

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION**

**March 18, 2015  
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: Trish Baker, Dr. T. Allen Bethel, Jan Campbell, Leon Chavarria, Diana Keever, Adam Kriss, Beth Nagy-Cochran, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Bernie Bottomly, Susan Florentino, Corrinna Griffis, Kathy Miller, Allen Morgan, Bob Nelson, David Trimble

Guests: Lt. Rachel Andrew (Transit Police), Michael Bozarth (First Transit), John Joseph (First Transit), Margo Moore (First Transit), Laura Rigney (First Transit), Alexa Ryder, Kathryn Woods

**APPROVAL OF THE AGENDA AND MEETING MINUTES**

Jan Campbell, Chair, asked for approval of the January 21 meeting minutes. Beth Nagy-Cochran said that she needed to be added as an attendee.

**Beth Nagy-Cochran made a motion to approve the January 21 meeting minutes with the noted correction. The motion was seconded and passed.**

**ANNOUNCEMENTS FROM THE CHAIR**

Jan asked John Joseph, Region 3 Manager, First Transit, to review the activities for LIFT operators for Bus Operator Appreciation Day. John said that each of the regions would be thanking the operators and providing snacks throughout the day.

Jan suggested that next year TriMet also recognize LIFT operators as part of the media efforts.

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Jan said that the CAT membership recruitment process was underway for terms beginning July 1, 2015. She asked for volunteers to serve on the Nominating Committee to review applications, conduct interviews, and make a recommendation of a pool of applicants to the full CAT. Adam Kriss, Diana Keever and Claudia Robertson will serve on the committee.

### **STAFF COMMENTS**

Kathy Miller reminded the CAT that the committee would have an opportunity to take a bus ride across Tilikum Crossing on Wednesday, April 15. CAT members will meet at the Operations facility at 4012 SE 17<sup>th</sup> for the tour beginning at 9:30 a.m.

Allen Morgan commented that the bus operator training program on the use of Tilikum Crossing began on Monday.

David Trimble introduced Laura Rigney who is the new Region 1 Manager for First Transit for LIFT. Laura is very experienced in paratransit operations and the committee welcomed her to the program.

### **WRITTEN COMMUNICATIONS**

There were no written communications received.

### **PUBLIC COMMENT**

Kathryn Woods expressed appreciation for all of the LIFT operators and said that they do a very good job.

Kathryn reported on an incident on a recent ride where she said the operator was argumentative when she was trying to explain how to access her apartment complex. She reported the incident to Customer Service and has received a response. She has also changed how she books her rides in hopes that she won't encounter this operator again.

Patricia Kepler commented that other LIFT customers have requested to not have certain operators. She questioned how LIFT manages those requests.

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Jan said that staff could discuss the best way to minimize these situations and discuss with the CAT at a later date.

### **TRANSIT POLICE REPORT**

Lt. Rachel Andrew introduced herself and provided an update on Transit Police activity. She has been with the Police Bureau for 21 years and is new to the Transit Police Division.

Lt. Andrew reported that four positions will be added with the opening of the Orange Line. Everyone will undergo training on the alignment.

### **Discussion**

The committee members asked about enforcement on fare zones on the platforms on the new Orange Line, particularly those that border public sidewalks. Lt. Andrew responded that fare enforcement would continue as usual. She said the officers do a good job of demonstrating customer service skills and identifying actual customers versus those who may be not intending to ride the system.

There was discussion about fare enforcement activity and the varying levels of citations issued. Bernie Bottomly, Executive Director, Public Affairs, clarified that a fare evasion is classified as a misdemeanor.

There was also discussion about the extent of the jurisdiction of the Transit Police. Lt. Andrew said that all officers in Oregon have law enforcement authority and capabilities within the entire state. She added that TriMet also contracts for GS4 officers who provide an extra set of ears and eyes on the system and can contact the police as necessary. They do not have fare enforcement responsibilities.

CAT members requested that Lt. Andrew include an ongoing report on the types of crimes reported on the transit system including any involving service animals.

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### **CAT REPORTS**

Jan asked CAT members about the preview of the Type 5 light rail vehicles that was held on April 15.

