

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION

June 19, 2013
9:00 a.m. – 11:55 a.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: Jan Campbell, Chair; Trish Baker, Dr. T. Allen Bethel, John Betts, Leon Chavarria, Harold Cheeks, Jim Jackson, Diana Keever, Arnold Panitch, Beth Nagy-Cochran, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Corrinna Griffis, Susan Florentino, Kathy Miller

Guests: Josee Bouchard, Lt. Eric Schober (Transit Police)

APPROVAL OF THE AGENDA AND MEETING

Jan Campbell, Chair, asked for approval of the May 15 meeting minutes.

Trish Baker made a motion to approve the May 15 meeting minutes. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

Jan informed the committee that Allen Morgan was out on leave and would be back later in the summer.

Jan announced that Dr. T. Allen Bethel had recently received an award, "Champion of DBE." TriMet initiated this award to recognize his participation in bringing about opportunities for disadvantaged business enterprises to contract with the agency.

The committee congratulated Dr. Bethel on his receipt of the award.

CAT Business Meeting Minutes

June 19, 2013

Page 2

Jan commented that she would be serving on the Transit Equity Advisory Committee and suggested that staff arrange for a presentation to the CAT on the work of the committee.

WRITTEN COMMUNICATIONS

Kathy Miller said that there was one piece of written correspondence included in the packet from Adam Kris regarding service during the Rose Festival. She said staff's response would be included in a future packet.

STAFF COMMENTS

Kathy said that the annual CAT Luncheon would be held immediately following the meeting in the Flags Room on the first floor.

The July 17 meeting will be held at the Portland Building, Room C. While the CAT does not meet in August, staff will be scheduling two dates to provide CAT members an opportunity to tour the PMLR alignment with Capital Projects staff.

PUBLIC COMMENT

There was no public comment.

TRANSIT POLICE REPORT – Lt. Eric Schober

Lt. Eric Schober reported on Rose Festival events. He said that staff felt the events were fairly successful. He asked if CAT members had attended and for any observations.

Beth Nagy-Cochran commented that she had attended the Starlight Parade and noticed the police presence. She was pleasantly surprised to see that some were on bicycles. She waited for three trains to be able to board to return to the Westside and said it may have been difficult for some if they weren't anticipating the wait.

CAT Business Meeting Minutes

June 19, 2013

Page 3

Trish commented that she no longer attends the Starlight Parade because she feels the transit options are confusing once the parade ends. She added it was nice to see Paul Meyer, one of the Transit Police officers riding in the parade.

Arnold Panitch attended both parades and said the key for transit users is to catch return buses at the beginning of the parade routes because they are usually empty.

Leon Chavarria had attended the Starlight Parade and said he had no difficulties. He commented on the helpfulness of security personnel.

Lt. Schober said that the two parades probably generate the highest capacity on MAX. Starlight Parade attendees are ready to leave once the parade ends while those who attend the Grand Floral Parade tend to stay downtown longer.

Lt. Schober also reported that staff is also providing enhanced patrols at stops and park and ride locations on the Eastside and up and down the lines.

Jan asked about reports of increased gang activity in the region. Lt. Schober responded that the Transit Police focus on any activity on the transit system itself.

Dr. T. Allen Bethel said he would like statistics on the number of exclusions on a line by line basis. He has concerns about focusing more enforcement activity on certain areas.

He also expressed concern about labeling an incident as gang activity before the full investigation is completed. Doing so impacts the use of limited resources because of the approach taken and oftentimes the completed investigation indicates that gangs weren't involved.

Lt. Schober responded that he hadn't labeled the crimes as gang-related but the transit division focuses its efforts on the locations wherever criminal activity may take place. The goal is to make the trains safe for all riders regardless of location.

Dr. Bethel said that he has heard from customers that fares are checked on a random basis and he suggested that all customers' fares should be checked. Lt. Schober responded that when the Transit Police conduct fare inspections, all

CAT Business Meeting Minutes

June 19, 2013

Page 4

customers are asked to show proof of fare. He invited Dr. Bethel accompany him on a future fare inspection effort.

Jan commented that she was pleased that her fare had been checked twice on a recent trip, including when she deboarded the train.

