

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION  
July 19, 2017  
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**

Attendees: Lori Bauman, Jan Campbell, Deidre Hall, Arnold Panitch, Zoe Presson, Claudia Robertson, Chris Walker, Patricia Kepler, Jerry Pattee, and Adam Kriss

Excused: Trish Baker, Diana Keever, Monica Salgren, Paul Pappas

TriMet Staff: Dion Graham, Margo Moore, Eileen Collins, Carl Green, Jesse Stemmler, Doug Kelsey

First Transit Staff: Jon Joseph, Ricardo Boulware, Ken Brown, Damon Blocker, Ben Sawyer, Raul Silva, Mike Esnault

Guests: Lt. Rachel Andrew (Transit Police)

After First Transit representatives introduced themselves, Eileen shared that First Transit is a service provider for LIFT service and the Central Dispatch Operation, which is a contracted service.

Jan welcomed all guests and introduced David Galat as the ADA Coordinator for the City of Portland who had just arrived and was in the audience. Jan explained to everyone that there is a time allotted for the committee discusses public comment at the beginning, as well as after each agenda item. She also shared that she intends to come out to the audience to meet folks and she would like to hear what is working and not working for them within TriMet's services.

Jan called for approval of the May 2017 minutes and Patricia said that she noticed that she had many comments in the minutes and she was not present? Dion apologized and explained that he had entered Patricia's name where it should have been Trish Bakers name, thinking that Trish was short for Patricia.

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Jan asked the committee if it would be ok to make the changes to the minutes and for Dion to share during the next Executive Committee session for approval and the next CAT meeting both May and July minutes will be done together. Patricia asked that she be allowed to address one specific item which was a motion for a nomination (page 6) and a comment about issues with her “service dog” that was attributed to her. She felt it was important that the minutes be addressed correctly since she could not have made the motion while not being present and does not have a “service dog.”

**APPROVAL OF THE AGENDA AND MEETING MINUTES.** The motion to approve the May 2017 minutes was moved to the September meeting.

### **ANNOUNCEMENTS FROM THE CHAIR.**

Jan made a comment directed towards STFAC advisory committee members, stating that on July 21<sup>st</sup> they will be meeting from 1:00p to 3:30p in council chambers regarding Ride Connections proposal to dedicate a hundred thousand towards a planning project that will create a single point of entry information and referral source that will allow consumers, mobility managers, medical and social services providers, and information and referral specialists to have access to comprehensive and complete information on regional transit, paratransit, and personal mobility services. She explained that those that are interested should plan to attend.

Margo shared that Eileen will be attending as a representative from TriMet along with someone from TriMet’s IT and also Ken Brown from First Transit. Jan shared that Paul Pappas is moving out of state to be with family so he has resigned from the committee and she suggested that we talk about replacing his position on CAT during the next Executive Committee session. Paul also participated on the SW Corridor Community Advisory Committee and Claudia was his back up and already attended the meetings so Jan suggested that she resume in his role. The CAT members agreed.

### **WRITTEN COMMUNICATIONS.**

There were no written communications.

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### **STAFF COMMENTS**

Dion thanked Jan for participating in TriMet's recent review of the transit mall bus stops for use with the Division Transit Project. He shared that her participation was valuable. Dion invited Jesse Stemmler up to discuss a special invite. Jesse shared that his role with the Division Transit Project will entail focusing on how the articulated bus will interface with existing station areas and the procurement of the buses. Jesse proposed having an ad hoc committee, consisting of CAT members, that would meet monthly with TriMet to address the needs of the disabled community and senior citizens to provide optimum accessibility with the proposed Bus Rapid Transit styled service. Jan agreed and suggested that if there are members interested in participating, they should contact Dion and the ad hoc committee. The goal will be to have a committee of members with varying disabilities. Patricia suggested that Dion send out an e-mail to members and request that they respond to the e-mail with their request to participate.

### **PUBLIC COMMENT**

Miss Kathryn Woods shared that she has three comments because two of them were given to her by another LIFT user who was unable to attend today. The first comment was in regards to the seats for the ambulatory riders of LIFT that are closest to the entrance. The commenter inquired to why there are seats with a brace on the interior aisle seats and not on the window seats. They appear to be safer for people with neck problems. The second comment refers to cash paying customers on LIFT who require a transfer for fixed route. She says that some drivers are prepared with transfers to provide them for travel on FR but many do not know that they can make and/or accept transfers from FR with a \$1.25 co-pay. Her concern is that the drivers are not trained to look in their pouches for their transfer materials.

Margo shared that Eileen was taking notes and would share with the general managers to ensure that something is included in their training. Miss Woods moved on to her personal comments, which included a June report of her rides. She said that on-time-performance and drivers attitudes have been good until about a year ago, particularly in the Call Center. This was evidenced by the wait times resulting in 17 minutes for a call that should have been answered in five. She stated that in the month of June, she took 18 rides with LIFT and nine were late resulting in 50 percent on-time performance. Two of the drivers displayed

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poor attitude. She also shared that she has experienced one major improvement, which involves her calls into the dispatch customer service and reservations. They were answered in a timely manner – mostly within 5 minutes.

Jan thanked Miss Woods for her comments and for attending the meetings regularly. Adam asked for clarification regarding the neck and seat issue. Miss Woods shared that she felt that all seats should be the same.

Jan shared that she and Patricia met with Dion and Eileen a couple of weeks ago on an issue that had to do with the Americans with Disabilities Act and felt that it was a good meeting with Dion's expertise with the ADA and Eileen's involvement with the managers. She felt that they would be able to get the involvement needed from the right sources at TriMet that can address issues that come up at CAT.

Continuing with Public Comment, Jan invited Miss Melora Golden to speak. Melora expressed concern about the new bus seats on the fixed route buses. She cannot sit in those seats nor the LIFT for long periods. Miss Golden shared that she was told that TriMet would do an ergonomic assessment on the seats, in the past, and the results would be shared with her. That did not happen. She explained that the base of the seat has a bowl shape and with her physical disabilities after being in nine car accidents, she now has twisted misalignment and myofascial pain syndrome, which affects her structure and bones. She cannot sit in the new seats. When she does, her hip injury gets completely aggravated. Melora lives in Milwaukie and the bus line that goes closest to her house has those seats 99 percent of the time. She also shared that she has had a Traumatic Brain Injury for 30 years. This causes her to have vestibular issues so it is pretty difficult for her to get around. She wanted to know what kind of process could be started to get an ergonomic assessment, as was originally offered. She said that she has spoken to Dion about this and he suggested that she send pictures of the seat and she has been meaning to do that for two months. But due to her TBI issue with the lights and the computers, she has trouble reading.