Beth Nagy-Cochran said that she appreciated the improvements from the Type 4 vehicles including more room and fewer barriers. Paul Pappas added that he was pleased to see that the signals about the deployment of the ramp are very visible and very audible. He also liked that the seats all face inward.

Claudia Robertson agreed the inward-facing seats and wider aisle were positive changes. Arnold Panitch thanked TriMet for bringing the cars to the Rose Quarter to make it convenient for the preview.

### **HONORED CITIZEN FY16 FARE PROPOSAL – Bob Nelson, Interim Deputy General Manager; Bernie Bottomly, Executive Director, Public Affairs**

Bob Nelson, Interim Deputy General Manager, said that he and Bernie Bottomly, Executive Director, Public Affairs, had met with the CAT Executive Committee in both January and February to review the details of the Honored Citizen fare proposal and to draft a letter of concurrence from the CAT for the committee's consideration today.

TriMet had agreed and committed to delay any increases in the HC fare until the LIFT fare increases were completed to equal the fixed route fare. The proposed HC increase will put the fare at one-half of the fixed route fare.

In concurrence with the proposal, TriMet commits to:

- Increase funding for Access Transit Program that provides fare assistance to community organizations that serve low-income populations. The discount offered to organizations on the purchases of Honored Citizen fares would increase from five percent to 20 percent.
- Collaborate with partners to improve access to these programs and expand the network by increasing outreach to community organizations to ensure they are informed about the fare assistance programs, especially those that focus on serving senior citizens and people with disabilities.

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- Priority should be given to improving transit service in the outer areas of the TriMet district, including complimentary LIFT paratransit service, where more and more low-income individuals are now forced to live due to the availability of affordable housing

Bob said that the CAT packet include a draft letter of concurrence for the CAT's consideration.

### **Discussion**

Paul Pappas commented that Minneapolis allows disabled veterans free transit on light rail and the bus. He suggested that Lines 8 and 66 offer transportation to the VA for service-connected disabled veterans with the appropriate identification. He said he wasn't sure of how the program is funded in Minneapolis. Bernie responded that Minneapolis does have a sales tax.

Bob said that staff was meeting with the Veterans Affairs group today to ask them to participate in the Access Transit Program and distribute discounted fares.

Claudia commented on the proposal to enhance service on the Eastside. She expressed concern that the Bus Rapid Transit (BRT) project will have fewer stops further apart and that frequent service options will not be available in the corridors where services and residences are located for seniors and/or people with disabilities. This may put more strain on both Ride Connection and LIFT services.

Bernie said that staff is working with the community and stakeholders along the alignment to determine the right spacing for BRT to address both the need for local trips and the longer trips from Gresham to downtown Portland.

Chris Walker commented on the service reductions during the last budget cuts. He feels that those who qualify for the Honored Citizen fare would be more inclined to agree with a fare increase if there was more service, particularly on the weekends.

Bernie indicated that by September 2015, TriMet service will be restored back to the service levels prior to the pre-recession period. Staff is also considering strengthening the frequent service in the suburban areas as part of the proposed Service Enhancement Plans. The LIFT service would then expand in both

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geography and hours of service in correlation with the fixed route service expansion.

Leon Chavarria asked if there is a method for individuals to contribute to a fund to help those who need assistance with paying their fares. Bernie said that TriMet doesn't have a mechanism for that but it might be reviewed in the future. Bob added that it would be a difficult program to administer as a public entity but might be something that could be considered for the Access Transit Program.

Adam Kriss commented on a suggestion made at a previous meeting to increase marketing of the full day pass to allow customers more time to travel. This might help to alleviate concerns and confusion about the proposed increase.

Bernie responded that there is a need for more education on the value of purchasing the all-day fare. The eFare implementation will help with the decision making process as it will optimize the fare for the customer based on the number of trips taken per day.

Arnold commented that he had attended a recent meeting for the Access Transit Program. There were comments shared about some of the issues with the program including that low-income customers have to use part of their ticket allotment to travel to pick-up their tickets. It is also difficult for some customers to get to the agencies and organizations that provide the assistance due to their locations.