Arnold asked about the how stops are monitored for those who are loitering, particularly at Gateway. Lt. Schober responded that Gateway is allocated in a retail area so it does require additional time and observation to sort out the shoppers and/or the transit customers from those who may loitering in area and it is a concern.

Claudia Robertson asked about fare inspections in the former Fareless Square area. She's observed there are many people who ride for only a couple of stops and she's concerned that they haven't paid the fare. Lt. Schober responded that there has been improvement and the area is being heavily enforced.

Chris Walker commented on the new Hillsboro Hops baseball team and suggested increased patrols may be needed for those activities as well. Lt. Schober said that there is increased parking near the stadium and that more attention may be required as the attendance for games increases.

There was discussion about the fact that the team organization is providing shuttles from transit to the stadium since there is no transit service directly to the location. The committee asked staff to follow-up to verify that the shuttles are accessible.

CAT REPORTS

CAT Executive Committee

There were no questions or comments regarding the CAT Executive Committee meeting minutes.

PMLR Ad Hoc Committee

Jan asked the committee members to prepare a final report for the July meeting.

CAT Business Meeting Minutes

June 19, 2013

Page 5

Arnold reported on the activities of the PMLR Advisory Committee and commented on the concerns from local residents about the Bybee Station and the slope of the access. It was agreed the CAT would determine if they would like any further review once they complete the PMLR alignment tours in August.

Arnold suggested that CAT members who use mobility devices might participate in a walking tour of the Tacoma and Bybee stations. Kathy said she would follow-up with Capital Projects staff.

ELECTION OF CHAIR – Claudia Robertson, Executive Committee Member-at-Large

Claudia reported that Jan Campbell had been reappointed to CAT for a two-year term. She reported the Nominating Committee recommended Jan Campbell for CAT Chair for the next two-year term beginning July 1, 2013.

Beth asked about the status of member reappointments. Kathy reported that all CAT members with expiring membership terms had reapplied and been reappointed.

Claudia asked for any additional nominations from the floor. There were none.

Trish Baker made a motion to recommend Jan Campbell for the position of CAT Chair. The motion was seconded and passed.

In accordance with the CAT bylaws, Jan will serve as CAT Chair for the length of her membership term thru June 30, 2015.

INTRODUCTION TO eFARE – Chris Tucker, Director, Revenue Operations; Tom Strader, Coordinator, Senior Fare Policy Program

Chris Tucker, Director, Revenue Operations, provided an overview of the electronic fare project. Chris reported TriMet is exploring the use of a new payment system which is also used by many transit agencies worldwide. Highlights of the overview included:

- Electronic fare payment is a next generation payment system.

CAT Business Meeting Minutes

June 19, 2013

Page 6

- Other agencies using this type of system include Seattle, Los Angeles, San Francisco, Chicago, Boston, and New York City to name a few.
- Customer uses a SMART card, a contactless card, similar to a debit or credit card, to tap to board a bus, MAX or WES vehicle.
- Customers would no longer need to purchase tickets or passes and could reload value to the SMART card online or at a retail store.
- Validators would be located at rail stations and on buses next to the fare box.
- Once customer taps SMART card, the validator would give a green or red light or audible sound to indicate successful payment and could provide some balance information on the customer's account.

Chris said that many agencies have implemented SMART card technology with their existing fare policies. TriMet is reviewing how it can best leverage the technology to better serve the needs of the customers.

One benefit of the system would be that it allows customers to load value to the card as they can afford to which increases the number of customers eligible for discounts. Once the customer hits the monthly cap, the cost of a pass, the rides would be free for the rest of the month. Essentially, the system would allow a customer to buy a monthly pass one day at a time. Staff is also considering establishing daily caps.

Another benefit would be that if the SMART card is lost, it could be replaced because the value within the account would be intact. A replacement card would be tied to the original account.

The goal would be to increase the number of retail outlets where cards could be purchased. Currently there are about 130 retail outlets primarily in grocery stores. Staff hopes to expand the distribution and add more retailers.

Chris said the project is in the preliminary design and conceptual phase. The Board of Directors will have to approve the proposed project and contracts for developers. The goal is to have a contractor in place to design the system starting in 2014 and public testing might begin in 2016 with full implementation in 2017.

