

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION November 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: John Betts, Lori Bauman, Jan Campbell, Eileen Collins-Mastel, Deidre Hall, Diana Keever, Adam Kriss, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Susan Florentino, Dion Graham, Corrinna Griffis, David Trimble

Guests: Matt Bergren (Cherriots, Salem), Mark Elias (MV Transportation), John Joseph (First Transit), Margo Moore (First Transit) Laura Rigney (First Transit), Ted Stonecliff (Salem-Keizer Transit), Kathryn Woods

Jan Campbell, Chair, called the meeting to order and welcomed everyone. She asked Lori Bauman, the new TriMet Board Representative to the CAT, to introduce herself. Lori said that she joined the TriMet Board of Directors in June and serves as an attorney for a local law firm handling business litigation. She's looking forward to working with the CAT and serving as the liaison to the Board.

Each of the CAT members introduced themselves.

APPROVAL OF THE AGENDA AND MEETING MINUTES

Jan asked for approval of the September 16 meeting minutes.

Eileen Collins-Mastel made a motion to approve the September 16 meeting minutes. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

There were no announcements from the Chair.

STAFF COMMENTS

David Trimble, Director, Transportation Programs, said that staff was finalizing the plans for the CAT's field trip to ATP at Nela. The event will include a tour of the facility, an opportunity to provide input on the next bus procurement and replacement of the minivans for the LIFT service, and the upcoming e-fare project and how it relates to LIFT.

Jan asked about the transportation for the tour. David said that transportation for all CAT members would be provided from the Transit Mobility Center downtown and staff would provide trip details in advance.

David announced that Corrinna Griffis, LIFT Service Quality Administrator, has been promoted to the position of Senior Specialist, Work Force Systems, for fixed route. Corrinna has been with LIFT for four years and he thanked her for her efforts. Corrinna thanked the CAT for the opportunity to work with them and said that the knowledge she has gained will be beneficial moving forward.

Bob Nelson, Interim Executive Director, announced that Doug Kelsey has joined TriMet as the new Chief Operating Officer and will begin in the position on November 30. He most recently served in a similar role for the Vancouver, British Columbia Transit System which is a system larger than TriMet. He has extensive experience with both rail and fixed route, infrastructure capital projects and has also been through the transition to electronic fares.

Bob said he would be leaving TriMet in December and he thanked the CAT for all of their fine work during the last two and half years.

Jan thanked Bob for his interest and passion about transit issues and the support he has shown the CAT.

WRITTEN COMMUNICATIONS

An email from Chris Walker was included in the CAT packet regarding recent LIFT transportation issues.

PUBLIC COMMENT

There was no public comment.

CAT REPORTS

Executive Committee

Jan asked if there were any questions about the meeting minutes for the CAT Executive Committee (EC). She said the EC has decided to begin a mentoring program for new CAT members. Arnold Panitch will work with Paul Pappas, Jan will work with Adam Kriss and Deidre Hall, and Claudia Robertson will work with Eileen Collins-Mastel.

The EC also discussed involving people with disabilities in the training of LIFT operators and the potential for hand rails on the LIFT buses to assist customers and operators in getting up and down. David responded that staff was addressing the issue for the floor plan for the next bus procurement.

Oregon Transit Association (OTA) Conference

Jan, Eileen, Arnold and Paul attended the OTA Conference in Eugene in October and reported on their experiences. Presentations of interest included ones on Bus Rapid Transit (BRT) and electronic fare payment. Eileen made a presentation at a session on strategies on emergency preparedness for transportation-dependent populations.

The CAT members shared their observations on Lane Transit's BRT system. Jan said that the CAT will continue to be involved in TriMet's development of BRT for the Powell-Division corridor as progress is made.

Eileen and Jan also reported on the Oregon Bus Rodeo which was held prior to the beginning of the conference. Eileen thanked First Transit for the financial contributions and the provision of volunteers to assist with the rodeo. Thirty drivers statewide participated including 20 who drove body on chassis vehicles and 10 who drove minivans. First Transit drivers won first, second and third place in the body on chassis category. Two drivers from Benton County Transportation won second and third places for the minivan category and two Ride Connection drivers won the wheelchair securement and written test portions of the competition.

The national rodeo will be held in Portland on May 21-22, 2016 at the Expo Center in Portland. The winners of that rodeo will receive an all-expense paid trip to the rodeo for 2017 which will be held in Detroit, Michigan.

CAT Meeting Minutes

November 18, 2015

Page 4

Jan said that the OTA Conference will be held in Seaside in 2017.

EFARE PROJECT UPDATE – Chris Tucker, Director, Revenue Operations; Tom Strader, Senior Coordinator, Fare Policy; Debbie Huntington, Manager, Creative Services

Chris Tucker, Tom Strader, and Debbie Huntington provided an overview on the electronic fare system, Hop Fastpass.

