would be available for the region, but there could be a potential 40 percent reduction to this funding due to the possibility that the funding did not make it into the Governor's draft budget. This funding is eligible for capital and operations for transportation service for seniors and people with disabilities.

The second funding source is Section 5310, which is through the FTA's enhanced mobility of seniors and individuals with disabilities. This funding is also available for FY 20 and 21. There is about 7.4 million available for seniors and people with disabilities.

Solicitation and awards processes have been wrapped up. TriMet LIFT will receive about 3.2 million of those funds. Ride Connection and the providers they manage will get about 11.8 million.

Discussion

Dr. Skelton asked what the plans are if there are cuts to the funding. Vanessa replied the STFAC decided to first focus on the estimate. There is an upcoming meeting to discuss possible cuts and what the best approach would be.

LIFT Operations Report January and LIFT Hop Card, Eileen Collins, Manager LIFT Service Delivery

Eileen Collins reported a decline in LIFT ridership in January due to the Work Force Innovation and Opportunity Act that caused worksite closures to decentralize their operations and provide opportunities for people with intellectual and developmental disabilities in the community. It is taking some time for the community organizations to develop work opportunities with brokerages and providers in the state.

The first mailing of LIFT photo ID HOP cards are being mailed out in March. The first batch will be about 150 customers, but subsequent mailings will be up to 500

per month. If a customer wants their LIFT HOP card prior to their scheduled release, they just need to contact LIFT to have it sent out.

LIFT partnered with TriMet's video production to make 30 to 60 second spots regarding HOP. The clips will explain how to use their HOP card in various transportation options. The videos will be posted on the LIFT and HOP websites. <https://trimet.org/lift/usinghop.htm>

Eileen mentioned a couple of great ideas came from the ad hoc committee. An 8 ½ x 11 flyer that indicates how HOP will work and get more information have been distributed to the TriMet Ticket Office, LIFT operators, and Eligibility Coordinators at the TriMet Mobility Center. Posters will be onboard vehicles to inform customers about HOP for LIFT customers. TriMet customer service will be operating the HOP card call center, and will be also fielding the LIFT HOP card questions. Deidre Hall will be doing sensitivity training with the support team in order to better serve our customers.

Discussion

Patricia mentioned that some visually impaired LIFT customers have been confused about receiving letters regarding LIFT fare due to being sent cabs. This had not been a practice done in the past. Eileen stated that LIFT has always required customers that receive a trip by cab to send in their fare (or proof of fare). CAT approved LIFT's fare policy last year, and invoices started being sent in January 2018.

Patricia asked if LIFT HOP cards will remedy the cab no pay because fares will be available on line. Eileen replied that the first group of people receiving LIFT HOP cards are high frequency cab riders, and if they choose to use the HOP card they can utilize the fare capping benefits. When booking a trip a customer will notify reservations that they are paying with HOP, when their trip is completed their HOP card would be charged. This will alleviate customers having to send in fare after the fact.

Trish inquired if the LIFT fare is accepted on the tram. Eileen reported the tram is part of the fare-sharing relationship. C-Tran, Portland Streetcar, and TriMet are involved in the HOP program. Jan mentioned that LIFT's paper passes are currently accepted as fare, but it is not consistently accepted when utilizing the LIFT HOP pass. Eileen stated she will get back to CAT with a definite answer at the next meeting.

Dr. Skelton asked for clarification regarding customers paying for fares when being dispatched a cab for transport. Eileen stated that customers are responsible for paying \$2.50 LIFT fare regardless of the mode of transportation that is dispatched for the ride.

Claudia brought up that some LIFT customers are unable to access the internet for HOP information. She requested assurance that the information is available in multiple formats on-line and otherwise to avoid confusion. Eileen affirmed there is a 12-page instructional booklet with photos that is sent with the LIFT HOP card, and it will walk a customer through the necessary steps to be successful utilizing HOP. There will be two temporary outreach teams specifically targeting HOP outreach for LIFT through FY 20. Their job will be to reach out to care homes, worksites and county providers to answer questions. Max mentioned it will become part of the recertification process, and customers will have a one-on-one with their eligibility coordinator to ask any questions. Eileen added there is a possibility of having a HOP validator installed at the Mobility Center so customers that utilize fixed route will understand how to tap at the columns.

Kathryn asked if it will be necessary to have both a LIFT HOP card a HOP card for fixed route. Eileen replied the LIFT HOP card will be the sole card necessary. It will be able to differentiate between fixed route Honored Citizen fares and LIFT fare. It will cap out fixed route fare and LIFT fare separately so there will be no more than \$74 a month in total trips.

Eileen suggested having another ad hoc meeting to discuss LIFT HOP further. Jan agreed.

LIFT Customer Experience – Tyler Snyder, Customer Information Manager

Tyler Snyder introduced himself, and announced as Customer Information Manager he is responsible for service alert information, static information regarding schedules, wayfinding signage, and regulatory signage in the system.

If there is a major service alert in regards to LIFT Paratransit Margo reaches out to the department, and it gets posted on the website which explains the service issue. The call in number 238-RIDE gets updated as well. The media receives updates through Roberta Altstadt.

Discussion

Jan inquired what time the media is notified regarding LIFT ride cancellations. Tyler responded that it can depend on the weather event. Margo stated LIFT is a

little different due to travelling in more residential areas that can be more difficult to travel.

Patricia mentioned during one of the snow events PCC shut down, and she had called in to cancel her ride but the phone lines were down and was on hold for over an hour. She contacted Max via e-mail, and her LIFT ride showed up for a location that was closed. She stated concern regarding LIFT taking customers to locations that had been publicly stated they were closed. Margo replied the process is situational, and weather can vary throughout the service area which can make reducing service levels very difficult. Anytime there is reduced service Kim Keenan is contacted to update the IVR message for any closure information. LIFT is currently working on updating the IVR system to notify customers when their ride has been cancelled.

Dr. Skelton asked what happens to LIFT customers that were taken to a destination in the morning, but a weather event occurs midday that cancels rides. Eileen affirmed that LIFT has a no strand policy which means if LIFT takes a customer somewhere, that LIFT will get them home. Tyler stated fixed route customers should check www.trimet.org/alerts to use the Transit Tracker for the most current information during an event.

Adjournment

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