Bernie said that the number of ticket outlets will be expanded with the e-fare implementation.

The draft letter was read for the committee.

Adam stated that he thinks it is important for customers to understand how the additional funds from a fare increase will be used.

Claudia asked how confident staff was that TriMet's commitments included in the letter would be fulfilled. Bernie responded that it was the Board's decision on how to proceed but he is very confident that service will be expanded in areas outside of the central city core. He added that staff is already working to expand outreach about the Access Transit Program.

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Patricia asked about the recent reduction in youth fares and there was further discussion about the history of the school bus service and funding for youth fares. Bob responded that the reduction for the student and youth fare was offset somewhat by the tri-party agreement between Portland Public Schools, the City of Portland, and TriMet. TriMet has offered the same model to other school districts where if they fund two-thirds of the cost of a reduced fare for students, TriMet will finance the remaining one-third.

**Beth Nagy-Cochran made a motion to send the letter regarding the Honored Citizen Fare Proposal to the General Manager as presented with the three bullet points underlined for emphasis. The motion was seconded and passed with one nay vote.**

The Board of Directors will meet on March 25 at 9 a.m. and there is opportunity for public comment. The fare ordinance would be presented at the April 22 Board meeting with the vote being held at the May 27 meeting. CAT members were encouraged to attend to provide comment.

### **Public Comment**

Kathryn commented that it is important to consider the needs of the most challenged and how the fare increase will impact them.

**PMLR PROJECT UPDATE -- Ann Becklund, Director, Community Affairs;  
Bob Hastings, Agency Architect**

### **Project Update**

Bob Hastings, Agency Architect, provided an update on the final stages of the PMLR Project (Orange Line). Bob reviewed the complexities of the project including the design and build of Tilikum Crossing, the design and engineering of each of the stations, the family of customer amenities at the stations, and the new Type 5 light rail vehicles.

The CAT has been very helpful throughout the project and staff would like to invite the CAT to take additional tours of all the alignment, stations and surrounding connections in late spring or early summer. Bob said that the CAT could either form an ad hoc committee or the full committee could participate as desired. The tour would probably take up to two hours to view several stations. Staff will work with the CAT Executive Committee to schedule the tour.

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### MAX Orange Line – Opening Events

Ann Becklund, Director, Community Affairs, reported on all of the activities and events leading up to the Orange Line Grand Opening on Saturday, September 12, 2015. The goal of the opening is to provide education about the investments in sustainability and innovative design, and the redevelopment opportunities along the line that have engaged all seven project and jurisdictional partners.

Ann distributed a list of the events and highlighted several including:

- **The First Ride, May 15.** CAT members will be invited to participate on a ride for the entire length of the alignment with other invited members of the public.
- **Preview Rides for June and July.** Preview rides will be held on Tuesdays at 10:30 a.m. and noon and on Thursday evenings at 7 p.m.
- **20<sup>th</sup> Anniversary Bridge Pedal, August 9.** This year the Bridge Pedal will include Tilikum Crossing and over 20,000 people have signed up to participate. The event runs from 6:30 a.m. to noon.
- **Tilikum Crossing, August 9.** Following the Bridge Pedal, Tilikum Crossing will be open to seniors and/or people with disabilities from Noon to 1:30 p.m. and then open to the general public from 1:30 p.m. - 4:30 p.m.
- **Fireworks – Tilikum Crossing, August 22.** Public event which will include a world-class fireworks show combined with classical music.
- **Bridge Lighting, September 10.** Public event to officially light the bridge.
- **Commemoration, September 11.** A commemoration for the first responders of 9/11 will be held in Milwaukie.
- **Opening Ceremony, September 12.** An opening ceremony will be held and service for the entire system will begin at 11:00 a.m. The entire transit system including Portland Streetcar and the Tram will be free for the day.

Ann said that there is much reason for celebration with the end of the recession, and the completion of this line in which TriMet has been able to incorporate lessons learned from past projects as well as new innovations.



