

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION February 19, 2014 9:00 – 11:40 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, John Betts, Leon Chavarria, Harold Cheeks, Jim Jackson, Diana Keever, Patricia Kepler, Beth Nagy-Cochran, Arnold Panitch, Zoe Presson, Claudia Robertson, Terry Watson, Chris Walker

Staff: Susan Florentino, Corrinna Griffis, Kathy Miller, Allen Morgan

Guests: Mike Bedlion (First Transit), Debbie Huggins, John Joseph (First Transit), Margo Moore (First Transit), Lt. Eric Schober (Transit Police), Billie Smoke, Kathryn Woods

#### **APPROVAL OF THE AGENDA AND MEETING**

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

**Trish Baker made a motion to approve the January 15 meeting minutes. The motion was seconded and passed with one abstention (Beth Nagy-Cochran).**

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

Jan reported on her involvement with the budget process committee. She said there are discussions underway to combine the Honored Citizen (HC) and Youth fares into one reduced fare type. This would probably mean an increase in the HC fare and a decrease in the Youth fare which wouldn't take effect until 2015. She asked that the CAT have a presentation on the topic.

**CAT Business Meeting Minutes**  
**February, 2014**  
**Page 2**

Jan said that there have also been discussions about extending the youth fare program arrangements to other school districts.

Kathy Miller responded that the topic of combining the fares had been discussed at an earlier CAT meeting and that staff would make a presentation on any further proposal at a future CAT meeting.

**WRITTEN COMMUNICATIONS**

No written communications had been received.

**STAFF COMMENTS**

Kathy said that the CAT will not have a formal meeting on April 16 and instead the committee members will have the opportunity to tour the PMLR alignment. Details about the tour will be provided shortly.

Kathy reported that the annual recruitment period for CAT membership will begin in early March. There are seven members whose terms expire at the end of June and they may apply for reappointment. Public notice will be given and applications are due by April 4, 2014.

Kathy said that Chris Tucker, Director, Revenue Operations, and Tom Strader, Coordinator, Senior Fare Analysis, had requested that the CAT form an ad hoc committee to meet with them to discuss the accessibility features of the proposed eFare system.

The Executive Committee has identified four CAT members to participate including Trish Baker, Jan Campbell, Patricia Kepler, and Arnold Panitch. The ad hoc will meet on Friday, February 21 at 1:30 p.m. at the TMC. Additional meetings will be held as required.

For the work with the ad hoc committee, Arnold asked how many CAT members use cell phones or smart phones. Six use cell phones and four indicated they have smart phones. There was further discussion about the use of electronic devices and smart phone applications.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 3**

Allen Morgan thanked Zoe Presson and John Betts for participating in a meeting with a research group from the University of Texas as part of a project for the Transit Cooperative Research Program. The purpose of the project is to review convenience and safety issues of railroad crossings for pedestrians and people with disabilities.

Patricia Kepler commented that they had also met with her in her role at Independent Living Resources.

### **PUBLIC COMMENT**

Kathryn Woods commented on the use of smart phones and asked if the LIFT fares would be included in the Smartphone app. Kathy said that staff had reported at the last presentation that it might be something that could be considered for the future.

Kathryn also commented on LIFT service provided by Broadway Cab. She asked how much variance there can be with the scheduled pick-up time before the customer is given advance notification that the pick-up window has changed.

Kathryn also reported that on a recent trip, a cab driver had called to let her know her ride had arrived but he didn't provide assistance from the door or to the door of her destination. She will report the issues to Customer Service.

Susan Florentino, Manager, LIFT Service Delivery, responded that there is a process to notify the customer of an adjustment to the pick-up time when the ride is moved from a bus to a cab. She added that all Broadway Cab operators are to provide customer assistance and if they do not, it is a performance issue.

Jim Jackson asked about the expectation for self advocacy and that operators should ask how they can assist rather than automatically assist. Patricia said that the operators are required to come to the door and identify themselves and then it would up to the customer to indicate any additional assistance required.

Patricia commented that she has noticed that some of the cab operators will place a towel on the seat if a customer uses a service animal. She said her service animal rides on the floor and she found it unacceptable that the operator assumed otherwise.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 4**

There was discussion that Broadway Cab management staff would be in attendance at the presentation of the next LIFT Quarterly Report in May.

Debbie Huggins commented on the recent incident with the LIFT customer being left at the incorrect location for a retail store that had recently moved. She was on the ride and said that the operator was directed by Dispatch staff to leave the person at the location and couldn't drive her elsewhere. Another customer contacted the care facility staff where the first customer lived and made arrangements for them to pick her up.