Staff is developing the concept of how the system would work for LIFT customers. Validators would not be used on LIFT vehicles but there would still

CAT Business Meeting Minutes

June 19, 2013

Page 7

be an opportunity to have an account-based payment system to give the customer an opportunity to prepay through the reservations system.

Tom Strader, Coordinator, Senior Fare Policy Program, summarized that there are some positive benefits to the system which increase customer convenience and that the ability to recoup the value of a lost card will be significant.

Discussion

There was discussion about the account management aspect of the card and the information provided by the validator.

Trish asked if the SMART card would have a magnetic strip and if the validator would state the amount remaining on the card. Chris responded that it would not have a strip and it wouldn't be necessary to swipe the card because it uses a contactless chip. The validator would state balance remaining.

Jan asked about the use of the validator for people with low vision or blindness. Chris said that features of the system are configurable but typically the system includes a green or red light or audible sound for payment and then displays the balance information visually. These features would be designed through the development process giving consideration to customer feedback.

Zoe Presson asked about how the system would be configured to handle employer-provided fare instruments. Chris said one option might be to replace the current sticker with a transit card to carry with them and the employer would be able to manage and load value to the account.

Jim Jackson asked if any funds left at the end of the month would carry over to the following month. Chris said that the funds would remain in the account.

Leon Chavarria asked if individual tickets would continue to be an option and if people with disabilities would have the option to check the balance on their cards at a ticket office.

Chris said that there would be a transition period for moving to the new system but in the future, the goal is to eliminate paper tickets. He added that the strategy would be for the TriMet Ticket Office or transit store to be a full service center to address any needs regarding the use of the card.

CAT Business Meeting Minutes

June 19, 2013

Page 8

Arnold asked how the use of the card would impact the speed of customers boarding the vehicles and ultimately the schedule of the service. He also asked how cash fares would be handled.

Chris responded that speed of boarding is one of the fundamental imperatives of the project. Technologically, the system will be specified to read and give a green light within a half a second. Many properties have actually increased boarding times and speeds. At a minimum, the speeds need to remain the same but there may be opportunity for improvement.

Chris added that cash will continue to be accepted. But customers paying with cash would not be getting any type of discount so it would benefit them to switch to the proposed SMART card system.

Arnold also asked if customers would be able to reach the validator if they are wearing the card in a lanyard holder around their neck. Chris said that card would have to come within four inches of the validator and that the preferred method would be to take it off and tap the card.

Trish asked about the card durability and if it would have to be carried in a wallet or holder. Chris said the cards are very durable and expected to last four-five years. The chip technology is an improvement over the use of a card with a magnetic strip.

Claudia asked how transfers would be managed. Chris responded that policy decisions will be addressed through the development of the system.

Claudia suggested that consideration also be given to the needs of visitors and those attending conventions, etc. in the area. Chris said that there would be a wide outreach to hotels, event planning organizations, etc., and there may be an opportunity for them to distribute the cards to attendees.

Harold Cheeks asked if customer s would be able to be tracked on their use of the system by using this technology. Chris said that the system will likely be designed with two separate databases. A transactional database reports on the funding in the account and a second database will be able to report how many customers of differing fare types boarded at a particular location to provide a better understanding of passenger counts.

Beth asked how a fare inspector would identify a valid fare. Chris said most agencies use a proprietary handheld device that a manufacturer builds. The inspector can scan the card and indicate whether or not a valid fare was paid

CAT Business Meeting Minutes

June 19, 2013

Page 9

and at what location. TriMet is instead considering using an application for a Smart phone for use by inspectors.

Dr. Bethel commented that there is also the possibility that some station would become closed stations and payment would have to be made to access the platform.

Chris thanked everyone for their questions and comments and said the CAT will be informed as progress is made.

WESTSIDE SERVICE ENHANCEMENT PLAN (SEP) AND COMING SEPs – Tom Mills, Senior Planner

Tom Mills, Senior Planner, provided an overview of the Westside Service Enhancement Plan and other plans under consideration for the next one-two years.

About a year ago, the Planning Department was instructed by the general manager to begin to plan for future service improvements for when the economy improves. The goal would be to restore service in a manner to increase the number of riders.