Tom reviewed some of the highlights of the development to date including:

- The goal of the branding for the system is to stress the simplicity and convenience for riders.
- A website has been launched and can be viewed at myhopcard.com
- Card readers have been installed at some of the rail platforms.
- A proposal for the approval of some of the core features will be presented to the Board in January and February.
- Fare capping will provide the ability to ensure that a customer never pays more than the cost of an all-day ticket or a monthly pass depending on travel frequency.
- The proposed minimum card fee is \$3.
- A Title VI process will be completed to analyze the fare changes for any potential impacts to low income communities and communities of color.

Chris reported on how the e-fare process will work including:

- Approximately 500 retail stores including grocery stores, convenience stores, pharmacies, etc., will offer the Hop Fastpass for an adult, youth, or honored citizen on the same racks as gift cards are sold now.
- The customer will have the ability to load funds on the card through the checkout process using any usual payment method.
- Customers will also be able to load cards through a mobile app, a website or the TriMet office.
- On the bus, the customer will tap the card on the validator to the right of the dash and the validator will sound a tone for “accepted” and “accepted” will also appear on the screen.
- On light rail, the customer will tap the card on the mast on the platform and again a tone will sound and the screen will display “accepted.”
- On LIFT, the cards would be distributed and the card number would be tied to the customer’s account. Instead of having to show the card on LIFT, the operator would push a button upon pick-up indicating the ride has been performed.

CAT Meeting Minutes

November 18, 2015

Page 5

- Customers will be able to register their cards with TriMet to provide lost card protection.
- Customers will still be able to purchase a single ride ticket or a one-day pass at the ticket machine. The current paper ticket will be replaced with a ticket that is similar to a business card that includes a chip. To transfer to another bus, the customer will tap the ticket to the validator to show the ticket is still valid.

Staff has completed the factory acceptance testing of the hardware within the last two weeks and the next step will be to complete lab tests of the all the systems. The goal is for validators to be installed in the spring to begin operational testing with focus groups. The testing of all systems will continue throughout 2016.

For the LIFT service, the proposal is that the card number will be tied to a customer account. When the trip has been performed, the operator will push a button that will charge the account in real-time. The system will have the ability to cap the amounts and discontinue the charging process once a customer has reached the cost of a monthly LIFT or monthly Honored Citizen pass if using fixed route.

Debbie reviewed the signage for introducing the Hop brand and said that it had been developed through an extensive branding process that included a number of focus groups. She said that color scheme was developed with TriMet, Portland Streetcar and C-Tran service in mind.

She presented examples of the Hop Transit Fare Cards for Adult, Youth and Honored Citizen fares that will be available at the retail kiosks and photo ID cards. She also showed examples of the screens for the validators.

Discussion

Adam Kriss asked about the cost of the card, the maximum amount that can be added to the card, and if the unused funds roll over to the following month. Chris responded that the price covers the cost of producing the card and that the funds can be added with a minimum of \$5 up to a maximum of \$250. Any unused funds remain on the card until used.

Adam said that some social service agencies and employers offer discounted fares. He asked if those discounts would still be available with the new system.

CAT Meeting Minutes
November 18, 2015
Page 6

Chris said that all of the agencies, employers, and schools will be able to manage accounts and cards including discounts for their clientele.

Diana Keverer asked about situations where someone receives a free pass. Chris said that option would still be available.

Claudia Robertson asked about any plans to address any vandalism issues to ensure the system remains operable. Chris said that one of the reasons the use of an electronic fare is attractive is because that solid state readers have been used globally for about 20 years and they are dependable because there are no moving parts. While they are not totally vandal proof, they are built specifically with environmental specs to withstand most abuse.

Claudia commented that the lift on some fixed route buses is not near the farebox. She asked how customers who use mobility devices will tap their cards when boarding. Chris responded that a customer should be able to tap the card when using the ramp on a low-floor bus. Operators can also provide assistance as necessary.

Claudia said that the type on the back of the card is too small and difficult to read. She suggested an insert with larger print be included in the retail packaging. She added that the print would be easier for people with vision loss to read if the letters were white on a blue background.

Adam asked if the requirement to tap the card would slow down the boarding process. Chris said that based on the experience of other transit agencies, the validator is very quick to respond and there should be no impact on dwell time. He added that some agencies have seen an improvement in boarding times.

Arnold asked if customers would still have the ability to pay with a Smartphone. Chris said that a customer would be able to pay with an app and eventually a new app will be introduced.

Arnold also asked about those customers who now have to show both a pass and a school or corporate identification for fare payment. Chris said that this will be addressed and as an example, Portland Public Schools will combine the student ID card and the youth pass into one card.