Debbie said that the operator wasn't at fault and that the issues were caused by Dispatch.

Jan said that she had also mentioned her concerns about LIFT safety to Bob Nelson, Interim Deputy General Manager, at a recent meeting and he is also interested in having further discussions with LIFT staff and First Transit. He will contact staff to arrange for follow-up.

### **TRANSIT POLICE UPDATE – Lt. Eric Schober**

Lt. Schober reported that as of late, there been few issues on bus service but that there continues to be some activity at the MAX station at East 162<sup>nd</sup>.

#### **Discussion**

Patricia asked for an update on the monitoring of dogs on the MAX trains. She had heard of a customer who was bitten by someone's pet and fare inspectors on the vehicle hadn't questioned customers about their dogs. The customer had said she had reported the issue.

Lt. Schober responded that he wasn't aware of any recent dog attacks. Typically officers ride with county animal control staff and do inspections, particularly in the spring and summer months when there is more activity on the system.

Trish Baker asked about any changes in fare evasion. Lt. Schober said that it has stayed about the same and that more incidences occur on MAX especially in the evening hours.

## **CAT REPORTS**

Claudia Robertson, reported on the CAT Executive Committee (EC) meeting on January 28. She said that the EC had discussed having a presentation from First Transit on the safety concerns and also a presentation from Ride Connection on the recent study on transportation for dialysis clients.

Kathy will follow-up on scheduling both presentations.

## **FY15 BUDGET PRIORITIES**

Kathy presented the proposed list of the CAT's budget priorities for FY15. She said that the CAT had discussed adjusting the priority of the items on the list at the January 15 meeting.

There had also been a question about the budget resources for the cleaning of bus and MAX vehicles. Kathy reported that she had confirmed that the cleaning services were back to the pre-recession levels.

Claudia suggested changing the list of priorities document to read "(of equal priority)" rather an "(in random order)". She added that the use of the priority seating area continues to be an issue and is mentioned in many conversations she has within the community.

The committee and staff discussed the efforts that have been made thus far to encourage customers to move for people with disabilities and the need for those with disabilities to advocate for access to the area.

**Beth Nagy-Cochran made motion to approve the list of budget priorities as listed, changing "(in random order)" to "(of equal priority)". The motion was seconded and passed.**

Kathy will forward the recommendation to the Board and staff.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 6**

### **FY15 SERVICE PLAN – Kerry Ayres-Palanuk, Manager, Service Planning; Claudia Steinberg, Manager, Community Affairs**

#### **PMLR Service Planning**

Claudia Steinberg, Manager, Community Affairs, reported that discussions are underway about connections between bus service and PMLR. The project is about 70 percent complete and the bridge-naming will take place in April with the closing of the bridge gap in May.

Claudia said that staff has been working closely with Service Planning to complete outreach to the neighborhoods and groups about bus service in the Milwaukie area.

There are several bus lines that are serving SE McLoughlin Blvd. which will duplicate PMLR service. Those lines, such as Line 33, would connect to the Park Avenue Light Rail Station and Park and Ride and also connect to downtown Milwaukie. Lines 9, 17, and 19, are the lines under consideration for crossing over the new bridge.

Staff will take feedback on these options through March and then an actual proposal and service plan would be ready for further community comment and review in the summer months. Further conversations would take place in the fall with the final plan completed by the end of the calendar year.

Claudia reported that there have been over 100 comments received on the website and there has been continued outreach to customers at the park and ride locations, in Oregon City, Clackamas Community College, Milwaukie Park & Ride and in the downtown Portland area. Staff has also met with various businesses, jurisdictions and organizations.

She distributed information about upcoming open houses and invited interested parties to attend.

Kerry Ayres-Palanuk reiterated Claudia's comments on the outreach underway. She added that Lines 31, 32, 33 and 99 would stop in Milwaukie and customers would transfer to go further north.

She said that they have received requests for more service on McLoughlin further north than Milwaukie as well as requests for more service on Johnson

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 7**

Creek Blvd., to the Tacoma Station and in the area near the Naturopathic College. Staff is considering the requests for the development of the proposal.

### **Discussion**

Claudia R. asked about the effort involved to have Lines 9, 17, and 19 use the new bridge. Kerry responded that they all cross the Ross Island Bridge currently and they would have to travel a little further north which would not result in a significant route change.

Arnold commented that transfers can be difficult for the elderly and/or people with disabilities. He said that the single-seat ride is a priority and would be challenging if customers are being directed to transfer to MAX which may not get them to their destinations.