Jan thanked Miss Woods for sharing her experience and suggested that a meeting with her and TriMet and LIFT in order to hear more about her experiences.

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### **TRANSIT POLICE REPORT**

Lt. Rachel Andrew provided an update on the last couple of months activities. She started with sharing what was done in response to the unfortunate event that occurred at the 42<sup>nd</sup> Avenue platform. Transit Police have increased patrol from 12 to 30 officers during the day and from 42 to 60. They were able to sustain that level of effort for almost two months but since their resources are finite, they have to look at other opportunities. TriMet is actively reviewing the budget to find a way to increase officer presence on the system during both the day and afternoon. Lt. Rachel says that she has discussed safety on the system and things that citizens can do to protect themselves at a number of town hall meetings. She shared how citizens can now send a text to the 911 system. This could be an option for folks witnessing an event but fear making a phone call. Sending a text provides an opportunity to let the police know the circumstances and help the police to respond to the incident and the more calls to 911, whether vocal or text, the better prepared the officer will be when attempting to problem solve. Lt. Rachel suggests during town hall discussions that they should be the best witness that they can be and to always know your individual strengths that can be used as a deterrent towards someone who may become violent towards you. The first option is to find a way to remove yourself from the situation. Most citizens do not have training or tools to use in order to diffuse potentially violent situations.

### **Discussion**

Chris shared that some people may be afraid to report anything due to their disabilities and inability to move away quickly. Lt. Rachel agreed and emphasized the importance of getting to a safe place as a first priority followed by reporting the issue to 911 with a phone call or text message.

Adam asked for clarification on how to text 911 and Lt. Rachel shared that you simply text 911 to 911 just as if you were sending a message to your contacts. She also recognized that it may be a cumbersome process but it is an option if you are not comfortable calling 911.

Jan asked for clarification as to when should the citizen notify the driver of an incident. Lt. Rachel explained that on the trains, the "call-button" is audible so trying to report the issue to the driver may alarm the perpetrator and put you in harm's way. She suggested that the person wait until it is safe to do so before

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using the “call-button” and she advised to keep your safety as primary. Call 911, if you can, so they can start responding to your location.

Adam commented about the “call-button” on the trains and how it was a subject of discussion at the Portland Commission on Disability meeting. Particularly regards to the crowds on the trains, the noise in the background and the procedure for getting the drivers attention. He acknowledged having a recent discussion with Dion regarding this and asked if Dion would address the way drivers are expected to respond to the “call-button.”

Dion shared that he recalled speaking about this subject in the past and also shared the training material with CAT’s Executive Committee. He said that it is important to note that anybody can press the button at any time. Sometimes the operator cannot respond right away for safety reasons. But the important thing is that they are listening and can contact their dispatcher for assistance. If they do not respond at all, the issue should be reported to TriMet so that the incident could be investigated. Adam asked if someone was to press the button and talk, is the driver able to hear? Dion agreed. Adam and Patricia said that the call box simply rings after it is pressed and continues to ring like a phone. Patricia added that she pressed it once and it continued to ring until the train arrived at the next station and the driver disconnected it without ever answering. Dion responded that he would have to look into this and get more clarification. Jan suggested that we add the topic to the agenda for the next executive committee meeting with a follow-up discussion at the full CAT.

Lt. Andrew shared that in September, Transit Police, TriMet, and a number of local government agencies are going to be doing a full-scale exercise around Providence Park. They are asking for volunteers from the committee to participate as a citizen in the event. They would participate as members of the crowd. There will be more details shared once the exercise is drafted. She will get more details, including the date to Jan to share with the committee later.

Arnie asked if Lt. Andrew felt that the incident at the Hollywood Station reflects similar incidents that occur throughout the metropolitan area concerning crimes against people due to their race, religion, age, or disability. Lt. Andrew said that this was just an unusual event that circulated into a terrible storm of events. However, the investigation is ongoing so she is unable to provide specifics. She recommended that if folks find themselves in a similar situation, instead of intervening, try to be the best witness that you can be. Not involving yourself is

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probably the safest thing you can do. Arnie summarized Lt. Andrews's response with, "you're not seeing an uptick in picking on people who are vulnerable?" Arnie included TriMet employees in his description of "vulnerable" people. Lt. Andrew agreed and shared that she does the driver training for TriMet and there has been an increase in driver assault so the focus of the training is on de-escalation and for the driver to remain patient when folks seem to be in a heightened state. She shared that there have been an increase in assaults on drivers but it does not appear to be specific to their race; more occupational.

### **CAT REPORTS**

Jan reminded everyone that the Oregon State Transportation Conference is coming up in October and asked that Dion send out an e-mail to the members to find out who is interested in attending. There are two spots sponsored by TriMet and the goal is to send people who have not attended in the past. But everyone is welcome to put their request in. Once Dion receives the names of those that are interested, he will bring to the executive committee and the full group will make the decision on who goes.

Jan also discussed the need to fill Paul's position on the CAT. Eileen explained that she and Jan met with some riders of the system about a challenge that they were having using LIFT with their service animal, that they used voice command to control. TriMet's policy states that service animals are required to be leashed or harnessed under the handler's control. The revision of LIFT's policy will be expanded to allow for voice or signal control in order to accommodate the needs of the rider. Eileen is working with eligibility to make the change a seamless process to prevent any barriers around using service animal's onboard LIFT vehicles. The next step is to gain internal approvals followed by input from the CAT.

Eileen added information regarding the OTA Conference stating that the Paratransit Rodeo will be on Saturday, September 30<sup>th</sup> which precedes the conference, which is October 1<sup>st</sup> through the 4<sup>th</sup> in Pendleton, Oregon. She encouraged folks to come and see the amazing operators in action in the rodeo and sign up as a volunteer to assist as a judge or other duties as needed. Jan shared that there may be an issue with transportation because TriMet does not provide transportation in which Eileen replied, "we'll coordinate that." Jan said that they were hoping that they might be able to ride with Ride Connection but recognizes that they were not always able to do that so there

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have been times that they had to find their own transportation. Patricia asked if Ride Connection would be driving their own buses to the rodeo and Eileen said that they were fortunate to have a partner at the tribal transit area in Pendleton that is sponsoring the vehicles for the rodeo so they will not be transporting vehicles to the rodeo.