PORTLAND STREETCAR – Dan Bower, Executive Director

Dan Bower provided an update on Streetcar operations.

Dan reported that with the opening of the Orange Line and Tilikum Crossing on September 12, 2015, Streetcar service is now providing service for the entire loop. Ridership has decreased due to the intermittent closures of the Broadway Bridge for the painting project which should be complete in March.

Dan said that since there are two Streetcar loops, there has been a change in how service interruptions will be handled. Instead of using a bus bridge, customers are asked to board the other loop operating about one block away in the other direction because the Streetcar loops each serve the same locations. In the past, by the time a bus bridge was ordered and in place, the issue was resolved. This change should serve the customer better and reduce the costs of using a bus bridge.

A new standard operating procedure has been developed for use in the event of an ADA ramp failure. A contract is in place to be able to provide taxi-cab service in this instance.

Dan reviewed the results of a recent customer survey about ridership which included:

- Sixty-six (66) percent of trips begin at customers' homes
- Thirty-two (32) percent of trips taken are work-related
- Thirty-eight (38) percent of riders are in a household with one vehicle
- Twenty-three (23) percent of riders do not have a driver's license
- ADA ramps are deployed about 35 times per hour
- Less than five percent of riders are tourists
- Few riders use transfers

Dan said that based on customer input, staff is considering how to speed up service. There have been some signal improvements and public discussions will begin to consider any benefits that might result from consolidating some stations. A pilot project may take place after the first of the year with the goal of making a final decision sometime in the spring.

CAT Meeting Minutes
November 18, 2015
Page 8

Discussion

Adam asked if there was any way to notify customers about any issues with ramps on the reader board. Dan said the boards have the ability to display messages but it wouldn't be possible to leave a message displayed until a car with a working ramp was available. It would be best to have the information conveyed by operator announcement.

Paul asked about future Streetcar expansions and the Belmont area. Dan said that staff is considering the route for the next expansion and Belmont is an area on the list of proposed options. Other areas include NW Portland, Macadam, MLK, Sandy, and Broadway.

Dan said the first priority at this time is to secure more cars. An application for funding will be completed in hopes of securing three cars from Seattle in 2018.

Jan expressed concern that bicycles, grocery carts and strollers are becoming more of an issue on Streetcar, primarily in the summer. Dan said staff would continue to monitor.

LIFT OPERATIONS

LIFT Quarterly Report – 1st Qtr. FY16 – Susan Florentino, Manager, LIFT Service Delivery

Susan Florentino reviewed the LIFT Operations Report for 1st Quarter – FY16. Highlights of the report included:

- Average weekday ridership increased 0.3 percent compared to the prior first quarter.
- Saturday and Sunday average ridership decreased by 4.1 percent and 2.6 percent respectively from the same quarter last year.
- Total average weekly ridership for the quarter decreased 0.1 percent from the prior year.
- No Shows remained the same and cancellations declined 0.7 percent from the previous year.
- For the quarter, 16.9 percent trips resulted in a no show or cancellation which is 0.7 percent lower than the prior fiscal year.

CAT Meeting Minutes

November 18, 2015

Page 9

- On-time performance for pickups and appointments increased 1.7 percent and 1.5 percent respectively from the prior first quarter.
- On-time performance for LIFT cabs was 91.5 percent, a decrease of 0.1% from the previous year.
- Average trip durations decreased 5.9 percent to 33.6 minutes from the prior year.
- Total complaint and issue rates increased from the same quarter last year by 14.8 percent and 25.9 percent respectively. Commendations decreased in number 3.4 percent in rate and by 4.3 percent compared to the prior year.
- In the first quarter, 87.2 percent of all calls were answered within five minutes, a decrease of 1.1 percent.
- Productivity for rides provided per vehicle decreased by a total of 4.0 percent from the prior year.
- The rate of fare non-payment decreased by 0.6 percent.
- The average cost per ride for the current quarter is 0.5 percent higher than the first quarter of FY15.
- The average cost per ride is 0.5 percent higher than the first quarter of FY15.

Discussion

Arnold asked about the past reduction of the LIFT service area as a result of the fixed route service reductions from 2012. David Trimble, Director, Transportation Programs, responded that ones who are LIFT eligible may use the service as long as their pick-up and destination points are within the service area. The boundary expands and contracts with the fixed route service.

Arnold commented that it was his understanding that at one point all LIFT service started at the same time in the morning as the first fixed route service. Now it begins by individual bus line. David said that the ADA prescribes that the paratransit service be comparable to fixed route but there are some areas where LIFT service exceeds that requirement. LIFT service is provided based on peak service throughout most of the day.