He said that there are many commuters who have to go downtown to connect to reach their final destination and the PMLR service is not going to mitigate those needs. He suggested that routes that cross the Sellwood Bridge might provide service to Beaverton, Tigard, Washington Square, Taylors Ferry, Barbur Transit Center, etc., to improve access to locations on the West side. He added that Line 40 customer might find the route more useful if it went just a little further into the Southwest area.

### **FY15 SERVICE PLAN**

Kerry reported that each year TriMet completes a detailed review of the service on the street including: 1) maintaining the current service; 2) how to optimize and restore service; and 3) how to expand the service.

Expanding the service may include new frequency improvements, new lines, and service into new areas. Staff is currently working with stakeholders and public to develop service enhancement plans for future transit improvements in the area.

Staff is working on optimizing and restoring service on frequent service lines. In March, weekday midday frequent service will be restored to every 15 minutes or better, one step toward full frequent service seven days per week. The next likely investment in frequent service would be weekday evenings, followed by

**CAT Business Meeting Minutes**  
**February, 2014**  
**Page 8**

Saturdays, and then Sundays. TriMet is committed to restoring more service in the next year.

In September, there will be 11 bus lines that will have capacity improvements to reduce crowding. These lines include:

4-Division/Fessenden  
8-Jackson Park/NE 15<sup>th</sup>  
9-Powell Blvd.  
10-Hardol St.  
15-Belmont/NW 23<sup>rd</sup>  
20-Burnside/Stark  
33-McLoughlin Blvd.  
44-Capitol Hwy/Mocks crest  
76-Beaverton/Tualatin (Saturday change)  
94-Pacific Hwy/Sherwood  
99-McLoughlin Express

Three bus lines will have additional running time so arrival times are more predictable. The three lines that will be improved first are:

20-Burnside/Stark  
71-60<sup>th</sup>/122<sup>nd</sup> Avenue  
72-Killingsworth/82<sup>nd</sup>

**Discussion**

Claudia R. asked if new schedules would be printed for the changes in March and over the summer months. She said that 122<sup>nd</sup> Avenue which is served by Line 71 is very wide with no signals except at major intersections and also has few shelters. She feels it would be helpful for customers to be aware of the schedule changes so they don't have wait long.

Kerry said that the electronic schedules would be updated and she will follow-up on whether an individual schedules will be changed.

Trish asked about the protocol for a bus operator when a customer with a mobility device is unable to board because the securement spaces are occupied. Allen responded that it depends upon the route. If the route provides less than 30-minute service, the third customer with a mobility device would



## **CAT Business Meeting Minutes**

**February, 2014**

**Page 9**

have to wait for the next bus. If it is more than a 30-minute wait, the operator is to call Dispatch and alternate service will be arranged.

Arnold said that there are still complaints about Line 12 service on Barbur and that people are being passed by. He said that the buses are usually quite full by the time they reach Hillsdale.

Kerry responded that staff also considers the frequency of other lines following the buses at full capacity such as on the Lines 1, 38, and 94 for that area. Arnold said that the issue is that Line 1 only goes to Portland State and the Line 38 does not go beyond downtown. Again, he said it is the issue of the single-ride to a destination. Kerry said she would review the routes.

Jan suggested that staff also work with the LIFT program when reviewing service plans to ensure that any route changes result in minimal impacts for the LIFT boundaries.

Kerry agreed and stated that at this point, staff doesn't anticipate any changes that would negatively affect the LIFT boundary.

Chris Walker asked about restoring service from earlier cuts such as the Line 46 in Washington County. Kerry said all that service is being reviewed and service has been added to the Lines 47 and 48. She's not sure if the Line 46 was included in the review but said it could be added.

### **LIFT OPERATIONS QUARTERLY REPORT FY14 – 2nd QTR. - Susan Florentino, Manager, LIFT Service Delivery**

Susan Florentino, Manager, LIFT Service Delivery, reviewed the LIFT Operations Quarterly Report for FY14-2<sup>nd</sup> Quarter. Highlights of the report included:

- Average weekday ridership increased by 2.0 percent from the same quarter last year. (Note: Average weekday ridership has increased by 1.3 percent for January 2014.)
- Both Saturday and Sunday average ridership decreased by 3.7 percent from the same quarter last year.
- Total average weekly ridership for the quarter increased 1.2 percent over the prior year.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 10**