Jan summarized the discussion topics that will be continued during the next executive committee meeting to include the Full Scale Exercise in September, OTA Conference and Rodeo in Pendleton, and finally the Ad Hoc Committee for the Division Transit Project.

### **REPORT FROM NOMINATING COMMITTEE**

Claudia shared that the nominating committee has nominated Jan Campbell to be CAT Chairperson once again. She made a motion, while representing the committee, that Jan be chairperson for the next two years and Patricia second it. Claudia asked for discussion and any nominations from the floor. There was none. Claudia asked for a vote of “all in favor” and there were no objections or abstentions. It is official that Jan Campbell will serve as CAT Chairperson for the next two years.

### **PORTLAND STREETCAR – Dan Bower, Executive Director**

Dan shared that he wanted to discuss some incidents Streetcar had during the wintertime with their ADA ramps and talk about future Streetcar investments. In January, there were a number of incidents on the streetcar that were requiring them to pull cars out of service due to accidents. On a normal day, they have 14 out of 17 cars in-service. The accidents limited them to the use of 12 cars and one of the 12 had a malfunctioning ADA bridge plate. Dan spoke to the Portland Commission on Disability and explained that their situation was unique and that they were trying to make trade-offs between providing service to the overall system and having to pull that additional car out. Pulling the car out dropped them down to 11 streetcars. Dan shared that they have since changed their policy so that if they have a broken bridge plate, it will be taken out of service as soon as it can be fixed.

Zoe asked of the possibility of acquiring new streetcars. Dan replied that they are actively engaged in trying to buy new streetcars. They spoke with PCOD about providing a letter of support and adding their voice to the growing list of



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people who support their effort. He said with confidence that they have a good amount of money to make it happen and should be able to purchase three used streetcars from Seattle and two new cars to bring their total to 22; which is the most that will fit in their maintenance yard without expanding. They are looking to have the additional trains available by late 2019. Dan shared that Streetcar has a draft letter of support from PCOD that Deidre viewed and suggested bringing to CAT to see if they want to be part of the letter. Dan shared the letter that was addressed to City Council. It read as follows:

"We are writing today to support your planned purchase of additional vehicles to support Portland Streetcar operations. Over 16,000 Portland residents rely on the Streetcar to provide accessible transportation to jobs, services and entertainment each day. The Portland Streetcar's easy boarding and accessible design make it an attractive transportation option for people using a mobility device. In fact, your own data shows that the ADA ramps on the Streetcar deployed at a rate five times that of the entire TriMet system. All too often, however, service is diminished across the system, particularly for those using mobility devices, when a Streetcar has a malfunctioning ADA ramp. Additionally, overcrowding and high demand for ADA space onboard the Streetcars often forces people in mobility devices to wait for another train. Both of these issues are a result of a small fleet of vehicles with very few spare Streetcars available on any given day to support operations and maintenance. Please accept this joint letter of support from the Portland Commission on Disability and the Committee on Accessible Transit as evidence of our support for the purchase of additional Streetcars to support our mobility needs and to improve the service across the Streetcar system. Thank you for your consideration."

Jan called for a motion to support Streetcar and add CAT's voice to the growing list of people who support their effort. Claudia motioned to support and Zoe seconded. There were no opposed and no abstentions. Dan said he would follow-up with the committee to gather signatures. Jan asked for public comment regarding the budget for that. There were no public comments. Arnie Commented that there are now three lines on the Streetcar, thereby increasing service in the downtown area. He says that he has noticed that the streetcars come more often from the distance of Portland State to Northwest. He asked Dan how he felt the traffic was treating the service since there seems to be a lot

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more traffic. Does this affect the on-time performance? Dan shared that they had done quite a bit to support the movement of the Streetcars through the city. They have two spots that are a total pain. However, through the central city they have a series of business access transit lanes forcing traffic to turn right in the streetcar's lane, which keeps traffic out of the lane so the Streetcar can serve the platforms. In addition, they have got quite a bit of signal priority through the central city. Dan said that their biggest problem is NE Grand Avenue at Davis, where Grand crosses the I-84 on-ramp. They are working with TriMet on making the right lane of Grand Avenue a forced right turn for vehicles, and the Streetcar and bus #6 will be able to proceed through the area. He shared that Streetcar already has a signal priority but it is difficult to get to the signal because of traffic. Their goal is to make sure not everybody on Grand Avenue is using the right lane by shifting some of the freeway traffic over to the next lane. The other challenge is I-5 at Broadway during rush hour, which is not quite as drastic but can cause a significant delay.

Arnie asked if Dan was getting any public "blow-back" about the lack of stations that were taken away. Dan replied, "No, we only closed the five about a year ago and I don't anticipate any more." The biggest issue is the closed station at 11<sup>th</sup> and Everett with nothing done with the space. People still think it is a station. Dan has been working with the neighborhood to address what to do with the station. Arnie asked if the public has generally endorsed their decisions, referring to the removal of the 10<sup>th</sup> and Stark station. Dan explained that there are two sides to this issue. During the outreach process, they were looking at issues that they were not aware of. They thought it would be a good operational decision by saving time and improving on-time performance. They were concerned about Title VI issues but heard more from the people that live right at that station but the community has remained neutral. Streetcar has seen about a two percent increase in ridership month-to-month since the change but this could be due to the increase in new housing in the area. People in the area were mostly concerned about convenience more than the speed of the Streetcar. Now that the system is bigger, people are making much longer trips going from NW Portland to S. Waterfront so squeezing a minute or two out has been appreciated.

Jan added that she misses the TriMet stop because of the difficulty getting down to the TriMet office. Those with mobility issues have to deal with steep and broken sidewalks from 3<sup>rd</sup> down to 1<sup>st</sup>. Dan said that they did not get much feedback on that stop because it did not have much ridership. The station was

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removed because of safety problems due to a steep hill with wet leaves in the fall, the cars were sliding. There was also traffic trying to get from 1<sup>st</sup> onto Harrison, and then onto Naito causing minor collisions over and over again. Bypassing the station has solved that problem.

Adam said that he has two questions concerning the traffic having an effect on a Streetcar being taken out of service. The first question is what is the impact on the Streetcar when it is involved in an accident? Second, has there been any discussion with the City on parking around the dynamic envelope of the Streetcar tracks?