It was decided the region would be divided in sub-regions for consideration one at a time, beginning with the Westside including Beaverton, Hillsboro, Forest Grove, Cornelius and parts of unincorporated Washington County. The boundaries include Scholls Ferry Road on the south to PCC Rock Creek on the north and to Forest Grove on the west. Additional plans will be developed for the other regions as well.

Over the last year and a half, staff has been engaged in a planning process to: 1) review the demographics of where people live in correspondence with where they work and/or attend schools such as PCC; and 2) conduct outreach with the stakeholders including neighborhood groups, social service providers, business owners and associations, and jurisdictional partners.

Tom reviewed five recommendations identified by the research:

- 1. More and better transit connections:** Connect neighborhoods with job centers, schools and shopping.

CAT Business Meeting Minutes

June 19, 2013

Page 10

- a. Bring MAX Red Line to Hillsboro for frequent and direct access to PDX (MAX Blue Line would go to Beaverton Transit Center only.)
 - b. Add new high capacity transit to TV highway.
 - c. Build a grid of bus service with more north-south service.
- 2. Less waiting/faster trips:** increase frequency, launch express service and implement transit priority treatments to reduce time.
- a. Restore 15-minute frequency on MAX and frequent service lines region-wide.
 - b. Add new frequent service lines to 174th, 185th, and 229th Avenues, Farmington Road, Cornell Road, Beaverton-Hillsdale Highway, and Hall Boulevard.
 - c. Increase bus frequency to 15 minutes during peak times and 20-30 minutes during the midday.
 - d. Decrease travel times with express service and priority signal and bus lane treatments.
- 3. A safe place to walk:** Increase access to transit by improving sidewalks, crossing and bus stops. Connect to work and play.
- a. Encourage jurisdictions to fund sidewalk, crossing and bus stop safety enhancements.
 - b. Introduce bus service and bus stop improvements as sidewalks and crossing are upgraded.
- 4. Bridge the last mile:** Link MAX with employers.
- a. Provide space for shared bike or car options at MAX stations.
 - b. Partner with the City of Hillsboro on a network of mobility hubs – transit, carpools, bikes, transportation information.
 - c. Increase covered bike parking for all day or overnight storage at MAX stations.
- 5. New cost-effective “Community Connector” transit:** Provide shuttle services in areas where ridership can’t support traditional bus service.
- a. As an example, TriMet is working with Ride Connection to develop a shuttle service through Forest Grove to provide services for their community.

Tom said that this is a long-term plan and the economy hasn’t improved enough yet for full implementation. However, in September, there are plans to implement two options on Lines 47 and 48.

CAT Business Meeting Minutes

June 19, 2013

Page 11

Through the development of the plan, staff learned that Line 47 serving Intel-Ronler Acres doesn't really serve where the employees live. The route will be changed to serve the Bethany and PCC areas. The frequency of service will be increased to every 15 minutes in the a.m. and p.m. peaks and then every 30 minutes in off peaks. The same frequency changes will be implemented on Line 48 to provide more service along Evergreen Parkway and Cornell Road to the new Kaiser Permanente Hospital.

Tom said that he will lead the development of the Southwest SEP and Steve Kautz will be responsible for the Eastside SEP. Staff will also be working on the Clackamas or Southeast SEP by the end of 2013 to prepare for the PMLR start-up. In 2014, staff plans to develop a SEP for the City of Portland.

Discussion

Beth asked about any planned improvements on Line 57 to Forest Grove. Tom said that this may be a route that at some point lends itself to a high-capacity or bus rapid transit provision.

There was also discussion about providing service to the Hillsboro Hops Stadium. Tom responded that the stadium is a non-residential, light-industry area. Given the current limited resources, staff would have to be able to evaluate the overall demand for future transit to the location. He said the team organization is providing shuttle service to Orenco Station. Jan asked staff to follow-up to determine if the shuttles are accessible.

Arnold commented on the lack of service to the stadium and suggested encouraging people to use transit and perhaps staging some buses at the transit station to provide the service. He suggested the Hops might pay for the service.

Tom responded that the greater question involves whether resources so should be used for this type of service versus restoring service levels for customers trying to get to work.