Claudia commented on the decline of the percentage of calls answered within five minutes by Customer Service. Susan said that there had been some staffing issues which contributed to the decline but they have been rectified.

CAT Meeting Minutes
November 18, 2015
Page 10

Chris Walker commented that he had been the only customer on his LIFT trip from Hillsboro to downtown for today's meeting. David responded that the scheduling process is complicated and sometimes customers in the outlying areas area assigned to a direct ride.

Jan commented on some recent issues she had with on-time performance for her morning work rides. She noticed the operators were using paper manifests and asked if this was impacting performance. Susan said that there had been some recent issues with the onboard units but it was more likely that weather conditions and traffic congestion have had the greatest impacts on service delivery.

Susan said that the schedules are built on predictable patterns. On the day of service, the dispatchers monitor the routes and manage them to keep them on time.

Jan asked about the timeline for transferring a trip to the cab service. Susan said that the cab company has an hour to respond to a ride request. Depending on the circumstances, it is always the goal of the dispatcher to transfer the trip more than one hour in advance.

Public Comment

Kathryn Woods asked about the amount of time for the hold cycle on the phone for Dispatch and if that wait time is calculated into the statistics for calls answered.

Paul asked if the customer had the option to ask for a return call rather waiting on hold.

David said that staff is considering some new technologies including an Interactive Voice Response (IVR) system. The system would provide the customer with the options for different types of responses including text message or return call.

Broadway Cab (BC) – Raye Miles, General Manager; Steve Hext, Operations Manager

Raye Miles and Steve Hext provided an update on BC service and addressed the CAT's questions regarding cab service used to supplement LIFT service.

CAT Meeting Minutes
November 18, 2015
Page 11

Raye reported that BC installed a new dispatch system on October 11. This is the first change since 2004 and involved changing the operating system, both software and hardware, that is used to reserve and dispatch trips. The transition to the new system impacted every aspect of the business.

One of the goals of the procurement was to identify a system that would help to maximize the wheelchair accessible resources and provide the best possible customer service for the use of those vehicles.

Raye added that BC is also considering some type of IVR system for customer communications.

Discussion

Eileen asked about the training protocol for passenger assistance and sensitivity training and if it was conducted internally. Steve responded that operators are required to complete the Passenger Service and Safety (PASS) training initially and every three years thereafter. Most of the training is held internally. Raye added that operators may also be sent for retraining as needed.

Jan suggested that the operator training include an opportunity to interact with people with disabilities who are actually customers. She said that the CAT has also made this suggestion to LIFT staff. Deidre Hall commented that it might be helpful to include this activity as part of the training on an annual or bi-annual basis. Raye agreed that staff would consider the suggestions.

Diana commented that are still cab operators who are afraid of service animals. She said her primary concern is that if the operator shows fear, it will disrupt her service animal's ability to complete her task.

Raye asked that customers contact LIFT Customer Service to report their experiences with operators and service animals while performing a LIFT ride. BC staff will then work with the operator to address any issues.

Chris Walker commented on recent LIFT service provided by BC and asked how service is handled when a ride is late and the facility has closed. Raye apologized for the issues with his ride and said that the complications in providing his service were based on a combination of limited resources and traffic issues. She said that LIFT customers should call BC directly to report any issues if the LIFT program has closed for the day.

CAT Meeting Minutes
November 18, 2015
Page 12

Susan said that LIFT Dispatch is open until the last LIFT customer has been picked up for the day. The first option should be to call LIFT. Customers may also call BC but it is best to call LIFT first to ensure LIFT staff is aware of any issues.

Arnold asked how BC is compensated for LIFT trips. Raye responded that BC has a contract with TriMet and is compensated based on the meter costs.

Public Comment

Kathryn said that while her overall experience with BC has improved, she has observed cab operators who do not provide door-to-door service. This means the customer has to watch for the cab which can be difficult for customers with vision disabilities.

Kathryn also complimented a BC operator on a ride last August who demonstrated good customer skills when he asked if she was Kathryn Woods and said that he was there to provide her ride. He also parked his vehicle in a way that he was able to assist with the groceries like the LIFT operators do.

Raye thanked Kathryn for her comments and said that operators are reminded frequently of the procedures for announcing themselves and escorting customers to the door.

CAT MEMBER COMMENTS

Adam commented on the recent MAX car flooding and asked about the protocol for deboarding customers with disabilities when the ramp may not be operable. David said that the operator can assist. First responders and rail supervisors may also be contacted to provide assistance as necessary.

Arnold asked if there were any problems reported with the ramps during the rainy days. David said he wasn't aware of any issues. If there were significant problems, the train would be removed from service and checked for any damage.

ADJOURNMENT

The meeting adjourned at 12:00 p.m.