Dan responded by sharing that Adam's second point is an issue seen around the country with streetcars. Streetcars run in mixed traffic by definition, and parked cars have not been nearly an issue here. We also have a good outreach to the business community around the streetcar, so they know not to park their delivery trucks there. The number of collisions per revenue hour in the streetcar system has been about the same since 2001. Streetcar is having more collisions, but are also operating more service. The insurance payout is miniscule. Most are minor body damage, where a car is turning right from the center lane across the Streetcar. That is the most frequent form of accident, which is at a low speed. So most of the time a Streetcar is pulled out of service for a bumper or other minor repairs. Streetcar has never had a serious injury due to a Streetcar collision. The more serious things that happen around our system involve people hitting Streetcar poles or other things. The Streetcars are pulled out of service when there may be a safety problem. Cosmetic problems do not result in the vehicle being pulled out of service.

Arnie asked Dan if since introducing the A and B loops if ridership has increased and are there more people living in the area? Dan said that he recalled sharing with the group in the past information from a chart that he has that goes back over 16 years that looks at Streetcars average weekday ridership and the number of housing units within a quarter mile. It is literally a one-to-one relationship whereas every housing unit that is built equates to an average daily rider for Streetcar. Within the eastside there were assumptions about housing back in 2008 and '09, when the project was funded, that did not come to fruition because of the recession. Now, they are seeing significant projects in the Lloyd Center area and significant job growth down in the Central eastside. Dan believes that the ridership on the loops is about 6,000 a day, with a little more than half of that on the east side.

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### **TRIMET FY18 BUSINESS PLAN – Alan Lehto, Director**

Alan Lehto introduced himself and explained that his position has changed from Director of Planning to his new role, as the Director of Business Planning and Asset Management. Alan shared that he would provide a brief presentation on TriMet's business plan. The first point made was that TriMet has not had a business plan before. However, the plan was to continue every year while planning forward five years, with some issues looking even farther forward to make sure that long-range transit issues are captured. The point of the business plan is to establish strategic direction. TriMet is focused on making sure that all departments and divisions are in alignment. TriMet has had a number of planning processes, like our budget and service planning that are all good, but have not had a single sort of overarching process and document that helps guide towards overall success. Alan expressed appreciation towards the CAT's effort in the past to help TriMet receive additional funding from the State for yet more service to expand over the next few years.

Alan shared that the system is aging, with tracks that are 30 years old, more complexity with growth in population. As an example of alignment, every day bus operators are out there giving good customer service to our customers. More than 180,000 times a day somebody steps on a bus and they need to get to where they are going safely, as close to on time as we can deliver them, and operators are doing that hard work in traffic every day. However, there are many people aligned behind them, and it is good to remind ourselves as we come into work each day what we are actually doing.

There are trainers that are helping the drivers operate safely and on time, and make sure they understand the line details. And field operations supporting; and bus transportation managers, and the helpers who are cleaning the buses, to make sure they are comfortable; planning and scheduling, ensuring refined scheduling and routing; bus maintenance, making sure we have reliable vehicles. Finance and Stores making sure parts are available when and where needed. Information technology and customer information, making sure customers understand where to be and how they are getting there.

It could be easy for TriMet employees to come into work and forget about their purpose. TriMet is here to make people's lives better every day. TriMet's hopes that employees realize with this plan how important the work we do is and why it is important to focus on doing it well.

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TriMet's vision is to do our part in making our community the best place to live in the country. TriMet's mission is to provide valued transit service that is safe, dependable, and easy to use. Our values are to do the right thing by being responsive, inclusive and accountable.

There are four layers of the plan and each layer has three goals that help define the mission. These are basic things, like looking at issues from a financial perspective, looking at issues from people and innovation or employee perspective. Looking at issues from a customer perspective. Customers, satisfied riders, are the most basic fundamental function while also recognizing that our customers include people in the community who may not be our riders, so we are delivering things that help the community as well. In addition, we need to make sure we manage our resources so that we can grow to meet growing demands. The 12 goals listed in the plan capture the key points of what TriMet is doing with clarity and focus, priorities and action. TriMet has 12 goals. Each has one or more objectives. There are 64 key strategic actions that the agency is undertaking to make progress on its goals during the next five years. Under the goal to deliver safe, efficient and equitable service, an objective is to increase personal safety for employees, riders, and for other users of the roadway and sidewalks. There are a number of measures, but two key ones are to reduce passenger injuries and to have the number of deaths or serious injuries related to our operations be zero.

Another goal is to provide reliable performance. TriMet is focusing on on-time performance because that is one of the most important parts of being reliable, and the clearest way to measure it. We have some strategies that we have really focused in on, especially on fixed route, to make sure that on-time performance is improving. TriMet's commitment to "Satisfied Riders," include advanced mobility for those with limited options. The measures include things like the number of rides for seniors and persons with disabilities provided on fixed route service; what can be done to provide access to as many people as possible so that they have that freedom of movement; including customer satisfaction ratings on LIFT.

Moreover, one of the things the plan calls for is to start doing some LIFT customer satisfaction assessments starting in FY2019. To make sure that we are tracking and understand the trends and doing what can be done around ensuring customer satisfaction with LIFT service. Other measures include the cost per ride on LIFT service, trying to maintain as efficient as we can be while

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providing great customer service. Key strategic actions include looking at if there are ways to increase the flexibility of services and tools for our riders. TriMet will be learning from our measures, learning from whether we're making progress or not towards these objectives and goals, and trying to make sure that we are incorporating all of this and improving how we're all working together to make progress.

TriMet is in the middle of this first year implementation and are working with staff to identify individual actions of teams and departments to deliver the plan. We will be doing consistent updates on all levels, including reports to the Board to indicate how we are doing and see if we are making progress in the way we expect to.

TriMet will be using the plan, annually, to check progress and make sure that lessons are learned. TriMet will start the new update in the fall to make sure that we are paying attention to long-term trends, like demographic and demand changes. New technologies are coming online, like autonomous vehicles, how do we respond to that? TriMet thought it was important for CAT to hear about it, partially because of the connection to LIFT service and the interest in providing what we can in terms of access to fixed route. But just in general, so that you're knowledgeable about this process, and the fact that we're making a hard run and a consistent sort of marathon run internally to make sure that all of our employee efforts are aligned towards meeting these goals and making progress on them.

Jan thanked Alan for including the LIFT as she feels that TriMet's opinion on LIFT's services are separate from TriMet services when LIFT is part of the total system. Alan acknowledged that there are riders that use both services and said that he understands they are not separate systems, to the extent we can pull them together and pay attention to the overall coordinated transportation plan and how it all links together.