Claudia asked if staff will be working with Ride Connection on the development of the other SEPs. He said TriMet had worked with Ride Connection on the Forest Grove services and those services would be funded by a Job Access Reverse Commute grant which TriMet manages.

CAT Business Meeting Minutes

June 19, 2013

Page 12

Claudia asked about the boundaries on the Eastside SEP and Tom said it would include the area to the Columbia River to the TriMet district boundary.

Tom added that TriMet is also working with Metro to consider providing bus rapid transit in the Powell-Division corridor

Chris suggested using articulated buses for the frequent service lines. Tom said that may be an option for discussion.

LIFT RESERVATIONS AND CUSTOMER SERVICE PROCESSES – Susan Florentino, Manager, LIFT Service Delivery; Aaron Borton, Program Manager, Central Dispatch, First Transit; Marla Jensen, Reservations Manager, First Transit

Susan Florentino, Manager, LIFT Service Delivery, introduced Aaron Borton Program Manager, Central Dispatch and Marla Jensen, Reservations Manager, both with First Transit. Susan said they would be reviewing the LIFT reservations process and answering any questions.

Aaron reported that LIFT receives about 30,000 calls per month for reservations. There are 30 reservationists and reservations are taken 365 days all year. Calls average about three and a half minutes per call and result in about 61,000 bookings per month.

LIFT Dispatch takes an average of 680 calls a day, primarily to check on arrival times, and they average about 45 seconds in length. Customer Service receives about 100 calls a day and each call can average four to five minutes a day.

Aaron said that reservationists do use a script because it helps to provide consistency and reduce errors. He said that the error rate is very low, under a half percent. While the script may seem repetitious to the customer, it does provide for a more accurate reservations process and contributes to reducing the length of the call.

At the end of the call, the reservationist should verify the information provided and should be able to assign the ride to route so that the customer can be provided with the ride window. LIFT also has a very low call-back rate and ride times for change for about one percent of customers.

CAT Business Meeting Minutes

June 19, 2013

Page 13

Reservations management staff conducts three random call checks per reservationist per month.

Discussion

Jan asked what's counted as an error during a reservations call. Aaron said that any incorrect information that creates a problem with a ride is counted as an error. Errors are discovered through the scheduling and dispatching process and documented for further review. Staff has the ability to replay the actual call to determine the source of the error and follow-up with the employee.

Trish commented on the guidelines for booking a group ride. Marla said that a group ride is when multiple LIFT customers are attending the same function but they request to be picked up at their individual home addresses. Aaron added that the ADA also allows a LIFT customer to be accompanied by a Personal Care Attendant (PCA) and/or one companion if they are traveling to and from the same locations.

Trish suggested that LIFT reservationists provide information in a clear manner. She said that she understands from other customers that the reservationist provide the pick-up and drop-off information at the same time and it can be confusing for the customers. Aaron responded that there haven't been any changes in the script and would be difficult to customize each interaction by customer.

Trish said that some reservationists provide the trip information saying the trip is "going from home" or "going back home" rather than providing the exact address. Marla said that the reservations are trained to state the address at least one time in the conversation and then they may use the other phrases to confirm the trip. The customer can always request further clarification.

Diana Kever commented on a bus issue and securement process on a recent trip she took. She said the operator was going to submit a report. Staff will follow-up.

Claudia asked if Customer Service also uses a script and how a customer would address an issue with a particular employee. Corrinna Griffis, Administrator, LIFT Quality, said that the calls to Customer Service vary but would include a greeting and intake of information. Aaron responded that any issues with Customer Service representatives should be directed to the supervisor or they can be directed to him.

CAT Business Meeting Minutes

June 19, 2013

Page 14

Claudia suggested that the CAT might review Customer Service procedures. Jan said that the Executive Committee would review the issue first and then discuss the next steps. Staff agreed.

Trish commented on the importance of allowing customers to state their concerns to Customer Service staff.

CAT MEMBER COMMENTS

Beth asked about the status of the discussion at the legislative level to place TriMet under Metro's direction. Jan said that it seemed to be a dead issue at this point.

ADJOURNMENT

The meeting adjourned at 11:52 a.m.