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### **Discussion**

Arnold commented on the fact that the Lincoln Station signage says the station is located at Southwest Lincoln and 3<sup>rd</sup>. He said that he and others have lobbied for more specific language about location on signage and he was pleased to see that the suggestion had been implemented.

Jan asked about the plans for assisting seniors and/or people with disabilities on the bridge event on August 9<sup>th</sup>. Ann replied that plans are still in development and staff is considering having a golf cart available on either side to help with those who made need transport. There will also be some folding chairs available in the belvedere areas for those who might need to rest.

Diana Keever asked about the incline of the bridge. Bob said that the portion of the bridge to the first tower is probably the steepest. The slope is then reduced to the middle of the bridge where it is level. The bridge is about 1100 ft. in length.

Adam is asked if Portland Streetcar would be providing preview rides, too. Ann said that they would and Julie Gustafson at Portland Streetcar is the contact.

### **CAT FY16 BUDGET PRIORITIES – Kathy Miller, Manager, LIFT Eligibility and Community Relations**

Kathy asked for the CAT's action on the committee's list of FY16 Budget Priorities.

**Claudia Robertson made a motion to approve the FY16 Budget Priorities as presented. The motion was seconded and passed.**

Kathy will forward the list to the appropriate staff.

### **LIFT Operations Report – 2<sup>nd</sup> Quarter, FY15 – Susan Florentino, Manager, LIFT Service Delivery**

Susan Florentino, Manager, LIFT Service Delivery, reviewed the quarterly performance report for second quarter. Highlights of the report included:

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- Efforts to improve on-time performance have paid off with a slight increase from 91.7 percent in first quarter to 91.9 percent in the second quarter. It has also increased to above 94 percent for January and February in the third quarter.
- Complaints increased in the first and second quarters but are on the decrease to date for third quarter.
- No-Shows increased somewhat most likely due to some changes in the process for notification of no-shows. It is expected the rate will decline again over the next quarter.
- The number of calls answered within five minutes also decreased due staff turnover at the end of the year and the training curve for new staff.

### **Discussion**

Arnold asked about the KOIN report on cabs passing up customers with disabilities and if there was any correlation between that treatment and with the TriMet contracted cab service.

Susan said that LIFT schedules trips with Broadway Cab in advance as early as the day before and the LIFT customers will get a cab ride. There is no requirement for a LIFT customer to flag down a cab for a ride being provided for LIFT.

David Trimble, Director, Transportation Business Programs, said that TriMet staff had reviewed the video and that LIFT customers should direct any concerns they may have about LIFT service provided by cabs to Customer Service for follow-up.

Paul suggested that individuals might address cab complaints for private service with the Disability Commission. Susan added that cab issues are also addressed by the Private for Hire Transportation Board.

Adam said that he had reports that there were new regulations on the level of assistance that can be provided by LIFT operators. Susan said that there have been no changes and the service standard is door-to-door service with assistance being provided to and from the vehicle.

Jan asked Raye Miles, General Manager, Broadway Cab, to explain the policy on serving customers flagging for a cab and to address the on-time performance issue.

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Raye said that Broadway was overwhelmed with trip demand at the end of the calendar year due to the transition of the Medical Transportation Program from TriMet. Many of the past transportation providers left the program early so the majority of the rides were provided by Broadway. Service performance is now improving and headed in the right direction.

Raye stated that it is Broadway's policy to provide equivalent service to everyone. It is not acceptable to bypass one passenger for another for any reason. She said that they had asked the news station for additional footage to follow-up with individual drivers but efforts have been unsuccessful.

Broadway also offered to work with the station to set up another method of determining if the results would be the same if the customer with the disability was the second in line instead of the first. She believes sometimes the first customer may be more apt to not catch the attention of the operator. Raye said that Broadway has also revised their service animal policy and training program which will be introduced this week.

Diana asked if this would mean that no cab operators would ever mistreat a service animal or tell her to leave her dog home again. Raye said that would be unacceptable behavior on the part of the operator. Susan reminded CAT members to file a report with LIFT Customer Service so that any complaints, including those when LIFT service is provided by Broadway, can be investigated and addressed.

### **ADJOURNMENT**

The meeting adjourned at 12:01 p.m.