### **STAFF COMMENTS**

Adam asked a question, referencing page 9 of the handout when Alan talked about the personal safety measures and the strategies. He shared that safety issues often comes up during this meeting. He asked Alan for more information on strategies of the safety management system would focus on the crime reduction strategy. Alan shared that the safety management system is ensuring

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that all TriMet employees get the new state of the art training on safety including topics like de-escalation training. The crime reduction strategies is something that TriMet does not have the solution. This is a set of strategies that can include technology; it can include physical changes at locations, the Crime Prevention Through Environmental Design (CPTED) -- and changes perhaps on the vehicles as well to make sure that everybody is as safe as we can be.

Jan asked that Doug introduce himself and address this issue. Doug Kelsey introduced himself as the Chief Operating Officer for TriMet. He shared some examples that TriMet is working on behind the scenes. The CPTED is an international practice when you physically engineer and change things like height of shrubbery to increase visibility. TriMet is effective at this already in its engineering plan, but there are things that can be considered such as increased lighting and bus barriers that deter attacks against drivers. TriMet is currently piloting some right now. London and other markets have their operators sealed in. Their crime against operators reduced significantly. TriMet is looking at bus barriers that fit more like accordion, where the operator can use their own risk assessment to open and close them, based on their own sense of concern for threat and their personal safety. These type of security issues are considered with the purchase of new buses, and down the road, some retrofits of existing buses. TriMet has a program called "Renew the Blue." The Blue Line is older in nature now, and we are looking at improvements such as tactile stripping on the platforms, increasing visibility for staff, and ways to position staff to deter crime. TriMet first began implementing CPTED strategies during the Morrison/Yamhill project. Doug provided an example on how they had the use of a segway for the first time ever actually moving around with very high visibility amongst the traffic so it can cover much more coverage and visibility than one individual moving from one place to another. TriMet is looking at technologies that can enhance and leverage what we do today.

Arnie thanked Alan for the presentation material and discussed the full bus wrap advertisements that he sees on TriMet buses, stating that he does not like them. He asked that TriMet stop putting window coverings for advertising on our buses and trains. Arnie shared that in his opinion, it is a deprecation of the ride for wayfinding, inside and outside, it is a deprecation of the ride for safety, where you cannot see through the window, if you are on the outside, you are an officer, and there is something happening in the middle of the vehicle, I think it's a deprecation. Arnie shared that he feels this to be a cop-out to other funding methods. He thought that there was enough advertising on the top of a train and

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on the bottom of a train to satisfy the market. A couple years ago Arnie was invited to the Spirit Mountain Casino, Grand Ronde Reservation, and took a shuttle bus. They had so obscured the windows that nobody could look out. The view of the tour could only be seen through the front two driver windows. They had obscured the entire vehicle so dark that you couldn't possibly see any attractions. Arnie shared that he feels that TriMet is on that path.

Alan thanked Arnie for his comments and promised to pass the information along. Doug addressed Arnie's comments by stating that he provided some helpful viewpoints in which TriMet is trying to balance the spectrum of interest. Not only the financial aspect and shared that the power resides in the customer, not in the organization. Doug explained how TriMet has to balance along with it in order to take advantage of the available revenue streams while keeping the advertisers interested. Doug said that he thought Arnie's feedback was helpful in future decisions. So how do you leverage eyes and ears on the system, where you can actually have good activity, and you can have people coming to a Subway or a Starbucks or a Peets Coffee or other things, as opposed to its all transit or it's not. How do you -- the more homogenous, like in Hong Kong and others, that you can make things, the more it actually becomes actually part of the community. Therefore, sometimes-idle spots can become uncomfortable spots for people. So TriMet is looking at things like that as well. And part of that conversation could be including how do we extract the taxpayer's, the user's revenue share of that from some of these people who may want access to our marketplace. Because we have to think of it not just as a transit system, but actually a marketplace where you in fact are our customers, not only for transit, but also for other goods and services. Those are things we are having to look at and are looking at in different ways.

Arnie commented that he left out the bus stops and that the shelters are papered over with advertising that obscure the view. Drivers sometimes cannot distinguish between whether that is an ad, human picture, or is it a rider waiting. Doug agreed with Arnie's points and shared that TriMet will need to consider if there are some areas that can allow the visibility of the bus that might be coming to see, rather than looking through the line between the frosting or the advertising. Arnie also shared how he felt the prompts, like special seating for old people and disabilities doesn't have to be in a window. He does not feel that it is necessary to put the stickers in the windows. Then the advertiser comes along and they want a few windows, too.



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Deidre asked if TriMet's Business Plan was on-line for CAT to view. Alan said that it was not but can forward to the committee if people are interested. Jan asked how CAT could be involved as a committee. Alan replied that he did not have a specific proposal but suggested that he be allowed to come back occasionally and check in, especially on trends. He discussed the importance of keeping aware of issues pertaining to LIFT and offered to provide a periodic update at some point.

Jan shared Arnie's comments on keeping LIFT involved because there are several CAT members that ride the LIFT service regularly. Claudia emphasized that there are accessibility issues all through the system. She also discussed the aspect of safety as it relates to bus shelters covered with frost or advertisements. She stated that she felt that there is a safety issue due to when she approaches the shelter she cannot see what is going on inside of it. Alan recognized the importance of safety and shared that the project team will rely on the CAT's feedback to steer them towards covering topics that they may not be aware of.

Doug shared that the business plan is not a different path of communication from your normal processes, like CAT meetings, through Margo and the rest of the team. I think it is the primary way to keep the evolution of progress going. Margo and the team are all very much part of the broader strategy of the business plan, so there are many avenues to communicate, but this, and others, continue to be a very primary one. These discussions will be factored into the broader business plan.

### **Public Comment**

Jan thanked Doug and Alan for their comments and asked if there were any questions from the public. Kathryn Woods shared that she had the experience of being on a bus, fixed route, and the driver was not able to tell whether that was an advertisement or if there was anybody in the shelter. Doug commented that they would take this back to our marketing team. Kathryn also agreed that the frosting on the shelters needs to be reviewed for those with limited sight challenges. Jan suggested that the issue be declared a safety issue and a subject for discussion at the executive committee. Zoe commented about the screens on the bus mall. She said when TriMet started going through the mall on the Green Line, the CAT requested that the glass on the screens for the transit trackers be made of matte glass, and they never did anything about that.