- On-time performance for pickups and appointments increased 0.1 percent and 1.5 percent respectively from the previous second quarter.
- On-time performance for LIFT cabs was 89.9 percent, an increase of 2.4 percent over the prior year.
- Average trip durations decreased 1.7 percent to 35.7 minutes from the prior year.
- Total complaint and issue rates decreased from the second quarter of last year by 13.6 percent and 12.6 percent respectively, with both at the lowest level of the last five quarters.
- A total of 161,894 calls were answered, an increase of 2.8 percent from FY13, and the highest of the previous five quarters. Higher call volumes were received in Reservations, Dispatch, and Customer Service.
- Of all calls received, 98.9 percent were answered within five minutes, a decrease of 0.4 percent.
- The productivity portions of the report for second quarter represented no change.

### **Discussion**

Diana Keever asked about training for the LIFT operators on the use of the securement system and how often the operators are trained in the process. She reported her chair tipped over on her ride to today's meeting. She said her chair wasn't secured.

Susan asked if she had made a report to Customer Service and Diana said she would call following the meeting. John Joseph, First Transit, said that operators complete about 120 hours of training initially and the wheelchair securement portion is about eight hours. They complete that training annually.

Patricia questioned if the operator should have reported the incident at the time it occurred. John Joseph, First Transit, responded and agreed that the procedure was to report an incident of this type.

Terry Watson asked if the increase in ridership was the result of an increase in customers or an increase in rides taken by existing customers. Susan said that was a good question and would be considered in the annual study completed in May of each year. In past years, the study has shown that there are slightly fewer customers but they are riding more frequently.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 11**

Terry also commented the safety of the customer should be priority for everyone and that safety always should trump policy. He said that staff should be commended for all their efforts and always reminded of the importance of safety first.

Trish complimented staff on the call statistics and said that the response time from reservationists has increased. She also commented on her service during the snowstorm and said that the operator drove very safely. She also called in a commendation.

Susan thanked Trish for her comments.

Patricia also commended LIFT on the service provided during the IT outage and the recent inclement weather.

She also commented that the service provided on February 14, Valentine's Day, was very slow. She had a 6:30 p.m. appointment time and didn't arrive at her destination until after 7:30 p.m. She heard from others that they all experienced delays of the 14<sup>th</sup>. Susan said that she wasn't aware of any difficulties on that evening but she would review the report.

Jan also commented on a friend's ride that took her over two hours to travel to Aloha via a route that also traveled to Clackamas and Milwaukie first.

Arnold asked about the LIFT policy regarding non-payment of fares. Susan said that LIFT customers are required to have a valid fare. However, there are no fare inspectors on LIFT but the operator records the information if the fare is not paid. If pattern of no-pays develops, staff works with the customer or the responsible party to attempt to address the issue.

Usually there may be some type of communication issue either with the customer or the residence so staff works to find a solution. If the issue continues, there is the potential for the customer to be suspended from service.

Leon Chavarria asked if there was a method to implement some type of fine if a customer is constantly a no-show for a scheduled trip. Susan said that it would be a possibility if there was a large number deliberately disregarding the fare policy. Staff has found it is usually an issue that can be resolved and if not, the service suspension policy applies.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 12**

The committee asked questions about the increase in the cost of the rides. Susan said that it includes all LIFT costs included and one cost that fluctuates considerably is the cost of fuel. Other variable costs include service hours and the cab trips.

Jan asked about the LIFT policies regarding behavior, particularly spitting. Susan said that customers are required to not engage in any behavior that will disrupt service or create an unsafe environment for other customers. Operators are instructed to assess the situation and call Dispatch and potentially a service supervisor if necessary. If the situation does not require immediate attention, the operator may submit a report instead.

Susan said that it depends on the frequency and severity of the incidents and some customers may have only one incident. Depending on the severity of the situation, the customer's service may be cancelled for the next day. Staff treats each situation on a case-by-case basis and works with the responsible party to develop a safety plan for the customer.

Susan added that staff depends on the operators to provide reports so that they can follow-up with the customers or responsible parties as necessary.

John Joseph, First Transit, confirmed that operators are to report disruptions in service and agreed that safety is the first priority.

Trish commented that spitting on another person is illegal. Terry added that it is also a blood-borne pathogen concern. Staff agreed it was a safety issue.

Jan also asked about the criteria for determining if a same-day ride can be provided during inclement weather. Susan responded that those requests are reviewed on a case-by-case basis. The determination is based on whether or not it is safe to provide the trip from the origin to the destination and the resources are available to do so.

Jan said that City of Portland staff are discussing services during these types of emergencies and may include TriMet in the discussions.