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It has to be a matte, because she was looking up there today and she got a very good look at herself in the reflection.

**LIFT OPERATIONS REPORT – MAY AND JUNE 2017 – Eileen Collins,  
Manager, LIFT Service Delivery**

Eileen Collins reviewed LIFT Operations performance for the months of May and June. We show in May that on time performance was at 89.4 percent, which was lower than the prior year. It is important that we look at the same month and opposing years, because as you see on the report, we have fluctuations in ridership from month-to-month, season to season. But the important thing to note on that, even though it was lower than the prior year, it was 88.1 the prior month. In June, we were up to 91 percent for on-time performance. We have been working actively internally with our partners at First Transit, both in the call center and in transportation, to identify all of the opportunities for enhancements in our on-time performance. Currently we have about 26 items in a work plan designed everywhere from original call taking to the delivery of service and everything in between to identify how we can make that incremental progress and get on-time performance back where we want it to be. And, we see in June we were at 91 percent. Our call answer rate of 93.2 percent was 3.8 percent lower than last year in May. It is up to 94 percent in June, and we are seeing it back up where we would like to see it around 95 percent currently.

Complaint and commendations have gone up over the prior year. However, they are down from where they were in April. Eileen shared that she is on a transportation cooperative research panel project across the country, looking at how paratransit performs across the country, and best practices for service. The target is about two complaints per thousand. That is exceptional service. Looking at the breakout that cabs have gone from 10 per thousand down to eight, we are working actively with our partners at Broadway Cab to get those down much lower, really targeting where we are seeing the complaints happen primarily around announcing their presence, and not leaving our passengers who need to be escorted without an escort. Our call center complaints are down almost 50 percent from February.

## **STAFF COMMENTS**

Chris shared that he noticed in the community that there is a growing frustration, with time onboard. An example would be you have a doctor's appointment and your bus is over an hour to two hours late for a doctor's appointment. Those are things that he hears from other riders who he encourages to call Customer Service. Eileen responded that she had heard that as well though there are not a substantial number of complaints that have come through Customer Service, but perception is reality for the people who are having that experience. The average time onboard is about 33 minutes, and we have highly skilled folks that work with us internally at LIFT to establish an algorithm that factors in time onboard when a trip is booked. LIFT is required by the ADA to be comparable to fixed route in travel time to a stop, time onboard, and transfer locations. The algorithm's factor in time of day/travel as well. So it would create a violation in our system if the time were extended beyond what would be comparable. If you are on a bus for an hour, that can be a long time for some folks. We monitor that, and we will continue to do so, and if folks have a specific instance where they feel like they have really gone beyond what they should be, Eileen encourages them to contact LIFT so that the situation can be looked into and a solution can be identified.

Jerry commented that he has noticed that the on-time seems more important than if you have figures for like an average number of minutes per ride. He recognized that even if his particular ride may be saved by one minute, other riders onboard the LIFT bus may have been well over an hour, and they may have been drug from a different part of town just for him. If there was some way to survey riders and say, well, would you rather be picked up a few minutes or whatever late, or would you rather spend more time going around the city, making sure everybody was picked up on time? Jerry said that he would rather sit in the convenience of his home or a business than experiencing the bumpy roads.

Eileen thanked Jerry for his comments and added that LIFT should be factoring in when the trip is being scheduled and the pick-up time is being negotiated. They have strict mandates under the ADA for on-time performance and time onboard, so they do not want to give on either of those if they do not have to. Lift would like to be able to accomplish both and feel that they have a talented team who are capable of that. It is about knowing when it happens so they can identify systematically if it is a time of day issue, if it's a capacity constraint

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issue, or if it is something with a specific location that's causing a road block in us getting to the location efficiently. LIFT has the ability to serve all of that.

Margo shared that there was about to be a presentation by First Transit, who manages LIFT's call center functions. They will walk us through the cycle of LIFT from the time a ride is actually booked through the course of dispatch. Most people do not understand that even though schedules are performed the night before the day of your trip, that during the day the dispatchers are constantly moving rides. LIFT has cancellations that occur during the same day. If they find that there is a possibility that a rider can take this ride and move it on this bus because both riders are going to the same location or area, they will do so. Eileen shared that they are working with up to 4,000 rides a day. Arnie pointed to page five of the report, referring to the red line about cabs and where the complaint rate is way above dispatch and LIFT rides, and the commendations are well below dispatch and LIFT rides. He asked what is going on with the cabs? Eileen shared that the challenge with cabs is due to the trips that are dispatched to cabs are the most difficult trips to do. They are the overflow providers. When LIFT does not have the capacity with the buses, by time of day, day of the week, those rides are given to the cabs. They are the hardest ones to do, which in turn makes them the hardest ones for Broadway. LIFT is focused on where this occurs. LIFT realizes that they happen during nights and weekends, especially in the outlying areas where they have fewer cabs providing service, fewer wheelchair accessible vehicles providing service, and LIFT is working with them to increase their fleet in those areas. They are the largest provider in the area, so we do not have a backup plan if they cannot provide service. Eileen shared that they were hoping in the last contracting period to expand that contract and have multiple providers. We did not have multiple providers respond that were responsive. LIFT is working with them as actively as we can to identify where we can close some of those gaps. In some cases, it means that we are keeping buses on the road longer to fill some of those areas.

Arnie asked what the nature of the complaints around the cab service was. Eileen shared the top three as being, not announcing their presence when they arrive to a location; not waiting the appropriate amount of time within a window for a rider; and not escorting; and late pickups. She added that the complaints about late pickups are the outliers to the general provision of service that Broadway does for us, but they can be big ones. They can be an hour late, hour and a half late, and they are noticeable. Arnie discussed the escorting of a

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customer is an additional service that the cab never provides, so they have had challenges executing when they do not typically do it for other customers. He also shared that Uber now will charge the customer per minute after two minutes that they have to wait. There is a lot of pressure on them to get the customer there and get on and go. Therefore, it would seem that when you say they don't wait long enough, or they don't announce their presence, they have other jobs too.

Eileen responded that they do not, under LIFT's contract, get paid while waiting. They are not paid until the customer gets in the vehicle and they start their trip. Arnie added that there is the interface between the expectations of the LIFT drivers and the expectations, training, knowledge and skill of the cab drivers, and there seems to be this kind of disconnect.

Zoe asked if the cab drivers are supposed to turn their meters on as soon as they get to the place where they are picking her up? Eileen shared that under the current contract they are paid the metered rate based on the shortest mileage as indicated on Google Maps. Therefore, if Google Maps says it is a four-mile trip, they only are paid for four miles. There is a base rate and then a per mile rate.

### **Cycle of a LIFT Ride – Damon Blocker, Scheduling Supervisor**

Eileen introduced Damon Blocker and Ricardo Boulware from First Transit to present "Cycle of a LIFT Ride." Ricardo introduced himself as the General Manager of LIFT central dispatch. Ricardo addressed some of the anecdotal stories about the interactions between customers and dispatchers. He said that he is in front of the issues and has been working on several initiatives to resolve and improve their services every day. He said that his goal is to ensure that every customer's experience is one of quality. Strengthening the soft skills is critical for the operation. In order for this program to be successful, he has been working very closely with our regional general managers to ensure a level of continuity between dispatchers, drivers, and customers, because at the end of the day the experience for you is what is most important. Some of the things that First Transit has been working on is our sensitivity training. We have been working very closely with Deidre Hall. She has visited our office several times, and has come up with a two-part training. The first phase is intended for new employees, and a refresher for existing employees, to recognize a spectrum of disabilities and how to respond to those while communicating with customers on

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the phone. The second phase is an interactive practicum where our agents participate in activities, listening to recorded calls to evaluate what went well, what can be improved, and how we can sustain those improvements going forward.

Another initiative being worked on is QA monitoring. Quality assurance monitoring will now take place within the dispatch department. Ricardo requires that each dispatcher has five QA checks each month to hold them accountable for their calls. During this opportunity it is a level of engagement for which we can evaluate their performance to make sure that they understand what they are doing. Because as Eileen mentioned before, perception is reality, and we want to make sure that every experience you have is one of quality. First Group America, First Group University has several courses available for continuous education, online trainings, process improvements, learning and development, and so we are requiring that our agents participate in that as well.

Finally, the man who is going to be leading this charge is brand-new to our team, his name is Mr. Michael Estault. Michael is new to our team and actually joins us from a region. He is a former window dispatcher and is now managing our dispatch department. The uniqueness of Michael being able to join our team is that he has that perspective from the region, from the operations in the field, and now being able to bring that into LIFT central dispatch. There is no doubt in my mind, and a guaranty that you will start to see some immediate improvements, because Michael has really come in and taken the reins when we needed him the most. His leadership will certainly guide us to where we want to be.

Ricardo introduced Damon Blocker as the speaker for the presentation. Damon Blocker is the scheduling supervisor within the call center. Damon is our scheduling guru and definitely the man who knows what he is doing behind the charge. He has an excellent, well-trained team of schedulers, who are working on that pre-day process of putting the schedules together for you so we can have the most efficient routing. Damon introduced himself as the scheduling supervisor. He has been with the LIFT program for about 12 and a half years, the entire time in scheduling. He said that he put this presentation together at Ricardo's request to give an example of what happens with a LIFT ride once it's created, and to let you know the entire process of how it goes through and why it comes out the way it does.

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The entire process starts with the reservations department. These are going to be the individuals who are going to receive customer calls for new rides, cancellations, changes to addresses, anything on their file. They are going to be receiving calls from work sites in case of anything changing at a location. These are the first people that anyone contacts when they call LIFT. From reservations it goes into the scheduling department. They are mostly dealing with the internal departments. They are keeping in contact with reservations for the rides, they monitor the call queue to see how busy the next day is. It is important for us to know that so that we can maintain service for the day. They are also the ones who create subscription rides. The template-generated rides that happen all the time, they are the ones that maintain all of those rides, as well as all the routes for every vehicle that goes out into service. We put together the 3,000 to 4,000 rides every day and place those onto the 300, 350 routes. That is our primary goal every day.

From there it actually goes into the dispatch department. The dispatch department is the hands-on team coordinating the chaos of the day every day. They are handling with maintenance to make sure the vehicles are being done and serviced. They maintain communication with reservations, scheduling, to make sure that the schedules are put together properly in the most efficient way. They handle issues with the drivers in case of mechanical issues or customer disturbances. They are handling the 5- to 700 rides in a given hour, plus the 300 drivers, plus everything else all the time every day. Once dispatch is done with the ride, it goes right back around to the customer calling in and asking for a new ride with the reservations again. In the center of all of this is Customer Service. They are the masters of information. They gather information and distribute information from all departments all the time. They receive information from customers and riders, they receive information from dispatch, they receive information from scheduling, reservations, from work sites, the whole nine yards. They are the be all and end all of any information inside of LIFT. That is their entire purpose.

### **STAFF COMMENTS**

Chris commented that for him, he likes to find out if he is getting a bus or a cab, so that way he knows in advance. This is because they get situations where there would be multiple vehicles and you want to find out which one is for you. He asked how the determination is made to change the vehicle from a bus to a cab? Damon shared that as far as the before day process, they route it as

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efficiently as possible. During the day of service, dispatch is moving rides around in case of accidents or mechanicals that may have caused something to run late. They make a determination in a quick turnaround to best serve the customer to the best of their ability. If they feel that maybe moving it to another vehicle would be better, maybe from one of our LIFT vans to one of our buses, if that would better service the person. Or, if maybe moving it onto a Broadway cab would better service that particular trip, they have to make that decision on a moment's notice. So it definitely change in the blink of an eye. But they definitely look at what's best for the customer first.

Jan commented about how much time is allotted when the change is made to the Broadway Cab; is there time? Because when I get to Broadway Cab and they are not there on my window, I call Broadway Cab. That is what I am told to do. I call Broadway Cab, and they always tell me, Oh, we just got your ride. And, what I have heard is what happens sometimes, is they are taking, if I am scheduled on a LIFT, and that they are way behind, I am taken off, but that is usually at the end, and then I have got another window on top of that. I am always late when I use a cab. They do not get the information.

Damon shared that there are various different types of cabs that we use during the day of service. Dispatch, if they have enough advance notice, they will put it on a regular cab, and Broadway gets that quickly. They are sending trips to Broadway every five to 10, maybe even 15 minutes at the most. If it is something that is really close to their window, they have a type of cab that they call a "Ready Now 30." It means that the cab company needs to have someone there within the next 30 minutes. And that is a high priority trip that they send directly over to them. Jan asked about if they do not have the accessible cab? She said that she has talked to them several times and they have not even had accessible cabs. And then I said, "I think you're supposed to have an accessible cab through your contract." And I'll tell you, when I say that, they get there -- they usually get there pretty doggone fast. Damon shared that they do seem to have issues on occasion with the outlying, and especially early morning, or late, late night. But they try to work with Broadway as best they can to make sure that they have a vehicle which is part of their contractual agreement.