Diana Keever asked about situations when a customer is making another customer uncomfortable by their language or behavior. John suggested that Diana could either relay her concerns to the operator or make a report to Customer Service for follow-up.

## **Public Comment**

Kathryn commented that regarding the costs of LIFT rides, a LIFT bus that is full vs. a LIFT bus with one customer, is less costly to operate. She added that her LIFT service has been incredibly good and her personal on-time performance for her rides has been in the 95-97 percent range.

## **LIFT ELIGIBILITY QUARTERLY REPORT - FY14–1st and 2<sup>nd</sup> QTRS. - Kathy Miller, Manager, LIFT Eligibility and Community Relations**

Kathy reviewed the LIFT Eligibility Quarter Report for 1<sup>st</sup> and 2<sup>nd</sup> quarters for FY14. Highlights of the report included:

### **New Applicants**

#### **First Quarter FY14**

- 710 new applicants for July-September 2014.
- Results included:
  - 38.9 percent were unconditionally eligible;
  - 19.1 percent were conditionally eligible;
  - 16.9 percent were granted temporary eligibility;
  - 3.5 percent were denied;
  - 1.6 percent withdrew their applications; and
  - 20.0 percent did not complete the eligibility process.

#### **Second Quarter FY14**

- 701 new applicants for October-December 2014.
- Results included:
  - 36.8 percent were unconditionally eligible;
  - 18.5 percent were conditionally eligible;
  - 15.7 percent were granted temporary eligibility;
  - 1.7 percent were denied;
  - 2.1 percent withdrew their applications; and
  - 25.2 percent did not complete the eligibility process.

### **Applicants for Recertification**

#### **First Quarter FY14**

- 859 active LIFT customers were notified of the need to recertify.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 14**

- Results included:
  - 30.9 percent were unconditionally eligible;
  - 14.9 percent were conditionally eligible;
  - 2.2 percent were granted temporary eligible;
  - .6 percent were denied;
  - 51.4 percent allowed their eligibility to expire.

### **Second Quarter FY14**

- 1,015 active LIFT customers were notified of the need to recertify.
- Results included;
  - 27.7 percent were unconditionally eligible;
  - 12.1 percent were conditionally eligible;
  - 1.2 percent were granted temporary eligibility;
  - .8 percent were denied;
  - 20.2 percent of the applications are still in process; and
  - 38.0 percent allowed their eligibility to expire.

### **Recertification Changes**

Kathy reported that of those applying for recertification for first and second quarters combined:

- 75.6 percent had no change in their eligibility determination from the previous determination
- 9.0 percent changed from unconditional to conditional
- 12.1 percent changed from conditional to unconditional
- .8 percent changed to temporary

### **Eligibility Appeals**

Kathy said that there have been a total of 12 appeals for first and second quarters combined. Of the 12 appeals:

- Eight decisions were upheld by the panel;
- Three denials were changed to conditionally eligible; and
- One appeal is pending.

## **CAT Business Meeting Minutes**

**February, 2014**

**Page 15**

### **Discussion**

Terry asked if most of the applicants who were “unable to process” were because they did not schedule the in-person portion of the process. Kathy agreed and said that staff makes up to two attempts to contact the applicants before sending a letter to inform them of their status. They are always welcome to call to resume the process at any time.

She added that the majority of people who allow their eligibility to expire have not submitted an application. They usually haven’t ridden very frequently, may have moved, or made other travel arrangements.

Arnold asked if TriMet charges to complete the eligibility process and if the costs are included in the LIFT cost per trip. Kathy said that by law, there can be no charges associated with the eligibility process. TriMet also provides the trip to and from the eligibility appointment at no charge to the customer.

Kathy said that the budget for the eligibility process is included in the budget for the Accessible Transportation Program and it is her understanding that everything included contributes to the cost per ride.

Arnold questioned the source of the funds. Kathy replied that the funds are provided from TriMet’s general fund.

### **Discussion**

Kathryn commented on the varying eligibility determinations she has had during the use of the service. Kathy said that LIFT customers who have had a change in their health or disability are welcome to reapply any time during the three-year recertification period.

### **CAT MEMBER COMMENTS**

Claudia R. said that there are several upcoming meetings about the Eastside Transportation Plan. The first is a town hall on Tuesday, February 25, from 6:30-8:30 p.m. at IRCO at NE 103<sup>rd</sup> and Glisan. There will be additional meetings and she encouraged those interested to attend.

**ADJOURNMENT**

The meeting adjourned at 11:40 a.m.