Claudia asked if the presentation is just for CAT or is it going to go out to the rest of TriMet? Margo responded that she had them create the presentation for CAT. I think that in future CAT meetings it's important that we educate. And coming from the last meeting that we had in -- I believe it was in May, there



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appeared to be a lot of misconceptions. Margo said that she feels that knowledge is power, so she wants to be able to share information and educate so that CAT better understands what the processes are, or how we go about achieving certain measures. Education helps to understand that dispatchers do their work the night before. One of the things that they do when they look at it, is try to group people who are going to the same locations.

However, come live day, you know, there's mechanical issues, there's customer disturbances, there's cancellations. Jerry said that he is not sure where this might fit in but the request for a contact number, in six years no one has ever contacted me, including when dispatch changes the appointment and then waits for me to call in frustration. He wonders if LIFT has thought about adding a person, a dispatcher that would just make those courtesy calls and say, "Hey, we know we're not going to make your window, your new ETA is" this, or "We have changed your appointment time to" that, and actually use those reach numbers.

Margo shared that they have just received the proper funding that we need in order to implement the IVR management tool. We will be doing this in FY19. This tool has an array of different options available to customers. You can actually get your ETA via the IVR when you call in, and you punch a number and it will actually give you your ETA. We will go back to the reminder calls again. Those will be going out the prior day to remind you of a trip. You will be able to cancel your rides via the IVR as well. It'll automatically go into our Trapeze system, of which we do our scheduling and booking, and cancel that ride for you. There is a -- what we call a 10-minute advance call. For those customers who prefer to get a call when their bus or their vehicle is 10 minutes away from your destination, we can actually program that in the system as well. So that's something to look out for in FY19. But that's all about technology, and we are bringing in the technology needed to make it more efficient. Jerry asked about whether or not there would be online access as well? In which Margo replied that they are looking more at E-booking in following year, and allowing those customers that so choose to have that option to be able to book their rides via an e-mail or a text message or however. Jan aske Deidre if she is involved on the line -- listening to the people when the reservationists are actually answering the lines? Deidre shared that she has.

Eileen discussed the upcoming emergency preparedness drill stating the importance of LIFT and transportation being engaged with our partners around

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making sure that our riders have resources when the bad thing happen. LIFT is partnering with Multnomah County DCHS to their upcoming exercise in August, which will be a reception center in a fake flooding event to really test Multnomah County Emergency Management and DCH's ability to evacuate people with access and functional needs in a disaster and process them through and identify their needs in a reception center. LIFT will be providing the transportation and are looking for volunteers to participate in the project on August 23rd. Dion will send an e-mail that has that information. There is a link on the flyer that will be sent out where you can sign up to register, and LIFT will coordinate transportation. Michael Younger, who is the assistant manager at LIFT, is taking the lead on this for us, and will make sure that folks get to and from the location. They wanted to make sure everyone had all of the information about what to expect so there weren't any surprises. Folks will be fed, housed, and it is a complete ASDA accessible location. Therefore, we are hoping to get a lot of involvement.

### **STAFF COMMENTS**

Kathryn acknowledged that the central dispatch seems to be getting up to usable again, user friendly and usable, where customers can actually call in. She said that she has not had any extreme waits for any phone calls this last month and a half. She shared that she had heard the work that is going into the improvements for the drivers and driving now that they are being retrained, many brand-new ones are being retrained. And, the brand-new ones tend to be very sweet. They tend to say, "Oh, I've only been here a couple days, I need to do," and they will tell you what they need, and we can interact just fine that way. The couple of issues I had last month were with drivers with over a year experience but less than five years. These drivers are being sarcastic. And yet when we're doing the other thing, what we always watch is the on-time performance. And while my on-time performance was -- and I'm going to say this -- shitty this last month, most on-time performance has been going back up, and I'm happy to hear that, and I'll probably see a reflection of that in the next couple months, too. And I guess we're not going to meet until September. I wanted to ask you about this last thing you mentioned on August 23rd. How does one get involved with that? Eileen shared that folks can contact her or Michael Younger.

Claudia shared that when she rode the MAX in today a guy got up to allow her to sit in the priority seating area so she wanted to share that with everyone.

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Arnie asked how often does the bid go out for cab service and how much funding do you have for the LIFT vehicles? Is it adequate?

It just seems to him that LIFT should not have old equipment that breaks down, or Yellow Cab does not have the correct mix of vehicles. Are we extending the contract long enough?

Eileen shared that LIFT did a two-year base with three one-year optional renewal periods, so it is a potential five-year contract, which is the maximum term that we can contract with at TriMet. They wanted to build those optional years three, four and five in, in case their performance was not what we wanted it to be. She shared that Steve has been active in getting more accessible vehicles in the fleet. The challenge is having operators as independent contractors who he can not assign them a time to operate or a location to operate in. LIFT is working with him on identifying incentives that he can provide for his operators to do that and that we can service in the wheelchair-accessible vehicles. Margo shared that the average age of our vehicles is just a little over four years. So LIFT replaced retired vehicles every eight years. LIFT is going to be procuring 30 vehicles this FY18. Penske does an excellent job with performing preventive maintenance so they are always bringing those vehicles in to make sure that they are maintained properly.

Arnie asked if Margo thought that the funding level is adequate. Margo added that five of the 30 are brand new and 25 are replacements so it is nice that they were given five additional vehicles through the Special Transportation Funding process this year. Jan stated that hopefully on those new vehicles, they can address some of those concerns that Melora spoke about. Zoe made a comment that she got from a bus driver on the fixed route bus. He said that the 3300 and the 3500s have an accessible ringer that bothers some of the drivers. It is the bell ringer that is pressed when you want a bus stop, particularly of passengers with disabilities on the fixed route buses. Zoe asked that TriMet takes a look at this issue. Because we can't have drivers losing their hearing. Dion explained that the operators have been taught how to dampen the sound.

Jan motioned to adjourn and Zoe seconded.

### **ACTIONS TAKEN**

There no actions taken.

**ITEMS FOR FOLLOW-UP**

None

**ADJOURNMENT**

The meeting adjourned at 12:00 pm.